As Flight Attendants and first responders, we must evaluate our physical and emotional well-being on a daily basis. First responder professions can involve debilitating stress, and the knowledge that critical incidents can happen at any time may magnify existing stresses in our lives. During our careers, 50% of us will experience a personal problem best addressed with professional help and, not getting the help you need—when you need it—can affect your job.

The AFA Employee Assistance Program (EAP) is a resource for resolving problems through a network of professionally-trained, peer support volunteers. AFA EAP assists members in accessing appropriate medical help around mental health issues involving family crises, work-related trauma and chemical imbalance, as well as conflict resolution services and response to critical incidents. AFA EAP is never farther than a phone call away.

AFA Professional Standards is a service of EAP that helps Flight Attendants resolve conflicts with co-workers—confidentially, because involving management in your personal problems can result in company investigation and discipline. That’s one reason why one out every ten Flight Attendants contacts AFA EAP on a yearly basis.

AFA EAP is the resource of choice when you need access to help.
AFA EAP Services Are Recognized as the Best in the Industry

Through an international network of over 200 specially trained Flight Attendants overseen by mental health professionals, AFA EAP provides our members:

• Assessment, peer support and referral services, assisting members in identifying and developing ways to address personal and work-related concerns, with follow-through support during the resolution process.

• Professional Standards, a range of conflict resolution strategies and support to help resolve disputes between crewmembers as an alternative to management intervention.

• Stress management interventions, or Critical Incident Response Program (CIRP), to promote recovery following traumatic or critical incidents, on and off the aircraft.

Since 1980, AFA EAP has received numerous awards for our confidential support services to Flight Attendants, their families and partners, including the President’s Volunteer Action Award Citation for recognition of outstanding work, awarded by former U.S. President Bill Clinton. Today, AFA EAP is one of the largest union-sponsored member assistance programs in the industry. Other unions and associations often seek to model their programs on what AFA has so successfully implemented.

For confidential AFA EAP assistance call 1-800-424-2406

Welcome to your union, AFA. The Flight Attendant Union.