

AFA EAP vs. Optum Health

Between AFA EAP and the “Company” EAP – We’ve Got You Covered!!

PMNW Flight Attendants have access to two distinct Employee Assistance Programs (EAPs) that provide assistance with our work-life concerns. The choice of which EAP to use is up to the individual flight attendant, but most of us end up using both.

AFA EAP

We are a team of active line PMNW Flight Attendants who volunteer our time in order to support *you!!* -- our fellow crew members. EAP Committee Representatives complete a Basic EAP training course taught by AFA’s International EAP Director, Heather Healy. Once trained, EAP Reps at each base respond to the mental and emotional health needs of flight attendants, offering assistance in four major areas. (See below). EAP help is strictly confidential, neutral and impartial. For a list of current EAP Reps and phone numbers, go to either NWA AFA’s EAP page at <http://www.nwaafa.org/> or AFA’s website and click on <http://www.afanet.org/eap/>.

Optum Health

Sometimes known as the “Company EAP” or “Delta EAP”, Optum Health is part of United Health Care, and assists **all** Delta Airlines employees (not just flight attendants). This service is NOT a part of Delta Airlines, and Optum Health does NOT reveal employee information to DAL (other than anonymous annual utilization statistics). All Optum Health intake staff are Master’s Degree-level mental health counselors. You can reach them 24/7 at [800-533-6939](tel:800-533-6939).

AFA EAP provides assistance in the following areas:

Work/Life Concerns

Any area of stress that affects a flight attendant’s home or work life can be discussed with EAP. We offer options and solutions, discuss action plans and make referrals to professional care if necessary.

Critical Incident Response

If there is a traumatic event on the aircraft (or on a layover), other than what would be considered “all in a day’s work”, an EAP Rep will attempt to contact the crew involved. Our job is to check in with you to see if you’re doing ok following the incident. Sometimes the notification process has glitches, so if you don’t hear from us, please -- *call us!!*

Substance Abuse Issues

EAP Reps can help flight attendants and their family members dealing with any type of alcohol, drug or other chemical abuse or addiction. This includes flight attendants who seek help voluntarily (“self-disclosure”) and those who are referred as a result of a positive drug or alcohol test. Our main goal is to assess and refer the individual to appropriate professional help.

Professional Standards

Also known as peer mediation or conflict resolution, EAP Reps help flight attendants who have a concern or conflict with another flight attendant, or with a pilot. This assistance is confidential, and is conducted without management involvement. The goal is to resolve disputes so both parties can return to the aircraft and work together in a professional manner.