

ARTICLE V - MEC COMMITTEES

EMPLOYEE ASSISTANCE/PROFESSIONAL STANDARDS COMMITTEE

(EAP)

A. SCOPE

The Committee exists to assist any flight attendant in any area that affects professional performance by means of a personal discussion and has a responsibility to those submitting reports, those voluntarily seeking assistance, and those brought to the attention of Professional Standards by their peers.

The Committee promotes accountability for, and compliance with, all lawful Federal Air Regulations, an adherence to contract rules, an appropriate observance of relevant operational requirements of Northwest Airlines, and a professional effort to maintain appropriate safety practices relating to passengers and co-workers.

The Committee encourages sound and professional relationships with co-workers and with passengers. It encourages professional deportment/demeanor of all flight attendants.

B. POLICY

1. Employee Assistance/Professional Standards Committee members will function in accordance with International EAP/PS Committee guidelines.
2. The EAP Resource Manual and EAP Handbook are the written guidelines for Committee structure and functioning.
3. All matters brought to the Committee's attention will be handled with utmost confidentiality.
4. AFA EAP/PS Committees will coordinate and promote cooperation with other employee represented groups in attempting to resolve conflicts which may arise out of working relationships.
5. EAP/PS will be available to assist any flight attendant prior to, or following, a disciplinary process. The MEC and International AFA EAP/PS discourage a Committee member from being present in any grievance hearing.
6. EAP/Professional Standards does not evaluate performance, accuse or judge, punish, preach, nor threaten.
7. Monitor and evaluate EAP/Professional Standards scope, policy, structure, and procedures, and report results and suggested changes to MEC.
8. Coordinate and fully inform the MEC President of all violations of confidentiality by NWA MD.

C. GENERAL

1. The NWA AFA-CWA EAP/Professional Standards Committee is most effective as a SELF-HELP aid. Any flight attendant who becomes aware of a problem affecting job performance is encouraged to seek voluntary assistance from the Committee.
2. Each flight attendant has a responsibility to exercise reasonable personal efforts (one-on-one) to resolve a problem prior to contacting this Committee for assistance.
3. Flight attendants are expected and encouraged to go to the EAP/Professional Standards Committee to attempt resolution of a conflict through peer efforts, rather than to request action from management.
4. The MEC opposes any practice of using flight attendants to check-ride other flight attendants.
5. The EAP/Professional Standards Committee will conduct ongoing education of the membership as to the function, scope, and operation of the Committee.
6. There shall be **one (1) individual elected who will serve as Chairperson and one (1) individual elected who will serve as Vice Chairperson for the Committee.**
7. The responsibilities of the EAP/PS Chairperson shall be as follows:
 - a. Establishes and maintains an effective working relationship and active liaison with the **MEC and the International EAP department** to promote effective use of the program and conduct needs assessment as designated.
 - b. Provides case consultation and guidance to EAP peers.
 - c. Assists in recommending, screening and interviewing EAP peer counselors.
 - d. Will monitor and promote visibility and utilization of EAP services offered by AFA-CWA to the flight attendants.
 - e. Will assist with the oversight of the reporting process by individual peers.
 - f. Will assist with maintaining familiarity with resources and information.
 - g. Will assist with EAP training and presentations as needed.
 - h. Will provide, as directed by the International EAP Department, critical incident response services.
9. The EAP/PS Vice Chairperson will report directly to the MEC EAP Chairperson. The candidates for the positions should have a minimum of two years AFA-CWA EAP experience as well as satisfying the requirements for election under the MEC Policy Manual.