

Flight 430 June 26th, 2016 Flight Attendant Statements:

Flight Attendant (2L) - On June 26th I was working flight 430 from New Orleans to Chicago. There was some turbulence, so we were told to stay seated until the captain called. Lisa and I were working the coach cabin. Lisa set up the cart while I was talking to some passengers. When I got back to the galley I grabbed onto the cart and we maneuvered the cart together down the aisle. I was pulling Lisa was pushing. I was looking behind me to make sure I didn't back into anyone and watching the floor to make sure I didn't hit any feet or elbows. When we got the front of the coach cabin row 7, I looked to my right to see if anyone was in the restroom. As I was doing that, I heard a scream I turned around and saw that the coffee pot had fallen on the boy's lap. I didn't see the coffee fall on the boy. He was screaming we ran up to first class lavatory. Had him undress behind the curtain. We got ice on it immediately. A woman came up that was the nurse and she looked at him and said we should land. The pilots were told. Two doctors came up as well. One of the doctors, Dr. [REDACTED] really help the boy calm down he told him he was going to be okay. We diverted to Little Rock Arkansas where the boy was taken off for medical attention.

Flight Attendant (1L) - I was in the galley taking the nuts out of the oven and Paula was finishing the first row with drinks and nuts. This was about 30-35 min into the flight. I heard a loud short scream, looked out towards the cabin. That is when I saw a little boy holding his groin area and crying run into the first-class lav. Paula quickly told to grab ice. The boy took off his clothes and we set up the privacy curtain for the duration of the flight. We administered first aid by applying cold compress on the burnt area. Ms. [REDACTED] came forward to help. I found out he was our UM. The nurse checked on the boy and she told us we need to land the plane. I called the cockpit and explained the situation. The boy was screaming and crying, and the nurse tried to comfort him. She said it looked like he had second degree burns and I called the cockpit again. I gave them this information and emphasized that [REDACTED] was our UM. Two doctors approached, Dr. [REDACTED] and his wife Dr. [REDACTED] stayed with the boy for the duration of the flight. [REDACTED] continued screaming and crying. Paula took out the bottle of oxygen and Dr. [REDACTED] administered oxygen to the boy. The doctors continued comforting the boy. I continued to communicate with the cockpit and told them that wherever we land have immediate care meet the plane again emphasizing that [REDACTED] is our UM. We continued first aid by changing the cold compress dressing. During our briefing with captain before we took off, we were told to remain in our jumpseats until he calls us.

Flight Attendant (1L) - Passenger UM [REDACTED] age [REDACTED] boarded the flight. I escorted him to seat 7F. I gave him my name and a safety briefing. Sometime during boarding after his seat partners arrived, I noticed [REDACTED] had moved to 7D. Approximately 1250-1pm Just after I had started serving drinks in first class, I heard screams from the economy cabin. I looked and saw [REDACTED] jumping from his seat grabbing his groin area. I could see coffee was all over his shorts. I rushed him to the front of the plane. I told him to get in the bathroom and remove all of his wet clothes quickly. I asked my flying partner for a bag of ice and linen.

FA Maritza White gave me a whole bag of ice. FA Lisa cracked the bathroom door and I gave the ice to [REDACTED] and we told him to put it on himself. A FA had pulled the curtain over for privacy. At that time passenger [REDACTED] R.N seat 10A came to the front and introduced herself as a nurse. I told her hot

coffee had spilled in his lap and the injury seemed to be on groin area including his genitalia. This information came from [REDACTED] screams and where I saw the coffee was on his clothes. I did not see his private area. The curtain was pulled I stepped back for privacy and she examined [REDACTED]. He was SCREAMING in pain. She turned to me and said we needed to land the plane he needed emergency medical attention. I relayed the message to my flying partner who was talking with the cockpit. I let Mrs. [REDACTED] know that we had Oxygen and other supplies if they were needed. I could see [REDACTED] face and he was pale. Mrs. [REDACTED] did her best to calm him. He was still screaming in pain. He was breathing heavy. I then retrieved the small oxygen bottle from 1L, and we gave oxygen to [REDACTED].

10-15min after Mrs. [REDACTED] came up passenger [REDACTED] MD Urological Surgeon and his wife [REDACTED], MD Family practice. seat 36DE came to see if they could help. Mrs. [REDACTED] stepped back and let them in. They looked at the injury. I told them what we had for medical equipment I offered all the kits and they declined. Dr. [REDACTED] asked for cold compresses. FA Maritza White supplied cold compresses. I then started coordination a plan of action on the ground. I had the FA from the back cabin gather [REDACTED] carry on and place it in the closet. I asked Maritza to be prepared to call ORD duty supervisor after we land to make sure we were handing [REDACTED] off to the right people. [REDACTED] was SCREAMING in pain the whole time. The DR 's and nurse did everything they could to keep him as calm as possible. [REDACTED] was too uncomfortable to be move out of the bathroom and also was nude. I advised the medical professionals to take their seats for landing they declined

After landing ground medical came on board, I started coordinating with Little Rock Sup. Genja Mullins. I met with Roger [REDACTED] the united personal who escorted [REDACTED] to the hospital. Station Manager was Keith Montgomery. I am very proud of our crew for the teamwork. Maritza White assisted me with the medical help, cockpit contact and contacting United Tami Troyer and Lisa Treat help with getting professional medical assistance on the plane, keeping cabin coverage and our passengers comfortable. Captain Wayne McFarquhar was wonderful working with us.

Flight Attendant (3L) - On flight 430 hot coffee landed in Passenger 7D lap. It was a little turbulent while moving the cart up the aisle. I set the brake and went to turn around to get the meal cart when I started to hear the passenger at 7d screaming. Moved myself around the cart to get to him and by then he was up screaming and running to the first-class bathroom. Paula and I went to crack the bathroom door to give him got some ice! Then a nurse came up and open the door and looked at him. She said land the plane now! Went back to put cart away and came up to see how he was, and he was just screaming in pain. Two Doctors from the back came up and asked if they could help and I said yes. They when and stayed with him for a while. Landed in Little Rock and Paramedics took him to the Hospital. We then continued on to Chicago about 30 minutes later.