

AA2204/21OCT2015 DFW-MCO Customer Injury

FA #3's report

Paraplegic passenger was brought onto plane via aisle chair by two gate agents. I was asked to lift the arm rest on seat 12C but could not reach it so I told the fwd gate agent how to lift it. While he was trying the lift it the passenger started slipping out of the aisle chair into the floor falling on both of his legs. Both agents lifted him up from the floor into seat 12C. Once lifted, I noticed that the passenger was speaking to the aft agent in Spanish and pointing at his foot. The agent spoken back to him then both agents began to make their way off the plane. As both agents were passing by me I heard one agent tell the other "I think we broke that dude's leg" and walked off of the plane shutting the boarding door. FA1 started making the door PA's and I walked to the front and told him that something was not right and I think the agents broke a passengers leg and that we needed to open the boarding door. I went back to the passenger and looked at his leg and saw that the bone was clearly sticking out underneath the skin between his knee and ankle. FA2 and I wrapped the leg in ice and a blanket to keep the leg from swelling and elevated it on an insert. EMS showed up 50 minutes after the incident and took him off of the plane.

FA #4's report

I had no involvement with passenger.

I only know what flight crew told me, I was in my boarding position when 2 of our employees came into the AC with an aisle chair transporting a disable passenger. Said welcome aboard and they proceeded to passenger seat. I was talking with FA1, agent and the other guy who helped passenger to get to his seat exit the AC. Everything indicated we were ready for take off, FA3 approaches me, explaining that the disable passenger had a broken leg, proceeded to tell me that apparently When the 2 guys (AA employees) were lifting passenger to put him on his seat, they had some trouble, dropped mr in the aisle, than assisted me to his seat, and she had just found out that mr had broken his leg. FA1 was right there by me, FA1 goes to talk with the captain, a lady approaches me and start speaking in Spanish , I don't speak Spanish so asked for FA1 assistance, FA1 calls FA2 in the back who is a Spanish speaker, when FA2 arrives he started talking with the lady, he asked me for a bag of ice so I gave the FA2 a bag of ice. I went to the back galley once it was unattended and passengers started to stand up.

Captain's report

Disabled passenger was injured while being transferred to his seat. We had medical assistance and they believe that his leg was broken. He and his party of four were deplaned and we continued. The delay was one hour. The passengers were kept informed.

21Oct2015

AA2204/21Oct DFW-MCO, A34

Statement --- Gerry Maldonado

Tim,

During the dispatch process of AA2204, at the end of the jetway bridge I found two customers. Mr. [REDACTED] and a lady traveling with him. Mr. [REDACTED] was on his own wheelchair and I asked if assistance was needed to board the aircraft. The customer said yes, assistance is needed. As per my finding, due to the customer built, I immediately called Jimmy Centino our gate agent to assist me with the customer to transferred him onboard the aircraft.

AIRSERV representative has left the customer behind on the jetway bridge and no other representative showed up.

When Jimmy arrived, at this point the customer pointed at us to use the clothes straps around each thighs. I positioned myself behind him as Jimmy was holding on to his leg straps to assist on moving him to the aisle chair. I lifted him from behind him from the arm pits and Jimmy assisted him to move him to the aisle chair. The legs were strapped down as well as the seat belts were used accross his chest as a common procedure. We positioned backwards to the aircraft door and was lifted over the door lip. This position help the customer to be transfer to the seat 12C easier.

We asked a female flight attendant to assist lifting the arm rest, she only provided instructions although we moved the passenger back to provide space for her to assist. The flight attendant demonstrated how to move the arm rest using the arm rest on seat 11C. I then, opened the arm rest to a full up position. At this point the passenger was still strapped in to the aisle chair. The flight attendant was positioned behind Jimmy facing aft and me. She witness the transfer of the customer from beginning to end.

Jimmy began to unbuckle the upper seat belts as I was holding the back of the aisle chair, at that point the customer began to slide down off the aisle chair. As per natural instinct I began to try to hold the upper body of the customer to reduce the speed as well as any possible injuries. However due to his built, weight and physical limitations, neither one of us were able to withstand the dead weight and tried to avoid for the customer to fall, but to slide on the floor avoiding any kind of harm.

Again we asked his relative sitting in 12B for instructions, she did not response. Finally we lifted the customer from the floor, Jimmy was hugging his legs from underneath the knees as I was holding from underneath the left arm pit and grabbed his pants waist from behind. He was raised from floor level onto his seat where he was buckled up. We asked the customer if he was ok, he replied he was ok and no injuries were expressed.

The aircraft door was closed and the jetway bridge was pulled. A few minutes later, we were asked to bring the jetway bridge back to the aircraft for possible injury on board. The paramedics were

Immediately called, passenger [REDACTED] and his other three companions were deplaned and moved to a medical facility for medical attention to care possible injury.

Gerry Maldonado

Clarifying Questions --- Gerry Maldonado

1. Did the passenger mention anything about a harness or the need to use one when transferring?
No, never mentioned anything. He had on what looked like a belt around his legs.
2. Were you able to communicate with the passenger? Was he able to tell you what was required for the transfer?
I asked him and the woman with him on the bridge, "Is there any way we should handle him?" In English and there was no answer from either of them. So, I asked in Spanish and the woman said, "Just grab his pants" and demonstrated how by pulling up on his pants.
3. Were you able to raise the arm rest on the seat?
Yes, after the flight attendant told us how to. We were not going to move the passenger until the arm rest was up and the seat was ready.
4. Did any of the other members of his party assist in any way with the transfer or offer any type of instruction prior to or during the transfer?
No...I didn't even know there were two others that were traveling with them.
5. Did the passenger or any of his companions mention a possible injury at any time or immediately following the transfer (before closing the door the first time)?
No, after he was in his seat, I asked him if he was ok. He advised that he was and walked back up to close the door.

21Oct2015

AA2204/21Oct DFW-MCO, A34

Statement --- Jimmy Centino

We started boarding flt 2204 at 1612 a very full flt we were almost finish boarding when the aisle pax showed up

at the gate at 1630 being assisted by a female CCA, the AIRSERVICE representative advised that she just brought them to the gate because of the possibility of missing the flt and that she need to go to another gate, so OC Pharoah advice her to take the aisle pax down the jetbridge and stay there till we get another CCA to help her board the aisle pax was boarded after everybody else so everyone would be out of the pax way on the ACRFT. AIRSERV was contacted on that process after we boarded the last pax at 1638 Jerry Maldonado print his paper work and went down

at the JB to release his flt when he saw that the aisle pax was on the JB and no CCA the CCA left without notifying

us at the gate Jerry Maldonado call me at the gate so I went down and since no CCA showed up we initiate to

transfer pax from his wheelchair to the aisle chair. Pax was tied up to his own wheelchair, look like a multiple strap I start to release the strap that was holding him to the chair and there still one that holding legs together.

we have to move him very slow to release from his wheelchair and plus the factor of the weight and size of the pax. I move him both my arm under his leg and Jerry puting his arm under the armpit .

Finally at 1645 we were able to transfer him and rdy to board him everything were

fine no issue until we reached his seat assignment because we r having problem with the psgr arm rest on the seat the psgr was assign at 1650.

We call the FA assistance on how to raise the arm rest and since she cannot get close enough she show it to me on the seat beside meand watch the process and after that I asked Jerry to do the same thing at first he had a little trouble but he figured it out

we are about to transfer him to his once the arm rest is up and the seat was ready I release the seat belt from his leg and and other restraining belt when psgr start sliding down from his position

I tried to stop it but because of his weight he keep on sliding down I ask Jerry to move the aisle chair so he can hold his back and help me raise the psgr and transfer him to his seat, we made it through

we ask the psgr how is he doin if everything are ok if he got hurt and psgr said hes ok and we off the the ACRFT and closed the door 1655 or almost 1700.

Clarifying Questions --- Jimmy Centino

1. Did the passenger mention anything about a harness or the need to use one when transferring?
No, nothing was about any harness or equipment that he needed.

2. Were you able to communicate with the passenger? Was he able to tell you what was required for the transfer?

The passenger and the lady on the jetbridge did not speak English and were only looking at us when we asked them questions.

3. Were you able to raise the arm rest on the seat?

Gerry finally raised the arm rest and that is when we started to unbuckle the passenger to move him into the seat.

4. Did any of the other members of his party assist in any way with the transfer or offer any type of instruction prior to or during the transfer?

No, nothing from any of them. We did ask a couple of times. Nothing was given.

5. Did the pax or any of his companions mention a possible injury at any time or immediately following the transfer (before closing the door the first time)?

No, we did not know anything had happened. Both Gerry and myself asked him after he was in his seat if he was ok. He said he was fine and nodded.

21Oct15

Statement --- Pharoah Scott

When aisle chair PAX arrived with party, we were advised that the PAX needs aisle chair assistance. The AIRSERV representative advised that she just brought them to the gate because of the possibility of them missing the flight. The AIRSERV advised that she had to be at another gate, so I asked if she could take the passenger down while we called another AIRSERV representative that can assist the PAX, and stated that we would have to board the AISLE CHAIR PAX at the completion of boarding so everyone would be out of the PAX way on the ACRFT. AIRSERV was contacted; however, no one was there to board the PAX. With no AIRSERV agent to assist, the agents assisted with the AISLE CHAIR PAX. Using the assistive device to transfer the PAX to his seat, the PAX was strapped to chair with seat belts, then transferred from assistive device to his seat. Prior to transfer to seat, the agent requested a flight attendant help with the removable arm rest, for which she advised how to move the armrest in the upward position. During the transfer, once released from the seatbelt, the passenger slid out of the seat (transfer WCHR) and the agent attempted to assist him from the rear, while a second agent attempted to lift his legs in order to transfer him to the seat. While assisting the passenger up, neither agent could withstand the PAX dead weight as no instructions were given from the PAX or traveling companions who spoke little english on special handling. After seated, the door was closed and PAX SVC was ready to depart. Prior to departure, there were no complaints or concerns regarding an injury. The aircraft returned, advising of a possible injury on board. Paramedics were call and passenger and companions were removed from the aircraft. The PAX was taken to the hospital. The CSM on duty has been notified of the delay.

Pharoah Scott

DFW OPERATIONAL COORDINATOR

