

Dear Flight Attendant:

The Association of Flight Attendants-CWA has put together a packet of information to assist you with your Workers' Compensation claim. Workers' Compensation benefits include both legal and Contractual benefits that can become very complicated. While your administrative supervisor in your domicile will be able to assist you in some ways with regards to obtaining the benefits you are entitled to Contractually and legally, it is AFA's intention to provide you with as much information as possible, and address any and all questions or concerns you may have with respect to your Workers' Compensation claim.

In this packet you will find a Guide called *Know Your Occupational Benefits*. It explains your legal & Contractual benefits. Under our current Collective Bargaining Agreement (CBA) all claims will be filed under the Illinois law, unless you choose to file under a different jurisdiction that covers you. An *Occupational Injuries - Immediate Actions* guide as well as a more extensive checklist that refers to Occupational Benefits in Illinois should be used to ensure that each step has been completed while you are on occupational sick leave, even if it entails repeated attempts.

Gallagher Bassett Services (GB) is a vendor that has been contracted by United to administer all occupational injury claims. GB will investigate your claim and should make a determination within 2 weeks if they have received all of your reports and substantiating medical documentation. These documents can be "e" faxed to them, or if mailed via U.S. Mail, should be done so RETURN RECEPT REQUESTED. You may receive a letter delaying benefits with a Medical Records Release Form. DO NOT return their Medical Records release form. Instead, use the AFA Medical Records Release Form that is included in this packet.

If for some reason your claim is delayed or denied, you may file a claim in another jurisdiction and appeal the denial or delay in Illinois at the same time. An attorney should be consulted if you need to file an appeal. AFA has available, a "suggested" list of Illinois Workers' Compensation Attorneys. If your claim is accepted, you will receive the temporary total disability benefits (TTD) directly from GB.

If you are sent to Chicago for a Section 12 exam, (IME) and the doctor reports that you are able to return to work (RTW), immediately contact your administrative supervisor in your domicile to determine your status. You may need to go to UAL medical (Concentra or U.S. Healthworks) for them to determine if you must RTW. If your treating physician feels you should **not** return to work, contact your Local AFA Office for assistance in requesting a review from United's company physician, and pursuing Medical Arbitration (Contract Section 20.D.).

You may be counseled for filing a Workers' Compensation claim. If this occurs, immediately contact your Local Council Occupational Benefits Volunteer. Additionally, although rare, United may place you under surveillance during your claim. If this should happen, contact your attorney and/or your Local AFA office immediately.

While your Occupational Benefits Committee Volunteers are always available to address any questions or concerns you may have with respect to your claim, most of these benefits are legal benefits, and you may need to contact an attorney if you wish to challenge decisions made by GB. AFA hopes that you find the enclosed information helpful, however, never hesitate to call your Local AFA Occupational Benefits Committee volunteer(s) if you have questions, or if you feel that GB is not providing the benefits to which you are Contractually and lawfully entitled to.

Sincerely yours,

AFA Occupational Benefits Committee



Occupational Injuries - Immediate Actions

We all do our best to protect ourselves and have a work life that is injury free. Our mobile work environment, with full fights, reduced staffing, excess carry-on baggage, turbulence, faulty carts and equipment all contribute to circumstances that lead to accidents and injury, through no fault of our own.

Below, are listed the **Immediate Action** procedures that we suggest you follow in order to have your occupational injury paperwork/claim processed in a timely fashion. Sflying partners who may be injured while on duty) can follow the step by step procedures.

- Report any accident/injury promptly. UAL now requires that you report within 24 hours after arrival from an ID. Call your administrative supervisor at your respective domicile to report. If they are not available, leave a message with your name, file number and phone contact. Once you have had positive contact with the supervisor and they have taken the information regarding your injury, ensure that you give them your personal email address. If you don't give your personal email address, correspondence regarding your claim will go to your united.com email address. Request that they email you a copy of the UAL HURT/OIS report so that you can verify it for accuracy.
- You should receive an acknowledgement of the report within 24 hours via email. This acknowledgement should contain links to the Occupational Injury/Illness packet on United's Flying Together website. We suggest that you review this packet thoroughly.

If you are injured or become ill while away from your domicile while on a work assignment, you are required to contact International SOS Medaire for assistance. They are available 24 hours, 7 days a week, and can direct you to qualified medical facilities that can treat your injury/illness. International SOS Medaire will also coordinate medical fees and expenses (when approved). Please refer to the Membership information that was distributed at your respective domicile. Phone numbers are listed below:

- Dial 00+1 480-333-3883 from any Int'l location to contact SOS
 Medaire. Submit expenses for all calls on a company approved expense
 report to your local domicile for reimbursement. Ensure that you have all
 appropriate receipts from hotel.
- Seek medical care/treatment immediately. Do not delay. Obtain copies of all reports and testing results to verify accuracy, and keep for your own records. With each visit to your medical professional, ensure that you take an Employee Status Form (ESF) with you, and have it accurately completed. The ESF form is found in the Occupational Injury

- Packet (or see instructions in the next paragraph on how to obtain it). The company requires that the form be faxed to the Employee Service Center immediately after each visit to your medical provider.
- You may request a copy of United's Occupational Injury Packet from your supervisor (if reporting in person), or obtain it from United's Flying Together website. A "link" to the packet should also be available when you receive the confirmation letter of the occupational report emailed from the supervisor who took your report. Review the packet carefully to ensure that you have followed all of the instructions/procedures.
- Review, complete and fax the Pay Options Acknowledgement letter to the Employee Service Center number listed in the packet. While individual financial circumstances may vary, we recommend that you consider choosing one of the pay options that allow you to use your sick leave pay to supplement your income while your claim is being investigated. Not doing so, could put you on Medical Leave of Absence status. This may prevent you from using your sick leave during your Occupational time off from work.
- A UAL Occupational Team representative, Gallagher Bassett claims adjuster, or GENEX Nurse may contact you within a few days of filing your claim. Keep your conversations brief and factual: i.e. "I have seen my doctor and am following her/his instructions and or treatment plan." Adamantly refuse any request from GB adjuster to record your conversation. If you are based in an Int'l location, you may receive an email questionnaire from your GB claims adjuster, requesting additional information regarding your injury. Contact your Local Council Occupational Volunteer or Scott Schultz, MEC Benefits Committee Vice Chairperson Occupationals at occupationals@unitedafa.org before replying to the questionnaire.
- You may receive a letter from Gallagher Bassett that states they are delaying your claim pending receipt of additional medical documents. If a Medical Records Release form is included, do not complete and return this form. Immediately contact an AFA Occupational Committee Volunteer, and obtain the AFA Medical Records Release Form. Complete the AFA form and FAX to the appropriate GB representative. You may want to FAX a copy of the AFA release to your treating physician as well, so that they are aware to only release Medical records that are related to your injured body part(s).
- Keep a record of all phone conversations (names, dates, and times).
 Retain all documents including receipts of all faxes and ESF forms.
- Most importantly, do NOT hesitate to contact your Local AFA Occupational Committee Volunteer for assistance as soon as possible.



Know Your Occupational Benefits

Benefits and Requirements of the ILLINOIS WORKERS' COMPENSATION ACT

Notifying United Management of Injury/Illness

United requires that the Flight Attendant report the injury/illness within 24 hours after arrival from an ID. If the Flight Attendant is injured enroute, and requires Medical attention at a layover point, they must call **SOS Medaire** for referral to a medical facility in the layover city. **SOS Medaire** will also guarantee payment of all medical expenses in most cases. All calls to **SOS Medaire** or **OPBSK** from a layover location will be reimbursed; however, you will need to submit detailed call expenses via a company expense form to your local domicile. Illinois Workers' Compensation law allows 45 days from the date of the injury/accident. However, the longer the delay in reporting, the longer it will take to process the claim and begin benefits. Make sure the management person notifies the Employee Service Center (ESC) to begin the process. If you don't call in sick immediately, tell the supervisor to change your status to a Lost Time Injury (LTI) at **Gallagher Bassett** (**GB**) when you do. GB should call you within 48 hours of calling in sick. If you are counseled for filing a claim, call your Local AFA office immediately.

Completing Paper Work to Begin Your Claim with Gallagher Bassett

Assist the Supervisor in filing your claim. You are entitled to benefits if you have medical bills or miss work. The Supervisor may not deny your ability to file the claim. Get a copy of all documents and reports from the Supervisor including the completed UAL HURT form (the report the administrative supervisor files to open the claim). If there is a delay in accepting your claim, call GB to find out if there is anything you can do to speed it along. Filing a claim with GB will not file a claim with the state of Illinois. You have 3 years from the date of injury or 2 years from your last TTD payment to file with Illinois. If you are getting close to either of those dates, contact a lawyer to discuss if you need to contact Illinois.

Filing for Benefits in Illinois or Other Locations with Jurisdictions

Under Section 29 of our Contract every Flight Attendant has the right to file for Workers' Compensation benefits in the state of Illinois and in any other location that has jurisdiction over the claim. There may be other states that will have jurisdiction depending on the circumstances of the injury/illness. For Flight Attendants based in International domiciles, Illinois will probably be the only option unless you are eligible under the law of the country in which you are based. If injured while on a layover in the U.S. you might be able to file a claim in that state. For all Flight Attendant's there will be a presumption that the claim will be filed in Illinois unless you tell UAL that you want to file it elsewhere. The benefits in Illinois are greater than other states so it is usually best to file there first. Filing a claim with GB will not file a claim with the state of Illinois. You have 3 years from the date of injury or 2 years from your last TTD payment to file with Illinois. If there are delays in accepting your claim or it is denied in Illinois or your income for the 12 months prior

to the date of injury is below a certain maximum, filing in another jurisdiction may be available to you. If you ever need an attorney, she/he will need to be from the state in which you filed your claim. If you want to transfer your claim you may do so by calling GB and requesting your claim to be transferred. You may also continue to appeal a denial in Illinois while pursuing benefits in another state. You may only collect benefits once; however, you may collect the highest benefits available to you. Call your local AFA Office or your local Occupational Benefits Committee if you are considering transferring your claim. Proceed with caution when filing a claim in another state.

Medical Treatment

Your first priority is to get treatment. If necessary, get medical treatment before completing any reports. If filed in Illinois, you may choose your own doctor. If filed in another state, this may change; call your Local AFA office for info on your state. Take an Employee Status Form (ESF) (see "Use of the Employee Status Form" below) with you each time you see your treating doctor. Have the doctor complete the ESF. You must FAX the ESF to the Flight Attendant Service Center. You do not have to see a Company designated medical facility unless directed by UAL. In Illinois, if UAL directs you to see a doctor of their choice, UAL will pay for all expenses. You must submit to an examination but do not have to be treated by UAL's choice of doctor. Bring the job description with you to this exam. Your treating doctor may refer you to an unlimited number of specialists that UAL must pay for. If you see another doctor in your chain of referrals, notify GB that you are using a new referral doctor. You may also change treating doctors one time. This 2nd doctor may also refer you to an unlimited number of specialists for a 2nd chain of referrals. If you change to a 3rd treating doctor, UAL is not required to pay for that chain of doctors. For treatment in International Locations: (See "Medical Bills" below).

Use of the Employee Status Form (ESF)

The Employee Status Form is a tool to help make the decision as to whether the Flight Attendant is able to return to work. The ESF however is **not** considered "medical documentation/medical report". It has a list of activities that are needed in the job with a percentage of how often the Flight Attendant can do that activity, if at all. This is returned by the Flight Attendant to the Employee Service Center (ESC) by fax immediately after each visit to your treating physician. The ESC will send it to the occupational specialist who will compare it to a detailed job description to determine if the Flight Attendant can return to work. If there is a dispute the Flight Attendant may go to company medical (Concentra or U.S.Healthworks) for another opinion. If there is still disagreement, an if your treating physician feels you should **not** return to work, contact your Local AFA Office for assistance in requesting a review from United's company physician, and pursuing Medical Arbitration (Contract Section 20.D.).

Investigating the Claim: "Arising Out of and In the Course of Employment"

GB will investigate all claims to ensure the injury/illness is work related. When completing your report include how your work caused the injury, if applicable. For example, "while reaching for a tray in the cart, I felt a sharp pull in my back" not

merely "during the flight I felt a pull in my back." Layover injuries are covered as long as you are doing something that someone would reasonably do while out of town for business, i.e. slipping in the bathtub, tripping while walking to a restaurant, etc. If in doubt file a claim. Cooperate with the investigation including sending documents requested as long as they relate to your injury. You are not required to submit to a tape recording of questions and answers or statements. Benefits cannot be denied or held hostage because you refuse to allow a taped statement. You must allow medical reports regarding treatment related to the injury only to be sent to GB but you are not required to answer questions about your medical condition and your treating doctor and her/his staff do not have to fill out questionnaires sent by GENEX or GB; however you may allow this if you want. Avoid giving out too much information.

Medical Records Release Form

You must allow the release of medical records but only of those associated with the body part(s) that are affected by the injury/illness. GB will send a medical records release form for you to sign. **Do not sign this form.** AFA has written an amended medical release form that you should use, which is included in this packet. If you have signed the GB release form, sign the AFA form and FAX/mail it to GB. Inform any care provider (and FAX the AFA Medical Records Release form to them) who has treated you that you have signed another form that should be honored.

Medical Bills

You should not receive any medical bills that result from treatment of your occupational injury/illness once your claim has been accepted. If you are sent a bill, immediately send it to GB and call your claims representative to inform her/him the bill is being sent. If your claim has been denied but you are appealing it, you should submit your bills to **AETNA**, **or BCBS** (depending on your state of residence) marking the box that asks if it is work-related and send a copy of the denial letter along with the medical bill. For payment in <u>International Locations</u>: Some facilities in countries outside the United States will not provide treatment unless payment is made in advance. If you are have problems with medical treatment payments outsides of the United States, contact the domicile or station manager in the country where medical treatment is taking place for assistance in paying Medical Bills. For further assistance in paying for occupational medical bills in international locations contact Dorothy Malone, Senior Staff Representative Workers' Compensation (<u>Dorothy.Malone@united.com</u>) or <u>Barry.Jenkins@united.com</u>.

Managed Medical Care under the Illinois W.C. Act

UAL will be using **GENEX** as a managed care vendor to advise GB claims representatives about medical treatment. In some cases, GB may refuse to pay for treatment. However, they must pay for any bills incurred until the Flight Attendant is notified of the decision to stop payment. **GENEX** has Nurse Case Managers on staff who will discuss your case with your claims representative. If GB refuses to pay for treatment, your treating physician may call these doctors to discuss this. If your case is assigned a nurse, she/he will contact you to ask you a series of

questions about your claim. She/he cannot prescribe treatment. Be courteous but remember this nurse is an employee of UAL and will report any information they receive from you or your doctor to GB and UAL. GB, as UAL's agent, has the right to obtain the existing written records and reports from the medical providers that are related and necessary to their obligation to pay your benefits (See "Medical Records Release Forms" above). The nurse should not ask questions about medical treatment beyond your diagnosis, treatment and progress. Neither you nor your doctor has to respond to written questions sent by GB or GENEX. You may advise the nurse that you do not want her/him to speak with your doctor or her/his staff beyond diagnosis, treatment and your progress. Your claims representative should not threaten to cut off your benefits if you don't allow the nurse to speak at length with your doctor. Any medical details can be obtained by getting the medical records regarding treatment for your current injury. You can also expect a call from the nurse after each appointment with your treating doctor. You may answer questions as to how your treatment is going. If you want to discuss your case with the nurse you certainly may do so. The **GENEX** nurse is not part of the treatment for your injury and is not bound by doctor/patient confidentiality. Any information obtained will be given to UAL. Anything you say can be used against you. If your claim continues, a field nurse may be assigned to manage your case. She/he will want to meet with you in person and/or go with you to your doctor's appointment. You do not have to meet with the nurse nor let her/him into your home. If you do want to meet with the nurse, arrange to meet at a place close to but not in your home. If you do allow the field nurse to speak with your doctor, you should be in the room. She/he does not have the right to sit in during the examination. The job of the **GENEX** nurse is to control the cost of your claim.

Disability Pay, Temporary Total Disability Pay, Paid directly to you by GB

Your workers' compensation disability pay, called Temporary Total Disability pay (TTD), is based on your pay for the 12 months prior to your injury. First, your Average Weekly Wage (AWW) is calculated by dividing all the money you earned in those 12 months by the number of weeks worked. Every penny you're paid, (excluding multi day perdiem, taxi cab reimbursements, profit sharing), is included in this calculation. If you earned \$45,000 the 12 months prior to the injury, it would be divided by 52 weeks to get your AWW. If you took ANP,RDO,GWOP or were on a leave of absence (LOA) this time should be subtracted from the calculation. For example, if you made \$45,000 but took 30-day ANP (WOP) you would divide the \$45,000 by 48 weeks not 52. This is multiplied by .6667 to calculate your TTD. In the above example \$45,000 divided by 48 = \$937.50 X .6667 = \$625.03 TTD perweek. Since it extremely rare that two Flight Attendants would earn the exact same amount of money, it is normal that no two Flight Attendants will have the same weekly TTD payments. TTD is not taxable. It is very important that it is calculated correctly initially. Call GB to determine what they have calculated as your AWW and TTD. Your TTD payment, the majority of your total disability pay, will come directly from GB. Because of this it is very important that you monitor GB to make sure they are paying you correctly and in a timely fashion. To find out if your TTD payment has been sent you may call 1-888- UAL-0040. If you are based at an International Location, direct deposit is available. Be sure to advise the claims representative if that is how you would like to receive your TTD payments.

<u>Section 12 Examination (Formerly Independent Medical Examination)</u>

UAL does have the right to have you examined (but not treated) by a doctor of their choice at their expense. It is usually referred to as an Independent Medical Examination (Section 12 Exam). When the request letter is sent it must be accompanied in the same envelope as an expense check that is required to be sent for travel costs. This doctor cannot prescribe treatment. You will probably be sent to Chicago for the Section 12 Exam. The reason for this is if there is a need to have a hearing before the Illinois Workers' Compensation Commission (WCC), it is easier to admit the opinions of an Illinois doctor before the WCC. This does not mean your treating doctor's opinions will not be accepted, in fact, there is a presumption that the treating doctor's opinion is correct if there is a dispute between your doctor and UAL's doctor. In some cases, the Section 12 Exam may state you can return to work (RTW) while company medical will not release you to RTW. UAL will place you on personal S/L because GB will terminate your Workers' Comp benefits based on the Section 12 Exam. You will probably need an attorney to reinstate your benefits. GB might ask for a Section 12 Exam if there is dispute in your claim or if you have reached Maximum Medical Improvement (MMI). MMI is when you have improved as much as you can after medical treatment. It does not always mean you are 100%. UAL must pay for all reasonable expenses associated with the Section 12 Exam before the appointment. If you are sent for a Section 12 Exam you must be notified of the appointment at least 10 days before the date. If you are not, or if the date is inconvenient, call GB and the Section 12 doctor to reschedule the appointment. Do not ignore the request. UAL should make arrangements for a hotel room if you need one and travel arrangements, usually a Positive Space ticket if you must travel by air. If you commute, request the ticket be written from your home. They should issue a check prior to your going to cover most expenses. If it is not received or not enough to cover most of your expenses, you may reschedule your appointment. Call GB before you do that. Keep all receipts and submit an expense report to prove how much was spent. You do not have to attend a Section 12 Exam on a day off if you are back to work. You must attend these appointments or your benefits could be discontinued until you are examined. Take the job description with you when you go and take good notes during the exam. If you are physically unable to attend, you may reschedule the appointment with a doctor's note or request a local doctor; although there is no guarantee you'll be allowed to go to a local doctor.



Know Your Occupational Benefits

Contractual Occupational Benefits

Occupational Sick Leave

Whether you are on occupational Sick leave (S/L) or non-occupational S/L you will draw sick leave from the same bank. You accrue 4 hours per month up to a maximum of 1000 hours. That is approximately a year of S/L for an average of 83.33 hours per month. The TTD to which you are entitled will be paid directly to you from GB. You may then augment your disability pay by using your personal S/L. You may use your S/L with the options of Section 19.A of the Flight Attendant Agreement; bid a line of flying and be paid the difference between your TTD and the hours of the line, opt for the quarterly maximum or opt for the 71 hour minimum, again with the difference between your TTD and hours chosen paid out of your S/L bank. If you chose the 71 hour option and your TTD is greater than the 71 hour amount, you will be placed on a medical leave of absence immediately and will not be allowed to return to sick leave status until you have one day of active status. Be very careful of choosing this option. Try to calculate your TTD before you make the decision to use the 65 hour minimum. You may also opt to go on a medical LOA and save your S/L. However, if you cannot return to one day of active status you may not use your S/L. Great care should be made in making the decision as to whether you want to go on a medical LOA and not use your S/L. Under Contract Section 23.C. the medical LOA is for 3 years only. If you use both your S/L and then the medical LOA you will have more time to recuperate to return to flying.

Family Medical Leave Act (FMLA)

The Family and Medical Leave Act (FMLA) was developed to allow employees time off for their own medical needs or those of their family without worrying about losing their jobs. On December 9, 2009 the Airline Flight Crew Technical Correction Act was signed into law. This Act amended a portion of the Family and Medical Leave Act and established special hours of eligibility for airline Flight Attendants and flight crew members. In addition to these Acts, United has a Family and Medical Leave policy which mirrors the acts. If your occupational illness or injury qualifies for FML, and you have flown 504 hours in the prior 12 months, the absence will be automatically certified as FML and no points will be assessed for the time away from work. If the illness or injury does not qualify as FML as you do not meet the eligibility requirements, you will be assessed 2 points. If the illness or injury is less than 6 days and you have a physician's note, the points will be reduced to 1.5. An occupational absence should never be used as the triggering incident for discipline. Call your Local AFA Office for more information on the use of FMLA.

ANP (WOP) and Special Leaves of Absence

While you are on occupational status if you have requests for special leaves of absence or ANP (WOP) you should consider removing them until you return to active status. These requests will be granted which could lead to consequences you did not intend. Once you have been placed on a different LOA you will not be allowed to transfer back to occupational status without one day of active status. In other words, you must be released from S/L and be qualified to fly a

trip before you may be placed back on occupational status. A Personal LOA or taking 2 consecutive months of 30-day ANP (which results in a Personal LOA) will mean that you can no longer use your S/L, and you won't accrue seniority after 180 days. Also on a Personal LOA, to continue medical and dental insurance you must pay COBRA rates. Additionally, you will not accrue S/L, vacation, or be able to use travel benefits after 90 days. You will merely be allowed to remain on the LOA for 3 years at which point you will be terminated if you do not qualify for retirement. Even if you think your injury/illness is minor, consider removing the requests until you have returned to active status. If you have a transfer on file, and your transfer goes through and you cannot accept it, it will be considered refused; however, you will not be inhibited from submitting another transfer request at any time.

Tax Refund

TTD is not taxable for Federal, State or FICA taxes. Since you will receive the TTD directly, there will be no tax refund except under very limited circumstances. After the initial 6 months of disability, you should have no Social Security taken out of any payments including personal S/L.

Vacation during Occupational Sick Leave (S/L)

If your vacation falls within your occupational S/L, you will be paid for your vacation (pursuant to Section 18.K.c of the 2101-2016 CBA). You may defer your vacation thru interim be id for a different vacation using the procedures of Section 18 of the Contract. Speak to an occupational specialist about keeping you on occupational S/L status instead of vacation. If you are on occupational S/L or LOA during the annual vacation bid period (Oct. 29 - Dec. 11) you must bid for a vacation for the following year or you will be assigned one. Pick up your vacation bid package (or print it from Flying Together).

Using Personal Sick Leave or Medical Leave of Absence

You may stay on a medical LOA for 3 years. If you cannot return to work at that time you will either be terminated or retire if you qualify. If you want to save your S/L you may use the option of 71 hours which would allow you to use very little of your S/L bank if any and still have the benefits of active status. Again, be very careful of using the 71-hour minimum as you may be placed on an occupational medical LOA.

Buying Back Sick leave / Overpayments

If you choose to use personal S/L to supplement your TTD checks from GB, the TTD will be sent directly to you, and you will receive the S/L hours pay via a normal United payroll check. The only time you may have to buy back your S/L hours would be if your claim is not immediately accepted. You will be placed on personal S/L until it is accepted. Once your claim is accepted, and if you are off of work for 14 days or more on account of your injury illness, your TTD checks should be paid directly to you and retroactive to date of injury. As you will initially be paid from your S/L bank during the investigation period, and then paid retroactive to DOI when the claim is accepted, you will be paid twice. You should receive an overpayment letter from UAL corporate payroll fully detailing the amount of overpayment, AND a payment authorization form which allows you to pay the

amount in full, or pay in installments deducted from your paycheck which you receive from UAL. Once the overpayment is repaid in full, your personal S/L bank should have the associated hours restored. We suggest that you review your S/L hour bank after repayment in full, to insure that the hours have been properly credited to your bank.

Settlement for Permanent Partial Disability (PPD) Benefits

When you reach maximum medical improvement if you have suffered some permanent injury, however minor, you will probably be entitled to a lump sum settlement. This would be one instance where you might be requested to go for a Sec 12 Exam. This doctor will determine how much of a disability you have. This is called a disability rating and is measured as a percentage of the use of that body part. For example, if you injured your elbow and do not have as much flexibility as you did prior to the injury, you could be given a disability rating of 15%. This does not mean your whole body is 15% disabled, only your elbow. Therefore, a 15% disability rating of your elbow will be less than a 15% disability rating of your back. You might want to contact an attorney. AFA has a list of Illinois attorneys who know our Contract and our occupation. After you sign a release form, your local AFA Office will send the list. Once you are paid a settlement your TTD will end. Depending on your disability you may be entitled to permanent partial disability or permanent total disability. There is no requirement that you resign or retire in order to receive a settlement for your PPD. If your lawyer and UAL cannot agree on a settlement you may have a hearing before the Illinois WCC to determine your PPD benefits.

Vocational Rehabilitation

Depending on the amount of time you are out of work and the nature of your injury/illness you might be offered vocational rehabilitation (voc rehab). This usually happens when a doctor (probably after a Section 12 Exam) states you are "permanently disabled from doing your job". Under the Illinois statute you are to work in conjunction with the Voc Rehab specialist to develop a training program. This training should be an extension of your interests, ability and previous training. However, in some cases, it might merely involve job placement if you possess marketable skills. Participating in voc rehab will not jeopardize any of your Contractual benefits such as the 3-year occupational medical LOA or your ability to return to work as a Flight Attendant. Even if you are retrained and take a position elsewhere (or within UAL) you are allowed to remain on the 3-year medical LOA. You do not have to resign to take another job. You must cooperate with the Voc Rehab specialist or your benefits may be cut off. If you are not physically capable of participating in training you should tell the Voc Rehab specialist that it should be postponed until you are MMI. You will continue to receive payments in the same amount as your TTD; however they are referred to as "maintenance" throughout your training in addition to other expenses paid. To continue receiving this payment you must prove you are actively seeking employment.

Long Term Disability Insurance

If you have the Long Term Disability (LTD) insurance apply for it 6-8 weeks before you qualify which begins on the 271st day of total disability. You must also apply for

Social Security benefits and send in the denial letter or there will be a presumption that you qualify and it will be deducted from you benefit amount. The benefit from LTD is 50% of your 82 hours of pay if you are based in a domestic domicile or 75 hours if based in an International domicile (includes HNL). You must apply for the benefits within 12 months of your disability or you may forfeit the benefit for that absence. TTD will off-set the LTD benefit; however, you must apply when you first qualify or you will not be allowed to collect the benefit even if your TTD is terminated.

Return to Work/Medical Arbitration

The supervisor will look at your ESF to determine if you can return to work. If there is a dispute as to whether you may or must return to work, you may consult company medical and ask for a review. If there is still a dispute you may request medical arbitration under Section 20.D. of the Contract. For there to be a valid dispute you must have a doctor support your position. During the arbitration you will be placed on ANP status until it is resolved. If you prevail, you will receive back S/L (if you have hours in your S/L bank) or back pay if you are returned to work. AFA has developed a step-by-step procedure to guide you through this process. There are time limits for this process so it is best to call AFA as soon as you know there is a dispute to receive guidance. If you are sent for a Section 12 examination this doctor may write in her/his report to GB that you may return to flying status. It is very important that you determine your status with UAL. If you and your doctor agree that you should not return and company medical states you should RTW, ask the company physician for a review of her/his decision. This begins the medical arbitration process. You will then have 40 days to be examined again by a doctor of your choice and have her/him send a report to company medical. If company medical will not make a decision, call your administrative supervisor to determine your status. If UAL has placed you on non-occupational S/L or medical LOA, you will need to provide detailed documents, or Absence Certificate to UAL medical to prove your need to remain on S/L or medical LOA. Do not assume since you have not heard from UAL or GB about your status that you may remain on S/L or medical LOA. You may be charged with unauthorized absence, or job abandonment.

Contacting a Workers' Compensation Attorney

If you decide to retain an attorney, please call your Local Occupational Committee for a release to fill out. This release allows AFA to give you the list of suggested Workers' Compensation attorneys in Illinois. The release form must be faxed or scanned and emailed to your Local Council Occupational Volunteer before we can give you the suggested Attorney's list. Once you hire an attorney, GB will not be able to speak to you; everything must go through your attorney. In some cases having an attorney is essential. If you have problems, your first recourse is to speak with the administrative supervisor who is handling occupational benefits at your domicile. If you cannot get satisfaction from him/her please see the "Procedures to Follow if Problems Arise" page included later in this publication.

Contacting AFA for Assistance

If you have any questions about any of these procedures, feel free to contact your local AFA Office or your Local Occupational Benefits Committee. Although most of these benefits are legal benefits, we are happy to guide and assist you through the maze, even if it is to tell you that it may be time to contact an attorney.

The Cause Foundation

If you find yourself in a financial bind because of problems with your occupational claim, there are programs that can assist you. The *CAUSE* Foundation was established by United Flight Attendants for United Flight Attendants to help if there are financial problems. Call your Local AFA office for information on this very helpful Foundation.

Union Dues While on Occupational LOA Status

The **AFA Constitution and Bylaws** requires that all Flight Attendants pay dues for the first 3 months of any leave status, including **voluntary furlough**, and **Occupational LOA's**. Flight Attendants should contact the Local AFA Council with any questions about payment methods. If you would like to pay your dues beyond the required first three months to remain an active Member to vote, please contact the AFA International Office Membership Department at 1-800-424-2401, ext 707 to receive the the form for monthly deductions taken out of your checking account. You will also need to ask the Membership Department where you should fax or send a written and signed statement stating that you would like to "leave and remain active". If you choose not to pay additional dues on a monthly basis, should there be an AFA issue that becomes available for membership vote, you may also bring yourself "dues current" prior to the voting deadline in order to be eligible to participate.



Occupational Benefits in Illinois Checklist

- ✓ Notify UAL Management ASAP of a work related injury/illness even if you will not miss work.
- ✓ Assist the supervisor in filing your claim. The (ESC) should be notified by the supervisor.
- ✓ A Notification of Occupational Injury/Illness Form (OII) or report should be generated, get copies of each. Get copies of the Employee Status Form (ESF) to take to your treating physician at each visit.
- ✓ Call AFA for the Occupational Benefits Committee Information Packet. You can download the info packet from the AFA MEC website www.unitedafa.org under Pay and Benefits, and then Occupationals.
- ✓ Get medical treatment of your choice. Have doctor complete the ESF form and FAX it to the Employee Service Center (ESC). (FAX number located in the Occupational Packet from UAL on Flying Together). If UAL asks for a Section 12 Exam (formerly called IME) you must comply. If Section 12 doctor returns you to work (RTW), go to company medical to determine status & possible need for medical arbitration.
- ✓ When your claim is accepted, you will receive TTD directly from Gallagher Bassett. You may supplement your income by using personal S/L with the 3 options of Sec. 19.A. of the AFA Agreement. If you do not use S/L, you will be placed on a medical LOA.
- ✓ Determine your average weekly wage (AWW) for 12 months prior to injury. Call GB to determine what they are using as your AWW. If it is incorrect, send the correct information to WHQPZ & GB, include claim number.
- ✓ If your absence qualifies under the Family Medical Leave Act (FMLA), United will automatically certify it as FML, and no points will be assessed.
- ✓ Any requests for Special LOA or any ANP (WOP) should be reviewed.
- ✓ Start a log of all phone calls & retain all documents, medical bills & correspondence concerning your injury.
- ✓ GB will investigate the claim. Cooperate but you <u>do not</u> have to allow taping of conversations. Sign <u>only</u> the AFA medical records release form. DO NOT sign and return the GB Medical Records release form, or any consent forms from **GENEX** under **any** circumstances.
- ✓ Call GB for the final decision on your claim & get your claim number.
- ✓ If there is a delay in accepting the claim, ask GB what they need to process your claim. Send any documentation requested by Fax and U.S. Mail (Return Receipt Requested)
- ✓ A nurse from **GENEX** may contact you to ask questions about your medical condition and treatment. If you are not comfortable speaking with her/him, you may refuse, but your treatment may be delayed. You must allow written medical records to be released, but only those related to your occupational injury. You or your doctors do **not** have to answer

- written questions. If your claim is denied or delayed, you may file a claim in another jurisdiction; <u>call your local AFA Occupational Benefits</u> Committee for more info.
- ✓ Check your pay stub the month prior to your date of injury for your sick leave (S/L) balance.
- ✓ You may defer your vacation if you are on Occupational status then bid for another by the interim vacation bid process. In October pick up vacation bid packet & bid for vacation for the next year. Arrange to get contents of SW mailbox.
- ✓ If contacted for vocational rehabilitation, cooperate if physically able to do so. Speak with AFA or an attorney.
- ✓ If you have Long Term Disability (LTD) insurance, you will qualify for benefits after 270 days of disability.
- ✓ If you are contacted by GB for a settlement, you should speak with a WC lawyer.
- ✓ If you have any problems, or if your claim is denied <u>call your Local AFA</u>
 Office or Local Occupational Benefits Committee.



Checklist for a Section 12 Examination

(Formerly "Independent Medical Examination" – IME)

If United or Gallagher Bassett (GB) requests that you submit to an examination as a result of an occupational claim, you must comply under the Illinois Workers' Compensation Act. If you cannot attend the appointment without good reason, your benefits may be suspended. However, there are certain procedures that should be followed before and during the examination by both the employer and employee. Some of them are required by the Illinois W.C. Act and others are company policy. The following is a checklist that should be referred to when you are asked to go for a Section 12 examination. This Check list also indicates which procedures are required under the Illinois W.C. Act and/or which company policy it refers to.

- ✓ <u>Company policy</u> is that you should be given at least 10 days notice prior to the date of your appointment to make arrangements for child care, etc. If you have not been given the 10 days and you find you cannot arrange your schedule to make the appointment, call your GB claims adjuster to discuss rescheduling the appointment. The reason for not attending must be a valid one. **Do not** just skip the appointment without speaking with your GB claims adjuster. Even without the 10 days notice, if you can make the appointment it is best to do so.
- ✓ <u>Illinois law and company policy</u> says you do not have to travel for the Section 12 exam if you are not physically able to do so. Have your treating doctor write a note to your GB claims adjuster explaining why you cannot travel.
- ✓ <u>Illinois law</u> states you must be sent, in advance, <u>reasonable</u> expenses to cover the cost of the travel to and from the Section 12 exam. The expense check for the exam must be sent in the same envelope as the request letter. If the check is NOT in the same envelope please notify the Occupational Benefits Committee Member as well as your attorney if you have retained one. The money for expenses is for transportation, meals etc. If you do not receive expense money in advance, you may reschedule the appointment. Again, speak with your GB claims adjuster before rescheduling. **Do not** just skip the appointment.
 - <u>Illinois law and company policy</u> says these travel expenses should cover the cost of transportation from your home regardless of where you live.
 - <u>Illinois law</u> provides that this money is <u>not</u> a per diem. After you return from the Section 12 exam, you must submit receipts for expenses that cover or exceed the amount sent in advance. Otherwise, you will have to return any money not covered by paid receipts. If you spend more than the amount sent to you, GB will reimburse you. If GB requests you bring medical documents, they should pay for the cost to get them.

- ✓ <u>Company policy</u> provides that if you live far enough away from ORD to make travel in one day unmanageable, expenses for a hotel will be provided. This usually means if you live west of Denver or outside the US, but will depend on your circumstances. If you live in a remote area it might also apply. Discuss this with your GB claims adjuster.
 - You might be asked to give your credit card to guarantee your hotel room if you will be using one.
 - If you do not have a credit card or if the credit limit does not allow you to use it to guarantee the room, you should call your GB claims adjuster to make other arrangements.
- ✓ Bring the United "Description of Flight Attendant Job Duties" included in this packet with you for the Section 12 doctor so she/he can understand your job, especially if you and your treating doctor feel you should not return to work yet.
- ✓ Bring a notepad with you to take notes during the exam. Write down what the doctor did & said. If the Section 12 doctor suggests treatment, write it down to consult with your treating doctor. You do not have to follow the prescriptions of the Section 12 doctor if your doctor does not concur. Remember, this doctor works for GB and not you.
- ✓ <u>Company policy and Illinois law</u> says you may obtain a copy of any report the Section 12 doctor writes and sends to GB. Send a written request to your GB claims adjuster and send a copy of the letter to the supervisor at GB as well. If your claims adjuster will not send the report, call the supervisor at GB.
- ✓ If the Section 12 doctor states you may return to work (RTW) and your treating doctor disagrees, go to company medical for their opinion. GB will probably terminate your WC benefits if the Section 12 doctor states you may RTW. You should speak with a W.C. lawyer to discuss appealing the decision to terminate W.C. benefits.
 - Call the administrative supervisor at your domicile to determine your status
 if the Section 12 doctors states you may RTW. Do not fail to do this. See
 Guidelines for Procedures after Section 12 Exam.

If company medical releases you or does not allow you to return to work against your treating doctor's advice, you may request medical arbitration. AFA has developed a medical arbitration checklist for you to follow if you request it.



DESCRIPTION OF FLIGHT ATTENDANT JOB DUTIES

Overall Duties and Work Environment

Provides high quality customer service to passengers based on market specification and individual needs. This includes, but is not limited to, enroute cabin service and/or ground cabin service to delayed or canceled passengers.

Reads, interprets, demonstrates and provides safety briefings to passengers. Communicates and ensures compliance with company and government safety and security rules and procedures. Required to manage crew and passengers in any potential onboard event, including medical emergencies, assessment of security threats and a variety of difficult situations. Oversees cabin to ensure cockpit access is prevented by unauthorized personnel. Provides leadership, direction, and assistance to passengers and other crew members in stressful, emergency or evacuation situations.

Works in an environment subject to varying climatic conditions and air pressures, turbulence-induced variable positive and negative G loads, changing work locales, variable hours and shifts and working conditions, moderate noise levels, dim lighting, confining spaces and frequent contact with others. May be exposed to radiation levels of three to six millisieverts (mSB) per year at altitude, dry air ranging from 4% to 15% humidity, and ambient altitudes ranging from 4,000 to 8,500 feet. The frequent air pressure changes could predispose certain employees to ear and/or sinus barotrauma.

Specific Duties and Abilities

Proactively assists passengers with stowage (<u>i.e.</u>, floor to above shoulder level) of carry-on bags, garments and other belongings. Serves or sells food, beverages and various other amenities in accordance with service standards. Picks up trash, keeps cabin and lavatories tidy. Provides assistance, which could include cardiopulmonary resuscitation, to ill or incapacitated passengers.

Operates mechanical and safety equipment such as oxygen systems, aircraft doors, evacuation slides, fire extinguishers, life rafts, galley equipment, communication and audio/visual equipment and lighting systems. Handles cash and credit transactions for liquor, audio equipment and other sales. Uses computers, including navigation within Windows environments and data entry and retrieval of information using company operated systems. Reads, comprehends, updates and uses technical or specialized information.

Interacts in a professional and friendly manner with clients, coworkers and customers of diverse backgrounds. Works with other crewmembers on a team to ensure all services meet company standards. Takes responsibility and is accountable for commitments and assignments.

Presents a professional image, including a neat, well-groomed appearance as described in United Company Regulations 30-5.

Must be able to speak in a clear, concise, and organized manner, loudly enough to be heard in an emergency. Ability to speak and understand English fluently. Proficiency in a second language highly desirable. Ability to hear all types and ranges of sound. Must meet hearing and vision requirements as established by the Federal Aviation Administration and the airline.

Ability to use time efficiently and productively. Ability to demonstrate assertiveness and influence, when appropriate. Ability to resolve difficult, emotionally charged or confrontational issues while maintaining composure and focusing on customer needs. Ability to make decisions with little or no supervision, or in the face of rapidly changing events, stress, emergencies or crises. Ability to demonstrate flexibility and adjust easily to new conditions, changing needs and priorities.

Must complete Initial Flight Attendant Training, including Emergency Procedures and annual recurrent emergency training. May be required to complete other training as well.

Physical Requirements:

Flight attendants are required to be able to perform a combination of physical activities in the course of their work day. The types and combination of physical activities that are required may vary from day to day, depending upon job tasks assigned. Some of those activities include the following:

Works in aircraft aisles and galleys for periods of up to 14 hours or more, performing duties which require standing, walking, climbing, stooping, crouching, squatting, kneeling, reaching, twisting and bending. Such duties may be complicated by unpredictable, and at times, air turbulence.

Pushes or pulls movable carts. Ergonomic studies show that the initial push/pull force (force required to put a beverage or food cart in motion, at a flat angle) is 29 pounds of force. On a 4 degree angle, the estimated required force is 45 pounds.

Frequently required to use force up to 25 lbs. to lift, push, or pull objects, such as beverage stowage bins. Occasionally required to use 25 to 55 lbs. of force to lift, push, or pull objects. At times, required to use forces greater than 55 lbs. to lift, push, or pull objects. Some of these push, pull, or lifting forces must be performed with the arms at or above shoulder level, such as in the case of closing or opening overhead bins.

Ability to perform tasks that require overall body coordination/balance. Vertical reach of at least 82 inches (2.08 meters) and maximum height of 76 inches.

Education:

High school graduate or GED.

Additional Qualifications:

Qualifications: Must be able to complete company physical assessing capability to meet flight attendant essential functions with or without a reasonable accommodation, drug tests, background checks, the required initial and emergency procedures for flight attendants and other pre-employment checks required to obtain SIDA access. Must possess a valid passport prior to attending training with 30 months validity remaining prior to expiration.



After Section 12 Examination Guidelines for Procedures

- If after a Section 12 exam you do not receive communications from the ESC, your administrative supervisor, or Gallagher Bassett within a reasonable period of time (2 weeks), call your administrative supervisor to determine your status.
- Do not assume you are on Sick Leave or Medical Leave of Absence if you have not heard from United about your status. If you do not contact United, you may be charged with Unauthorized Absence or Job Abandonment.
- If the Section 12 physician has released you to RTW, GB must notify you in writing, and will terminate your benefits. You are entitled to a copy of the Section 12 physicians report, and may request a copy from your GB claims adjuster.
- If notified by GB that you have been released, you should be contacted by the ESC or your administrative supervisor, with instructions for being RTW. If the release to RTW by the Section 12 physician is against your treating physicians advice, you should immediately notifly your administrative supervisor and ask what is specifically required from you to remain on sick leave or Occ. LOA status. Have your supervisor make the request in writing.
- Contact your Local Council office, and ask for assistance with beginning the Contractually provided for Medical Arbitration process. (Section 20.D of the CBA)
- You may be requested by AFA or your administrative supervisor to go to your doctor and have him/her complete the United Absence Certificate, which will support your need to remain on sick leave or OCC LOA status.
- If released to RTW, and your benefits are terminated, you may want to consider engaging the services of a Worker's Comp Attorney, IF you have not already done so.



Procedures to Follow if Problems Arise

The following is the protocol to follow if you have problems with your Workers' Compensation claim that are **LEGAL*** (Non-Contractual) problems. You should speak first speak with:

- Gallagher Bassett Claims Adjuster
- Gallagher Bassett Claims Adjuster Supervisor
- Workers' Compensation Attorney (You must sign a release form to receive the AFA Suggested List of W/C Attorneys). If Claim is filed in Illinois she/he must be an Illinois W/C Attorney (or licensed to practice in the state of Illinois).

The following is the protocol to follow if you have problems with your Workers' Compensation clam that are **CONTRACTUAL**** problems. The Flight Attendant should first speak with:

- For Pay issues, restoration of S/L, and Vacation Pay: FAST team , 1-800-FLTLINE, option 4, option 3
- Employee Service Center Operations Manager Carlos Rivera 847-700-3296 email: Carlos.RiveraTorres@united.com
- Base Administration Supervisor (consult your base directory)
- Base Manager (consult your base directory)
- UAL Senior Manager Workers' Compensation: Dave Rickert, 872-825-9238 email: Dave.Rickert@united.com

For Problems with **Gallagher Basset** contact the United Senior Staff Rep. Workers' Compensation representative responsible for your location where u are based. You can find their names from the attached list on page 23 of this document.

For any other questions or concerns you can call your local **AFA Occupational Benefits Committee** Members or your local **AFA office** for guidance and assistance.

*Legal issues are problems not part of the Flight Attendant Contract (CBA), such as acceptance of the claim, TTD calculations, payment of medical bills and TTD etc. Call your local OBC Member if there is a question as to whether it is a legal issue or not.

****Contractual issues** are those provided for by the Flight Attendant Contract (CBA), such as reimbursement of sick leave used before the claim was accepted, buy back of sick leave, vacation deferral, etc.



Vernelle Carson

Senior Staff Representative

United Airlines - IADSY

PO Box 20200

Dulles International Airport Washington, DC 20041

Phone: 703-661-4825 Fax: 703-661-7652

E-Mail: Vernelle.Carson@united.com

Locations: NJ, VA, DC, MD, PA

Barry Jenkins

Senior Staff Representative

United Airlines WHQSY Willis Tower

233 South Wacker Drive, 16th Floor

Chicago, IL 60606

USA

Phone: 872-825-3223 Fax: 872-825-0060

E-Mail: Barry.Jenkins@united.com

Locations: All "IL" Benefit State (Management;

ALL Inflight including ORDSW); LAXSW

Karen Parker

Senior Staff Representative

United Airlines HQSWK

600 Jefferson St. Houston, TX 77002

USA

Phone: 713-324-5361 Fax: 713-324-2631

E-Mail: Karen.Parker@united.com

Locations: TX, CO, FL

Dorothy Malone

Senior Staff Representative

United Airlines WHQSY

Willis Tower

233 South Wacker Drive, 16th Floor

Chicago, IL 60606

USA

Phone: 872-825-2207 Fax: 872-825-0060

E-Mail: Dorothy.Malone@united.com

Locations: NY, All Other States

Stacey Walsted

Senior Staff Representative

United Airlines WHQSY

Willis Tower

233 South Wacker Drive 16th Floor

Chicago, IL 60606

Phone: 872-825-3865

Fax: 872-825-0060

E-Mail: Stacey.walsted@united.com

Locations: N. California (SFO, SMF); HI

Linda Teague

Specialist- Workers Compensation & Claims Resolut

United Airlines WHQSY

Willis Tower

233 South Wacker Drive, 16th Floor

Chicago, IL 60606

USA

Phone: 872-825-9586

Fax: 872-825-0060

E-Mail: Linda.Teague@united.com

Locations: All "IL" Benefit State (ALL

Airport Ops; Pilots);

S. California Airport Ops/Pilots (SNA; SAN; LAX)

*If an inflight claim is transferred to another benefit state, the staff representative assigned may change

Gallagher Bassett Services, Inc.

Gallagher Bassett Service, Inc. Two Pierce Place Itasca, Illinois 60143-3141

Phone: 877-643-7516 Fax: 877-643-7509

Assistant Branch Manager - UAL Claims

Kathy Kec

Phone: 847-273-3913

Email: Kathy.Kec@gbtpa.com

Account Representatives for UAL

Jennifer Meister

Phone: 630-694-5366 Fax: 866-958-1166

Email: Jennifer_Meister@gbtpa.com

Terri Dominick

Phone: 630-285-3702 Cell: 630-689-7093 Fax: 866-763-6194

Email: Terri Dominick@gbtpa.com

Gallagher Bassett, Services Inc. administers United Airlines' Workers' Compensation Benefits. They make the determination if a claim is "compensable." They also issue the Workers' Compensation checks, and ensure that all related medical expenses from the injury are paid as well.

AUTHORIZATION FOR MEDICAL RECORDS

By this form or a copy thereof, I hereby authorize any licensed physician chiropractor, medical practitioner, clinic, or other medical or medically related facility, insurance company, or other organization, institution or person, that has any records or knowledge of my mental or physical health, history, condition or well being, to supply such information to medical representatives of my employer, its insurer, claim administrator or attorneys that is relevant to my injury of/ (date). I revoke all other medical records release forms signed prior to this date.
A Photocopy of this authorization shall be as valid as the original. This release shall remain valid until revoked by me.
Name-Please Print
Signature
Date

Association of Flight Attendants-CWA, AFL-CIO

Waiver and Release

I have requested that the Association of Flight Attendants-CWA (**AFA**) provide me with a list of names of attorneys to contact regarding a potential Workers' Compensation claim.

I fully understand that **AFA** is in no way responsible for the provision or performance of such attorneys, or for any payments, fees, costs or expenses of any kind that I may incur in connection with provisions of services by such attorneys. I will not assert any claims in regard to such matters against **AFA**, its officers, representatives or agents.

		Signature	-
		Date	_
F/A Name:	Please Print		_
File Number:		Base:	_
Premerger Aff	iliation: UAL C	AL Hire date After 8/29/2016?	_
Address:			
City:	State:	Zip:	
Country:			_
Phone:			
Email Address	::		
MEMBER: P	lease return signed dat	ed copy to:	
Local Counc	il Volunteer either by F	AX or scan/email	
	NCIL VOLUNTEER: Keep Dunitedafa.org or FAX:	p one copy for local office, scan/email 847-696-0404	to
ONE O'HARE		ANTS-CWA (AFA LEGAL DEPT.) R ROAD, SUITE 4020	

Association of Flight Attendants-CWA, AFL-CIO

Waiver and Release

contact regardin Attendants-CWA any payments, f	g a potential worke (AFA) is in no way ees, costs or expens firm. I will not	, have requested ers' compensation claim. I responsible for the provision se of any kind that I may ind assert any claims in regar	fully understand tha or performance of s our in connection wit	t the Association of Flight such lawyer/law firm or for h provisions of services by
 Signature		<u> </u>	Date	
F/A Name:				
	ease Print			
File Number: _		Base:	Country:	
Address:				
City:		Si	rate:	Zip:
Premerger Affilia	tion: UAL	_ CAL Hire date Aft	er 8/29/2016?	
Phone:		E-Mail Address:		
		(TO BE COMPLETED BY MEM	BER)	
		, Association of Flight <i>I</i>		
have suggested	the name of		lawyer/law fi	rm to contact regarding a
potential Worker	s' Compensation cla	aim.		
Signature	Title	(TO BE COMPLETED BY AFA LOCAL	Base	 Date

LOCAL COUNCIL: Keep one signed copy for the local office, and mail, fax, or scan/e-mail to MEC Office at:

ASSOCIATION OF FLIGHT ATTENDANTS-CWA (AFA LEGAL DEPT.) ONE O'HARE CENTER 6250 N. RIVER ROAD, SUITE 4020 ROSEMONT, ILLINOIS 60018

FAX: (847) 696-0404/ E-mail: Attyrelease@unitedafa.org



Employee Status Form

CO-WORKER NAME	<u> </u>	DEPT CODE:	CO-WORKER ID #
DATE OF SERVICE:		DATE OF INJURY:	
DESCRIPTION OF IN	NJURY/ILLNESS:		INITIAL INJURY/TREATMENT Yes / No
To assist	TRANSITIONAL United Airlines in understanding ou physical restrictions (if any) so w	r co-worker's currer	nt work restrictions please indicate all

ACTIVITY	MAY NOT PERFORM	UP TO 2 HOURS	2 TO 4 HOURS	4 TO 6 HOURS	8 HOURS OR MORE	ACTIVITY	MAY NOT PERFORM	UP TO 2 HOURS	2 TO 4 HOURS	4 TO 6 HOURS	8 HOURS OR MORE
BODY MOVEMENTS						LIFT/CARRY		•	•		
Stand						Up to 20 lbs.					
Walk						20 to 45 lbs.					
Sit						45 to 70 lbs.					
Bend / Twist						PUSH/PULL	•			•	
Kneel / Squat / Crawl						Up to 20 lbs.					
Head / Neck Movement						20 to 45 lbs.					
Outward Reach Arms *						45 lbs. or Greater					
Outward Reach Wrist / Hands *						MISCELLANEOUS	NO		•		YES
Reach above Shoulder *						Full Visual Acuity, Color Discrimination and full Field Vision					
Repetitive Hand Use						Ability to Hear					
Grip *						Drive and Operate Equipment					
Other:						Climb and Work at Heights					
						Cane or Walker required					
Above restriction(s) applies to											
DDITIONAL COMMENTS, REFE	RRAL!	S, etc	.:								
hysician's Signature:							Dat	te:			
hysician's Name:						Fax:	Phon	e:			
ate of Next Examination: Anticipated Return to Work/MMI/P & S Date:											

Fax to United Employee Service Center at 847-700-9533 immediately following each visit

EMPLOYEE PAY OPTION ACKNOWLEDGEMENT

I,	,, have submitted a claim for an occupational (File#)
(Name)	(File#)
injury incurred on(Date of	, which has resulted in my absence from work. My claim
has resulted in my absence fi	from work. My claim has not yet been accepted or declined by Gallagher's third party administrator for Workers' Compensation claims.
submitted documentation to su in my sick leave bank. Throug off while my claim is being i	while my claim is pending acceptance by GB and provided that I have betantiate my inability to work, I can opt to receive any sick leave pay I have h this acknowledgement, I agree that if I receive full sick leave pay for time nvestigated and later also receive pay directly from GB for the same time d and United will credit my sick leave bank for the amount paid over and
or may not be equal to pay that as a flight attendant for United can utilize while receiving wo	B, I will receive workers' compensation pay directly from GB. This pay may I would receive if I were to be working or collecting sick leave pay full time I. United has explained to me that I have the following pay options which I rkers' compensation payment from GB. By checking below, I am informing on and authorizing United to, if I choose option 1-3, reduce the amount of:
	rkers' compensation pay with hours from my personal to the value of my monthly awarded line of flying.
2 Supplement my wo sick leave bank up	rkers' compensation pay with hours from my personal to 100 hours
	rkers' compensation pay with hours from my personal to the 71 hour minimum.*
	national Leave of Absence and receive only workers' no additional credit from my personal sick leave bank. *
chosen), until the hours in your	in in effect for the duration of your occupational absence or (if options 1-3 are personal sick bank have been exhausted. Upon exhaustion you will only a payments directly from GB, and will be placed on an occupational leave of
	n leave you will receive only workers' compensation pay from Gallagher A, the leave will not be rescinded. You will need to make arrangements to actions (medical, dental, etc.).
	is not selected or this form is not received by FAST-Occupational Pay of going on sick leave, Pay Option (1) will be applied as your selection.
Si-material	Dut
Signature	Date
	BE FAXED TO THE FAST at 847-700-9076 his form please contact FLT-LINE option 4 and 8)

Last Revised March 2012

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Returning to Work (RTW)

Once you have been released by your treating physician to RTW, you will need to FAX your **ESF** from to the **ESC** (847 700-9533). Your treating physician should be specific with your RTW date. Follow up with the Employee Service Center (**ESC**) with a phone call to ensure that it was received. Generally, it takes 2-3 business days to process a RTW ESF (you should not expect to be released one day, and then RTW the next day). A RTW ESF must be reviewed by **OPCMD** to determine if you need to attend any additional physical examinations by company medical (Concentra or U.S. Healthworks).

Once received by the **ESC** and approved, you should be contacted by the Flight Attendant Support Team (**FAST**) and they will initiate the return to work process including fingerprinting, Criminal History Report Check (CHRC), schedule and necessary trainings.

- Comply with any necessary training requirements
- The company requires that your FAOM and LINK are updated and in compliance
- Verify that your contact information is current
- Ensure that you RTW with a complete Uniform
- Contact Advanced Schedule Planning to build a line of flying if returning midmonth
- Bid for a LOF for the following month, providing you meet the necessary criteria