



Dear APFA Member,

As professional Flight Attendants we are trained to value the safety of our customers as well as our own personal safety, but injuries can occur in spite of our precautions. If you happen to be injured at work, it is important to get the treatment that you need as soon as possible. Remember that you have the legal right to report your injury to the company without fear of retaliation. An Injury on Duty (IOD) can be quite an overwhelming experience, and this packet is designed to help guide you through the process. Keep in mind, The APFA IOD packet is not an official packet. It is American Airlines responsibility to provide the company issued Injury on Duty packet once they are notified of your recent claim/report. You will be dealing with state laws and company policies in addition to our Joint Collective Bargaining Agreement (JCBA) and it is important that you possess the knowledge that will help you understand your rights and responsibilities as you navigate the Workers' Compensation system.

Taking an active role from the outset is essential to achieving a successful resolution to your IOD. The enclosed information is designed to provide you with an overview of the IOD process so that you may become familiar with some terms and situations that you might experience. It will be your responsibility to keep accurate records and maintain good working relationships with the individuals handling your claim. Be proactive, ask questions, and don't hesitate to contact APFA if you need further assistance. You cannot afford to be complacent.

If you have any questions regarding this information, please feel free to contact the LAA IOD Representative on Duty at 817-540-0108 x8303 or the LUS Representative on duty at x8304. You may also e-mail the IOD Rep on Duty at [iod1@apfa.org](mailto:iod1@apfa.org) or the LUS rep on duty at [lushealthiod@apfa.org](mailto:lushealthiod@apfa.org). You may also contact the APFA IOD National Chair at 817-540-0108 x8293 or email [iod@apfa.org](mailto:iod@apfa.org).

Sincerely,

IOD Department