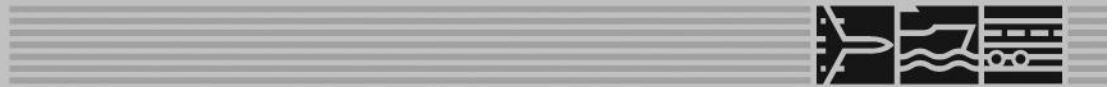




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# **FLIGHT ATTENDANT MANUAL STANDARD**

**SECOND EDITION**

**April 1, 2022**

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## Foreword

This manual is referred to as the *Flight Attendant Manual Standard* in Section 705.139 of the *Canadian Aviation Regulations* (CARs). It contains the standards, policies, procedures and guidelines that pertain to the development of an air operator's flight attendant manual. It is published for use by air operators and Transport Canada Civil Aviation Safety Inspectors (CASIs).

The *Flight Attendant Manual Standard* identifies subjects that shall be contained within a flight attendant manual. Given the large number of variables involved in flight operations, applicable to flight attendants, it is difficult to prescribe a solution for every situation that may arise. Therefore air operators shall develop their flight attendant manual, applicable to their operation.

For more information, please contact:

Transport Canada  
Commercial Flight Standards (AARTF)  
E-mail: [AARTFInfo-InfoAARTF@tc.gc.ca](mailto:AARTFInfo-InfoAARTF@tc.gc.ca)

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## 1.0 Introduction

- (1) Pursuant to Section 705.139 of the CARs, the *Flight Attendant Manual Standard* itemizes the minimum standard for content that an air operator shall incorporate in the publication of a flight attendant manual. When developing a flight attendant manual for regulatory approval, an air operator may extract the components from the Standard which are applicable to its operation.

### 1.1 Purpose

- (1) The purpose of the *Flight Attendant Manual Standard* is to provide policy, direction and guidance for the development of an air operator's flight attendant manual. This Standard also provides policy, direction and guidance with respect to flight operations, applicable to flight attendants.

### 1.2 Applicability and Structure of the *Flight Attendant Manual Standard*

- (1) The *Flight Attendant Manual Standard* is divided into two parts, Part A and Part B:
  - (a) Part A establishes the safety procedures, the emergency procedures, and the information that shall, as a minimum, be contained in a flight attendant manual and available for use during operations.
  - (b) Part A of an air operator's flight attendant manual is approved by the Minister.
  - (c) Part B establishes additional information to be contained in a flight attendant manual and available for use during operations.
  - (d) The information in Part B of this Standard does not require approval, however may be subject to verification by the Minister.
- (2) Each part shall be kept up-to-date by each flight attendant and contain at least the following:
  - (a) Preamble – relating to the use and authority of the manual
  - (b) A table of contents
  - (c) Amending procedures
  - (d) Amendment control page
  - (e) A list of effective pages or sections
  - (f) A reference to each applicable regulatory requirement
- (3) An air operator shall provide a copy of its flight attendant manual, including any amendments to that manual, to each of its flight attendants.
- (4) An air operator may place a copy of its flight attendant manual in each aircraft that it operates, if all amendments to the flight attendant manual are included in the system for the dissemination of general operation information referred to in section 705.18 of the *Canadian Aviation Regulations*.

**Note:** Optional items, guidance information, recommended practices, explanations, and other information items will be shown in an enclosed box. These items do not form part of the Standard but provide additional information for the assistance of the users of this Standard. Information published in an air operator's flight attendant manual may be organized in a manner other than that presented in this Standard.

### 1.3 Description of Changes

- (1) As a result of the editorial changes introduced, Transport Canada has issued a new edition of the *Flight Attendant Manual Standard*.
- (2) Edition 2 of the *Flight Attendant Manual Standard* has been updated in a manner that the appropriate parts of this Standard, compiled in an air operator's flight attendant manual shall be accessible by flight attendants, when performing assigned duties on board an aircraft.
- (3) In 2008, Notices of Proposed Amendments (NPAs) 2008-036, 2008-037, and 2008-038 were subject to CARAC consultation. These NPAs were accepted and have been incorporated into this edition of the *Flight Attendant Manual Standard*.
- (4) An updated first aid procedures section has been moved from Part A and is now included in Part B, Section 11.
- (5) An updated security procedures section has been moved from Part A and is now included in Part B, Section 12.
- (6) An updated Transportation of Dangerous Goods section has been moved from Part A and is now included Part B, Section 8.
- (7) The information related to portable electronic devices found in Part A Section 4.33, has been updated.
- (8) Editorial changes have been made to align the *Flight Attendant Manual Standard* with regulatory terminology, when possible.
- (9) The Record of Revisions have been removed. The update to the *Flight Attendant Manual Standard* has resulted in Edition 2 of the Standard.
- (10) The List of Effective Pages has been removed from Edition 2.
- (11) The chronological and alphabetical indexes have been removed from Edition 2.
- (12) A definitions and abbreviations sections has been added. This list does not encompass definitions found in Part 1 of the *Canadian Aviation Regulations*.
- (13) For Edition 2, a background has been provided to outline the history of the flight attendant manual.
- (14) The information section previously found in 1A.20 – Prisoners/Escorts is now found in Part B, Section 12.
- (15) Information bullets titled Regulatory Requirements found in different sections have been removed. As in the previous edition of the *Flight Attendant Manual Standard* air operators will be required to identify applicable regulations to information points and sections found within their flight attendant manual.
- (16) Seat belts/ No smoking signs has been updated to Passenger Information Signs.
- (17) Unruly, Unmanageable and Impaired Passengers has been updated to Interference with a Crew Member.
- (18) Workplace Hazardous Materials Information System has been updated to the Globally Harmonized System.
- (19) High Energy Fires has been added to the information found within the fire fighting procedures.
- (20) Ventral Stairs has been removed from Edition 2.
- (21) The locations of curtains and partitions, for each aircraft model, has be moved from Part B and is now located in Part A, Section 6.

- (22) Information related to the designated emergency exits during fuelling with passengers on board for each aircraft model has been added.

## 2.0 References and Requirements

### 2.1 Reference Documents

- (1) It is intended that the following reference materials be used in conjunction with this document:
- (a) *Aeronautics Act* (R.S.C., 1985, c. A-2)
  - (b) Part VII, Subpart 5 of the *Canadian Aviation Regulations* (CARs) — Airline Operations
  - (c) TP4711 – Conformance Report, *Flight Attendant Manual Standard*
  - (d) For more information or guidance, air operators are encouraged to review Transport Canada Advisory Circulars, applicable to the *Flight Attendant Manual Standard*

### 2.2 Cancelled Documents

- (1) By default, it is understood that the publication of a new issue of a document automatically renders any earlier issues of the same document null and void.

### 2.3 Definitions and Abbreviations

- (1) The following **definitions** are used in this document:
- (a) **Critical Phases of Flight:** includes all ground operations involving taxi, take-off and landing, and all other flight operations conducted below 10,000 feet, except while in cruise flight.
  - (b) **Dangerous Goods:** A product, substance or organism included by its nature or by the regulations in any of the classes listed in the schedule.
  - (c) **Effective Performance Time:** is described as the amount of time an individual is able to perform duties efficiently in an environment with inadequate oxygen supply.
  - (d) **Escort Officer:** means:
    - (i) a peace officer.
    - (ii) any person authorized by the federal government or a provincial government or any of their agencies to escort a person in custody on a flight.
  - (e) **Flight Attendant Rest Facility:** means a dedicated, in-flight rest area designed for the purpose of sleeping, stowage, or changing clothes for off-duty flight attendants that is typically, is enclosed by rigid walls and will include a rest area, sleeping area or both.
  - (f) **Flight Relief Facility – Bunk:** means a bunk that meets the Society of Automotive Engineers (SAE) Aerospace Recommended Practice (ARP) 4101/3, Crew Rest Facilities, used in conjunction with ARP 4101, Flight Deck Layout and Facilities.
  - (g) **Flight Relief Facility – Seat:** means a comfortable, fully reclining seat, separated and screened from the passengers and flight deck, equipped with a call device, sleep restraint, portable oxygen, and not subject to distraction from noise generated in the cabin.
  - (h) **High Energy Fire:** involves the combustion of dangerous goods containing chemicals with a high energy density, such as is available in lithium batteries. High energy fires may occur when such batteries experience thermal runaway. A high energy fire can be

explosive, exceedingly hot, and can result in large volumes of toxic or flammable gasses. After extinguishment, the device may require a period of time to cool prior to containment to minimize the possibility of re-ignition.

- (i) **Incapacitated:** means unable to perform assigned duties in the course of employment due to illness or injury.
  - (j) **Model:** means *aircraft master series* as described in section 3.7 of version 1.3 of the document entitled *International Standard for Aircraft Make, Model, and Series Groupings*, dated October 2012 and published by the Common Taxonomy Team of the International Civil Aviation Organization (ICAO) and the Commercial Aviation Safety Team (CAST).
  - (k) **Peace Officer:** means:
    - (i) a member of the Correctional Service of Canada who is designated as a peace officer under Part I of the Corrections and Conditional Release Act and any other officer or permanent employee of a prison, other than a penitentiary as defined in Part I of that Act.
    - (ii) a member of the Royal Canadian Mounted Police, a police officer or a police constable.
    - (iii) any person who is designated by the Minister of Public Safety and Emergency Preparedness, the Commissioner of the Royal Canadian Mounted Police or a provincial minister as a peace officer for the purpose of the preservation and maintenance of the public peace at an aerodrome.
    - (iv) an officer who is enforcing any provision of the Immigration and Refugee Protection Act, or of any regulations, warrant, order or direction made under that Act, respecting the arrest, detention or removal from Canada of any person.
    - (v) an officer or non-commissioned member of the Canadian Forces who is appointed as a member of the military police under regulations for the purposes of section 156 of the National Defence Act.
  - (l) **Restricted Area Identity Card:** means a restricted area pass that is issued by or under the authority of the operator of an aerodrome and that can be automatically verified by an identity verification system maintained by CATSA under section 56.
  - (m) **Thermal Runaway:** refers to a situation where the chemical condition and the temperature within a battery cell are such that heat is generated faster than it can be dissipated, resulting in a chain reaction where the rising cell temperature accelerates the chemical reaction in the battery and destroys it. The thermal runaway event is often associated with the release of significant quantities of smoke, gases, and heat (in excess of 600 Degrees Celsius), as well as the potential for resulting fire, explosion, and/or the release of flammable electrolyte material as well as miscellaneous shrapnel from the device.
  - (n) **Time of Useful Consciousness:** is described as the period of time from interruption of the oxygen supply or exposure to an oxygen-poor environment to the time when an individual is no longer capable of taking proper corrective and protective action.
- (2) The following **abbreviations** are used in this document:
- (a) **ABP:** Able Bodied Person
  - (b) **AOHSRs:** *Aviation Occupational Health and Safety Regulations*
  - (c) **APU:** Auxiliary Power Unit
  - (d) **CARs:** *Canadian Aviation Regulations*

- (e) **CARAC:** Civil Aviation Regulation Advisory Council
- (f) **CASI:** Civil Aviation Safety Inspector
- (g) **CASS:** *Commercial Air Service Standards*
- (h) **CATSA:** Canadian Air Transport Security Authority
- (i) **MEL:** Minimum Equipment List
- (j) **PED:** Portable Electronic Device
- (k) **PTV:** Passenger Transfer Vehicle
- (l) **RAIC:** Restricted Area Identification Card
- (m) **TC:** Transport Canada
- (n) **TC AIM:** Transport Canada Aeronautical Information Manual

### 3.0 Background

#### 3.1 General

- (1) Air operators, operating under Part VII subpart 5 of the CARs are required to establish and maintain, as part of its company operations manual, a flight attendant manual for the use and guidance of flight attendants in the operation of its aircraft.
- (2) In his final report of the Commission of Inquiry into the Air Ontario Crash at Dryden, Ontario, the Honourable Justice Mr. Virgil P. Moshansky made 191 recommendations. The Dryden Commission Implementation Project (DCIP) was subsequently established to ensure that consideration was given to each of the recommendations resulting from the inquiry. The DCIP brought industry, labour and government together to develop implementation measures for each recommendation. With respect to flight attendant manuals, Moshansky Commission Recommendation (MCR) 63 stated "Transport Canada proffer for enactment an amendment to the Air Navigation Order Series VII. No. 2, requiring each air carrier to provide to Transport Canada an air carrier cabin attendant manual for review and approval, either as part of the flight operations manual or as a separate manual."
- (3) This recommendation was addressed in two parts:
  - (a) Incorporating into the CARs, the requirement for a flight attendant manual to be approved by the Minister; and
  - (b) Incorporating by reference into the CARs the *Flight Attendant Manual Standard* that had been developed and approved through the DCIP.
- (4) These recommendations were incorporated in 1994 and the *Flight Attendant Manual Standard* was created. Since 1994, the Standard has been updated three (3) times in 1995, 1996 and 2000.

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## ***Flight Attendant Manual Standard - Part A***

### **4.0 Part A – Safety Procedures**

#### **4.1 Transport Canada**

- (1) Roles and functions of a CASI
- (2) CASI credentials
- (3) Air operator procedures for the carriage of a CASI
- (4) Authority of a CASI

#### **4.2 Crew Member Responsibility**

- (1) To follow and enforce the air operator's policies and procedures and regulatory requirements

#### **4.3 Flight Attendant Responsibility**

- (1) To communicate any on board safety concerns the flight attendant may have or that may have been communicated to the flight attendant by a passenger to the Pilot-In-Command

#### **4.4 Flight Attendant Manual**

- (1) Revision procedures
- (2) Air operator procedures for accessibility during operations
- (3) Responsibility to update personal copies of the flight attendant manual(s)

#### **4.5 Flight Attendant Consumption of Alcohol and Medication and Drugs**

- (1) Air operator policy

#### **4.6 Flight Deck**

- (1) Authority of the Pilot-In-Command
- (2) Chain of command while on duty
- (3) Safe communication practices with the flight crew members

#### **4.7 Admittance to the Flight Deck**

- (1) Pilot-In-Command's authority for admittance to the flight deck
- (2) Air operator policies and procedures regarding admittance to the flight deck and the occupancy of the flight deck observers seat(s)

#### **4.8 Sterile Flight Deck**

- (1) Definition
- (2) Phases of flight, including critical phases of flight
- (3) Emergency communication during the above phases of flight

**4.9 Flight Deck Service**

- (1) Safety Guidelines
- (2) Air operator procedures for flight deck service

**4.10 Restricted Area Identity Card (RAIC)**

- (1) Transport Canada issued security pass and clearance and air operator policies and procedures regarding the use and the wearing of the RAIC
- (2) Procedures for a lost RAIC

**4.11 Crew Complement**

- (1) Minimum number of flight attendant(s) – each aircraft model
- (2) Crew position assignment priorities – each aircraft model
- (3) Air operator procedures – incapacitated flight attendant

**4.12 Crew Pre-Flight Safety Briefings**

- (1) Air operator procedures:
  - (a) When pre-flight safety briefings are to be conducted
  - (b) Who shall be in attendance during crew pre-flight safety briefing
  - (c) Contents and format of pre-flight safety briefings

**4.13 Pre-Flight Serviceability Checks of Safety and Emergency Equipment**

- (1) Air operator procedures – When checks are to be completed:
  - (a) Change of crew members
  - (b) Change of aircraft
  - (c) Continuous duty periods with crew rest between operations
- (2) Air operator procedures – Who is assigned to complete pre-flight serviceability checks of safety and emergency equipment and when those pre-flight serviceability checks are to be completed:
  - (a) Associated paperwork and checklists
- (3) Air operator procedures for:
  - (a) Unserviceable equipment
  - (b) Missing equipment
  - (c) Replaced equipment

**4.14 Special Needs Passenger(s)**

- (1) Definition and description of passengers identified as Special Needs Passengers
- (2) Restriction(s) in numbers to be carried – each aircraft model
- (3) Seating restriction(s) – each aircraft model

- (4) Procedures for individual passenger briefings prior to departure to meet the particular requirements of each individual special needs passengers – include content and format of individual passenger briefings
- (5) Air operator procedures for the carriage of:
  - (a) Passengers unable to sit upright or unable to return the seat back to the upright position during take-off and/or landing
  - (b) Stretcher(s)
  - (c) Incubator(s)

#### **4.15 Briefing of Passengers**

- (1) Air operator procedures for passenger safety announcements and demonstrations
- (2) Identify the requirement for, and the content of, each announcement including but not limited to:
  - (a) The prior to take-off briefing
  - (b) The after take-off briefing
  - (c) In-flight when the fasten seat belt sign has been turned on for reasons of turbulence
  - (d) The prior to landing briefing
  - (e) The after landing briefing
  - (f) The individual safety briefing

**Note:** Identify the announcements containing information related to portable electronic devices.

#### **4.16 Carriage of Guide and Service Animal(s) in the Cabin**

- (1) Air operator procedures
- (2) Restrictions(s)

#### **4.17 Carriage of Animal(s) in the Cabin**

- (1) Air operator procedures
- (2) Restrictions(s)

#### **4.18 Child Restraint System(s)**

- (1) Terms of acceptance
- (2) Maximum weight and height of the person using the child restraint system
- (3) Air operator procedures for the carriage of a child restraint system
- (4) Labelling requirements
- (5) Seating location restriction(s) – each aircraft model
- (6) Content and format of the individual safety briefing requirement

#### **4.19 Infant Seating**

- (1) Air operator procedures
- (2) Restriction(s)



**4.20 Exit Row Seating**

- (1) Air operator procedures
- (2) Restriction(s)

**4.21 Cabin Supervision**

- (1) Definition
- (2) Air operator procedures during:
  - (a) Station stops
  - (b) Embarking
  - (c) Disembarking

**4.22 Carriage of Weapon(s)**

- (1) Air operators procedures

**Note:** See Also 8.9 Transportation of Dangerous Goods in the cabin.

**4.23 Passenger Head Count and Weight and Balance**

- (1) Air operator procedures

**4.24 Exit Procedures and Signals (Normal Operation)**

- (1) Closing of doors – each aircraft model
- (2) Arming of doors, if applicable – each aircraft model
- (3) Disarming of doors, if applicable – each aircraft model
- (4) Opening of Doors – each aircraft model

**4.25 Inoperative Exit**

- (1) Minimum equipment list (MEL) relief given to air operators when an exit and/or slide is inoperative, including but not limited to:
  - (a) Number of exit(s) and/or slide(s) that may be inoperative – each aircraft model
  - (b) Number of passengers and seating restriction(s) – each aircraft model
  - (c) Flight attendant duties and flight attendant seat(s)/station(s) for take-off and landing when an inoperative exit and/or slide condition exists
  - (d) Signage, placarding, and announcement to passengers regarding the inoperative exit and/or slide

**4.26 Ground Service**

- (1) Air operator procedures

**4.27 Duties Prior to and During Pushback, Movement on the Surface and Preparation for Take-off**

- (1) Air operator procedures

**4.28 Pre-take-off and Pre-Landing Checks – Galley(s) and Cabin**

- (1) Air operator procedures for securing:
  - (a) Passengers
  - (b) Cabin
  - (c) Galley(s)
  - (d) Lavatory(s)
- (2) Air operator procedures prior to take-off and prior to landing:
  - (a) Ensuring that cabin and galley duties are completed
  - (b) Flight attendant(s) occupy assigned seat(s)/station(s)

**4.29 Passenger Medical Oxygen**

- (1) Air operator procedures
- (2) Detail the stowage and/or securing means and/or devices used during take-off, landing, and in-flight turbulence – each aircraft model

**4.30 Passenger Information Signs**

- (1) Flight attendant(s) duties when a seat belt and/or no smoking sign is illuminated and/or extinguished

**Note:** Air operators, which have aircraft equipped with auxiliary passenger information signs may choose to outline additional duties, if applicable, to flight attendant(s).

**4.31 Seat Belts**

- (1) Requirement for seat belts
- (2) Passenger requirement for use
- (3) Crew requirement for use at flight attendant seat(s)/station(s)
- (4) Seat belt extensions

**4.32 Smoking**

- (1) Non-Smokers Health Act
- (2) Regulatory requirements, including enforcement
- (3) Air operators procedures

**4.33 Portable Electronic Devices**

- (1) PEDs approved by the air operator for use on board each aircraft model
- (2) Air operator procedures for:

- (a) The phases of flight in which PEDs may be used by passengers and crew members
- (b) Securing PEDs during take-off, landing, or in-flight turbulence
- (c) Communication between flight crew members and flight attendant(s) during suspected or confirmed electronic interference
- (d) Types of communication and modes of operation approved for use, including voice and non-voice data services

**Note:** For announcement information pertaining to PEDs please see 4.15.

**Note:** For air operator procedures for PED and high energy fires please see 5.4.

#### **4.34 Turbulence**

- (1) Definitions of turbulence intensities found in the TC AIM:
  - (a) Light
  - (b) Moderate
  - (c) Severe
- (2) Flight attendant(s) duties and/or responsibilities during turbulence:
  - (a) Light
  - (b) Moderate
  - (c) Severe
- (3) Air operator procedures for suspension of in-flight service during turbulence
- (4) Communication between flight crew and flight attendants
- (5) In-charge flight attendant duties and/or responsibilities

#### **4.35 Signals for Take-off and Landing**

- (1) Air operator procedures

#### **4.36 Silent Review**

- (1) Description
- (2) Air operator procedures for phases of flight when a silent review is required
- (3) Air operator procedures for content of silent review

#### **4.37 Flight Attendant Seat(s)/Station(s)**

- (1) When flight attendant(s) must occupy flight attendant seat(s)/station(s)
- (2) Requirement to occupy assigned flight attendant seat(s)/station(s)
- (3) Persons authorized to occupy a flight attendant seat(s)/station(s)
- (4) Pre-flight serviceability check of flight attendant seat(s)/station(s)

#### **4.38 Unserviceable Flight Attendant Seat(s)/Station(s)**

- (1) Conditions that constitute an unserviceable flight attendant seat(s)/station(s)

- (2) Air operator procedures for an unserviceable flight attendant seat(s)/station(s):
  - (a) Alternate seating and the conditions for occupying that alternate seat
  - (b) Alternate procedures for communications
  - (c) Alternate procedures for an evacuation

#### **4.39 Carry-on Baggage**

- (1) Regulatory requirement
- (2) Procedures for acceptance of carry-on baggage
- (3) Approved stowage locations
- (4) Restricted stowage locations
- (5) Procedures for the management of excess carry-on baggage
- (6) Air operator crew member carry-on baggage procedures

#### **4.40 Cargo in Passenger Seat and/or Cabin**

- (1) Regulatory requirement
- (2) Equipment used to meet compliance
- (3) Air operator procedures for acceptance and means of securing

#### **4.41 Galley and Service Equipment**

- (1) Air operator safety procedures
- (2) Air operator procedures concerning the use of galley and service equipment during periods of turbulence exceeding the intensity of light

#### **4.42 Duties after Landing – Taxiing**

- (1) Air operator procedures

#### **4.43 Fuelling with Passengers on Board**

- (1) Air operator procedures and conditions

#### **4.44 Cabin Checks and Lavatory(s) Checks – During Flight**

- (1) Air operator procedures

#### **4.45 Liquor Laws**

- (1) Regulations
- (2) Air operator responsibilities
- (3) Flight attendant duty(s) and/or responsibility(s)
- (4) Enforcement

**4.46 Interference with a Crew Member**

- (1) Air operator procedures for preventing and managing incidents of interference with a crew member
- (2) Air operator procedures for communication between flight crew and flight attendants

**4.47 Flight Attendant(s) Safety Responsibilities and Duties**

- (1) Air operator procedures for each flight attendant seat(s)/station(s) and each position(s) – each aircraft model

**4.48 Incident Reporting**

- (1) Air operator procedures

**4.49 Aircraft Surface Contamination Procedures**

- (1) Description of surface contamination
- (2) Definition of “Clean Aircraft Concept”
- (3) Air operator procedures for communication between flight crew and flight attendants
- (4) Definition of de-icing and anti-icing
- (5) Application of de-icing and anti-icing
- (6) Flight attendant responsibility to report suspected surface contamination to the pilot-in-command

**4.50 Apron Safety Procedures**

- (1) Air operator procedures for the safe movement of passengers to and from, and while embarking and disembarking the aircraft

**4.51 Globally Harmonized System**

- (1) Definition of Global Harmonized System
- (2) Access to safety data sheets (SDS)
- (3) Air operator procedures

**4.52 Announcements General**

- (1) Air operator language procedures
- (2) When announcements are to be conducted
- (3) Demonstration positions in the cabin – each aircraft model
- (4) Content and methodology of demonstration
- (5) Flight attendant duties during automated announcements and/ or demonstrations

**4.53 Rejected (Aborted) Take-off**

- (1) Description
- (2) Air operator procedures

- (3) Flight attendant procedures

#### **4.54 Missed Approach**

- (1) Description
- (2) Air operator procedures
- (3) Flight attendant procedures

### **5.0 Part A – Emergency Procedures**

#### **5.1 Rapid Decompression**

- (1) Causes
- (2) Physical signs
- (3) Physiological symptoms
- (4) Air operator procedures during and following a rapid decompression and/or an emergency descent

#### **5.2 Cabin Pressurization Problems**

- (1) Causes
- (2) Indications
- (3) Air operator procedures

#### **5.3 Fire Prevention**

- (1) Enforcement of non-smoking air operator policies
- (2) Monitoring of lavatory(s) and cabin at specific intervals during flight
- (3) Air operator procedures for response to smoke detector activation
- (4) Investigation of unusual smoke and/or fumes and/or odors in the cabin

#### **5.4 Fire Fighting**

- (1) Use of various extinguishers on specific classes of fire
- (2) Technique of searching for fires
- (3) Primary fire fighter responsibilities – firefighting
- (4) Back-up fire fighter responsibilities – firefighting, as applicable
- (5) Safe practices while firefighting
- (6) Management of specific types of fires:
  - (a) Fire on a person
  - (b) Oven and galley fires
  - (c) Hidden and inaccessible fires
  - (d) Cargo compartment fires

- (e) Electrical fires
  - (f) Lavatory fires
  - (g) Waste bin fire
  - (h) Passenger seat fire
  - (i) Flight attendant seat/station fire
  - (j) Fire and smoke in the flight deck
  - (k) Overhead bin fire
  - (l) Cabin baggage fire
  - (m) High energy fires
- (7) Air operator communication procedures
- (8) Air operator post fire procedures

### **5.5 Flash Fire and Flashover**

- (1) Description

### **5.6 Engine Fires, Auxiliary Power Unit (APU) Fires and Torching**

- (1) Description
- (2) Air operator procedures

### **5.7 Fuel Spills and Fuel Fires**

- (1) Description
- (2) Air operator procedures

### **5.8 Gate and Apron Emergencies**

- (1) Description
- (2) Air operator procedures

### **5.9 Passenger Transfer Vehicle (PTV) Connected to the Aircraft Emergencies**

- (1) Description
- (2) Air operator procedures

### **5.10 Cabin Smoke and Smoke Removal**

- (1) Description
- (2) Air operator procedures

### **5.11 Fuel Fumes in the Cabin**

- (1) Description
- (2) Air operator procedures

**5.12 Fuel Dumping**

- (1) Identify each aircraft model in the air operator's fleet that have fuel dump systems
- (2) Description
- (3) Air operator procedures

**5.13 Incapacitated Flight Crew Member**

- (1) Description
- (2) Air operator procedures

**5.14 Incapacitated Flight Attendant**

- (1) Description
- (2) Air operator procedures

**5.15 Propeller Overspeed and Runaway**

- (1) Description
- (2) Indications
- (3) Air operator procedures

**5.16 Passenger Brace Positions for Impact**

- (1) Forward facing passengers
- (2) Aft facing passengers
- (3) Side facing passengers
- (4) Passengers holding an infant
- (5) Pregnant passengers

**5.17 Flight Attendant Brace Positions**

- (1) Forward facing seat
- (2) Aft facing seat
- (3) Passenger seat
- (4) Air operator procedures regarding brace position for each take-off and landing

**5.18 Brace Commands**

- (1) Unprepared emergency landing
- (2) Prepared emergency landing

**5.19 Emergency Evacuation Commands – General**

- (1) Purpose
- (2) Technique



- (3) Correct use

### **5.20 Emergency Evacuation Commands – Application**

- (1) Air operator commands:
  - (a) Land
  - (b) Ditching
  - (c) Inadvertent water contact
- (2) Blocked and/or jammed exit commands
- (3) Able Bodied Persons (ABP) commands

### **5.21 Notification of an Emergency**

- (1) Flight crew members to flight attendant(s)
  - (a) Communication
  - (b) Air operator procedures
- (2) Flight attendant(s) to flight crew members:
  - (a) Communication
  - (b) Communication during critical phases of flight
  - (c) Air operator procedures
- (3) Flight attendant to flight attendant:
  - (a) Communication
  - (b) Air operator procedures

### **5.22 Brace Signals**

- (1) Description(s)
- (2) Primary signal(s)
- (3) Alternate signal(s)
- (4) Flight attendant responsibilities upon receiving a brace signal

### **5.23 Rapid Deplanement**

- (1) Description
- (2) Condition under which a rapid deplanement would be necessary
- (3) Air operators procedures

### **5.24 Evacuations**

- (1) Description
- (2) Conditions under which an evacuation would be necessary
- (3) General:

- (a) Likelihood and recognition of unprepared emergencies during take-off and/or landing and the requirement for the flight attendant(s) to have heightened levels of alertness during those times.
- (4) Possible evacuation scenarios:
  - (a) Land – prepared
  - (b) Land – unprepared
  - (c) Ditching
  - (d) Inadvertent water contact
  - (e) Tidal flat
- (5) Initiation:
  - (a) Flight crew members
  - (b) Flight attendant(s)
- (6) When and how an evacuation is initiated; and
- (7) Crew member responsibilities – each aircraft model:
  - (a) Flight crew members
  - (b) Flight attendant(s)
  - (c) Equipment required
  - (d) Stations
  - (e) Exits – primary and secondary for land and water

### 5.25 Evacuation Signals

- (1) Descriptions
- (2) Primary signal(s)
- (3) Alternate signals(s)
- (4) Flight attendant(s) responsibilities upon receiving an evacuation signal
- (5) Evacuation cancellation

### 5.26 Prepared Emergency Landing or Ditching

- (1) Air operator procedures

**Note:** An air operator may develop procedures in a format that flight attendants may use when preparing for an emergency landing or ditching that will serve as a checklist. The selected format should include responsibilities of each crew member for the purpose of the cabin, passenger, galley, and self-preparation. All passenger preparation information for emergency landing briefings may be included.

### 5.27 Exit Priorities – Land and Water

- (1) Air operator procedures – each aircraft model

## 5.28 Post-Evacuation and Survival

- (1) Responsibilities of flight attendant(s)
- (2) Survival priorities
- (3) Hazards inherent in different environments, as applicable to the air operator's region(s) of operations
- (4) Identify on board equipment and supplies that can enhance survival
- (5) Survival equipment
- (6) Signalling and recover techniques

**Note:** Most accidents occur during take-off or landing, therefore, in keeping with the principles of risk management, an air operator should 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 anticipated conditions. However, an air operator that overflies an arctic station does not require arctic survival procedures.

## 6.0 Part A – Aircraft Specific Procedures

### 6.1 Exits

- (1) Identify and describe each exit, on each aircraft model:
  - (a) The locations
  - (b) Features

### 6.2 Normal Operation – Exits

- (1) Identify personnel that are assigned to open and close specific exits
- (2) Precautions and exit assessments
- (3) Air operator procedures for opening and closing exits
- (4) Crew communications

### 6.3 Arming and Disarming Procedures

- (1) Personnel that are assigned to arm and disarm specific exits
- (2) When to arm and disarm exits
- (3) Arm and disarm checks
- (4) Operational precautions
- (5) Abnormalities and corrective actions
- (6) Crew communications

### 6.4 Emergency Operation – Exits

- (1) Signals to open
- (2) Assess the exterior and interior conditions for obstacles, hazards, and attitude of the aircraft

- (3) Opening and alternate opening procedures
- (4) Precautions
- (5) Slide and/or slide raft deployment, inflation and use
- (6) Slide and/or slide raft failure
- (7) Overwing exit lifeline
- (8) Crew communications

### **6.5 Airstairs**

- (1) Controls
- (2) Operations in normal and emergency mode
- (3) Operational precautions
- (4) Crew communications
- (5) Air operator procedures

### **6.6 Flight Deck Escape Routes**

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

### **6.7 Communication System**

- (1) List the communication system(s) – each aircraft model

### **6.8 Public Address System**

- (1) Air operator normal operation procedures
- (2) Air operator emergency operation procedures

### **6.9 Interphone System**

- (1) Air operator normal operation procedures
- (2) Air operator emergency operation procedures

### **6.10 Electrical Systems**

- (1) List different types of electrical systems, applicable to flight attendants – each aircraft model

### **6.11 Galley Power Shut Off**

- (1) Locations – each aircraft model
- (2) Air operator procedures

### **6.12 Galley Appliance Overheat and Malfunction**

- (1) Description
- (2) Air operator procedures

**6.13 Circuit Breakers**

- (1) Location(s) – each aircraft model
- (2) Purpose
- (3) Description
- (4) Air operator reset procedures

**6.14 Emergency Lighting System**

- (1) Location(s) – each aircraft model
- (2) Operation of controls for activation

**6.15 Oxygen System(s)**

- (1) Location(s), operation and means of manual deployment – each aircraft model:
  - (a) Cabin(s)
  - (b) Galley(s)
  - (c) Lavatory(s)
- (2) Location(s) and operation of flight deck oxygen masks – each aircraft model

**6.16 Flight Attendant Seat(s)/Station(s)**

- (1) Locations in all configurations – each aircraft model

**6.17 Flight Attendant(s) Cabin Position(s)**

- (1) Flight attendant positions:
  - (a) Pre-flight safety demonstrations – each aircraft model
  - (b) Emergency landing briefings – each aircraft model

**6.18 Flight Crew Member Seats**

- (1) Description of:
  - (a) Seats
  - (b) Restraint systems
  - (c) Controls

**6.19 Passenger Seat Unserviceable**

- (1) Air operator procedures

**6.20 Stowage Area Unserviceability**

- (1) Air operator procedures

**6.21 Water Supply, Sinks and Drains – Galley(s) and Lavatory(s)**

- (1) Location and description of shut-off valves – each aircraft model
- (2) Air operators procedures
- (3) Precautions for using sinks while on the ground to avoid scalding personnel

**6.22 Lifts and Elevators**

- (1) Abnormal and emergency operation
- (2) Control override procedures
- (3) Escape procedures

**6.23 Curtains and Partitions**

- (1) Locations – Each aircraft model
- (2) Air operator procedures for take-off and landing

**6.24 Lavatory(s)**

- (1) Door locking mechanisms
- (2) Emergency entry procedures
- (3) Position of lavatory door and locking of lavatory door for take-off and landing
- (4) Electrical outlets
- (5) Location and operation – each aircraft model:
  - (a) Water heater units
  - (b) Disposal receptacle fire extinguisher
  - (c) Smoke detector units

**6.25 Safety Equipment and Emergency Equipment Locations Diagram**

- (1) Locations diagram – each aircraft model

**6.26 Fuelling – Designated Emergency Exits**

- (1) Designated emergency exits during fuelling with passengers on board – each aircraft model
- (2) Air operator procedures

**6.27 Flight Attendant Seating Priority**

- (1) Air operator procedures for flight attendant seating priority – each aircraft model

**6.28 Exit Row Seating Requirements**

- (1) Regulatory requirements
- (2) Air operator procedures

## 6.29 Unique Features – Air Operator’s Fleet

- (1) Identify unique characteristics within an aircraft model in the air operator’s fleet for the following items but not limited to:
  - (a) Features
  - (b) Procedures
  - (c) Equipment
- (2) Describe for each aircraft model in the air operator’s fleet:
  - (a) The differences
  - (b) The impact those differences have on the air operator’s standard operating procedures
  - (c) The importance to flight safety of crew members being familiar with those differences
  - (d) The impact of those differences on crew communication and crew coordination
  - (e) Methods to ensure crew members are familiar with these differences prior to flight
- (3) Definition and description and air operators procedures of:
  - (a) Blow out panels
  - (b) Flight deck door
  - (c) Smoke barrier
  - (d) Other differences unique to the air operator

## 7.0 Part A – Safety and Emergency Equipment

### 7.1 Applicable Minimum Equipment List

- (1) General function
- (2) Uses of the minimum equipment list
- (3) Location

**Note:** Where applicable, identify procedures to follow when equipment is unserviceable. MEL relief and/or alternative, and procedures to follow if systems become unserviceable while airborne.

### 7.2 Log Book(s)

- (1) Air operator procedures:
  - (a) When it is used
  - (b) Who makes entries
  - (c) What information should be entered
  - (d) What to do when entries have been made

### 7.3 Specific Equipment

- (1) Identify the following for each item of safety and emergency equipment carried:
  - (a) Correct name

- (b) Purpose
- (c) Components
- (d) Air operator procedures for primary use
- (e) Air operator procedures for alternate use
- (f) Removal from stowage
- (g) Limitations of the item
- (h) Operational precautions
- (i) Procedures after use
- (j) Pre-flight serviceability checks

**7.4 Location of Safety and Emergency Equipment**

- (1) Location – each aircraft model



***Flight Attendant Manual Standard - Part B*****8.0 Part B – Safety Procedures****8.1 Explanation of Regulatory Requirements**

- (1) *Canadian Aviation Regulations*
- (2) Associated standards
- (3) *Flight Attendant Manual Standard*

**8.2 Blood Donation**

- (1) Air operator policy

**8.3 Scuba Diving**

- (1) Air operator policy

**8.4 Alcohol and/or Drugs**

- (1) Air operator policy regarding consumption prior to duty
- (2) Effects of alcohol and/or drugs on crew members while at altitude

**8.5 Restricted Area Identity Card (RAIC)**

- (1) Air operator procedures regarding use – Additional air operator information

**8.6 Company Identification Card**

- (1) Air operator policy regarding use

**8.7 Deportees**

- (1) Air operator procedures

**8.8 Cabin Lighting**

- (1) Air operator procedures

**8.9 Transportation of Dangerous Goods**

- (1) Air operator procedures regarding dangerous goods
- (2) General philosophy:
  - (a) Definition of dangerous goods
  - (b) Classes of dangerous goods
  - (c) Operator variations

- (d) Medical aid
- (3) Limitation of dangerous goods on aircraft:
  - (a) Exceptions for dangerous goods of the air operator's procedures
- (4) Marking and labelling:
  - (a) Safety markings
  - (b) Labelling
  - (c) Overpacks
  - (d) Handling labels
- (5) Provisions for passengers and crew members:
  - (a) Information to passengers
  - (b) List of general description to aid the recognition of undeclared dangerous goods
  - (c) Dangerous goods carried by passengers and/or crew members
- (6) Emergency procedures:
  - (a) Definition of dangerous goods accident
  - (b) Definition of dangerous goods incident
  - (c) Reporting of dangerous goods accidents
  - (d) Reporting of dangerous goods incidents
  - (e) Reporting undeclared or misdeclared dangerous goods
  - (f) Emergency response information

## **9.0 Part B – Emergency Procedures**

### **9.1 Introduction – Emergency Procedures**

- (1) Purpose of procedures

### **9.2 Leadership**

- (1) Description and importance
- (2) Negative panic passenger
- (3) Positive panic passenger

### **9.3 Pressurization**

- (1) Describe how cabin pressure is maintained
- (2) Describe how cabin pressure is monitored
- (3) Identify compartments of aircraft that are pressurized

## 10.0 Part B – Aircraft Specific Information

### 10.1 Communication System(s)

- (1) Location(s), pre-flight serviceability checks and operation for each of:
  - (a) Public address system
  - (b) Interphone system
  - (c) Passenger call system
  - (d) Automated announcement system
  - (e) On-board entertainment system

### 10.2 Additional Passenger Compartment Information

- (1) Location(s), Pre-flight serviceability checks, and operation for each of:
- (2) Lighting:
  - (a) Cabin ceiling lighting
  - (b) Cabin sidewall lighting
  - (c) Entry lighting
  - (d) Work station lighting
  - (e) Galley lighting
  - (f) Flight deck entryway lighting
  - (g) Lighting in miscellaneous stowage compartments
  - (h) Threshold, cross-aisle lighting
  - (i) Electrically operated coat racks and/or stowage units
- (3) Galley appliance(s):
  - (a) Location
  - (b) Description
  - (c) Operation
  - (d) Restraint systems
  - (e) Procedures in the case of overheat and/or malfunction
- (4) Refrigeration Unit(s):
  - (a) Location
  - (b) Description
  - (c) Operation
  - (d) Restraint system
  - (e) Procedures in the case of overheat and/or malfunction
- (5) Electrical Control Panel(s):
  - (a) Location
  - (b) Description

- (c) Operation
- (6) Passenger Information Signs:
  - (a) Cabin indications of use and/or change
  - (b) Auxiliary passenger information signs
- (7) Heating and air conditioning:
  - (a) Components
  - (b) Controls
  - (c) Operation

### **10.3 Cabin Configuration**

- (1) Seating configuration – each aircraft model
- (2) Classes of service
- (3) Flight Relief Facility
- (4) Flight Attendant Rest Facility

### **10.4 Flight Attendant Seat(s)/Station(s)**

- (1) Location(s)
- (2) Description of seat(s)/station(s) controls
- (3) Restraint system
- (4) Operation of seat(s)/station(s)

### **10.5 Passenger Seats**

- (1) Description of seats and controls
- (2) Restraint Systems
- (3) Special features

### **10.6 Stowage Area(s)**

- (1) Location(s)
- (2) Controls and operations
- (3) Maximum loading
- (4) Restraint(s)

### **10.7 Water Supply, Sinks and Drains**

- (1) Location and capacity of potable water supply
- (2) Precautions

### **10.8 Lifts and Elevators**

- (1) Location

- (2) Controls
- (3) Maximum loading
- (4) Operation

#### **10.9 Lavatory(s)**

- (1) Location(s)
- (2) Features

### **11.0 Part B – First Aid**

#### **11.1 Aviation Occupational Health and Safety Regulations**

- (1) Outline the aviation health and safety regulations that are applicable to flight attendants
- (2) Air operator aviation health and safety procedures
- (3) Identify the requirement for first aid instructions to be made readily available for examination by employees

#### **11.2 Universal Precautions**

- (1) Define communicable diseases
- (2) Define universal precautions
- (3) Air operator procedures for carriage of passengers with communicable diseases

#### **11.3 Recognition of a Medical Emergency**

- (1) Air operator considerations for a medical emergency
- (2) Air operator procedures for:
  - (a) Calling upon the assistance of on-board health professionals
  - (b) Ground based support
  - (c) Transfer of care to first responders
  - (d) Suspected death

#### **11.4 First Aid Kit(s)**

- (1) Air operator first aid kit(s) contents
- (2) Air operator procedures for the application of first aid
- (3) Air operator procedures for use of the first aid kit(s)

#### **11.5 Medical Kit**

- (1) Air operator medical kit contents
- (2) Air operator procedures for use of medical kit

**11.6 Potential Stresses and Health Risks**

- (1) Effects of altitude
- (2) Fatigue
- (3) Communicable diseases
- (4) Air operator procedures to ensure flight attendant(s) will be seated before landing
- (5) Strategies to provide first aid within a passenger cabin

**11.7 Effective Performance Time**

- (1) Describe effective performance time
- (2) Describe time of useful consciousness
- (3) Time frames

**11.8 Reporting Medical Incidents**

- (1) Air operator procedures

**12.0 Part B – Security Procedures****12.1 Preventative Measures**

- (1) Description; and
- (2) Air operator procedures:
  - (a) Aircraft
  - (b) Crew member carry-on baggage

**12.2 Identification of In-Flight Security Threats**

- (1) Description
- (2) Applicable international and domestic provisions

**12.3 Flight Attendant Procedures Regarding Management of In-Flight Security Incidents**

- (1) Description
- (2) Air operator procedures for:
  - (a) Bomb threats and incidents
  - (b) Hijacking threats and incidents
  - (c) Sabotage
  - (d) Presence of unauthorized weapons

**12.4 Carriage of Specific Passengers**

- (1) Description
- (2) Air operator procedures for:

- (a) In-flight security officers
- (b) Peace officers
- (c) Persons under escort

**Note:** Air operators may outline, to flight attendants, the procedures for types of passengers/persons who are under or may require escort.

## **12.5 Reporting of Security Incidents**

- (1) Description
- (2) Air operator procedures

## **13.0 Part B – Company and Departmental Organization**

### **13.1 In-Flight Department**

- (1) Provide the title and organizational structure of the Cabin Safety and/or In-flight Department

### **13.2 Organization Chart**

- (1) Air operator 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

### **13.3 Job Descriptions**

- (1) Air operator job descriptions for:
  - (a) Flight attendant manager
  - (b) In-charge flight attendant
  - (c) Flight attendant

## **14.0 Document History**

- (1) TP12295 Original Issue – 1994 – *Flight Attendant Manual Standard*
- (2) TP12295 Revision 1 – June 1, 1995 – *Flight Attendant Manual Standard*
- (3) TP12295 Revision 2 – April 1, 1996 – *Flight Attendant Manual Standard*
- (4) TP12295 Revision 3 – January 31, 2000 – *Flight Attendant Manual Standard*