



Internal Memorandum

Date: 03/1/2018

From: Courtney Ivan

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

At about 12:30 central time on February 24th from MCO to MSP at about 18-20,000 feet after initial but before final descent we hit clear air turbulence. There was no warning from the pilots as they did not get any notification in the flight deck. I was in the back galley with Sabrina Hanson and Aileen Toomey, all of us were standing because we were getting ready to pick up trash and do final safety checks at 10,000 feet. Aileen was able to squat down and reach out in front of her and brace herself in the galley. I was thrown foreword onto my knees and hands. Sabrina, which is the main reason I am writing this report, got thrown backwards violently. I watched it happen because I was facing her. Her low back hit the slide pack and her neck and face twisted hitting the door. She then fell to the ground near the 4R jumpseat. I knew she could not be moved so I crawled over to her and tried to calm her down and relax her. She was conscious but clearly in agonizing pain reaching for her back. When asked her chief complaint was neck and back pain, and she was not able to move. Although she could actually move her limbs and had full sensation, she complained of a sharp shooting pain down her left leg. She could not pinpoint one spot of the pain, more the entire area. She said it felt more comfortable to have her left leg slightly bent while she was laying supine. She was able to correctly answer all of my questions oriented but did have a slight bruise on her cheek. I have a medical science background and training in holding cervical spine injuries so I was familiar with questions to ask and how to treat her without moving her. A doctor and nurse practitioner offered help, but they agreed there wasn't much we could do until we landed. She had no allergies, no medication, and no significant past medical surgeries. Aileen was able to get to her 4L jumpseat and strap in, she then became the communicator to the flight deck and purser. I had to land on the floor of the galley with Sabrina, as I did not feel comfortable leaving her and letting her slide on the floor of the galley for landing. Once we landed the paramedics met the flight as requested. They put her on a wheelchair and took her to the hospital for treatment. The whole experience was pretty scary and a lot of the flight attendants were shook up by the incident. I was not near 5 of the flight attendants, but I know they also got violently tossed in the 2L/R galley. I know that Sabrina had the most severe of the injuries at that time, but I would not be surprised if other flight attendants were also injured.

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

Regards,

Courtney Ivan

Employee # [REDACTED]