

From: [REDACTED]
To: [REDACTED]
Subject: FW: s5 cabin-submitter-incident
Date: Wednesday, January 6, 2016 3:37:04 AM

From: [REDACTED] [SMTP: [REDACTED]]
Sent: Wednesday, January 06, 2016 3:36:54 AM
To: S5Safety
Subject: s5 cabin-submitter-incident
Auto forwarded by a Rule

Incident Type: cabin-submitter-incident
Report Number: 4192
Last Name: Daley
First Name: Airica
Employee ID: [REDACTED]
Employee Base: [REDACTED]
Job Title: Flight Attendant
Event Date-Time: 2016-01-03 16:45:00Z
Aircraft Type: ERJ-170
Tail Number: N654RW
Flight Number: 3448
Departure: PBI/KPBI
Arrival: EWR/KEWR
Request Contact: NOT FOUND

Narrative: During the last flight of the day on 1/3/16 I injured my wrist. I was working United flight 3448 as flight attendant B. During our briefing we were forewarned that there would be some weather and that the flight deck would be in communication with us and keep us updated as need be. Throughout the flight, they were very vocal about when to take our seats and did a great job with letting us know when to expect turbulence.

Flight attendant A and I coordinated when it seemed to have smoothed out and completed the first beverage service a with no problems. We did a hand service with her making the drinks and I passed them out to the passengers. The second service was pretty much the same with a few light bumps here and there.

After our second service was completed, flight attendant A went towards the front to check on her first class. I began to clean up the galley area and put away the beverage cart. Some unexpected rough air came about and caused the cart to bump into my hand. The seatbelt sign went on and the appropriate announcement was made. The next day when working flight 3467 is really when I noticed my hand swelling and experienced some pain. Prior to taking off I advised the flight deck of what happened the night before and told them I might have to call off the trip and get my wrist checked out. After landing I made a call to scheduling, because the pain had become unbearable, and called off due to my injury.

Object ID: 31679
Date e-mail sent: 1/6/2016 3:36:54 AM

From: [REDACTED]
To: [REDACTED]
Subject: FW: s5 cabin-submitter-incident
Date: Sunday, January 10, 2016 10:36:55 AM

From: [REDACTED] [SMTP: [REDACTED]]
Sent: Sunday, January 10, 2016 10:36:52 AM
To: S5Safety
Subject: s5 cabin-submitter-incident
Auto forwarded by a Rule

Incident Type: cabin-submitter-incident
Report Number: 4210
Last Name: Grand-Pierre
First Name: Tanesha
Employee ID: [REDACTED]
Employee Base: [REDACTED]
Job Title: Flight Attendant
Event Date-Time: 2016-01-03 03:30:00Z
Aircraft Type: ERJ-170
Tail Number: N643RW
Flight Number: 3471
Departure: PBI/KPBI
Arrival: EWR/KEWR
Request Contact: NOT FOUND

Narrative: On January 3rd 2016 Flight Attendant Airica Dailey and I worked flight number 3448, West Palm Beach(PBI) to Newark Liberty (EWR). During our crew briefing prior to boarding, Captain Mani Gill informed us that there would be light to moderate chop during the flight, especially near the Charleston, SC area just as there was on our previous flight 3471 (EWR to PBI). He said he would update us as best as possible. At the beginning of our first main cabin service we experienced moderate chop so FA Dailey and I decided it would be best if we did not bring out the cart so we hand service.

During the second beverage service we experience little to no chop so we conducted a normal beverage service using the beverage cart.

Once we were done and the cart was in the aft galley I told FA Dailey that I was going to check on first class and pick up trash on my way back. While refilling drinks for first class passengers we begin to experience moderate chop. Captain Gill made an announcement for the FA's to be seated. I quickly secured the forward galley and sat down until he called us back and told us it was safe to get up.

When I got back to the aft galley FA Dailey told me she injured herself. I believe she said she hit her hand and wrist while securing the beverage cart. At the time it seemed very routine so we didn't worry about it. The next day, January 4th while doing compliance checks FA

Dailey told me her wrist hurt and she could hardly move it and it was visually swollen. We discussed it and she said she would inform the pilots.

During flight 3467, BDL(Hartford, CT) to IAH (Houston, TX) FA Dailey continued to feel pain and her wrist remained swollen. Upon landing in IAH FA Dailey showed Captain Ben Coulston and Captain Brad Jones (replacement captain) her wrist and they called operation and medical.

FA Dailey contacted crew scheduling and she was taken off of the pairing.

Object ID: 31768

Date e-mail sent: 1/10/2016 10:36:52 AM

From: Coulston, Benjamin A
Sent: Sunday, January 10, 2016 6:01 PM
Subject: Re: Flight 3448 PBI-EWR on 1/3/2016

3448: was return flight of a EWR /PBI turn. Going down was bumpy for most of the ride, FAs briefed, passengers notified. On the way back the FAs and pax notified of rides. This time the ride seemed worse. Constant Light turbulence with some occasional moderate pocket or two. This is when I assumed it happened. I was notified of it after the flight that she had bumped it somehow and I asked if she was okay. She said it hurt but was fine.

At this point in the day the acting Captain Mani was headed home and I to my deadhead later. The FAs were to overnight in EWR due to timing out. Tanesha decided to list nonrev to BDL with me so she could get better rest. Airaca stayed in EWR to be limoed in the early morning to BDL.

When she arrived she stated her wrist hurt but nothing more was said to me (FO) or the new captain as far as I know. She decided to work to IAH. Once upon landing in IAH she stated again that it was really sensitive and sore. We all could clearly see that it had swollen by this time. All the crew members suspected that it could be broken versus that of a "hurt", sprain, or strain.

She didn't complain once during her service or while in flight and only after. She explained how she completed her requirements of a flight and how she worked together with Tanesha.

As per location of the incident in am not completely sure or the location on our flight plan. We did inquire as to ride conditions ahead - which all rides were horrible, I think from FL210 to 420 and up. We did slow to .74 and .70 as long as we could. It was a clear day above lower stratus layers. We were not riding in the haze later and there was no noticeable wind shifts. With jet stream and riding over Appalachia most of the way that would be the largest culprit, tcas showed no aircraft around that would have created a wake, unless it was brought to us from a windward aircraft.

Respectfully,

Benjamin Coulston

I was never made aware of this (broken wrist) by the FA. We worked 3471 first from ewr to pbi, it was light chop, most of way, at one point we picked up light to moderate chop, We had them sit down, made PA had them sit down, which was south of Atlanta, this was going to pbi. We had note on release from dispatch (Kim) which I did brief both FA's . Flight 3448 from pbi to ewr, I briefed both of the FA's on ride and weather. It was same way light chop till Atlanta and imc. Only deviation we did which was south of Orlando, for some traffic, ATC was reporting all altitude continues light chop. Last one hour twenty minutes we did altitude change went up FL360 to get better ride it was smooth ride and vmc conditions at that point. We took the seatbelt sign off for about 45 minutes, and stayed off till we started descent in to ewr, seatbelt sign came back on going thru FL180. When we did descent checklist. And this Was 20 minutes from ewr. And north of rdu. Throughout the flight they were updated on regular bases on ride reports. On descent into ewr ride was very little light chop. I only did pbi turn with this crew, I wish they had told me about this.

Thanks
Mani gill