Flight Attendant
Second Chance Program

Analytics and Program Proposal
Key Objectives

Create policies and procedures to mitigate risk associated with substance abuse within the flight attendant population that will:

• Proactively reduce safety of flight risk
• Reduce operational and administrative costs relative to flight attendant substance abuse
• Leverage an existing national peer support system
• In 2013, 68.9% of illicit drug users were employed.

• In 2013, 76% of people who abused alcohol were employed.
• 8.6% of Americans require treatment for drug abuse

• (Your FA population x 0.086) Flight Attendants at (Airline) require treatment for drug abuse.

• Workplace based initiatives that offer treatment before termination produce recovery rates 3 to 4 times higher than community/family based treatment. (HIMS Executive Summary, 2013)
Flight Attendants have consistently higher numbers of DOT alcohol test violations as compared to Flight Crew.

Alcohol Tests => .04
<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drinking right up to the cut off time at least once over the past twelve months</td>
<td>40%</td>
</tr>
<tr>
<td>Drinking more alcohol than she/he “should have” on a layover</td>
<td>35%</td>
</tr>
<tr>
<td>Drinking right up to the cut off more than once</td>
<td>27%</td>
</tr>
<tr>
<td>Mixing medication with alcohol</td>
<td>20%</td>
</tr>
<tr>
<td>Shown up at least once for a flight hung over in the past 12 months</td>
<td>19%</td>
</tr>
<tr>
<td>Drinking past the cutoff time on one occasion over the past year</td>
<td>16%</td>
</tr>
<tr>
<td>Drinking past the cutoff time on more than one occasion</td>
<td>10%</td>
</tr>
<tr>
<td>Being injured because of their drinking</td>
<td>6%</td>
</tr>
</tbody>
</table>
Drug Use by FAs Creates Safety Risks

FADAP commissioned survey by University of Maryland, School of Social Work. 2013. 900+ Respondents

- Used a prescription pain medication while performing flight duties: 15%
- Obtained a controlled substance overseas: 11%
- Shared a prescription medication with a flying partner: 9%
- Used drugs other than those required for medical purposes: 6%
- Worked a flight under the influence of a drug or medication that could compromise safety: 4%
- Been unable to stop using drugs: 3%
Providing a second chance program accurately acknowledges disease state of substance abuse

- Neurobiological research has increasingly supported the view that addiction is marked by profound disruptions in decision-making ability and alters voluntary behavioral control.

- In zero tolerance policy environments, the denial, shame, and paranoia of the disease drive addicted flight attendants to further hide and cover-up their illness---while continuing to work.

- Second chance programs encourage a reporting culture when peers understand that they won’t necessarily end a career by reporting substance abuse.
Second Chance Programs and SMS

The Four SMS Components

- **Safety Policy**: Establishes senior management's commitment to continually improve safety; defines the methods, processes, and organizational structure needed to meet safety goals.

- **Safety Assurance**: Evaluates the continued effectiveness of implemented risk control strategies; supports the identification of new hazards.

- **Safety Risk Mgmt.**: Determines the need for, and adequacy of, new or revised risk controls based on the assessment of acceptable risk.

- **Safety Promotion**: Includes training, communication, and other actions to create a positive safety culture within all levels of the workforce.

- Employees, particularly peers, are more likely to promote safety and report peers if there is and understanding that a report will not end their career.

- Non-punitive policies extend trust to the workforce; increasing communication and fostering a safety culture.
Terminate Vs. Return to the Cabin Policy

A Terminate Policy is a Reactive Model: Responds to Safety Risks by focusing on impaired performance that has already jeopardized safety.

Focus: Impaired Performance
Result: Respond to Safety Risks That Have Already Occurred

A Return to the Cabin Policy is a Predictive Model: Employees will suffer substance abuse issues. The afflicted and the affected can safely address a health issue that predictably will impair performance and thus mitigate future predictable safety risks.

Focus: Impaired Health
Result: Reduce future impaired performance
Result: Mitigate future Safety Risks
The ROI for a Second Chance Program

- **$3.30 for Transportation Industry**
  - U.S. Department of Transportation Drug Detection Report, April 2006

- **$9.00 for Pilot HIMS Programs**
  - FAA HIMS XXXXX

- **$5-$16 for Workplace based recovery initiatives**
  - US Department of Labor study, 2011

- **American Airlines**
  - $7.33 direct ROI with Pilot HIMS Program

- **United Airlines**
  - $16.95 return on EAP and Peer Program investments
  - US Department of Labor study, 2011
The Industry and Second Chance Programs

• Based on a population of 97,000 commercial flight attendants, nearly 52% of the flight attendant population has a second chance available to them.

• Airlines that offer a second change include:

<table>
<thead>
<tr>
<th>Company</th>
<th>Program Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>American</td>
<td>Alcohol-Continuing Employment Drugs- Termination with Reinstatement</td>
</tr>
<tr>
<td>Hawaiian</td>
<td>Continuing Employment</td>
</tr>
<tr>
<td>Horizon</td>
<td>Continuing Employment on a Case by Case Basis</td>
</tr>
<tr>
<td>SkyWest</td>
<td>Continuing Employment or Automatic Reinstatement</td>
</tr>
<tr>
<td>United</td>
<td>Continuing Employment</td>
</tr>
</tbody>
</table>
• “Flight Attendants treated through FADAP intervention reported that both they and their employers noticed an improvement in the following workplace outcomes: attendance, on-duty performance, rapport with management, attention to safety duties, professionalism, compliance with company policy, compliance with FAA regulations, and overall work record”.

• Flight Attendants reported being very satisfied with FADAP services. The vast majority said they were “extremely likely” or “very likely” to ask FADAP for help in the future, if needed, and would also recommend FADAP to another Flight Attendant.