



Flight Attendant Assaulted

Follow these steps if you or a fellow crew member have been assaulted on duty or during a layover.



Boarding, deplaning, In flight? Get help from crew & ABPs. Notify the pilots when safe to do so. If pilots aren't present, contact the gate agent. If neither are present, call Inflight Operations Support +1 (682) 315-7070



At the airport or layover? Get help from anyone nearby if possible. Call law enforcement when it is safe to do so. Then call Inflight Operations Support + 1 (682) 315-7070 or (888) 222-4737



Injured? Seek medical care as soon as possible.
Domestic: Call Inflight Operations Support + 1 (682) 315-7070
International: Call MedAire +1 (877) 346-9174 or +1 (480) 333-3801



Press charges! Holding individuals accountable provides justice for you & helps prevent future assaults. Give a detailed statement to law enforcement and keep a record of the official report for your files.



File a CERS: Security Occurrence > Assault/battery
AA Corporate Security will coordinate an investigation with law enforcement. File a Cabin ASAP Report (onboard incidents): Passenger Misconduct



File an IOD +1 (844) 777-8463: A Registered Nurse will answer the call and assist you. They are available 24/7
APFA IOD Specialists: iod@apfa.org | (817) 540-0108 ext. 1 then 3



The APFA EAP Department is always available to assist you.
eap@apfa.org or (833) 214-2002