



Internal Memorandum

Date: 03/1/2018

From: Aileen Toomey

Subject: NTSB Investigation: Flight 2023, 24-FEB-18, MCO-MSO A330-300- N817NW (3317)

Flight 2023 had been relatively smooth for the first two and a half hours. I had just locked up the aft galley on the initial approach into Minneapolis. I was preparing to walk through the cabin to collect the trash. Sabrina Hanson and Courtney Ivan had just left the galley in order to do so as well. Suddenly, out of nowhere, the aircraft shook severely. It was very severe turbulence, and it lasted for several minutes. Later I found out that this had happened at an altitude of 20,000 feet. Unable to hold onto anything, I crouched down near the floor, and braced myself between the galley walls that held the locked carts and storage containers. Sabrina was thrown against the aircraft door. Her head hit the door, and her back hit the hard slide bustle, which jutted out. She landed on her back, on the floor. Courtney was also hurled in the same direction, but landed on her hands and knees. Courtney stayed on the floor comforting Sabrina. Courtney told me to strap into the other Jumpseat (4L), which I did. I tried to call the Purser, Candance Palmer, but could not reach her. I then called the Captain. He asked if we were OK. I said No, we need an ambulance. A Flight Attendant is injured. Courtney attended to Sabrina the whole time. She held her hand and tried to make her comfortable. When the turbulence subsided, Candance came to the back, as well as Diana Rivera to check on Sabrina. Diana brought some blankets. I paged for a medical doctor. Two came. We were getting close to landing then. I asked the doctors to sit in the last row where there were empty seats. One doctor returned to her seat. Another, a man, remained, and sat in the last row near the two attendants. Sabrina was still conscious, and in a lot of pain. She could not move. Courtney stayed with Sabrina by the (4R) door for landing. She wanted to cushion Sabrina so that she would not roll around, or be jarred for landing. She wanted to keep her body stable. As soon as the plane arrived at the gate, the paramedics came. Because there was so much activity, I did not get the doctor's name. Sabrina was in so much pain that she could not move. The paramedics were able to lift her up and place her into the aisle chair. Courtney offered to go to the hospital with her. I would have done the same. I was fortunate not to have been injured. I felt helpless and scared, and very sad to see Sabrina go to the hospital. The other flight attendants who were at the front of the plane when the turbulence happened were also thrown down on the floor. A manager came to meet the crew. His name was Steve. His phone number is [REDACTED]. He arranged for the crew to have some food, and for us to deadhead home.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Aileen Toomey

Employee # [REDACTED]