

WHAT IS EAP??

The Difference Between AFA EAP and the “Company” EAP

Northwest Airlines Flight Attendants have two distinct Employee Assistance Programs (EAPs) available to us. The two programs work both separately and as a team in the effort to provide optimal EAP support for flight attendants. The choice of which entity to use is left up to the individual flight attendant; most people end up using both.

The Association of Flight Attendants EAP (AFA EAP): We are a Union committee of active line NWA Flight Attendants who volunteer our time and commitment in order to support *you!!* -- our fellow crew members. We have all completed an EAP training course taught by Heather Healy, AFA’s International EAP Director based in Washington, DC. At present the EAP Committee consists of about 35 EAP Representatives or “EAP Reps”. EAP Reps at each base respond to the mental and emotional work/life needs of flight attendants, offering assistance in four major areas. Please see reverse for a description of those areas. The support provided by your AFA EAP is strictly confidential, neutral and impartial. For a list of current EAP Reps and phone numbers, go to AFA’s EAP page at HYPERLINK "<http://www.afanet.org/eap/>" <http://www.afanet.org/eap/>, click on the link titled “Contact Your Local EAP Rep” and scroll down to where the NWA names are listed by base.

National Employee Assistance Services (NEAS): Sometimes known as the “Company” EAP, NEAS is an outside private vendor of nation-wide EAP services contracted by Northwest Airlines to provide confidential support to all Northwest Airline employees (not just flight attendants). This service is NOT a part of Northwest Airlines, and NEAS does NOT reveal employee information to NWA other than anonymous annual utilization statistics. All of the NEAS staff who take calls from NWA employees are Master’s Degree-level mental health counselors. Call them toll-free at [877-464-4009](tel:877-464-4009).

Your AFA EAP provides assistance in the following areas:

Critical Incident Response

If there is a non-routine event on the aircraft (or on a layover), other than what would be considered “all in a day’s work”, an EAP Rep will attempt to contact the crew involved. Our job is to just check in with you to see if you are doing ok following the incident. Sometimes the notification process has glitches, so if we don’t call you, *call us!!*

Substance Abuse Issues

EAP Reps are available to assist any flight attendant who is experiencing any degree of alcohol, drug or other chemical abuse or addiction. This includes flight attendants who seek help voluntarily or privately (“self-disclosure”) and/or those who seek it as a result of a positive drug or alcohol test, whether random or reasonable suspicion. Our main goal is to assess and refer the individual to appropriate professional help.

Professional Standards

Also known as peer mediation or conflict resolution, EAP Reps help flight attendants who have a concern or conflict with another flight attendant, or with a pilot. This assistance is confidential, and is conducted without involving NWA management. The goal is to resolve any disputes to the satisfaction of both parties so they can return to the cabin and work together in a professional manner.

Work/Life Concerns

Any area of stress that affects a flight attendant’s home or work life can be addressed with a call to EAP. We offer options and solutions, and assess and refer individuals to the appropriate professional care if necessary.