

September 28, 2023 Seq. #586 FLT #160 ORD-ATH Position F/A #2 (AFT Galley)

Approx. time of accident: 1715 (ET), Divert to PHL I was in the aft galley, getting ready to check the meals when the pilot came on the PA and said we were going to experience turbulence, it hit and he started to climb at the same time. The brakes on the beverage support cart did not hold and in a matter of seconds, I was pinned between the cart and the back galley wall where the ovens are located. The cart continued to fall, knocking me to the galley floor and as I tried to escape the cart continuing to fall on me, it caught me lastly on the back of my right ankle and foot. It took the skin all off of my right heel, causing bleeding and pain throughout my body with a focus on my right Achilles tendon. A passenger and Acute Care RN Practitioner immediately came back to help (seated a few rows up from the galley.) She cleaned and dressed the ankle wound, assessed as an Achilles injury, pain in left femur (filled out a MEIS report) stabilized and dressed the right ankle and foot, elevated & iced left thigh and right ankle. F/A #3 came back around the time of the accident. The First Aid Kit from above 4L jump seat was removed and used. I couldn't put weight on the right foot/leg. The decision was made to divert to PHL. We had a full plane; crew helped me to my jump-seat. We landed at approx. 1800 (ET). A PHL replacement F/A came onboard to maintain minimum crew. EMTs took me off in an aisle chair and transported me on a stretcher to Mercy Fitzgerald Emergency Hospital.

My diagnosis: Achilles tendon injury, right, contusions of right hip, contusions of left thigh, abrasions of right ankle, cervical strain, acute. Put in boot and given crutches, put in wheelchair, told not to bear weight, and given meds. and referral to see an Orthopedic Dr. in 24 hrs. Within 24 hrs. I had additional bruising on both sides of my body, great on left rib cage, pain to RH Achilles tendon, ankle and foot, neck and right shoulder, bruises on sides of knees, on both feet, arms...Flew home by AA the next day and am currently being treated by Dr.'s at home in Chicago. I was informed that after I left for the hospital, Omar came to the back of the aircraft and filmed on his cell phone what F/A #3 said she saw and demonstrated to him as he filmed; the cart that fell on me during the turbulence, had faulty brakes, while the brakes were engaged, the cart could still be moved both forward and backwards, while being pushed or pulled.

As I heal, I request that there be some improvement to this repeat problem of carts being tagged by flight crews and not repaired but instead the cart repair stickers being just removed and the carts being put back into service. I also request that we review (and if possible), pilots become more aware of turbulence being a stronger experience for the crews in the back of the aircraft and a quick call be made to give as much advance warning as possible to the crew in the aft of the aircraft - to have a quick five mins. to secure carts can make the difference on crew safety.