

Turbulence Best Practices

Turbulence is the leading cause of injury to Flight Attendants. Since January 2017, at least one turbulence event with injuries has been reported every month.

A Turbulence Task Force consisting of APFA, Flight Service, Flight Safety, APA, AA Medical, Meteorology, Flight Attendants, Pilots, and others meets weekly to focus on reducing these injuries and raising safety awareness.

The following best practices can be found in your IFM:

- Do not jeopardize personal safety during turbulent conditions
- There can be different levels of intensity relative to your location in the aircraft
 - Prepare the cabin for the highest level being experienced in the cabin
- Whether you are advised to expect turbulence or you encounter unexpected turbulence, be prepared to communicate the severity with the flightdeck using the following categories and take the following action:
 - **Light Turbulence**
 - Slight, rapid and somewhat rhythmic bumpiness with minimal changes in altitude or attitude
 - Little to no difficulty in walking, liquids shaking but not spilling
 - If seatbelt sign is illuminated, deliver PA
 - Perform compliance checks
 - Ensure lavatories are unoccupied
 - Continue service with caution – discontinue service of hot liquids and remove them from the cart
 - Submit CERS report, if applicable
 - **Moderate Turbulence**
 - Rapid bumps or jolts with minimal change in altitude or attitude
 - Difficulty walking, liquids splashing out of cups
 - Deliver seatbelt or turbulence PA as necessary
 - Discontinue service
 - Secure galleys and carts
 - Sit down and secure seatbelt and shoulder harness if available
 - Remain seated until notified by flightdeck
 - Check lavatories and inform flightdeck of any injuries or interior damage
 - Submit CERS report
 - **Severe Turbulence**
 - Abrupt changes in altitude or attitude which makes walking impossible
 - Walking is impossible, items falling or lifting off surface
 - Deliver seatbelt or turbulence PA if possible
 - If carts in aisle, secure cart by wedging between seats and setting brake
 - Remove hot liquids from cart and place on floor
 - Sit down immediately in nearest seat and secure seatbelt and shoulder harness if available
 - If necessary, sit on floor and secure self
 - Remain seated until notified by flightdeck
 - Check lavatories and inform flightdeck of any injuries or interior damage
 - Submit CERS report

