

Employee 1

Turbulence - S, FA - Injury - Turbulence, FA - Injury, FA - Injury - Head/Neck/Back, FA - Injury - Unable
Narrative Back injury during turbulence caused me to be incapacitated

At initial descent, I and xxx (other FA) were at aft galley, preparing to head into aisle to do our initial descent procedures. At this point, aircraft encountered pocket of severe unexpected turbulence. Pilots had not anticipated turbulence during our briefing.

The first bump knocked me and xxx onto the floor of aft galley. I propped myself up into a seated position so I could get up and take my jump seat. Once I was seated upright, the second bump hit, and we were tossed into the air for a few seconds. I landed directly on my tailbone, injuring my spine, and resulting in severe pain in my lower back.

At some point during the process of getting into the jump seats, my head hit the door (2L) but I felt no pain after a few seconds.

I sat in 2L outboard although I was assigned 2L inboard. It was not safe to stand and move seats, nor did I feel capable of standing due to the pain. After we were seated and strapped in, we heard the pilot PA for flight attendants to take jump seats.

I called xxx (lead FA) to let her know I was in severe pain and would not be able to work another flight today. I told her I needed to seek medical help and would need a wheelchair to do so.

During deplaning I called IFDM to inform of the incident and ask to be removed from the trip. Jackie informed me that an IAH supervisor (xxx) was already aware of my situation and was waiting for me at the gate to support me and assist.

Paramedics and supervisor met us on the aircraft and after all pax had deplaned. They came all the way aft so I wouldn't have to move. I remained in jump seat until they had an aisle chair available to wheel me to the stretcher in the jet bridge. They took my vitals while we waited.

Stretcher took me to ambulance, which took me to hospital in IAH.
Memorial Hermann.

Please advise if further info is required.

Employee 2

Title

Flight Attendant - Domestic

Base

IAD

Turbulence - S, FA - Injury - Head/Neck/Back, FA - Injury - Turbulence Narrative Severe Turbulence

Unexpected turbulence hit during initial descent; I was changing my shoes from in-flights to heels in the aft galley aircraft right. I held onto the wall by the galley containers and counter. Being whipped around by the turbulence, I slammed into the ground, skinned my knee, and jammed my right foot into the floor. After trying to stabilize myself through the turbulence, I found my jump seat but had to switch with xxx so she took my seat that was closer to her. She had been slammed down as well and had crunched her back and had trouble moving.

We secured ourselves, then heard the command to take our jump seats. No other calls were made to us beside xxx checking on us. We stayed in our jump seats for the remainder of the flight. I believe the captain handled these events not according to protocol. He had told us to take our jump seats, not be seated immediately. And he announced that two minutes after the severe turbulence struck. He didn't ask the flight attendants to check in, either.

Do you have a suggested resolution to the event?

Captain should have communicated with us more and told us to clean up early as precaution. He didn't really follow protocol in terms of turbulence and the commands supposed to be given. We felt completely blindsided and not taken care of.

Employee 3

Severe turbulence

We were in initial phase of flight. I just finished picking up first class and securing my galley. I went to pick garbage up in economy. I was at the bulkhead, and we hit severe turbulence. My body started lifting suddenly towards the ceiling. I grabbed the panel in the bulkhead. This kept my body from hitting the ceiling. I hit the floor.

No passenger helped and no one grabbed me to keep me from flying up.

Once I hit the floor, I made my way to 7E. About 2 minutes after this episode, the pilots said over the pa "flight attendants take your jump seats"

After that, I made my way to my jump seat once I felt comfortable to do so and I called xxx and xxx in the aft to make sure they were ok.

xxx was hurt badly, and xxx was only slightly injured. But I let the captain know that we needed paramedics for xxx.

Do you have a suggested resolution to the event?

Have captain follow up with crew after severe turbulence.