



# 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](mailto:iod@apfa.org) | (817) 540-0108 ext. 1 then 3



**The APFA EAP Department is always available to assist you.**

[eap@apfa.org](mailto:eap@apfa.org) or (833) 214-2002