



Transport  
Canada

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TP 12295 E

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# **Flight Attendant Manual Standard**

**Canada**

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**OWNER'S NAME:**

**ADDRESS:**

**TELEPHONE NUMBER:**

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- Instructions:**
- Follow instructions on cover sheet with issued revision.
  - Enter REVISION DATE as displayed on bottom of revised page(s).
  - Enter your INITIALS following insertion and review.
  - Questions or comments should be brought to the attention of your Regional Cabin Safety Inspector.

Revision	Revision Date	Initials
<b>ORIGINAL ISSUE</b>		TC
01	June 01/95	TC
02	April 1, 1996	TC
03	January 31, 2000	TC
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## INTRODUCTION

The Flight Attendant Manual Standard itemizes the minimum standards for content which an air operator must include in the publication of a flight attendant manual. When developing a flight attendant manual for regulatory approval, the air operator must extract the components from the standard which are applicable to their operation.

## APPLICATION

The Flight Attendant Manual Standard is divided into two parts:

### PART A

This part establishes the safety and emergency procedures information which must be contained in the flight attendant manual; issued to each flight attendant; readily available for reference during flight; and is approved by Transport Canada.

### PART B

This part establishes additional information which is not required to be readily available for reference during flight. It must be issued to each flight attendant; does not require approval; and is audited by Transport Canada.

Notwithstanding the above an air operator may choose to issue both parts in one publication.

Each part shall be kept up-to-date by the flight attendant and contain at least the following:

- (1) a table of contents
- (2) a list of effective pages
- (3) amending procedures
- (4) amendment control page
- (5) preamble
- (6) the date of the last amendment to each page specified on that page.
- (7) a reference to each applicable regulatory requirement

*NOTE: Optional items, guidance information, recommended practices, explanations and other information items will be italicized and where practicable, shown in an enclosed box. These items do not form part of the standard, but provide additional information for the assistance of users of this standard.*

*Information published in an air operator's Flight Attendant Manual may be organized in a different order than that presented in this Standard, however, the air operator must provide a detailed index/cross reference.*

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**PART A - SECTION ONE**

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**SAFETY PROCEDURES**

Section 1

SAFETY PROCEDURES

Due to the number of topics under the general heading "Safety Procedures", a CHRONOLOGICAL and ALPHABETICAL index have been included in this section.

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**1A.0 Transport Canada**

- Roles/functions of Inspectors
- Inspector identification
- Air operator procedures - carriage of Inspectors
- Authority of Inspectors

**1A.1 Crew Member Responsibility** - to follow and enforce company policies/procedures and regulatory requirements.

**1A.2 Flight Attendant Responsibility** - to communicate any onboard safety concern they may have or that may be communicated to them by a passenger to the Captain.

**1A.3 Flight Attendant Manual**

- Revision procedures
- Air operator procedures re: accessibility
- Responsibility to update personal copy(s) of manual(s)

**1A.4 Flight Attendant Consumption of Alcohol/Medication/Drugs**

- Air operator policy

**1A.5 Flight Deck**

- Authority of the pilot in command
- Chain of command while on duty
- Safe communication practices with the Flight Deck

**1A.6 Admittance to the Flight Deck**

- Pilot in command's authority for admittance to the flight deck
- Policies and procedures regarding admittance to flight deck and occupancy of flight deck seats

**1A.7 Sterile Flight Deck**

- Definition
- Phases of flight
- Emergency communication during these periods

**1A.8 Flight Deck Service**

- Safety guidelines
- Procedures re: crew meals

**1A.9 Security Pass**

- Transport Canada issued security pass - policies/procedures regarding use/wearing of the card
- Procedures - lost security pass

**1A.10 Crew Complement**

- Minimum cabin crew - each aircraft type
- Crew position assignment priorities, each aircraft type
- Operations Specification - "Exceptional Circumstances"

**1A.11 Crew Pre-Flight Safety Briefings**

- Procedures re:
  - when and by whom to be conducted
  - content and format

**1A.12 Pre-Flight Serviceability Checks of Safety and Emergency Equipment**

- When checks are completed
  - change of crew
  - change of aircraft
  - continuous duty periods with crew rest between operations
- How/who to perform checks.
  - associated paperwork/checklists
- What to do if equipment is:
  - unserviceable
  - missing
  - replaced

**1A.13 Special Needs Passengers**

- Definition and description of passengers deemed "Special Needs Passengers"
- Restrictions in numbers to be carried - each aircraft type
- Seating restrictions
- Procedures re: special briefing prior to departure to meet the particular requirements of each individual special needs passenger - include content and methodology
- Seat back recline procedures
- Carriage of: stretcher(s), incubator(s) - procedures

**1A.14 Passenger Safety Announcements**

- Pre-Flight Passenger Safety Announcement and Demonstration
  - identify the requirement for, prior to departure
  - identify the content of, including but not limited to:
    - carry-on baggage regulations
    - use of seatbelts; fastening, releasing, tightening
    - seatbacks and tray table positioning
    - location of emergency exits and exit locator signs
    - seatbelt and no smoking signs
    - oxygen mask locations, donning and operation
    - life preserver location, removal from stowage, donning and operation
    - location, operation, instructions for other floatation equipment
    - emergency lighting/floor proximity lighting system
    - passengers advised that they may draw any concerns to the attention of a cabin crew member
    - passenger operated electronic devices
    - safety features card
- Identify the content of the after-take-off briefing including but not limited to:
  - smoking regulations
  - recommended use of seatbelt in-flight
- Identify the requirement for and the content of briefings regarding turbulence
  - directing use of seatbelts
  - stowing carry-on baggage
- Identify the content of the pre-landing briefing including but not limited to:
  - carry-on baggage stowage
  - fastening of seatbelts
  - seatbacks and tray table positioning
  - location of exits on flights scheduled four hours or more
- Identify the content of the after-landing briefing including but not limited to:
  - remaining seated with seatbelts fastened
  - carry-on baggage requirements
  - smoking restrictions
  - safe movement away from aircraft

**1A.15 Carriage of Guide and Service Animal(s) - procedures****1A.16 Carriage of Animals in the Cabin - Procedures**

**1A.17 Child Restraint Systems**

- Terms of acceptance
- Maximum weight, height of occupants
- Procedures for the carriage of the seat
- Labelling requirements
- Seating Locations - restrictions
- Special briefing requirement

**1A.18 Infant Seating** - restrictions**1A.19 Exit Row Seating** - restrictions**1A.20 Prisoners/Escorts** - transportation procedures**1A.21 Cabin Supervision**

- Definition
- Procedures - station stops; during boarding; and deplaning of passengers

**1A.22 Carriage of Weapons** - procedures**1A.23 Passenger Head Count/Weight & Balance** - procedures**1A.24 Door Procedures/Signals (Normal Operation)**

- Closing of doors
- Arming of doors
- Disarming of doors
- Opening of doors

**1A.25 Inoperative Doors**

- MEL relief given to carriers when a door/slide is inoperative, including but not limited to:
  - number of doors/slides that may be inoperative for each aircraft type
  - passenger load and seating restrictions for each aircraft type
  - flight attendant duties and manning of stations for take-off and landing when this condition occurs
  - signage, placarding, and announcement to passengers regarding inoperative door/slide

**1A.26 Ground Service**

- Regulatory requirements
- Procedures

**1A.27 Duties Prior To/During Pushback/Taxi/Preparation For Take-off**

- Regulatory requirements and procedures
- Safety duties only

**1A.28 Pre-Take-Off/ Pre-Landing Checks- Cabin/Galley Secure**

- Procedures: Passenger; Cabin; Galley; Lavatory
- Air operator's procedures to ensure that cabin/galley duties are complete & Flight Attendants seated and secured prior to commencement of the take-off roll and prior to landing.

**1A.29 Passenger Medical Oxygen**

- Procedures re: acceptance of passengers and equipment
- Stowage/securing means/devices for take-off, landing, and in-flight turbulence.

**1A.30 Seat Belts/No Smoking Signs**

- Flight Attendant(s) duties when a seat belt/no smoking sign is changed (ON/OFF)

**1A.31 Seat Belts**

- Requirement for seat belts
- Passenger requirement for use
- Crew requirement for use
- Seat belt extensions

**1A.32 Smoking**

- Non Smokers Health Act
- Regulatory requirements including enforcement
- Air operator procedures

**1A.33 Use of Portable Electronic Devices**

- Procedures re:
  - items permitted without restriction
  - items permitted during cruise
  - items prohibited
- Procedures when interference to aircraft systems is experienced
- Use of devices on open ramps and during boarding/deplaning

**1A.34 Turbulence**

- Definitions from A.I.P. Canada
- Flight Attendant duties/responsibilities-each category
- Service
- Communication between crew (Flight Deck/Cabin etc.)
- In-charge flight attendant responsibilities

**1A.35 Signals - Take-off/Landing Imminent - and associated procedures****1A.36 Silent Review**

- Description
- Phases of flight when required
- Content

**1A.37 Flight Attendant Seats/Stations**

- When Flight Attendants must occupy seats
- Requirement to occupy assigned station/seat
- Persons authorized to occupy
- Pre-flight serviceability checks

**1A.38 Unserviceable Flight Attendant Seat (*Aircraft MEL*)**

- Conditions which constitute an unserviceable flight attendant seat
- Procedures for unserviceable flight attendant seats
  - alternate seating
  - alternate procedures for communication, evacuation
  - conditions for occupying alternate seat

**1A.39 Cabin Baggage**

- Regulatory requirements
- Procedures for acceptance
- Approved stowages
- Restricted areas
- Procedures for management of excess baggage
- Crew carry-on baggage procedures

**1A.40 Cargo in Passenger Seats/Cabin**

- Regulatory requirements
- Equipment used to meet compliance
- Procedures for acceptance and securing

**1A.41 Galley/Service Equipment**

- Safety procedures
- Use of galley equipment/service during turbulence

**1A.42 Duties After Landing - Taxi-In****1A.43 Fuelling With Passengers Onboard**

- Regulatory requirements
- Procedures and conditions

**1A.44 Cabin Checks/Lavatory Checks - During Flight****1A.45 Liquor Laws**

- Regulations
- Air operator responsibilities
- Flight Attendant responsibilities
- Enforcement

**1A.46 Unruly, Unmanageable and Impaired Passengers**

- Flight attendant procedures
  - acceptance / refusal

**1A.47 Transportation of Dangerous Goods in Cabin**

- Definition
  - Dangerous Goods Accepted
  - Dangerous Goods Forbidden
  - Dangerous Goods Excepted
- 9 Classes of Dangerous Goods
- Packaging labels - examples
- List of Dangerous Goods Excepted:
  - on the aircraft
  - on person
  - carry-on baggage
  - carry-on OR checked baggage
- Dangerous Goods Spill/Leak
  - procedures

**1A.48 Flight Attendant Safety Responsibilities/Duties each position (station)-each aircraft type****1A.49 Incident Reporting**

- Procedures

**1A.50 Aircraft Surface Contamination Procedures**

- Description of surface contamination
- Description of "Clean Aircraft Concept"
- Flight Attendant responsibilities
- Crew communication
- De-Icing/Anti-Icing
  - Definition and Application
- Flight Attendant responsibility to monitor wing surface conditions for contamination in conditions of adverse weather.
- Flight Attendant responsibility to report to the pilot-in-command, any time prior to the take-off roll, any concerns conveyed by a passenger relating to wing contamination.

**1A.51 Apron Safety Procedures****1A.52 Workplace Hazardous Materials Information System**

- Definition of "WHMIS"
- Access of Material Safety Data Sheets (MSDS)
- Air operator procedures

**1A.53 Announcements - General**

- Air operator language procedures
- When announcements must be made
- Demonstration positions in cabin - each aircraft
- Content/methodology of demonstration
- Flight Attendant duties during taped announcements/demonstrations

**1A.54 Rejected (Aborted) Take-Off**

- Description
- Flight attendant procedures

**1A.55 Missed Approach**

- Description
- Flight attendant procedures



**PART A - SECTION TWO**

**EMERGENCY PROCEDURES**

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Section 2

**EMERGENCY PROCEDURES**

**Due to the number of topics under the general heading "Emergency Procedures", a CHRONOLOGICAL and ALPHABETICAL index have been included in this section.**

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**2A.0 Rapid Decompression                      Rapid Decompression Rapid Decompression**

- Causes
- Physical Signs
- Physiological Symptoms
- Procedures during and following rapid decompression/emergency decent

**2A.1 Cabin Pressurization Problems**

- Causes
- Signs & Symptoms
- Procedures

**2A.2 Fire Prevention**

- Enforcement of no-smoking policies
- Monitoring of lavatory and cabin at specific intervals during flight
- Responding to smoke detector activation
- Investigation of unusual smoke/fumes/odours in the cabin

**2A.3 Fire Fighting**

- Use of various extinguishers on specific classes of fires
- Technique of searching for fires
- Communication procedures
- Primary responsibilities - fire fighting
- Back-Up responsibilities - fire fighting
- Safe practices in fighting fires
- Management of specific types of fires
  - fire on a person
  - oven/galley fire
  - hidden fires/inaccessible fires
  - cargo compartment fires
  - electrical fire
  - lavatory fire
  - waste bin fire
  - seat fire
  - fire/smoke in flight deck
  - overhead bin fire
  - cabin baggage fire
- Post fire procedures

**2A.4 Flashfire/Flashover**

- Description

**2A.5 Engine fires/APU fires/Torching  
fires/APU fires/Torching****Engine fires/APU fires/Torching****Engine**

- Description
- Procedures

**2A.6 Fuel Spills/Fires**

**Fuel Spills/Fires**

**Fuel Spills/Fires**

- Description
- Procedures

**2A.7 Gate/Apron Emergencies**

- Description
- Procedures

**2A.8 PTV Mated to the Aircraft Emergencies**

- Procedures

**2A.9 Cabin Smoke/Smoke Removal  
Smoke/Smoke Removal**

**Cabin Smoke/Smoke Removal Cabin**

- Description
- Procedures

**2A.10 Fuel Fumes in the Cabin  
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**Fuel Fumes in the Cabin**

**Fuel Fumes in the Cabin**

- Description
- Procedures

**2A.11 Fuel DumpingDumpingDumpingDumping**

- Aircraft in fleet that are capable of fuel dumping
- Description
- Procedures

**2A.12 Incapacitated Flight Deck Crew Member Flight Deck Crew MemberFlight Deck Crew Member**

- Procedures

**2A.13 Incapacitated**

**Incapacitated**

**Incapacitated Flight Attendant**

- Procedures

**2A.14 Propeller Overspeed and Runaway  
Propeller Overspeed and Runaway**

**Propeller Overspeed and Runaway**

- Description
- Signs
- Procedures

**2A.15 Passenger Brace Positions for ImpactPassenger Brace Positions for ImpactPassenger  
Brace Positions for Impact Passenger Brace Positions for Impact**

- Forward facing passengers

- Aft facing passengers
- Side facing passengers
- Passengers with arm held infants
- Pregnant passengers

**2A.16 Flight Attendant Brace Positions**

- Forward facing seat
- Aft facing seat
- Passenger seat
- Procedures regarding brace position for each take-off/landing

**2A.17 Brace Commands**

- Unprepared emergency landing
- Prepared emergency landing

**2A.18 Emergency Evacuation Commands**

- General
  - Purpose
  - Technique
  - Correct use
  - PACING

**2A.19 Emergency Evacuation Commands - Applications**

- General commands - land; inadvertent water contact; and ditching
- Blocked/jammed exit commands
- ABP commands

**2A.20 Notification of an Emergency Notification of an Emergency Notification of an Emergency  
Notification of an Emergency**

- Flight Deck- to-Cabin
  - Communication
  - Procedures
- Cabin- to-Flight Deck
  - Communication
  - Procedures
  - Critical phases of flight
- Flight Attendant- to- Flight Attendant
  - Communication procedure

**2A.21 Brace Signals Brace Signals Brace Signals Brace Signals**

- Descriptions
- Primary signal
- Alternate signal
- Crew member responsibilities at the brace signal



**2A.22 Evacuations vs. Rapid Deplanements Evacuations vs. Rapid Deplanements Evacuations vs. Rapid Deplanements**

- Descriptions
- Conditions under which evacuation would be necessary
- Conditions under which deplanement would be necessary

**2A.23 Evacuations Evacuations Evacuations Evacuations**

- General
  - Likelihood and recognition of unprepared emergencies - Take-off/Landing; need to be alert
- Possible evacuation scenarios
  - land; at airport, away from airport
  - Inadvertent water; at airport, away from airport
  - tidal flats
  - ditching
- Initiation
  - Flight Deck Crew
  - Cabin Crew
- When/How evacuation is initiated
- Crew Responsibilities - Each Aircraft
  - Equipment, stations, exits (Primary/Secondary) - land and water

**2A.24 Evacuation Signals Evacuation Signals Evacuation Signals**

- Descriptions
- Primary signal/variations
- Alternate signal/variations
- Crew member responsibilities at the evacuation signal
- Evacuation cancelation

**2A.25 Prepared Emergency Landing/Ditching Prepared Emergency Landing/Ditching Prepared Emergency Landing/Ditching - Prepared Emergency Landing/Ditching - Procedures** (Cabin Safety Technical Directive No. 201 SUPPORT MODULE P- Emergency Preparation/Support Module-Ditching)

*NOTE: The carrier must develop procedures in a format that crew members may use when preparing for an emergency landing or ditching that will serve as a checklist. The selected format must include responsibilities of each crew member for the purpose of cabin; passenger; galley; and self preparation. All passenger advisory announcements must be included.*

**2A.26 Exit Priorities - Land/Ditching - each aircraft type**

**2A.27 Post Evacuation and Survival Post Evacuation and Survival Post Evacuation and Survival**

- Responsibilities of crew members (e.g. grouping passengers, first aid, etc.)
- Survival priorities (e.g. shelter, first aid, water, food, etc.)
- Hazards inherent in different environments as applicable to the air carrier's operation. (e.g. Sea, Desert, Jungle, Wilderness, and Arctic)
- Identify on board equipment and supplies that can enhance survival.
- Survival equipment
- Signalling and recovery techniques

*Note: Most accidents occur during take-off and landing, therefore, in keeping with the principles of risk management, an air operator must tailor their post-evacuation and survival techniques to the environment in which their stations are located. For example, an air operator that operates in and out of an arctic station would address post evacuation procedures relative to arctic conditions. However, an air operator that overflies an arctic station does not require arctic survival.*

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**PART A - SECTION THREE**

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**AIRCRAFT SPECIFIC**

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Section 3

**AIRCRAFT SPECIFIC**

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**3A.1 DOORS AND EMERGENCY EXITS**

**3A.1.1** Identify and describe the location, features and operation of each of the exits on the aircraft in both normal and emergency mode.

**3A.1.2 Normal Operation (Internal)**

- Who opens/closes specific doors
- Signals/conditions to open/close
- Precautions and exit assessment
- Opening/closing procedures
- Crew communications

**3A.1.3 Arming/Disarming Procedures**

**Arming/Disarming Procedures**

- Who arms/disarms specific doors
- When to arm/disarm
- Arm/disarm checks
- Precautions
- Abnormalities/corrective actions
- Crew communications

**3A.1.4 Emergency Operation (Internal)**

- Signals to open
- Exit assessment/conditions/attitude of aircraft
- Opening/alternate opening procedures
- Precautions
- Slide/raft (ramp) deployment, inflation & use
- Slide/raft (ramp) failure
- Escape tape, ropes location and use
- Crew communications

**3A.1.5 Airstairs/Ventral Stairs**

**Airstairs/Ventral Stairs**

- Controls
- Operations (Normal & Emergency)
- Operational precautions
- Crew communications

**3A.1.6 Flight Deck Escape Routes**

**Flight Deck Escape Routes**

**Flight Deck Escape Routes**

- Location(s), operation(s) and method(s) of egress
- Conditions for use

**3A.2 COMMUNICATIONS SYSTEMS**

**COMMUNICATIONS SYSTEMS**



**3A.2.1 Public Address System and Interphone System**

- Emergency Operation Procedures

*Note: Where applicable, identify procedures to follow when equipment is unserviceable, ie: M.E.L. relief/alternatives, and procedures to follow if systems become unserviceable while airborne.*

**3A.3 ELECTRICAL SYSTEMS SYSTEMS**

**ELECTRICAL SYSTEMS**

**ELECTRICAL**

**3A.3.1 Galley Power Shut Off**

**Galley Power Shut Off Galley Power Shut Off**

- Location(s) and Procedures

**3A.3.2 Galley Appliance Overheat/ Malfunctions**

**3A.3.3 Circuit Breakers**

- Location(s)
- Purpose
- Description
- Reset procedures

**3A.3.4 Emergency Lighting**

- Location(s)/operation of controls for activation
- Location(s)/operation-Portable Lighting Units

**3A.3.5 Oxygen Systems**

- Location(s)/operation/manual release-cabin; galleys; lavatories
- Location(s)/operation-Flight Deck Oxygen Masks

**3A.4 MISCELLANEOUS**

**3A.4.1 Flight Attendant Seats/Stations  
Attendant Seats/Stations**

**Flight Attendant Seats/Stations**

**Flight**

- locations and cabin positions, in all configurations for pre-flight passenger safety demonstrations and emergency landing briefings

**3A.4.2 Flight Crew Seats Two Person Flight Deck  
Deck Flight Crew Seats Two Person Flight Deck**

**Flight Crew Seats Two Person Flight**

- Description of seats, controls and restraint system

**3A.4.3 Passenger Seat Unserviceable Procedures  
Procedures Passenger Seat Unserviceable Procedures**

**Passenger Seat Unserviceable**

**3A.4.4 Stowage Area Unserviceability Procedures**

**3A.4.5 Water Supply, Sinks, Drains (Galley/Lavatories)**

- Location and description/operation of shut-off valves
- Precautions for using sinks to avoid scalding ground personnel

**3A.4.6 Lifts/Elevators**

- Abnormal and Emergency Operation
- Control Override Procedures
- Escape Procedures

**3A.4.7 Curtains and Partitions**

- Procedures for Take-off and Landing

**3A.4.8 Lavatories**

- Door locking mechanisms (External)
- Emergency entry procedures
- Positioning/locking of lavatory door for take-off and landing
- Electrical outlets
- Location/Operation - Water Heater Units
- Location/Operation - "Waste Receptacle" Fire Extinguisher
- Location/Operation - Smoke Detector Units

**3A.4.9 Emergency Equipment Locations Diagram**

**3A.4.10 Fuelling - Emergency Exits**

**3A.4.1 1 Flight Attendant Seating Priority                      Flight Attendant Seating Priority                      Flight Attendant Seating Priority**

**3A.4.12 Exit Row Seating Requirements**

**3A.5 UNIQUE FEATURES                      UNIQUE FEATURES                      UNIQUE FEATURES**

**3A.5.1 Identify any features, procedures and/or equipment unique or different within the aircraft type in the air carrier's fleet.**

- Describe each of the differences, their impact on the carrier's standard operating procedures and the importance to flight safety of crew members being familiar with them.
- Describe the impact of these differences on crew communication and crew coordination procedures and ways to ensure crew members are familiar with these differences prior to the flight, ie: crew briefing, familiarization walk-throughs.
- Definition and description and operational procedures of:
  - Blow-out panels
  - Flight deck door
  - Smoke barrier

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**PART A - SECTION FOUR**

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**SECURITY PROCEDURES**

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Section 4

**SECURITY PROCEDURES**

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Bomb Threats - Aircraft on the Ground ..... 3  
Bomb Threats - Aircraft in the Air ..... 4  
Hijacking (Unlawful Interference) - Aircraft on the Ground ..... 4  
Hijacking (Unlawful Interference) - Aircraft in the Air ..... 4

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#### 4A.0 Personal SecurityA.0 Personal SecurityA.0 Personal Security

- Identify that procedures are in place relating to the screening of items to be carried onboard aircraft
  - screening of persons; passengers, crew
  - screening of personal belongings; passengers, crew
  - screening of cargo, mail
- Acceptance of items onboard the aircraft which have not been screened
- Describe procedures relating to the security of the aircraft
  - at domestic airports
  - at foreign airports
- Identify the responsibility of crew members to be alert to possible breaches of security
- Identify the responsibility of crew members to adhere to company standards and Transport Canada security procedures
- Identify the importance of never leaving crew baggage unattended
- Crew responsibility to maintain all personal travel documents and report their loss immediately to appropriate company personnel

#### 4A.1Error! Reference source not found. Reporting Security Incidents Reporting Security Incidents Reporting Security Incidents

- Identify the reporting procedures for each type of security incident involving crew members
- Review information required in a report of a security incident

#### 4A.2 Sabotage Sabotage Sabotage

- Definition
- Prevention
- Procedures

#### 4A.3 Vandalism Vandalism Vandalism

- Definition
- Prevention
- Procedures

#### 4A.4 Bomb Threats - Aircraft on the Ground Bomb Threats - Aircraft on the Ground Bomb Threats - Aircraft on the Ground - procedures

- Notification to the pilot-in-command
- Considerations in deplaning/evacuation of persons onboard
- Communication to passengers
- Crew communication
- No attempt is made to re-board the aircraft until the security personnel give clearance to do so

#### 4A.5 Bomb Threats - Aircraft in the Air Bomb Threats - Aircraft in the Air Bomb Threats - Aircraft in the Air - procedures

- Notification to the pilot-in-command
- Inspection of the aircraft to locate suspected device



- Description of suspected device-necessary information
- Stabilizing device if necessary
- Considerations in deplaning/evacuation of persons onboard
- Communication to passengers
- Crew communication

#### **4A.6 Hijacking (Unlawful Interference) - Aircraft on the Ground Hijacking (Unlawful Interference) - Aircraft on the Ground**

- Tactics & Procedures
  - maintain control of the situation
  - passive resistance-passive control
  - crew communication procedures
  - direct efforts to have passengers deplaned

#### **4A.7 Hijacking (Unlawful Interference) - Aircraft in the Air Hijacking (Unlawful Interference) - Aircraft in the Air**

- Tactics & Procedures
  - determine number of hijackers and their demands
  - keep hijackers out of the flight deck
  - use female flight attendant if flight deck entry is unavoidable
  - identify type, number of weapons
  - information regarding the hijacker(s)
  - use the great slow down
  - become a neutral friend to the hijacker
  - encourage the hijacker to talk
  - overload with questions
  - offer no technical advice
  - provide lots of beverages; no alcohol
  - no forceful resistance
  - no antagonizing or arguing with the hijacker
  - avoid becoming emotionally or mentally aligned with hijacker
  - no sudden moves
  - explain actions when making them

**PART A - SECTION FIVE**

**SAFETY AND EMERGENCY EQUIPMENT**

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Section 5

**SAFETY AND EMERGENCY EQUIPMENT**

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**MINIMUM CONTENT - SAFETY AND EMERGENCY EQUIPMENT**  
**MINIMUM CONTENT - SAFETY AND EMERGENCY EQUIPMENT**  
**MINIMUM CONTENT - SAFETY AND EMERGENCY EQUIPMENT**

**5A.0 Minimum Equipment List Minimum Equipment List Minimum Equipment List**

- General Function
- Who uses it
- Location

**5A.1 Log Book/Entries Log Book/Entries Log Book/Entries**

- When used
- Who makes entries
- What should be entered
- What to do when entries have been made

**5A.2 Specific Equipment Specific Equipment Specific Equipment**

For each piece of safety and emergency equipment carried, identify the following:

- Correct name/terminology
- Purpose
- Components
- Operations procedures (Primary/Alternate) (include removal from stowage)
- Limitations (duration/range/temperature/minimum psi's etc.)
- Operational precautions
- Procedures after use
- Pre-flight serviceability checks

**5A.3 Location of Equipment Location of Equipment Location of Equipment - Each aircraft**

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**PART A - SECTION SIX**

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**FIRST AID**



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Section 6

**FIRST AID**

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Burns .....	3
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Other First Aid Equipment .....	4
Aircraft First Aid Kit(s) and Emergency Medical Kits .....	4
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The First Aid section shall include components 6A.0 to 6A.10 or the air operator may have these components in a separate document, provided the document is:

- referenced in the Flight Attendant Manual,
- issued to each flight attendant,
- readily available for reference during flight, and
- approved by Transport Canada

#### **6A.0 Medical Emergencies**

- Procedures regarding management of in-flight medical emergency (*e.g. Emergency Scene Management*)

#### **6A.1 Signs, Symptoms and Management of Signs, Symptoms and Management of Signs, Symptoms and Management of:**

- Inflight medical emergency scene management
- Shock, unconsciousness and fainting
- Artificial respiration - Adult, Child and Infant
- Choking - Adult, Child and Infant
- Cardiovascular emergencies
- Wounds and bleeding
- Fractures, dislocations and sprains
- Head/Spinal injuries
- Burns
- Asthma, allergies and poisons      Asthma, allergies and poisons      Asthma, allergies and poisons
- Medical Conditions
- Altitude related conditions

#### **6A.2 Time of Useful Consciousness Time of Useful Consciousness Time of Useful Consciousness**

- Description
- Time frames

#### **6A.3 Flight Attendant SafetyFlight Attendant SafetyFlight Attendant Safety**

- Flight Attendants to be seated during critical phases of flight even when a medical emergency may be in progress onboard

#### **6A.4 Flight Attendant ResponsibilitiesFlight Attendant ResponsibilitiesFlight Attendant Responsibilities**

- Specific air operator policies and procedures regarding such items as administration of medication, use of equipment, calling for a physician, notification of the flight deck, etc.
- Provide necessary information required to ensure that appropriate medical assistance is available upon arrival

**6A.5 Personal Protection**

- Procedures regarding prevention of cabin crew injury (*e.g. syringes, needles*)
- Hygienic protocol to ensure the safety of cabin crew (*e.g. latex gloves, face masks*)

**6A.6 Carriage of Passengers With Contagious Diseases Carriage of Passengers With Contagious Diseases Carriage of Passengers With Contagious Diseases**

- Procedures
- Equipment
- Precautions

**6A.7 Suspected Death Suspected Death Suspected Death**

- Procedures

**6A.8 Other First Aid Equipment.8 Other First Aid Equipment.8 Other First Aid Equipment**

- Equipment
- Use
- Precautions

**6A.9 Aircraft First Aid Kit(s) and Emergency Medical Kits Aircraft First Aid Kit(s) and Emergency Medical Kits Aircraft First Aid Kit(s) and Emergency Medical Kits**

- Contents
- Use

**6A.10 Reporting Medical Incidents Reporting Medical Incidents Reporting Medical Incidents**

- Procedures

**Aircraft First Aid Kit(s) Aircraft First Aid Kit(s)**

# PART B

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**COMPANY/DEPARTMENTAL ORGANIZATIONCOMPANY/DEPARTMENTAL ORGANIZATIONCOMPANY/DEPARTMENTAL ORGANIZATION**

**In-Flight Department In-Flight Department In-Flight Department**

An air operator shall include:

- In-Flight Department name, ie: Cabin Services, In-Flight Services, On-Board Services, etc.
- An organizational chart showing the reporting structure of the In-Flight Department to the entire organization, as well as the reporting structure within the In-Flight Department
- A job description for each operational individual ie: Chief Flight Attendant, In-Charge Flight attendant, Flight attendant
- Flight Attendant Competency

**SECTION 1 - SAFETY PROCEDURESSECTION 1 - SAFETY PROCEDURESSECTION 1 - SAFETY PROCEDURES**

**1B.0 Explanation of Regulatory Requirements Explanation of Regulatory Requirements Explanation of Regulatory Requirements**

- Canadian Aviation Regulations
- Associated standards

**1B.1 Blood Donation Blood Donation Blood Donation**

- Air operator policy

**1B.2 Scuba Diving Scuba Diving Scuba Diving**

- Air operator policy

**1B.3 Effects of alcohol/drugs Effects of alcohol/drugs Effects of alcohol/drugs on crew members while on duty/at altitude**

- Air operator policy (re: consumption prior to duty)

**1B.4 Security Pass/Company I.D. Security Pass/Company I.D. Security Pass/Company I.D. and Air operator procedures re: use**

**1B.5 Deportees Deportees Deportees**

- Air operator procedures

**1B.6 Cabin Lighting Cabin Lighting Cabin Lighting**

- Air operator procedures for various phases of flight during day and night operations

**SECTION 2 - EMERGENCY PROCEDURES SECTION 2 - EMERGENCY PROCEDURES**

**SECTION 2 - EMERGENCY PROCEDURES**

**2B.0 Introduction Introduction Introduction**

- Purpose of procedures

**2B.1 Leadership Leadership2 Leadership**

- Description/Importance
- Passenger Negative Panic
- Passenger Positive Panic

**2B.2 PressurizationPressurizationPressurization**

- Identify how cabin pressure is maintained
- Identify how cabin pressure is monitored
- Compartments of aircraft that are pressurized

**SECTION 3 - AIRCRAFT SPECIFICSECTION 3 - AIRCRAFT SPECIFICSECTION 3 - AIRCRAFT SPECIFIC**

**3B.0 Communications Systems Communications Systems Communications Systems - Location(s); Pre-flight Serviceability Checks; Operations; for each of:**

- Public Address System
- Interphone System: Locations Interphone System: Locations Interphone System: Locations
- Passenger Call System Passenger Call System Passenger Call System
- Automated Announcement System Automated Announcement System Automated Announcement System
- Onboard Entertainment System Onboard Entertainment System Onboard Entertainment System

**3B.1 Electrical Systems Electrical Systems Electrical Systems - Location(s); Pre-flight Serviceability Checks; Operations; for each of:**

**3B.1.1 Lighting Lighting Lighting**

- Cabin Ceiling Lighting
- Cabin Sidewall Lighting
- Entry Lighting
- Work Station Lighting
- Galley Lighting
- Cockpit Entry-way Lighting
- Lighting in miscellaneous stowage compartments
- Threshold, Cross-aisle Lighting
- Electrically operated coat racks/stowage units

**3B.1.2 Ovens, Water Boilers, Coffee Makers and any other Galley Appliances Ovens, Water Boilers, Coffee Makers and any other Galley Appliances Ovens, Water Boilers, Coffee Makers and any other Galley Appliances**

- Locations, descriptions
- Restraint systems
- Operations
- Procedures in case of overheat and/or malfunctions

**3B.1.3 Refrigeration Units Refrigeration Units Refrigeration Units**

- Locations, descriptions, operations
- Procedures relating to overhead/malfunctions
- Restraint systems

**3B.1.4 Electrical Control Panels Electrical Control Panels Electrical Control Panels**

- Locations
- Descriptions
- Operations

**3B.1.5 Seatbelt & No Smoking Signs Seatbelt & No Smoking Signs Seatbelt & No Smoking Signs**

- Cabin indications of use/change

**3B.1.6 Heating/Air Conditioning Heating/Air Conditioning Heating/Air Conditioning**

- Components
- Controls
- Operations

**3B.2 Miscellaneous Miscellaneous Miscellaneous**

**3B.2.1 Cabin Configuration Cabin Configuration Cabin Configuration**

- Seating Configuration/Classes of service
- Location of Galleys
- Location of Exits

**3B.2.2 Flight Attendant Seats/Stations Flight Attendant Seats/Stations Flight Attendant Seats/Stations**

- Locations
- Description of seats and controls
- Restraint system
- Operation of seat

**3B.2.3 Passenger Seats Passenger Seats Passenger Seats**

- Description of seats and controls
- Restraint system
- Special features-footrest, moveable armrests, stowages, etc.
- Unserviceability procedures

**3B.2.4 Stowage Areas Stowage Areas Stowage Areas**

- Location(s)
- Controls/Operation if applicable
- Maximum loading
- Restraint(s)

**3B.2.5 Water Supply, Sinks, Drains    Water Supply, Sinks, Drains    Water Supply, Sinks, Drains**

- Location and capacity of potable water supply
- Precautions

**3B.2.6 Lifts/Elevators Lifts/Elevators Lifts/Elevators**

- Location
- Controls
- Maximum loading
- Operation

**3B.2.7 Curtains and Partitions<sup>3</sup>    Curtains and Partitions    Curtains and Partitions**

- Locations
- Use/restrictions

**3B.2.8 Lavatories    Lavatories    Lavatories**

- Locations
- Features