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Date: June 21, 2018
To: Lorenda Ward, Senior Aviation Accident Investigator (NTSB)
From: Matthew Jones, Air Operations Safety Investigator
Subject: SWA 2344 (June 12, 2018) Statements from Captain and Flight Attendant Supervisor

In response to request by the NTSB:

Captain:

"I was sitting in the cockpit during the early stages of Passenger boarding when we got a call from the aft galley informing us that hot water had been spilled onto one of our Flight Attendants. We asked if the paramedics should be called and the other Flight Attendants said yes. The injured Flight Attendant made her way up to the forward galley and I asked her to have a seat on the cockpit jumpseat to give her some privacy from the Passengers. Paramedics arrived after approximately five minutes later and moved her to a wheelchair in the jetbridge for treatment. At this point Passenger boarding had been stopped. The paramedic treating her commented that her skin appeared to be burned slightly beyond a first degree burn so they would have to classify it as a second degree burn. I called Crew Scheduling and asked them to send a replacement Flight Attendant. The injured Flight Attendant was eventually moved into the terminal by the paramedics and taken to the hospital. After the replacement Flight Attendant arrived, boarding resumed and the flight departed 23 minutes late."

Flight Attendant Supervisor:

"The injured Flight Attendant was working the "B" position holding a pot of hot water in her hand while on the ground in PHX. While at the gate a Customer coming out of the lavatory bumped her and the hot water splashed on her chest and left side of face. EMT's were called, she has 2nd degree burns on her chest and face. She is being transported to [REDACTED] Hospital for further evaluation."

Thank you,

[REDACTED]
Matthew Jones
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