

Horizon Air

Flight Attendant Addiction Support Program Manual
(FAAS)

Pathways 1-3

Pathway 1

Pro-Active Self-Referral

- A Flight Attendant may ask to enter the FAAS program at any time, including after a personal, non-work-related incident or in response to work performance concerns the Flight Attendant believes are related to alcohol or drug use, except for a performance issue meeting the definition of a Pathway 2 or 3 situation.
- Representative examples of Pathway 1 participation include the Flight Attendant asking to participate because he/she needs help, an off-the-job DUI/DWI, a domestic issue/incident, or a decline in work performance such as attendance or performance decline that would not otherwise lead to discipline.

Pathway 2

Proactive Self-Disclosure

- Prior to the leader/company representative having suspicion that the Flight Attendant is under the influence of drugs and/or alcohol and prior to the Flight Attendant stepping onto the aircraft for their first scheduled flight of the day. If the Company has been notified by any individual that a Flight Attendant may be under the influence of alcohol and/or drugs, the Company will complete a reasonable suspicion assessment and administer a DOT alcohol and/or drug test if warranted, per the DOT regulations.

Pathway 2

Reactive Self-Referral following work-related misconduct other than defined in Pathway 3.

- Representative examples of Pathway 2 behavior include inappropriate workplace behavior, layover misconduct, and inappropriate interaction with an employee or guest. Pathway 2 behavior is misconduct that does not violate the Company Drug and Alcohol policy.

Pathway 3

Violation of DOT regulations or Company Drug and Alcohol policy.

- Representative examples of Pathway 3 behavior include but are not limited to violations of Company Drug and Alcohol policy that do not meet the proactive self-disclosure criteria under Pathway 2, failing a drug or alcohol test, the Flight Attendant stepping onto the aircraft with drugs or alcohol in their system, or the employee testing positive after being notified that he/she is subject to a random, reasonable suspicion, or post-accident drug or alcohol test.

Recovery Support Team EAP & Management Partnership

- The RST is a partnership between the union, the Company and the Flight Attendant. The recovery support team (RST) consists of an AFA EAP committee member and a member of Inflight leadership. A member of Inflight leadership will obtain from the Flight Attendant and provide to the HR representative an appropriately signed medical release. Each member of the RST has been trained on FAAS procedures and the disease model of a substance use problem. The mission of the RST is to provide guidance and support to Flight Attendants so they can successfully navigate and document their initial and sustained recovery for return-to-work consideration by the Company.

Recovery Support Team EAP & Management Partnership

- Additionally, the recovery support team (RST):
 - Provides guidance to the Flight Attendant seeking to understand the FAAS Pathways
 - Contributes to the recovery planning process for each FAAS participant
 - Supports Flight Attendants in successfully navigating early recovery

RETURN TO WORK AND SUPPORT MONITORING

- **Pathway 1:** Flight Attendants may elect to participate in RST monthly meetings anytime following their discharge from residential treatment. The Flight Attendant does not have to be back at work before participating in this support activity. The Company will provide transportation as requested. No RST attendance monitoring will take place with a Flight Attendant in Pathway 1.
- **Pathway 2:** Flight Attendants will be required to attend RST monthly meetings and attendance will be monitored. The attendance rate should be 80% or better with advance explanations for any absences. RST meetings will begin following discharge from residential treatment through the 12 months following any return to work. The RST will complete a monthly monitoring report for each attending Flight Attendant. This report is objective rather than subjective

- **Pathway 3:** Flight Attendants are not subject to pre-return-to-work requirements but only recommendations. Flight Attendants in Pathway 3 are best advised to follow the Pathway 2 participation level in RST meetings. Should a Flight Attendant in Pathway 3 be extended an offer of conditional reinstatement, then monthly RST meetings will be required, and attendance will be monitored for 12 months post return at the 80% minimum level.

EAP & Management Successes

- Collaboration with management – Engaging in continuous dialogue now about how to best support our FAs.
- Doing initial and recurrent training together on the FAAS process and bringing a greater awareness on the effects of drugs and alcohol.

EAP & Management Challenges

- Roll out and on-going promotion was affected by COVID. Getting the word out.
- Case management is a little more intense and involved than the average FADAP cases.
 - With infrequent admissions into the program, we need to keep referencing the manual or call Heather Healy.
- Case Management with managers is a new process.
 - Adds a little responsibility on EAP side to ensure managers are fully incorporated into the process.

EAP & Management Challenges cont:

- EAP and Management are continually learning how to best communicate with clearer language with each other in order best serve the FAs.
- Not all cases are cut and dry as we envisioned.
 - For example: FA violated a DOT pre-employment test from another airline, so was that a Pathway 3 since it was not a Horizon Air drug test? It was finally concluded that it was a Pathway 3 as it still involved a DOT test violation with the required return to duty process for the FA to return to Horizon flying.
- Company Paid Travel for Family Members.
 - Coordinating with the Employee Travel Authorization Service to set up new travel codes.
- The FAAS Program has been positive from the EAP perspective.

[EAP Project 2.0 | Review 360 \(articulate.com\)](#)

Questions