



A STAR ALLIANCE MEMBER
MEMBRE DU RÉSEAU STAR ALLIANCE



In-Flight Service Return to Work Program

Air Canada In-Flight Service Rehabilitation Return to Work Program, ('RTW Program'), consists of four phases which normally, do not exceed six months in total duration. The employee is not obligated to enter at Phase I and/or exit from Phase IV. Entry and exit can occur at any phase of the return to work program. Medical information drives this system. The attending physician and/or others involved in the treatment of the employee may deem the employee ready to begin modified duties. It is a voluntary program and if the employee chooses not to return, wage income protection programs (WCB & WIP) may be affected.

The Air Canada In-Flight Service Rehabilitation Return to Work Program is offered through the auspices of:

- *Occupational Health Services Department*
- *Employee Rehabilitation Services*
- *Workers' Compensation Board*
- *Air Canada Component of C.U.P.E*

As much as possible, the rehabilitation return to work program is tailored to the specific needs of the employee respecting structure and time parameters. The employee is encouraged to participate fully in each phase of his/her return to work program and is reminded to keep in mind his/her physiological/psychological abilities and limitations. Employee must make an appointment to go see Air Canada Occupational Health Services for reassessment at a maximum of 30 day intervals.

The employee, Occupational Health Services and the Rehabilitation Coordinator liaise regularly to ensure the best possible results from the return to work program. As indicated, the medical data drives the program. The employee must, therefore, obtain clearance from Occupational Health Services for progression into subsequent phases of the return to work program, for re-qualification training requirements and for return to full-time work responsibilities without restrictions.

You are requested to ensure that you keep track of and cancel at least 24 hours in advance all appointments with the company doctor that you are unable to attend. Failure to do so will result in a charge of \$50.00 to Air Canada.

The success of the RTW Program relies on its structure and time parameters. Under routine circumstance the program completion should not exceed 6 months and should not be open ended. If a situation occurs whereby progress is slow and there is a definite prognosis for recovery the time frame of 6 months may be extended in conference with Occupational Health, WCB and/or Manager with In-Flight. The information then could initiate the inclusion of a Medical Rehabilitation Service. It is important that the Flight Attendant is aware of the time

limitations prior to the start of the program.

Employee status while on the rehabilitation program is considered booked off. You will not be considered as booked on until the company doctor has cleared you to full duties without restrictions and you have called crew scheduling to book back on.

As per the Company Attendance Policy, you are not permitted to use your personal passes while booked off. Please note: **"When employees are absent from the workplace due to illness or injury, they are not permitted to use their personal travel privileges unless they have authorization from their manager. Approval should only be granted for those who are traveling for compassionate reason or if there is a need to receive medical treatment. However the pass privileges of the employee's spouse, children, partners or parents remain in effect."**

NOTE - The use of personal travel passes to commute to the base to participate in the Rehabilitation Program will be permitted.

PHASE I -Transitional Duties

This phase is primarily designed for the employee who has been away from the work place for an extended period of time, or for the employee who can perform only light duties which do not involve walking or sitting for extended periods of time.

The tasks assigned within this return to work program, are generally sedentary office duties such as answering the phone, photocopying documents, typing; or similar administrative and I support duties.

The flight attendant (employee) is expected to work a minimum of four hours per day for a minimum of two days per week. The employee may work a maximum of eight hours per day to a maximum of five days per week. Once the flight attendant reaches the ability to work eight hours per day five days per week, he/she is generally able to move on to Phase II.

While on Phase I, you will be provided a ground duty sheet on which you need to record the hours you have worked. This sheet needs to be signed by a permanent office employee or their assigned representative at the end of each shift. You must remember to provide the office with your ground duty sheet no later than the end of each block month, so it can be processed for pay purposes. Please ensure that you report to work as scheduled or contact the manager in charge of the rehabilitation program or their representative if you will be unable to come to work that day.

NOTE - Flight Attendants awaiting diagnosis or in possession of poor prognosis for a return to full flying duties without restrictions may enter into this phase of the Rehabilitation Return to Work Program as part of the education process towards finding other meaningful employment within or outside the company. This translated means the employee would perform the tasks of the particular office for four days per week and would spend one day per week preparing resumes, replying to Current Job Postings (Aeronet Portal>HR Connex> Career and Development) within the Company and preparing for interviews within or outside the company.

PHASE II - Ground Duty Service (Meet & Greet)

Ground duty Service: Meet & Greet or Operations support

1. Meet & Greet

In this phase of the return to work program, the flight attendant is re-introduced to the work environment (the aircraft). The flight attendant selects a series of maximum four-hour shifts anywhere between two to five days a week and joins with operating crews in on-board pre-flight activities.

The flight attendant return to work candidate is dressed in full uniform, including valid MOT Aircrew airside ID and participates to the extent possible in all pre-flight activity outside the responsibility of the operating crew. Please ensure that the Crew Centre is in possession of a photocopy of your Air Canada ID, MOT pass and valid passport.

The activities in Phase 2 include greeting passengers and helping with jackets, seat locations and light ground service (champagne/orange juice/newspapers/amenities/etc.) The participant of this program is not required to be flight attendant qualified. The person responsible for activities such as over-wing briefings and safety equipment checks is performed by an operating crew member. Only an operating crew member is required by MOT regulations to oversee the emergency exits open and /or in use during station stops.

The flight attendant is encouraged to participate fully in this phase of the return to work program. (But is also reminded to keep in mind his/ her physiological/ psychological abilities/ limitations) The Flight Attendant is solely responsible for his/her safety, while performing any rehabilitation duties.

The flight attendant must always excuse him/ herself and find a rest area away from the aircraft (for example boarding lounge) when necessary. As with all phases of the return to work program and, indeed, the total duration of the program, this phase is time specific.

Suggestions for Meet & Greet:

We do recommend that the F/A return to work candidate select wide-body aircraft or A-319 aircraft where there are only 3 crew members - as this is where your help will be the most appreciated.

Whenever possible, it would be most helpful if you board the aircraft before the regular crews arrive. There are numerous tasks that can be done ahead of time to alleviate the workload during boarding.

Keep in mind that good organization is the key to a smooth boarding process. If you have time, you can count the meals. Set up headset trays and beverages for J-class on the international and trans-border flights. You can also put hangers with seat numbers in the seat pocket in front of every seat. On overseas flights, arrange Boutique pamphlets and menus as well. If time remains, you can help set up dairy buckets. If you notice any shortages, please call STOC and inform the Service Director once they arrive that you have done so:

STOC YYZ	(905) 676-2221
STOC YUL	(514) 422-2222
STOC YVR	(604) 231-6605/06
STOC YYC	(403) 221-2595

When passengers arrive, help board as usual.

2. Operations Support

In this phase of the return to work program, the flight attendant is re-introduced to the work environment; the airport. The flight attendant selects a series of maximum four-hour shifts anywhere between two to five days a week and joins Operations to assist crew with On Time Performance (OTP).

The flight attendant return to work candidate is dressed in full uniform, including valid MOT Aircrew airside ID and participates to the extent possible in assisting the operations in its on-time performance. Please ensure that the Crew Centre is in possession of a photocopy of your Air Canada ID, MOT pass and valid passport.

The flight attendant is not required to have MOT flight attendant qualifications and as a result is not permitted to be the sole person responsible for an activity that must be performed by an operating crew member. An operating crew member is required by MOT regulations to oversee the emergency exits open and /or in use during station stops.

It is recommended that for the first four-hour shift that the F/A return to work candidate shadow somebody with prior operations experience.

You will be given a worksheet that will act as a guideline for any information that could be required by the operations manager to prevent delays being attributed to In-flight Service. This information will include such things as the time boarding commenced, the time the PIL was handed to the Service Director, etc. You may also choose to liaise between the Service Director and the sales agent or STOC to alleviate some of the Service Director's duties. It is also up to you whether or not you wish to carry a radio and be in contact with the operations team. Remember that you are not there to take over anyone's tasks or responsibilities, but to assist. If the Service Director does not want you at the aircraft, you can stay by the agent's desk and simply record the time the PIL was printed and taken down to the gate. Keep in mind that if you feel uncomfortable in any given situation, you are free to walk away to support another flight.

The flight attendant is encouraged to participate fully in this phase of the return to work program. (But is also reminded to keep in mind his/ her physiological/ psychological abilities/ limitations) The Flight Attendant is solely responsible for his/her safety, while performing any rehabilitation duties.

The flight attendant must always excuse him/ herself and find a rest area away from the aircraft (for example boarding lounge) when necessary. As with all phases of the return to work program and, indeed, the total duration of the program, this phase is time specific.

While on Phase II, you will be provided a ground duty sheet on which you need to record the hours you have worked. This sheet needs to be signed by a permanent office employee or their assigned representative at the end of each shift. You must remember to provide the office with your ground duty sheet no later than the end of each block month, so it can be processed for pay purposes. Please ensure that you report to work as scheduled or contact the manager in charge of the rehabilitation program or their representative if you will be unable to come to work that day.

PHASE III - ADC (flight attendant in passenger seat – M.O.T. Qualified)

Prior to entering the Phase III level the flight attendant must have obtained their full and complete M.O.T. flight attendant qualifications. All training must be complete and the flight attendant must be in possession of a valid and current safety qualification card, RAIC and valid passport. Exceptions to this rule may be made on an individual basis, based on line indoctrination requirements. Line indoctrination must be completed immediately after completion of training.

In this flying phase, the flight attendant requires full uniform and valid Aircrew airside I.D. issued from M.O.T. Please ensure that the Crew Centre is in possession of a photocopy of your Air Canada ID, MOT pass and valid passport.

The Flight Attendant will coordinate a flying schedule for the duration of the period of restriction indicated in the medical evaluation with the Rehabilitation program coordinator. The coordinator will help you choose flights of appropriate length. As you will be occupying a passenger seat, there must be at least 9 available economy seats in order to book yourself on a flight. There must also be no other ADC listed for that flight. Keeping this in mind, it will be important to list yourself on the flight as soon as you have your flight schedule. To do so, you will have to go to the employee travel website. Then choose the tab for business travel. When booking your flights, keep in mind if your turn around time is less than one hour you may have to do two separate flight bookings for each flight leg. Keep your record locator number handy in case you may need it at the airport. You will have to check-in and retrieve your boarding pass 24-hours prior to your flight. If you are going to a trans-border destination, use the crew line-up and make sure you have your boarding pass stamped by a customs official before proceeding to your flight.

The flight attendant is expected to participate (again to the extent possible) in all aspects of the pre-flight, flight and post-flight duties (including the pre-flight briefing, aircraft preparation and galley duties if able. Please make sure to notify the Service Director to include you in the passenger count. Please be advised that you are expected to participate only in service related duties, and not any safety related duties (ie: overwing briefings, pre-flight check).

During this phase the flight attendant is expected to fly two to three days per week approximately 9 to 12 hours. The monthly total should fall between 35 to 50 hours. These numbers reflect the minimum and maximum flying respectively during the phase. The actual flights would be chosen in consultation with the Rehabilitation Manager and support person (i.e. flight duration/duty day). Layovers are not usually permitted; the rationale being undue hardship should any regression or exacerbation of illness/injury occur away from home base.

While on Phase III, you will be provided a flight information sheet which includes the dates and flights that you will be working. This sheet needs to be signed by the Service Director for each flight leg. You must remember to provide the office with your ground duty sheet no later than the end of each block month, so it can be processed for pay purposes. Please ensure that you report to work as scheduled or contact the manager in charge of the rehabilitation program or their representative if you will be unable to come to work that day. Please ensure that you cancel all flights which you do not operate from your Employee Travel Profile. Failure to do this can result in loss of revenue for Air Canada. If your flight cancels, you can still do four hours of

ground duty that day. Indicate it on your sheet and have it signed by one of the permanent office staff members or their representative.

PHASE IV - ADC (flight attendant in jumpseat – M.O.T. Qualified)

In this final phase of the return to work program, the focus is primarily on the work hardening process. At this stage, the flight attendant is utilizing this flying phase to build endurance.

During Phase IV the flight attendant must be in possession of a valid and current safety qualification card. Please ensure that the Crew Centre is in possession of a photocopy of your Air Canada ID, MOT pass and valid passport.

The flight attendant will fly two to three days per week for a total of 12 to 15 hours, monthly total should fall between 45 to 60 hours (absolute maximum of 65). Once the flight attendant is able to fly 60 to 65 hours per four-week period, he/she should be ready to assume full flying responsibilities without restrictions.

The flight attendant will again build a complete schedule for the duration of the restriction in consultation with the Rehabilitation coordinator and/or Rehab Support person at their base and will fly with local Service Directors. While on Phase IV, you will be provided a flight information sheet which includes the dates and flights that you will be working. This sheet needs to be signed by the Service Director for each flight leg. You must remember to provide the office with your ground duty sheet no later than the end of each block month, so it can be processed for pay purposes. Please ensure that you report to work as scheduled or contact the manager in charge of the rehabilitation program or their representative if you will be unable to come to work that day. If your flight cancels, you can still do four hours of ground duty that day. Indicate it on your sheet and have it signed by one of the permanent office staff members or their representative.

SUMMARY

In closing, please keep these points in mind:

The In-Flight Service Rehabilitation Return to Work Program is designed to return the flight attendant to the incumbent employment; that of flight attendant.

The In-Flight Service Rehabilitation Return to Work Program is time specific. Every effort is made to tailor the return to work program to address the needs of the flight attendants involved; however, as a norm, the entire program should not exceed six months.

The flight attendant should be made aware of the importance of maintaining structure within the return to work program and if, after time, no probability of a return to the incumbent job is foreseeable, the Rehabilitation Coordinator flight attendant and others involved in the return to work process must explore re-training, re-education and the applying for the internal job process.

The flight attendant may not (for purely medical reasons) be able to return to the job of flight attendant. It is better for the employee and the employer that this issue be addressed within the six-month rehabilitation return to work program.

Communication among all those involved with the flight attendant's return to work program is of the utmost importance. These individuals include the flight attendant, Occupational Health Services, the attending physician, the Rehabilitation Coordinator and/or Rehab Support person, the claims specialists with WCB and WIP as well as C.U.P.E/ and Human Resources services.

The rehab flight attendant is the only person responsible for his/her conduct during the return to work program. Often the most difficult part of the program for the flight attendant is when participating in the uniformed phases of the return to work program. It is difficult for the flight attendant candidate to say to a colleague that he/she cannot participate in the particular activity and this is especially true when there are no physically apparent disabilities.

While full participation in each of the phases is encouraged, we cannot emphasize enough the importance of keeping in mind individual abilities/limitations and communicating this to colleagues on the line when in a return to work program.

Please ensure that you report to work as scheduled or contact the manager in charge of the rehabilitation program or their representative if you will be unable to come to work work that day.