

Unit 5 IAL3308 Cabin Crew Management

Safety and Emergency Procedure

IATA Aviation Training Program. 2010. *Airline Cabin Crew Training Course Textbook*. IATA Training and Development Institute: Montreal.

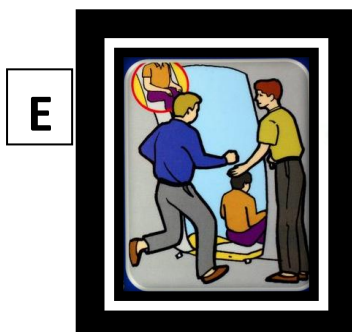
Every day more than 3 million people fly safely on commercial aircraft. In 2000, 1.9 billion people travelled around the world on more than 18 million flights, and there were only 20 accidents that involved fatalities.

Thirty years ago fatal accidents on commercial jetliners occurred approximately 1 in every 140 million miles flown. Today that statistic is 1.4 billion miles flown for every fatal accident.

In spite of the fact that aviation accidents are so rare, it is the responsibility of the cabin crew to be prepared for emergencies at all times. Rapid response in the event of an emergency can be the difference between life and death. As a result, the cabin crew receives extensive training in evacuation procedures and how to respond to emergency such as on-board fires, emergency landings, various levels of turbulence, and decompression.

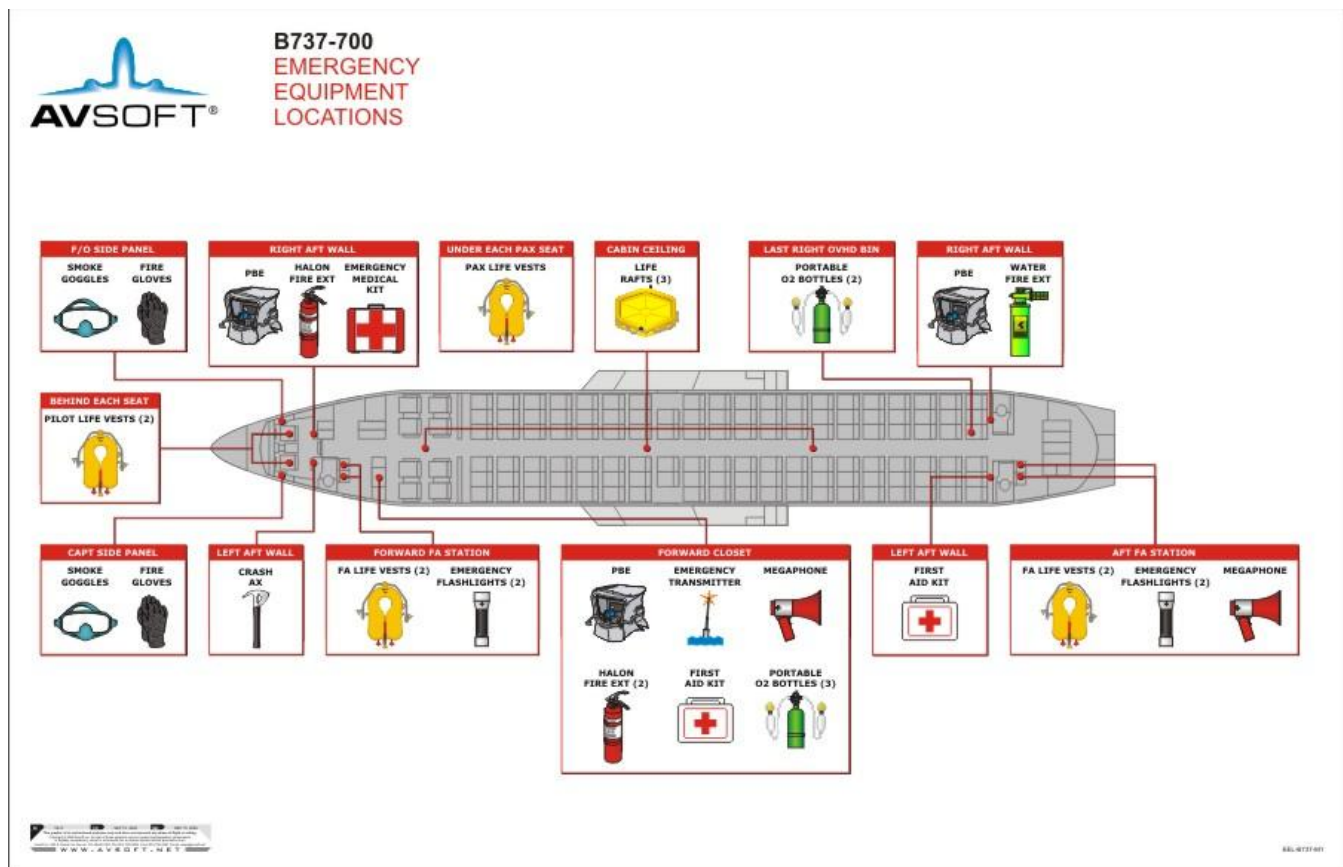
Match instructions 1-10 with the pictures on the passenger safety card.

1. _____ Closed overhead lockers and stow bags under seats.
2. _____ Take your high heels off.
3. _____ Fasten your seatbelt.
4. _____ Get down low and follow the floor lighting.
5. _____ Jump onto the slide feet first.
6. _____ Open the emergency exit next to your seat.
7. _____ Put on your own oxygen mask first.
8. _____ Take up the brace position.
9. _____ Use the overwing emergency exits over water.
10. _____ Your life jacket is under your seat.



Emergency Equipment

Emergency equipment or supplies are those intended for using in an emergency. Emergency equipment on just about any airline aircraft consists of the following: fire extinguishers, crash ax, megaphone(s), flashlights, first aid kits, life vests, escape ropes, protective breathing equipment (PBE), Emergency Locator Transmitters (ELTs), and for some - life rafts. Flight attendants are required to be trained by the airlines in order to know the emergency procedures, locations of emergency equipments on the aircraft and the emergency equipment operation in the emergency situation.



Emergency Landing

http://en.wikipedia.org/wiki/Emergency_landing

An **emergency landing** is a landing made by an aircraft in response to a crisis which either interferes with the operation of the aircraft or involves sudden medical emergencies necessitating diversion to the nearest airport.

There are several different types of emergency landings for powered aircraft: planned landing or unplanned landing

- **Forced landing** – the aircraft is forced to make a landing due to technical problems. Landing as soon as possible is a priority, no matter where, since a major system failure has occurred or is imminent. It is caused by the failure of or damage to vital systems such as engines, hydraulics, or landing gear, and so a landing must be attempted where a runway is needed but none is available. The pilot is essentially trying to get the aircraft on the ground in a way which minimizes the possibility of injury or death to the people aboard. This means that the forced landing may even occur when the aircraft is still flyable, in order to prevent a crash or ditching situation.
- **Precautionary landing** may result from a planned landing at a location about which information is limited, from unanticipated changes during the flight, or from abnormal or even emergency situations. This may be as a result of problems with the aircraft, or a medical or police emergency. The sooner a pilot locates and inspects a potential landing site, the less the chance of additional limitations being imposed by worsening aircraft conditions, deteriorating weather, or other factors.
- **Ditching** is the same as a forced landing, only on water. After the disabled aircraft makes contact with the surface of the water, the aircraft will most likely sink if it is not designed to float, although it may float for hours, depending on damage.

Exercise 1

Listen to the flight attendant's announcement. Which pictures from the safety card on page no. 2 apply to this situation?

If the cabin pressure falls, the oxygen masks will drop down. Reach up and pull a mask towards your face until the tubing is fully extended. Place the mask over your nose and mouth and breathe normally. The oxygen flow will start automatically. Pull the elastic over your head. Pull the elastic tab on either side of the mask to tighten the band. Remember to secure your own mask before helping others. Use your mask until further advised. Absolutely no smoking!

Exercise 2

Listen again. Number the pictures in the right order.



A



B



C



D

Exercise 3

Match each action with the picture in exercise 2.

1. _____ Pull a mask towards your face.
2. _____ Place the mask over your nose and mouth.
3. _____ Remember to secure your own mask before helping others.
4. _____ The oxygen masks will drop down.

Exercise 4

Listen to the pilot's announcement. Underline the correct alternative.

Ladies and gentlemen, we're experiencing a drop in cabin air pressure. When your oxygen masks drop down, please use them while we descend to a lower altitude. Keep your masks on until we tell you to take them off. Once we get down to 10,000 feet, we'll make another announcement... We've leveled off at 10,000 feet. We're going to divert to Minsk. You may take off your oxygen masks now. There really is nothing to worry about but please feel free to ask the cabin crew if you need any

assistance before we get to Minsk. After landing we'll make alternative arrangements for you to reach your destination.

1. The Captain is concerned about the **loss of pressure/rapid descent**.
2. The aircraft is descending **slowly/quickly** in order to reach a safe altitude.
3. The aircraft is descending to **above/below** 10,000 feet because passengers can breathe without extra oxygen at the altitude.
4. The Captain is explaining the process so this is probably **a controlled/ an emergency** descent.

Exercise 5

Read the article. Number the paragraphs in the correct order.

a _____ We all left the floor and hit the walls and ceiling. It was really scary. Thank goodness all the boxes and trolleys were secured as it could have been a lot worse. I broke my foot in three places and another crew member hurt her ankle very badly.

b _____ I haven't returned to work because of my foot. I'm now enjoying a quite summer – I just wish the weather was better! Like many others I never took turbulence seriously...but I will from now on. My advice is stay safe and strap in whenever you can!

c _____ Then, about thirty seconds after the seatbelt sign was switched on, we dropped 500 feet – twice. Luckily, all the passengers were strapped in but none of the crew was. I was in the aft galley of the B767 with six other crew members.

d _____ Once the aircraft was stable again everyone was shocked at how bad the turbulence was – and at how quickly it had happened. There was absolutely no warning.

e _____ We were inbound from Alicante and two hours from Wessex airport when the Captain switched the seatbelt sign on. It wasn't at all rough at the time but there was a thunderstorm ahead and the Captain was being careful. There was no turbulence warning.



Story of Alberta Molina

We had a difficult situation when there was an oven fire. It happened really quickly. There were two of us in the galley when we suddenly realized there was smoke coming from one of the ovens. Our training kicked in and we reacted immediately. My colleague switched everything off and I grabbed the halon fire extinguisher. I opened the oven door very slightly, and carefully emptied the whole cylinder into the oven. The fire went out, just like it did during training.

However, passengers seated near the galley started to panic and were shouting 'Fire!' That made other passengers panic and it was quite difficult to keep control. At times like this you have to be quite forceful. You have to be quite forceful. You have to be very confident and give

instructions in a clear and positive manner. At The same time, you must be polite and stay calm, Fortunately, the purser and other colleagues helped. They calmed the passengers and explained that the fire was out.

When all the passengers were back in their seats, the crew distracted them by offering free drinks, more newspaper, and any other items which passengers asked for. Some passengers were still worried because they could smell the smoke but everything was calm again.

Finally, the purser thanked us for acting so promptly and for following the fire fighting procedures so well. A disaster had been averted!

Is there a doctor on board?

You're midway through a routine flight, when suddenly a passenger collapses clutching his chest and struggling to breathe. This is one of the situations that cabin crew are trained to deal with, and aircraft are equipped for. So what are some of the most common medical emergencies?

This event – a heart attack – is the leading cause of in-flight death, and the leading medical cause of diversions. Medical kits include aspirin and a vasodilator spray to keep blood flowing when there is chest pain. In case of cardiac arrest, cabin crew are trained to give CPR, while many airlines now also carry defibrillators to restart the heart. Cardiac monitors are used increasingly, so that data can be transmitted to medical advisors on the ground.

A large number of diversions are caused by injuries to passengers. Items falling from the overhead storage bins are a common cause of head injury, while unexpected turbulence can easily result in broken bones. First-aid kits are equipped with splints and bandages to stabilize limbs, as well as plasters for minor cuts.

Asthma is a common condition that can be life-threatening, especially when the sufferer's inhaler is in the baggage hold. In addition to oxygen, bronchodilators and adrenaline are kept in order to open up the airways.

Dangerous breathing problems can also result from severe allergic reaction, which worries airlines so much that some no longer serve peanuts. Most carry EpiPens, as well as antihistamine and adrenaline to prevent anaphylactic shock.

Most medical kits contain glucose and glucagon injections to treat passengers who suffer hypoglycemic episodes. The disruption of regular eating habits can lead to a dangerous drop in blood sugar levels.

Safety Demonstration

| | | |
|--------------|------------|-----------------|
| hand luggage | seatbelt | oxygen mask |
| window | tray table | life vest |
| seat back | foot rest | emergency exits |
| devices | pamphlet | |

Ladies and Gentlemen, welcome on board.

Your safety is our priority.

Please watch this demonstration from our flight attendant carefully.

Welcome to Royal Orchid Service

For your safety, please place your _____ in the overhead compartment or under the seat in front of you.

Prior to takeoff and landing, _____ shade must be pulled up

Please keep your seatbelt fastened low and tight when seated at all times.

To release your _____, just lift the latch.

For takeoff and landing, please adjust your _____ to the fully upright position.

Properly lock the _____.

Securely stow your personal screen. And stow your _____.

Cabin air pressure is controlled for your comfort.

In case of emergency, an _____ will be automatically released from above. Secure the mask over your nose and mouth with the straps. Continue wearing it until further notice. Put your own mask first, before helping others who may need assistance.

Your _____ is located under your seat, under the center armrest or where indicated otherwise.

Put it on by first placing the vest over your head. Secure by hooking with the ring and tighten it by the loose ends.

Inflate the vest just before leaving the aircraft by pulling the inflation tags. Use the mouth tubes if normal inflation is not sufficient.

At night, pull this battery tag. The light will be automatically illuminate only when in water.

In case of emergency, the lights will lead you to the _____. Please note the nearest exits which may be behind you.

Smoking in the cabin and lavatory is strictly prohibited.

For safety reasons, electronic _____ may not be used on board.

For more information, please study the safety _____ in your seat pocket or ask a flight attendant.

With the touch of Thai, it's our pleasure to ensure your comfort while traveling with us.

Thank you for your attention and have a pleasant flight.