



Internal Memorandum

Date: 5/26/2015

To: Captain Phil Davis, Regional Director - SLC
From: Captain Wayne C. Lewis, SLC A-320 AIRBUS
Subject: II15-085 NTSB- F/A Injury: DL1805 23-MAY-15 ATL-YVR A-320-212 N334NW (3234)
CAP: LEWIS, W.C.; FO: SESSUMS, S.B.

This statement is provided at the request of the Chief Pilot's Office.

Shortly after departure from ATL, our Flight Leader contacted us and told us that one of the flight attendants in the back of the airplane had fallen out of her jump seat during takeoff and was injured. Our Flight Leader told us that the injured flight attendant was being cared for by a doctor and two nurses who were onboard and possibly suffering from a bruised rib. The injured flight attendant indicated a concern that because of a blood thinning medication she was taking, if she had internal bleeding, it may not clot. I asked the Flight Leader to begin the inflight medical emergency paperwork and get it to me as soon as possible.

While we waited for the paperwork and for more information, I gave the aircraft and Air Traffic Control (ATC) communications to my First Officer (F/O) while I coordinated with the Flight Leader, Dispatch, and STAT MD.

The Flight Leader later advised that the injured flight attendant was complaining of pain in her side, was on Oxygen, and drinking water. I was told they had opened the EMK and were using items from it. Shortly after this discussion, we received the initial medical paperwork.

After assessing the situation and discussion with the relevant parties, it was determined that the flight attendant would be okay to continue as long as she was able to perform her duties. When we contacted the Flight Leader and informed her, she told us in no uncertain terms that the injured flight attendant would NOT be able to perform her duties as she was sitting in her seat, still in pain, and unable to get up. This information heightened my concern. The flight attendant's inability to perform her duties because of her medical condition indicated the criticalness of her injury. I then told our Flight Leader that we would probably be returning to Atlanta and that I would keep her informed.

I contacted Dispatch and shared my concerns about continuing on a four-hour flight to an international destination with only two functional Flight Attendants. Dispatch concurred and re-dispatched us back to Atlanta.

An emergency was declared. We notified ATC of our situation and coordinated with ATC for returning to Atlanta. Because our return to ATL would result in an overweight landing, we began preparing for it and reviewed all applicable QRH guidance. We informed Dispatch that we had declared an emergency with ATC and requested Rwy 09L at Atlanta. We also requested that the flight be met at the gate by EMTs. ATC redirected us back to Atlanta and provided us a lower altitude to help us burn down fuel.

As we began our turn back to Atlanta, I informed our passengers of the situation and told them we would be returning to Atlanta. As information became available, I passed that information on to the passengers as well.

The overweight landing was uneventful.

At the gate, EMTs met the aircraft and the injured flight attendant was de-planed first using a straight-back isle chair. I completed the logbook write-ups for the overweight landing and the fact that the EMK was opened and used. I contacted the Chief Pilot's Office and discussed the events and answered all questions. I also made a PA to the passengers informing them of the status of the flight and thanked them for being patient and understanding. I spoke individually with the two remaining flight attendants and both seemed to be okay. I thanked them for doing an excellent job.

I acknowledge release of this statement to Delta Flight Safety and the National Transportation Safety Board (NTSB).

Regards,

Captain Wayne Lewis
Employee [REDACTED]
(Signature on file)



Internal Memorandum

Date: 5/27/2015

To: Captain Phil Davis, Regional Director & Chief Pilot – SLC
From: First Officer Steven B. Sessums, SLC A-320 AIRBUS
Subject: II15-085 NTSB- F/A Injury: DL1805 23-MAY-15 ATL-YVR A-320-212 N334NW (3234)
CAP: LEWIS, W.C.; FO: SESSUMS, S.B.

This statement is provided at the request of the Chief Pilot's Office.

Shortly after departure, we received a call from the Flight Leader advising that one of the flight attendants in the back of the airplane had fallen out of her jump seat during takeoff and was possibly injured. We continued our departure out of ATL while the injured flight attendant was being cared for by a doctor and two nurses who happened to be onboard. The Captain instructed me to take over Air Traffic Control (ATC) communications and fly the aircraft while he talked with the Flight Leader, Dispatch, and STAT MD.

It was determined that, although the injured flight attendant could continue to Vancouver, we would be returning to ATL because she was not able to perform her flight attendant duties. We notified ATC of our situation and that we needed to return to ATL for landing. We elected to declare an emergency. We reviewed the necessary information related to overweight landings and requested Runway 9L for landing due to runway length.

The landing was uneventful and there was no damage as a result of the aircraft being overweight. We were met at the gate by paramedics who took over care for our injured flight attendant, and she was taken off the airplane for further treatment.

I acknowledge release of this statement to Delta Flight Safety and the National Transportation Safety Board (NTSB).

Regards,

First Officer Steven Sessums
Employee [REDACTED]
(Signature on file)



Flight Attendant Statements

Flight 1802 (ATL-YVR); A320-200 (N334NW); 05/23/2015

Tiffany Pillow
Purser/Flight Leader

Flight had been boarded and pushed back and flight attendant Donna Orr (injured) was completing her final safety checks heading to the back of the aircraft when captain was announcing our number for take-off. 2L FA Denise Seagraves was already in back of the aircraft, what looked like latching the galley before she appeared to have taken her jumpseat. I was in the 1Li jumpseat buckled in leaning to look down the aisle waiting on Donna to get into her jumpseat when the flight deck called. I paused before answering as I knew that they were calling to get confirmation when we were ready. I picked up the handset, "This is Tiffany at 1L" I was asked if we were ready, I responded by telling them that I call after I see that all flight attendants have taken their jumpseats. Therefore I waited on the interphone with the Flight Deck until after a few moments of Donna being what looked to me as secure in her jumpseat and said Cabin is ready for take-off. Just before the 10,000ft climb I received a call from 2L FA Denise that Donna was thrown from her jumpseat onto the galley floor because part of her seatbelt was stuck. I asked three times if she was ok and if we needed to turn around and go back and was told no each time. I immediately called the Flight deck to let them know what was going on. After receiving my 10,000ft chime and making the appropriate announcement, I headed to the aft galley to check on Donna where she was in the lavatory. When she came out she complained of pain on her left side near her ribs. I instructed Denise to call the flight deck pages for medical assistance, as Donna appeared to be in more pain than she was willing to admit at the time. Two RNs, [REDACTED] (seat 11E) and [REDACTED] (member seats in 22B) came to the galley to assess Donna's medical condition. I began to fill out the MAF with as much information I could for the Flight deck to communicate with StatMD. Both nurses agreed that she would need further medical attention. Donna's anxiety seemed to increase as the pain increased so we got her on Oxygen and notified the flight Deck that we needed to divert. They told us that we would be going back to ATL. Her pain increased as the altitude changed. We kept the cabin informed and calm and got everyone prepared and secured for landing. We arrived and was met by two FSM's and paramedics. On the next phase of flight, I FPOC'd both nurses.

Denyse Seagraves
2L

F/A Orr was fastening her seatbelt as we had been cleared for take-off but it was stuck and she stood up to raise the seat. She was in the 2right inboard JS. She sat back into the JS and started fastening again while the plane was in climb out. all of a sudden, the plane shifted rather severely to the left and literally threw her out of the seat and slammed her onto the galley floor. I tried to reach her head to protect it from hitting the carts, but it was her ribs that were most effected by the fall. Her head was not hurt. I immediately called Tiffany up front to tell her about the injury. As soon as it was safe to get up we paged for a Dr. or nurse. 2 nurses came immediately and began to asses her. Tiffany was here by that time and was following the instruction from the nurses.. She asked me to go up front to monitor the FC cabin and communicate with the Capt. We provided him with a stat MD form and waited for instructions to turn back to ATL while administering to Donna Orr's injuries.

Donna Orr
2R

I did my safety walk-through heard captain say number 1 for take-off hurried back to jumpseat passenger stopped me for water told them I would bring water back when safe to do so. Got to my jump seat sat down started to strap in and lap buckle was stuck under seat had to stand up and get it unstuck sat back down started to buckle and the next thing I was on the floor of galley.