



Internal Memorandum

Date: 03/1/2018

From: Candance Palmer

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

Good morning. Rotation 2006 flight #2023. Had briefing with flight attendants as time of flight service special assist passenger. SAFETY always # 1 special word etc. Went to the gate met pilots checked in received paper work talked to gate agents boarded the plane. We all checked equipment, safety counted meals. I Candy Palmer had briefing with pilots time of flight safety, and special word no reported turbulence. We boarded the flight. At 10000 feet we started our service in first class. Just to let you know I never take carts all the way out in the galley there is no need to. Coach started their service and everything was fine then the service ended. The flight attendants in back put the carts away, did a water walk and completed economy comfort. Upon landing around 18,000 and 20,000 feet we hit clear air turbulence SEVERE. I Candy Palmer fell and hit her left arm, leg, wrist, and head. I did lie there I don't remember much. Diana and Lisa fell on me I don't remember, they told me after a few minutes pilots made a PA, then Aileen in back called us and said she had called the pilots telling them that Sabrina was on the floor hurt. I got up took my shoes off just in case more turbulence and went to the back. Aileen was in her jump seat, Courtney was holding Sabrina. Aileen made a PA for medical help. Diana and I covered Sabrina with blankets for shock. One doctor and I believe 3 nurses came. As we were about to land the doctor and nurses took their seats doctor at 3C. Courtney stayed with Sabrina on the floor. We landed police, paramedics, and supervisor met the flight. ALL CARTS WERE STOWED after service. All crew members talked after passenger deplaned and debriefed, the red coat was also there. We deadheaded home and Sabrina went to hospital.

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

Regards,

Candance Palmer

Employee # [REDACTED]