

On May 2, 2017 I was working as F1, Jorge Mayo was F2 and Dawn Williams was F3 on flight 1317 from BOS-JFK.

After making the PA at 10,000 feet, we waited for a couple of minutes for the plane to smooth out. We then got up from our jump seats to begin express service. Suddenly there was a pocket of turbulence and I was lifted off my feet and on the way back down, I dropped onto the corner of the jump seat. I immediately began to strap myself back in to the seat. I told Jorge to get back in his jump seat. As he got into the seat, he grabbed the phone to check on Dawn. When he asked if she was okay she responded no. She thought she broke her ankle. I jumped up and said I was going to check on her and asked him to call and notify the Captain.

I ran to the back galley and saw Dawn sitting on the floor with both legs straight out in front of her. She was near the F4 jump seat. Her ankle had a small abrasion but was already visibly swollen. I told her I was going to put ice on it and it needed to be elevated.

A non-rev JetBlue flight attendant, Rebecca, was sitting in 2A. She was concerned when she saw me run to the back so she got up and followed me to offer assistance. She helped me get an ice pack and when Jorge got to the back we lifted Dawn into row 25ABC. She let me elevate her leg on an extra seat cushion from 25D and put ice on her ankle, which continued to swell.

Jorge paged for medical assistance while I gave Dawn the non-aspirin and some water. A few men responded to the page and recommended X-rays. We did not get their names unfortunately.

Jorge sat in the F3 jump seat for landing. I went back to the F1 seat and Rebecca, who was in full uniform, sat in the F2 jump seat.

While we were taxiing to the gate, the Captain made an announcement requesting that all passengers remain seated until the medical personnel removed an injured crew member. After we disarmed and cross checked, the door was opened and 2 Port Authority Police officers boarded and assessed Dawn. The ambulance was a few minutes away so we allowed the passengers to deplane before Dawn was removed via straight back wheel chair. She was then transferred to a regular wheelchair in the jet bridge. When they got her in front of the food court, they transferred her to a stretcher.

The flight was also met by 2 inflight supervisors, Christy Lugo and Danny Childres. They coordinated with the ambulance driver to take Dawn to the hospital.

Cynthia Hawkins 20370
JFK Inflight Crewmember

IIR - Turbulence Event

Occurrence O12050-17

Date and Time	05/02/17 19:10	Aircraft Type (Mandatory)	Airbus A320	Inflight Team Leader	Kreibel
Time Zone	Eastern	Tail No	N595JB	Departure Point	BOS
First Name	Jorge	Flight No	1317	Destination Point	JFK
Last Name	Mayo	Operation Type	Scheduled	Diversion City	NA
Crewmember ID	07405	Crew Base	JFK	Charter Route	NA

Narrative

- Document specific actions associated with the incident
- This form is a LEGAL document
- Omit personal feelings and opinions
- If multiple incidents occurred during the flight, submit a report for each one

Title/Brief Description F3 Dawn Williams Injured during turbulence

Event/Concern Description

Description from eReport ITURB17-17
Flight 1317 boarded without the flight deck and was not provisioned. The Flight Deck crew arrived from their inbound flight and the flight departed BOS and began its climb out on route to JFK. The Flight Deck double chimed to indicate we have climbed above 10,000 feet.

We made our announcements and stayed in our seats for a few minutes because there was some mild turbulence as we climbed. When we felt the ride smooth out, we got up to begin our service. I was beginning to make my way back to the G5 Galley - I was between rows 1 and 2 - when I felt the plane make a violent jerk that lifted me off my feet. I held on to the customer seats around me and quickly got back into my jumpseat and buckled in.

I then picked up the interphone and called the back to check on our F3 (Dawn Williams 74501). Dawn picked up the phone and I asked her if she was okay. She said she was hurt and thought her foot was broken. Our F1 (Cynthia Hawkins 20370) raced back to help Dawn while I called the flight deck and alerted them to the injury. I advised I would update them as soon as I had any additional information.

There were two Non-rev-ing Inflight Crewmembers in the front so I asked them to keep an eye on the forward galley and entryway while Cynthia and I assessed Dawn's condition. When I arrived in the aft galley, Dawn was on the floor in pain and Cynthia was tending to her. There was a small laceration to her ankle area and Dawn could not put any weight on her foot. She said she was thrown just as she was getting up out of her jumpseat.

I requested medical assistance from any doctor's onboard and two came forward to assess her. They advised she would need x-rays. Unfortunately, I did not get their information.

I called back the Flight deck and gave them the information I had. I requested medical assistance meet us on the ground.

We then placed Dawn in row 25 ABC with her leg elevated. We put an Ice pack on her ankle and lower leg and gave her a "non-aspirin pain med" from the service kit.

With the help of the non-rev-ing inflight crewmembers, the Customers where provided water and a snack.

The Captain called back to advise her had relayed the message and EMT would meet us on arrival. He also advised that there were reports of moderate turbulence ahead. With that news in hand, we secure the cabin and prepared for landing. Since Dawn was incapacitated, I took the F3 position and a non-rev-ing inflight Crewmember Mark Vellante took the F2 position. Cynthia remained in the F1 position. I also emailed the Inflight Duty Leads and JFK Team Leaders to advise them of the situation and to have support meet us on arrival.

On arrival, we were met by Port Authority police and JFK Team Leaders Christy Lugo and Danny Childres. Dawn was taken off the plane in a straightback chair and transferred to a gurney outside.

Event Details

IIR - Turbulence Event

Occurrence O12050-17

Was a turbulence warning provided by the flight crew?	No	
Was the seatbelt sign on at the onset of turbulence?	Yes	
Most intense turbulence level	Severe	Moderate
Were you briefed by flight crew prior to flight regarding WX?	No	
Flight Phase	Climb	
Was an announcement made?	No	Severe
Were there injuries?	Crewmember	
For Customer Injury: Please fill IIR Medical Event as well For Crewmember Injury: Please contact Crewleader as well		
Was flight deck advised of turbulence?	Yes	
Where on the aircraft?	Aft	

Crew Info

Captain	Pehrson, Mark 24916
First Officer	Gerk, Heinrich 35916
Flight Attendant 1	Hawkins, Cynthia 20370
Flight Attendant 2	Mayo, Jorge 07405
Flight Attendant 3	Williams, Dawn 74501
Flight Attendant 4	

ICSR

Jumpseat (if relevant to Event/Concern)

Name	Occupant Type
Vellante, Mark	2nd Cabin

Safety Use Only

Investigation Required



m to work on.

Help

My eReports

New eReport

Click on a link to create a new eReport.

[CONFIDENTIAL] Safety Action Report

New ?

CS - Cancel Dead Head

New ?

IIR - Customer Service Statement

New ?

New IIR - Medical Event

Date and Time 02/17 02:00

Time Zone stern

First Name Dawn

Last Name Williams

Crewmember ID i01

Aircraft Type (Mandatory) Airbus A321

Tail No

Flight No 1317

Operation Type Scheduled

Crew Base JFK

Inflight Team Leader Rodney Johnson

Departure Point BOS

Destination Point JFK

Diversion City

Charter Route

Narrative Event Details Customer/Medical Info Crew Info Attachments

- Document specific actions associated with the incident
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Title/Brief Description Severe turbulence

Event/Concern Description

I am the Number 3 flight attendant on flight 1317 BOS-JFK. The captain double chimed indicating we had reached 10,000 feet. I remained seated for an additional 5-10 minutes as it was slightly bumpy on the climb. When it appeared to smooth out, I stood up and began to prepare the galley for express service. All of a sudden the aircraft shook violently and I was tossed off my feet into the air. I landed on my right ankle on the G5 galley floor. I realized my ankle was hurt as my foot was facing opposite my leg and there was a pool of blood pooling around my ankle area. Jorge called the galley interphone. I was able to crawl and answer it. I informed him I thought my ankle was broken. Cyndie (#1) ran to the back. I was able to crawl to row 25 ABC and hoist myself on the seats. A Dr. was paged. They applied ice and elevation to my ankle. When we arrived in JFK., I was met by PAPD and EMS. I was transported to L. I.J. Medical Center. Surgery was performed on my right ankle. I had 9 pins inserted. I am currently in a cast, and am non - weight bearing for the next 5 weeks. I have my next follow up with the Dr. on 5/26/17.

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