

Hello,

Here is my statement for my injury on flight 2197.

1. There was a briefing with the captain. He informed me that there might be some turbulence because of the weather we were going around. He also told me that if it got too bumpy, to not hesitate to call him and let him know.

2. This turbulence was very sudden and unexpected. The pilots went over the PA to tell the flight attendants to be seated. The captain did turn on the seatbelt sign.

3. After the injury, Annette and Darrin were both very helpful and still mindful that there was a plane full of customers. They took great care of me and followed protocol very well. I am very grateful that I was working with them when it happened.

The main challenge was that after I was hurt, we were understaffed. However, there was an air marshal that was willing and able to cover my door in case of an emergency. Everything went fine.

5. My only suggestion would be to encourage flight attendants to sit down as soon as turbulence starts to feel bad. Listen to your gut.

Let me know if you need any other information.

Thank you,

Gracie



Sent from my iPad. This is to document a flight attendant injury that occurred on flight 2197 IAH YYZ on May 25. Pairing number [REDACTED]

The flight began with a briefing from Captin McCabe. In the briefing flight time, weather conditions, safety and security, and Turblance procedures were discussed. It was projected that it would be a smooth flight ,even though we would go through so,e weather but would likely be flying over the top of it.

About an hour into the flight, Gracie and I were within the last three rows of the cabin when we started to experience light Turblance . At this time I heard a strange sound that I had not ever heard before. I told Gracie that we would bring the cart back into the galley to finish the service.

As we pushed back into the galley, Turblance became worse and I told Gracie to take her jump seat which she did. As I was securing the cart and setting the brake, Captin McCabe said for flight attendants to take their seats .

I at that time lost my footing and fell back into the jump seat where Gracie was already seated . She attempted to brace my fall back into the jump seat. We at that point we're belted in and rode out the Turblance.

Our Purser, Annette called to the back to check on us and at that moment we told her we were alright. As Turblance continued, Gracie noticed that her wrist was starting to turn black blue yellow and purple. She was then experience pain . I called Annett and told her that Gracie had hurt her wrist . She pages for a Doctor and several rang their call bells.

When it was safe to be up, Annett and the Doctor came to the back where we were still seated . I remembered we had an empty First Class seat so I told Annett to move Gracie and the Doctor up front so they could have more space to treat her and where she could be more comfortable.

With still an hour and forty minutes left of flight, I told Annett to take over caring for Gracie and the Doctor and I would take care of the rest of the airplane . I then picked up beverage and meal trash, cleaned the galley, restocked the cart and performed a water service for the main cabin . I then went to First Class and finished picking up dishes, refreshed drinks and organized a bathroom break for the flight deck.

We were lucky enough to have had three Federal Air Marshalls on board how helped out in every way possible.

Since we were a flight attendant short, an Air Marshal who was already seated in the last row of main cabin was briefed as an ABA to help open the Airbus door in case we should have had an emergency upon landing .

All challenges were met and customers did not feel any of the effects from the event .

Many things went right. The CMR skills between the flight deck and the cabin crew where crucial and helped in every way. It's important for crews to work together and to get to know each other in small ways . Captin McCabe did this by briefing the entire crew. This is something that rarely happens because of no time allotted because of boarding and the concern of on time departures. He took the time to

Speak to Annett and myself up front and then walked to the back of the airplane and met and briefed Gracie. He's a true professional as all my Crew members were on this flight.

If anything went wrong, it would be my opinion that we were sent onward to continue the pairing leaving Gracie, a twenty one year old young woman who is still very new to United to fend for herself with an injured wrist. It leaves you to worry about and even lose sleep over whether or not she was OK after leaving her behind.

Feel free to contact me for further information to questions you may have concerning this event Thank youDarrin Thornbrugh IAHINF [REDACTED]

Subject: Flight 2197, May 25, 2022, IAH-YYZ

Dear Sheryl Stroup, MEC SHS:

Per your request, please find additional information regarding the above referenced flight.

1. Was there a briefing with the purser/captain, and if so? Was weather a topic and what information was discussed?

Yes, I was the purser and provided a crew briefing. Additionally, the captain provided a standard crew briefing that included weather enroute to YYZ, and that the standard Turbulence Procedures would be communicated to the flight attendants if necessary. We also discussed the seat locations of the three Federal Air Marshalls travelling with us to YYZ.

2. Were any announcements made regarding turbulence in the cabin by crew or pilots?

Yes, as the purser, I made several announcements regarding going around weather and experiencing turbulence. Whenever the captain turned on the seatbelt sign, I followed up with a PA requesting customers to return to their seats, fasten their seatbelts, and double check the seatbelts of their children.

3. Did the pilots issue any turbulence commands?

Yes, "FLIGHT ATTENDANTS TAKE YOUR JUMPSEATS."

4. Post injury, how did the crew handle the challenges, and how do you feel they were met?

The two remaining crewmembers utilized CRM skills to develop the best course of action to safely continue the flight to YYZ. We had medical assistance, but no non-revs. We did however, have three FAM's that assisted with monitoring the flight deck and briefed as an ABA for the exit assigned to the injured flight attendant. The challenges were effectively managed with the assistance of the FAM's.

5. Information that would help in the future.

What went wrong?

After the captain requested flight attendants to check-in, I verified no one was injured in the forward lav. I then glanced down the aisle to the back of the aircraft, to make sure the customers were okay and all the overheads were still closed. Subsequently, I called the aft interphone to check on the flight attendants. Originally, I was informed all was okay in the back; however, after I called the flight deck to relay all was good, I received a call from F/A 02 stating the other flight attendant started to feel pain in her wrist, and it was already showing trauma and discolored. I called the flight deck to update the

captain about the injured flight attendant. I made an announcement for medical assistance and was able to select an orthopedic surgeon to assist us.

Dr. requested ice and a way to secure the ice on her wrist. I checked the FAK for a compression wrap, but the doctor did not locate what he needed, so I provided an ace bandage that I had with me.

We also looked for a splint in the FAK, but could not readily find it in the Type 1 FAK.

What went right?

MEDAIRE was used and shared with the flight deck.

We had an empty seat at 1F. The customer in 1E moved to 1F to allow injured crewmember to sit in 1E.

We had three FAM's that helped tremendously.

CRM promoted safe operations during our medical emergency, and the use of our available resources ;the FAM's helped with managing the workload as well as monitoring the cabin and flight deck.

Advise for flying partners to assist should this occur on their flight.

Be aware of non-revs; especially on aircraft with a minimum crew of three.

Review Turbulence Procedures when turbulence is predicted.

Purser, physically verify flight attendants are safe and have not fallen or been injured in any way, prior to contacting flight deck.

Interphone okay status may actually NOT mean all is well!

If you need additional information or have further questions, please contact me at [REDACTED]

Best regards,

Annette Hill

[REDACTED]

IAH Based Flight Attendant