

Christopher Boone

Just after beginning passenger boarding, we realized the airplane had not yet been catered. I went to the jetway and called the CSR at the gate, asked her to stop boarding. 5 pax had already boarded J/C, an additional 6-7 pax boarded Y/C, all from the L2 boarding door, just behind the J cabin. The CSR came to the aircraft to verify if there was a caterer on board with the correct credentials necessary for us to continue boarding. The gentleman caterer's ID was acceptable; he asked the CSR to stop boarding J/C, until he finished catering the R2 galley. He then continued with the catering process. Griffin, Liz and myself were standing in the vicinity of the boarding door, Griffin and Liz both standing behind the last row of seats in J/C, Griffin on a/c left, Liz on a/c right. I was standing with my back against the wall next to Liz, facing the jumpseat side at L2, and the boarding door. The caterer was attempting to cater very quickly. He came from the R1 galley with a new beverage cart and oven insert stacked on top. As he approached the door 2 area, Griffin and Liz were both able to clear the aisle for him to pass; they both backed up against their respective sides of the aisle; Griffin was against the lav door, Liz against the wall. I was unaware of the caterer being so close to the galley because my attention was to the Y/C pax seated at 7AB. The caterer pushed through, unaware I was standing there. I believe the oven insert on top of the beverage cart was blocking his view. I was leaning back against the wall, with my right leg bent and perpendicular to the floor. My weight was on my left leg, the only one I was actually standing on. The caterer hit the inside of my left foot with the bottom edge of the beverage cart, knocking me over and onto the floor. I stumbled to regain myself, but instead landed in the pax seat at 8D. It was very chaotic for a few minutes. I felt like I got the wind knocked out of me, but tried to stand and "shake it off". Everyone in the area, including the 2 pax at 7AB was asking if I was alright. I think I was in more disbelief than anything. I couldn't and didn't comprehend how severe the incident was. I tried to shrug it off- I didn't like all of the attention being focused on me. I told them to continue, I limped up to the flight deck and sat on the IRO jumpseat. I was attempting to convince myself I would be fine, and began making predeparture beverages. The fwd galley flight attendant was from the domestic base; she was unfamiliar with the galley packing and procedures for predeparture. I mean no disrespect to [REDACTED]. I am only attempting to explain where my attention was being taken, again away from my foot. We finished boarding and left for KEF on time. Shortly after takeoff, I took the J/C beverage cart into the aisle, using it to lean on as I went row to row. The gentleman in 2E asked me why I was limping; I told him I had been hit by the beverage cart during boarding. He identified himself as a physician, and asked if he could take a look. I sat on the L1 jumpseat and showed him my foot. It had swelled immensely. I told him I was wearing compression socks- he advised me to not take them or the shoe off, it would be difficult if not impossible to get the shoe back on. He told me I needed to have it checked out as soon as we arrived in Reykavik, but for the mean time sit down, elevate and ice it. I attempted to complete the service as quickly as possible. Luckily, we only had 5 eating a main course. The remaining pax skipped dinner, choosing sleep instead for the quick 4:45 minute flight. After arriving in KEF, I opted to go to the hotel first, I was completely exhausted, and more than anything I wanted to get off my feet. I attempted to sleep for a few hours but was unable to. I called International SOS. They patched me through to MedAire. I was directed to the ER at the local hospital since their version of an Urgent Care facility closed at 4PM. At the University Hospital, I was evaluated, given x-rays, and a CT scan. The physician on duty informed me the heel bone was broken, and was able to show me the point of impact on the side

of my foot. They applied a half cast along with some pain pills. I was directed to stay an additional day in Reykavik, to allow the swelling in my foot to decrease. I was also directed to DH back home with specific conditions. I must have my foot elevated with a leg rest, for my flights back home to Houston.

I was seated in 4A for the flight to Newark, but seated in a regular economy middle seat for the original flight to Houston. I was met at the gate for Houston by both my supervisor, [REDACTED], and our EAP rep [REDACTED]. They both saw how swollen my foot had become, with my toes turning blue, just from the short time I had been sitting without my foot elevated. I told [REDACTED] had been mistakenly booked in economy for the flight to Houston. She made several different attempts with the gate agents to change my itinerary, as well as several phone calls to many different people, all without an acceptable solution; She then called the Inflight Duty Manager, [REDACTED] in Chicago, explaining the situation, and asked for his help. He informed [REDACTED] he met his obligation by getting me to my base in a reclining seat; the flight to Houston in economy was a courtesy. [REDACTED] ended the phone call. She then attempted to rebook me herself and authorize my travel, but it was not possible. The flight to Houston had closed, without me on it. The agents rolled me over to the next flight. I ended up in an aisle seat for the next 777 to Houston, arriving to my home about 8 hours after I arrived in Newark. I was unable to elevate my foot since deplaning in Newark. By this time my toes were a deep blue. I took another anti inflammatory and a pain pill, then went to bed.

The next morning I called [REDACTED] to file my claim. This was Thursday, but was told by the representative it could possibly be Monday before I was contacted by an adjuster. My foot was still swollen with my toes still blue, so I called [REDACTED] in EWR to ask again for her help. She told me to call [REDACTED] back and ask for a supervisor. I was given the same information by another representative. I couldn't wait until Monday for medical attention.

I went to [REDACTED] hospital about 6 blocks from my house. They gave me some more anti inflammatories, and make an appointment for me to see an orthopedic doctor the following day. They also fitted me with a boot after removing the temporary half cast applied in Iceland.

I went to the orthopedic doctor the next morning, and was told the fracture would take a long time to heal, possibly 3 months or more, but at this time I didn't require surgery. She put a cast on me, and told me to stay off of it with it elevated at all times. I had to go back the following week and have the cast replaced, since the swelling had decreased enough to loosen the cast. A new one was applied. My next appointment is scheduled for [REDACTED]. Hopefully they'll be able to remove the cast and allow me to continue healing with the removable boot.

Alexandria Whitney

Prior to boarding passengers Christopher was at door 2L galley aisle briefing another flight attendant. I was in the aft of the aircraft awaiting catering and doing my safety checks. While catering was in my galley I walked up to front of aircraft to hear that Christopher was injured by a caterer pushing a cart directly into Christopher's back. Christopher said his foot wedged under the cart and he was thrown to

the ground. He appeared in pain and limping. He did not want to have to call out and thought he could at least do the short 4 hour service. During the flight he elevated his leg and applied ice to his ankle. It appeared to become larger as the flight went on. Later that afternoon at the hotel I saw him in the lobby talking with hotel staff and arranging a taxi to take him to the hospital. He later texted me and told me that it was broken and he was in a cast. He was not allowed to fly home the next day.

Doug DeGuire

If I remember correctly, the ISM for this particular flight had slipped and fell coming off the employee shuttle bus and hurt his foot/ankle. Then prior to customer boarding, an employee from catering ran the cart into the ISM's foot (the same foot that he already injured coming off the employee bus). I was in the back, so I'm not sure how he was feeling during the flight, but he was limping once we arrived in Iceland. During the layover, I was told that he went to the ER. And during breakfast the next day, he had crutches and a foot brace and said it was broken.

Minori Tanaka

I did not see the incident happen but I was told that a caterer hit his foot prior to boarding. For the most part he seemed fine but probably around mid to end of the flight, that's when he mentioned being in pain and he put ice on his foot. That's about all I know. I wasn't told until our return flight that apparently he had gone to a hospital during the layover and was told his foot was broken.

Liz Rodriquez

Crew just boarded and all ground personnel (catering) were rushing for a quick board when the catering cart ran into Chris's foot.

Griffin Schwab

On flight 138 to KEF, prior to customer boarding, catering was on the plane getting everything ready for the galleys. I was by the 2L door, while my lead (Christophe Boone) was in the aisle next the mid galley. One of the caterers accidentally ran a beverage cart directly over Chris's foot twisting it. At first, the injury did not seem so bad, however, during our layover, his foot got more and more swollen/painful. Therefore, he ended having to go to the hospital.