

Workplace Outcomes Related to Participation in the
Flight Attendant Drug and Alcohol Program (FADAP)

Annual Report

Fall 2019

Report prepared by

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Introduction

In 2014, the Flight Attendant Drug and Alcohol Program (FADAP) contracted with Dr. Jodi Jacobson Frey to provide consultation services related to the development of the FADAP outcome measures database and to manage and report outcomes from the database. Using data provided by FADAP clients, peers, and approved treatment providers, pre- and post-test surveys were created based on a preliminary study that Dr. Frey conducted and presented to the 2014 FADAP Advisory Board. This work was also presented at the 2015 annual Employee Assistance Society of North American (EASNA) conference¹ (year) and published in 2015.² Outcomes of interest that emerged from the preliminary study that were also subsequently integrated into the currently-used surveys focused on job performance, including absenteeism, presenteeism, work engagement, rapport with coworkers and management, customer satisfaction, safety, and professionalism, in addition to satisfaction with FADAP services and treatment specifics. Further, the surveys were designed to measure lost work time before and after FADAP treatment and into recovery from alcohol and other drugs (AOD).

During 2018-19 contract year, Dr. Frey worked closely with leaders from FADAP and the FADAP Advisory Board to review and revise the surveys, in addition to having numerous calls with FADAP leadership to completely revamp the data management information system. The most recent versions of the surveys are included in Appendix A of this report. Please note that

¹ Frey, J. J., McCormick, D., & Healy, H. (2015, April). Workplace experiences and outcomes related to participation in the Flight Attendant Drug and Alcohol Program: An exploratory study. Paper presented at the Employee Assistance Society for North America 2015 Institute.

² Frey, J. J., Liccardo, R., & Healy, H. (2015). Workplace experiences and outcomes related to participation in the Flight Attendant Drug and Alcohol Program: An exploratory study. EASNA Research Notes, 5(2) 1-7. Available online: <http://www.easna.org/wp-content/uploads/2010/08/EASNA-Research-Notes-Vol-5-No-2-November-2015.pdf>

we have added a new survey, the “Post-Treatment Survey,” that is being collected by FADAP from flight attendants approximately three weeks after completing treatment.

All data used in this report were measured through flight attendant self-report, with the exception of some information provided initially by the FADAP peers and data provided directly from the treatment providers. These surveys were implemented in 2014 and this report presents results from data collected through May 31, 2019.

Sample

Since September 2014, 657 flight attendants with unique cases³ have completed pre-test surveys⁴. For flight attendants who reported multiple treatment episodes, only data from their most recent treatment episode was included in this report. For the treatment provider data that is collected, 87% ($n=569$) of the treatment providers who saw flight attendants in this sample completed forms for the participants included in this study.

Data included in this report were for 439 flight attendants who reached their one-year post-treatment date and were eligible to complete 1-year follow-up surveys by May 31, 2019 (sent by mail and/or email). Of those eligible, 141 completed surveys for an overall response rate of 32%, which is the same response rate as 2018. Lack of response from the flight attendants who did not complete surveys was mostly due to an inability to establish contact with them or flight attendants not knowing if they received the survey via mail or email. Of the flight attendants who completed their follow-up surveys, 66 (47%) reported being in recovery

³ In this sample, a “unique case” refers to an individual flight attendant who accessed FADAP services. Some flight attendants had more than one treatment episode during the year in which data is recorded and reported; however, only the most recent treatment episode was included in this report.

⁴ Total cases calculated May 31, 2019 when data for this report was ran.

for at least one month or longer and 45 (32%) reported having returned to work as a flight attendant for the same or another airline. Therefore, 45 flight attendants could be included in the matched-pairs analysis for this report which compared pre-test and post-test data for workplace outcomes. Some of the flight attendants included in earlier reports comparing pre- and post-test data were not included in this current report as they reported having re-entered treatment during the course of the past year. For comparative analysis, the FADAP Advisory Board determined it would be best to only review results from a flight attendant's most recent treatment episode. Final results for these comparisons will be described later in the report.

Of the total population of 657 flight attendants with "unique cases" included in this report, 80% were referred to FADAP by their union and 14% self-referred to FADAP. This past year (2019) was the first year in which flight attendants' gender and age data were shared with the researcher and could be incorporated into this report. Of the 657 total cases, 272 (41.4%) were male and 385 (58.6%) were female. The average age of flight attendants using FADAP services was 47 years (ranging from 23-78). Three percent reported having a drug or alcohol violation at the time of the referral to FADAP. This self-reported figure is lower than 2018, when 8% of flight attendants reported having a drug or alcohol test violation at the time of referral. Notably, more flight attendants (28% of the total sample) reported having a formal disciplinary action of any kind at the time of referral. Fourteen percent reported facing written discipline or corrective action at the time of referral; 9.4% were under investigation; 6.7% were facing termination; 3.7% were facing disciplinary suspension; and 2.7% were on last chance agreements. *(Note: flight attendants were allowed to provide more than one response to this question).*

Results

Treatment Data

Almost all (97%) of the flight attendants in this sample were referred to inpatient treatment and the average number of treatment episodes for flight attendants since 2010 in this sample was 1.9 ranging from 1-16. The majority (75%) reported that this was their first or second time in treatment. Additionally, the majority (73%) of flight attendants for whom treatment data was provided ($n=569$) completed treatment according to the treatment provider. This statistic represents a drop in completed treatment rates from last year's report, when treatment completion was reported for 85% of the flight attendants. Of the 151 flight attendants who did not complete treatment, we have reasons for not completing treatment for 43 of them. The majority ($n=35$; 81%) left against medical advice, 3 (7%) were transferred by the treatment program to another setting, 3 (7%) reasons were listed as "other" and included insurance related issues and one stating that the flight attendant needed a higher level of care. Finally, 2 flight attendants (4.7%) were discharged by the program for "non-compliance." There were no statistical differences by gender regarding treatment completion.

Over 80% (up from 74% last year) of treatment providers reported a primary mental health diagnosis, coupled with alcohol and/or other drugs in most cases. The specific categories in which treatment providers reported working with flight attendants were: alcohol and mental health (50%); followed by alcohol, drugs, and mental health (21%); alcohol only (15%); drugs and mental health (6%); alcohol and drugs (3%); mental health only (3%); and drugs only (2%).

This year, we reviewed specific DSM diagnostic categories and found that 95% of the flight attendants were treated for drug and addiction disorders (note that 5% were not required for treatment as per communication from the FADAP program director). Forty-five percent of flight attendants were treated for anxiety and related disorders, 44% were treated for depressive disorders, 4% were treated for bipolar and related disorders, and 9% were treated for other mental health disorders or other disorders. Diagnoses did not statistically impact whether or not the flight attendant was in recovery at the time of the 12-month follow-up survey ($p < .05$).

While in treatment, 56% of treatment providers reported that flight attendants were offered social support programs, which are required to at least be offered to flight attendants as per FADAP policy. This is a 5% decrease from last year's report and closer to values reported in 2017. The primary reasons reported as to why social support (family or friends) was not offered during treatment included flight attendants declining social support interventions or the family or friends being unavailable to participate.

FADAP requires all treatment providers to offer Medication-Assisted Treatment (MAT). A total of 50% of providers reported offering MAT treatment (8% decrease from 2018 report). If MAT was not offered, or flight attendants did not want to use it, the treatment programs reported that the majority (54%) of the time this was due to flight attendants declining services, followed by 31% of treatment providers reporting they did not discuss MAT as an option.

Treatment Engagement

Treatment engagement was measured using a 5-point scale ranging from (1= not at all engaged to 5= extremely engaged). From the treatment provider's perspective, flight attendants were rated an average of 4.0 ($SD=1.0$) for engagement while in treatment. Flight attendants rated themselves slightly higher with average scores of 4.4 ($SD=.8$) for initial treatment engagement. When asked to rate their initial engagement at follow-up (12-month hindsight view), flight attendants rated themselves slightly lower ($M=4.0$, $SD=1.2$). Flight attendants also rated themselves slightly lower for current treatment engagement one year post-treatment with an average score of 3.8 ($SD=1.3$). Overall, engagement was relatively sustained throughout treatment and at the 12-month follow-up. Male flight attendants rated themselves slightly lower for recent treatment engagement and current treatment engagement at the 12-month follow-up as compared to females, and this difference in scores was statistically significant ($p<.05$).

Satisfaction with FADAP

Overall satisfaction with FADAP services was high. On a scale comprised of five questions and with total satisfaction scores ranging possibly from 5-25, flight attendants in this sample reported average scores of 22.7 ($SD=4.1$) initially and 20.9 ($SD=6.0$) at follow-up. This decrease in score was not statistically significant ($p=.086$). Moving forward into 2019-2020, the questions related to satisfaction with FADAP services were revised based on feedback from the FADAP Advisory Board. The new questions can be seen on the revised forms in Appendix A.

Work Engagement

Work engagement was measured using a single-item indicator on the survey that asked flight attendants if they “are often eager to get to the work site to start the day”. Response options range from 1 (strongly disagree) to 5 (strongly agree) and the average score for flight attendants in this sample was 3.6 ($SD=1.2$) initially and 3.9 ($SD=1.1$) at follow-up. This slight increase in work engagement (almost 7% improvement) was not statistically significant ($p=.195$). When compared to national EAP norms reported for the Workplace Outcomes Suite (WOS) by Chestnut Global Partners (2016), flight attendants reported higher than average pre- and post-test scores on engagement. However, the 7% improvement is almost exactly the same improvement reported in national data from the WOS database⁵.

Presenteeism

Presenteeism, or one’s focus on non-work tasks while at work, was measured using the Workplace Outcomes Suite standardized measure with response options ranging from 1 (strongly disagree) to 5 (strongly agree) and total scores ranging from 5-25. Flight attendants in this sample reported average presenteeism scores of 11.7 ($SD=4.8$) initially and 8.3 ($SD=5.4$) at follow-up. Lower scores are more desirable for this scale. The decrease in presenteeism reported here was statistically significant decrease of almost 29% ($p=.001$) and when compared to national EAP norms reported by Chestnut Global Partners (2016), flight attendants reported lower than average levels of presenteeism, both before and after treatment. Men in the FADAP sample rated themselves higher than women on total presenteeism levels to begin (pre-test) at about 2 points higher on the score, which was a statistically significant difference ($p<.05$).

⁵ <http://chestnutglobalpartners.org/Portals/cgp/Publications/WOS-Annual-Report-2016-06-06.pdf>

Additional Workplace Outcomes

As described above, the surveys measured many constructs related to workplace outcomes. Results from the time of the initial survey to the time of the follow-up survey are reported here for the 45 flight attendants who completed follow-up surveys, had returned to work as flight attendants, and reported being in recovery at the time of the follow-up survey. We used the Wilcoxon signed-rank test (or Wilcoxon T test) to test for differences in-group mean ranks due to the small sample size. In this report, alpha was set to $p=.05$ for statistical significance, which is more sensitive than in past reports when alpha was set at a more liberal or exploratory level of $p=.10$.

Significant improvement in ranked scores from pre-test to post-test were reported for flight attendants with regard to attendance, overall work record (personal view and company view), safety procedures, not showing for a trip due to AOD, showing up for a flight hungover, drinking past cut-off time, compliance with company policy, and compliance with Federal Aviation Administration regulations. Additionally, improvements in regard to engaging in activities that could have resulted in an on-the-job-injury to another person was also statistically significant in this report whereas it had not shown statistical improvement in the past.

At follow-up, flight attendants were asked to look back to their behavior prior to entering treatment or hindsight, and re-rate their initial scores for various workplace outcomes now that they had significant recovery time behind them. As we did in the last three annual reports, the flight attendants continued to rate their work and safety behavior significantly

better at pre-test than when asked to reflect on their pre-treatment behavior after having one year of recovery from AOD and having returned to work. We compared the hindsight values to post-treatment or follow-up scores and found additional significant improvements in: on-duty performance, customer service, rapport with coworkers, professionalism, bidding flying time to have access to AOD, management rapport, attention to safety duties, engaging in activities that could have resulted in on-the-job injury to self, and using prescription pain medications while performing flight duties.

So, taken altogether, significant improvement ($p < .05$) was reported in the following work performance areas either from pre- to post-test or from hindsight perspective (12-months ago) to post-test: overall work performance (personal view and company view), attendance, on-duty performance, rapport with coworkers, rapport with management, attention to safety duties, professionalism, customer service, compliance with safety procedures, compliance with company policy, compliance with FAA regulations, not showing up for a trip, possible injury on the job to self or others, bidding a trip to access AOD, showing up hung-over, and using prescription pain medications.

Lost Work Time

On the initial survey, which is completed by the flight attendant approximately three weeks into their treatment, lost work time due to AOD averaged 33.1 hours per month. The average cost to the workplace for this lost time, based on flight attendants' hourly wages, was \$1386 per month. Lost work time for reasons other than AOD use averaged 11.9 hours per month at baseline, costing \$447 per month on average, per flight attendant. Together, flight attendants

in this sample lost an average of 45 hours per month (average cost per flight attendant per month is \$1833).

At follow-up, we were able to compare hours lost for 45 flight attendants who had paired data (had returned to work as a flight attendant after 12 months post treatment and completed their follow-up survey). Lost work time due to AOD averaged 0.5 hours per month. Based on flight attendant's hourly wages, the average cost to the workplace for this lost time was \$31 per month. Lost work time for reasons other than AOD use averaged 4.3 hours per month at baseline, costing \$222 per month per flight attendant. Together, flight attendants in this sample lost an average of 5.0 hours per month (average cost per flight attendant per month is \$254).

Using paired samples t-tests, hours lost and costs were compared pre- and post-treatment. The reduction in hours lost and cost lost due to AOD and total costs were statistically significant ($p < .05$)⁶.

Conclusion and Next Steps

Data collected flight attendants who completed follow-up surveys at 12-months post treatment, and who reported being in recovery at the time of the follow-up survey, suggest positive findings. Specifically, a number of outcome measures in the areas of workplace behaviors, attention and adherence to safety, and work performance overall statistically improved, based on flight attendant self-report while in recovery from AOD. Additionally, flight

⁶ These hours lost and costs do not take into consideration the costs of flight attendant benefits or replacement costs when absent from work; therefore, the estimates reported here are much lower than actual losses.

attendants were generally satisfied with FADAP services, and some flight attendants who needed to re-enter treatment were observed using FADAP to get additional help and/or treatment.

The sample continues to include less than one-third of flight attendants using FADAP reporting a disciplinary action. Of the flight attendants facing disciplinary action, 80% were referred to FADAP from their union.

With the majority of treatment providers providing data to FADAP, this figure speaks to the positive communication FADAP has with its providers. It is often quite difficult for workplace programs to acquire treatment data from the community, so having 81% with completed data from providers is a great response. While the percentage of flight attendants who completed treatment decreased this year, almost 73% were reported to have completed treatment; this figure was 12 percentage points less than completion rates overall for flight attendants in the previous year.

When asked at follow-up to rate again their initial workplace performance on various outcomes, flight attendants continued to be more likely, on some measures, to rate their behaviors more poorly after having one year post-treatment to reflect and look back. This decrease in score evaluation may reflect flight attendants' potential overinflated view of their workplace behaviors when early in recovery, and they may not be able to see the seriousness of their AOD use until they have entered recovery for a significant period. Moving forward, we will continue to use this measure to assess outcomes as discussed and concluded at the most recent FADAP Advisory Board meeting.

Over the next 12 months, Dr. Frey will continue to work closely with the FADAP staff to ensure that the database is working properly and that the data is more user-friendly and accessible for analysis. She will incorporate data from the new survey that is currently being collected and will continue to evaluate results over time for gender, age, and major diagnostic categories. She will consult with the FADAP team and Advisory Board as needed to continue to make improvements to the data collection and data management system, and reporting features.

Appendix A: Current FADAP Forms

Client Data Sheet /Referral to Substance Abuse Treatment Program

Primary Peer Representative _____

Flight Attendant's Case Number: (To Be Completed by FADAP Administrator) _____ Date of First Contact: ____/____/____

Airline: _____

Zip Code of Primary Residence _____

Base/Domicile _____

**Flight Attendant
Demographics**

☐ Male ☐ Female

YEAR OF BIRTH _____

Year of Hire as Flight Attendant _____

At Current Employer _____

REFERRAL SOURCE

- ____ Self
- ____ Union
- ____ Company EAP
- ____ Company
- ____ Family
- ____ Pilot Coworker
- ____ Co-worker
- ____ Legal

Alcohol Test Violation before entering
Treatment?

____ yes ____ No

Drug Test violation before entering
Treatment?

____ yes ____ No

If yes, list drug (s) below

Relevant Work/family/medical/social history/

Insurance information

F. ADMISSION to TREATMENT

Admitting Treatment Program's Name _____

City _____ State _____

Type of Treatment

- ____ Inpatient/Residential
- ____ Outpatient
- ____ Other

Note: Please either take a clear picture or scan
the completed form and send to:
dmccormick@fadap.org
Deborah McCormick, FADAP National Coordinator
401-225-1459

Your Flight Attendant Peer Assistance Program/FADAP

Dear Flight Attendant,

Congratulations as you start your recovery journey! We know that entering treatment was probably not an easy decision and we support you in making this decision. Please remember that your Flight Attendant Peer Assistance Program / FADAP is always available to answer any concerns and support you throughout your recovery journey.

Attached is a survey specifically designed for Flight Attendants. If you agree to participate, we ask that you answer the questions on this survey as honestly as possible. Your responses will only be valuable to help future Flight Attendants if you answer the questions as truthful as possible.

This survey does not ask for your name or a signature. Your answers will go into an anonymous database (i.e. no names are used). Be assured, no employer can ever identify who did or did not participate in this survey. There are no negative consequences should you decide to complete or not complete the survey.

This survey was designed by your Flight Attendant peer assistance program/FADAP. The data collected from this survey will measure recovery outcomes for Flight Attendants and help support and improve services provided by your Flight Attendant peer assistance program.

You can choose to skip over any question(s) you do not want to answer or stop answering questions at any point.

If you have any questions or concerns, please don't hesitate to talk to your Flight Attendant peer assistance representative that helped you get into treatment. You can also call the FADAP helpline at (855) 333-2327.

Thank you for your participation in this survey.

Form 2

Flight Attendant Initial Self Report Survey

Remember, your participation in this survey will remain confidential. There are no negative consequences for completing this survey.

1. Other than this current treatment, how many times in the past have you entered drug or alcohol treatment (this includes detox, inpatient, outpatient, or other drug or alcohol treatment; however, it does not include 12-step programs)? _____
2. How many of the above treatments were coordinated by your flight attendant peer assistance program? _____
3. What disciplinary actions, within the past 12 months, were you facing prior to entering current treatment? Please check all that apply.
 - a. _____ Written Discipline / Corrective Action
 - b. _____ Termination
 - c. _____ Disciplinary Suspension
 - d. _____ Under Investigation
 - e. _____ Placed Under a Last Chance Agreement
 - f. _____ Other, please explain: _____
4. What is your current base hourly rate of pay? \$ _____ per hour
5. Over the past 12 months, how many hours per month have you lost on average, due to your alcohol and/or drug use, not including time spent at treatment or 12-step meetings?
_____ average hours per month
6. Over the past 12 months, how many hours per month have you lost on average, due to reasons other than your alcohol and/or drug use?
_____ average hours per month

7. During the 12 months before entering your current treatment, choose the best descriptor below for how **you personally** would rate your work record for that time period. (Mark an 'X' in the box below indicating your response to each item.)

	Very Poor	Poor	Average	Good	Very Good	N/A
a) Attendance						
b) On-duty performance						
c) Customer service						
d) Rapport with co-workers						
e) Rapport with management						
f) Attention to safety duties						
g) Professionalism						
h) Compliance with company policy						
i) Compliance with FAA Regulations						
j) Your overall work performance						

8. During the 12 months before entering your current treatment, choose the best descriptor below that reflects how **your company** would rate your work record on the following items for that time period. (Mark an 'X' in the box below indicating your response to each item.)

	Very Poor	Poor	Average	Good	Very Good	N/A
a) Attendance						
b) On-duty performance						
c) Your overall work performance						

9. During the 12 months before entering your current treatment, how many times did you: (Mark an 'X' in the box below indicating your response to each item.)

	0 (Never)	1 Time	2 Times	3 Times	4 Times	5 or more times
a) Not show up for a trip because of alcohol or drug use?						
b) Use another person's medication while performing your flight duties?						
c) Use prescription pain medication just before or while performing your flight duties?						
d) Bid your flying schedule to avoid a drug or alcohol test?						
e) Bid your flying schedule to have access to alcohol or drugs, including unauthorized medication?						
f) Show up for a flight hung-over?						
g) Drink past the cut-off time?						

10. During the 12 months before entering your current treatment, how many times did you: (Mark an 'X' in the box below indicating your response to each item.)

	0 (Never)	1 Time	2 Times	3 Times	4 Times	5 or more times
a) Disregard safety procedures						
b) Engage in activities that could have resulted in an on-the-job injury to you?						
c) Engage in activities that could have resulted in an on-the-job injury to others (crew or passengers)?						
d) Engage in activities that did result in an on the-job injury to you?						
e) Engage in activities that did result in an on the-job injury to others (crew or passengers)?						
f) Use emergency health services for yourself either on or off duty?						
g) Receive a written complaint from a co-worker?						

11. The following statements reflect what you may do or feel on the job as a Flight Attendant. Please indicate the degree to which you agree with the following statements for the past 12 months. (Mark an 'X' in the box below indicating your response to each item.)

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a) I am often eager to get to the work site to start the day.					
b) I had a hard time doing my work because of my personal problems.					
c) My personal problems kept me from concentrating on my work.					
d) Because of my personal problems I was not able to enjoy my work.					
e) My personal problems made me worry about completing my tasks.					
f) I could not do my job well because of my personal problems.					

12. Using the scale below, please mark an 'X' next to the correct response to indicate your level of engagement, so far, with this treatment. (*Engagement is defined as taking action to achieve the greatest benefit from the health treatment services made available to you.*)

- ☐ Not at all engaged
☐ Somewhat engaged
☐ Mostly engaged
☐ Very engaged
☐ Extremely engaged

13. The following statements reflect your experience in using the Flight Attendant Peer Assistance Program. Please indicate the degree to which you agree with each of the statements as they relate to your experience. (Mark an 'X' in the box below indicating your response to each item.)

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a) I would recommend the Flight Attendant Peer Assistance Program to another Flight Attendant.					
b) If I needed help in the future, I would use the Flight Attendant Peer Assistance Program again.					
c) I am satisfied with the Flight Attendant peer assistance program.					
d) Having access to a Flight Attendant Peer Assistance Program made it possible for me to ask for help for my substance use problem.					
e) Without the Flight Attendant Peer Assistance Program, I would not have made it into treatment.					

Thank you for completing this confidential survey. Your responses will help support and improve services for future Flight Attendants.

Flight Attendant Name: _____

Form 3

Primary Treatment Summary

Please complete this form immediately following the flight attendant's discharge and return it with other required FADAP paperwork.

1. Treatment Facility Name: _____

2. Treatment Facility Location (City and State): _____

3. Admission Date: ____ / ____ / ____

4. Discharge Date: ____ / ____ / ____

5. Did the Flight Attendant complete the full course of recommended treatment?

___ Yes (skip to Question 7)

___ No (proceed to Question 6)

6. If the Flight Attendant did NOT complete the full-course of recommended treatment, please explain why not by placing an 'X' on the line before your response.

a. ___ Flight Attendant was discharged by treatment program for non-compliance

b. ___ Flight Attendant left against medical advice

c. ___ Flight Attendant was transferred to a different therapeutic setting (i.e. medical setting/primary psychiatric setting)

d. ___ Insurance refused to authorize the full course of treatment recommended specifically for this Flight Attendant

e. ___ Other, please explain: _____

7. During this treatment episode, the Flight Attendant was primarily treated for? (mark an 'X' to indicate your response – please mark only one)

a. ___ Alcohol only

b. ___ Drugs only

c. ___ Mental health only

d. ___ Alcohol and drugs

e. ___ Alcohol and mental health

f. ___ Drugs and mental health

g. ___ Alcohol, drugs, and mental health

Flight Attendant Name: _____

8. Did the Flight Attendant have a social support system (i.e. family/partner/other close friend) participate in the family treatment program?

____ Yes

____ No

If no, please explain why not:

9. Were the specific Medication Assisted Therapies (MAT) offered? (Acamprosate, Naltrexone or Antabuse)

____ Yes (proceed to Question 10)

____ No (skip to Question 12)

10. Were any of the above medications formally written into the Flight Attendant's care plan?

____ Yes (skip to Question 12)

____ No (proceed to Question 11)

11. Why was MAT not written into the plan? Mark an 'X' to indicate your response.

a. ____ Flight Attendant was not medically cleared for use of MAT

b. ____ Flight Attendant declined to use MAT

c. ____ Treatment program did not discuss MAT with the Flight Attendant

d. ____ Other, please explain: _____

12. Did the Flight Attendant agree to use the recommended medication?

____ Yes

____ No

Flight Attendant Name: _____

13. What was the Flight Attendant's Primary DSM-V Diagnosis(es) at the time of discharge? Please enter the specific DSM codes for up to three primary diagnoses.

a. _____

b. _____

c. _____

14. Using the scale below, please mark an 'X' next to the correct response to indicate the Flight Attendant's average level of engagement with this treatment. (Engagement is defined as the Flight Attendant taking action to achieve the greatest benefit from the treatment services made available to her/him.)

___ Not at all engaged

___ Somewhat engaged

___ Mostly engaged

___ Very engaged

___ Extremely engaged

Thank you for taking time to complete this important survey.

Please remember to return it with the other required FADAP paperwork.

Post –Treatment Survey

Dear Flight Attendant,

Congratulations on transitioning out of primary residential treatment! Your Flight Attendant Peer Assistance Program (FADAP) is interested in hearing your opinions about your treatment. Your answers are confidential, and your name is not required on this survey. Additionally, the treatment facility will never know the names of individual Flight Attendants who have completed this survey. This brief survey will help your Flight Attendant Peer Assistance Program (FADAP) help other Flight Attendants in the future. Thank you for participating.

If you are returning this survey by mail, please mail your completed survey in the stamped, address envelope provided to you with this survey.

Today's Date: _____

Name of the most recent residential treatment program: _____

Total number of days since your discharge from this residential treatment? _____ Days

1. What is your *current* employment status as a Flight Attendant? (please check all that apply)

- a. _____ Employed as a Flight Attendant and have returned to work with the same airline
- b. _____ Employed as a Flight Attendant with my same airline, but not yet returned to work.
- c. _____ I am still employed, but my ability to return to work will be determined by the outcome of an investigatory/grievance process.
- d. _____ I am employed as a Flight Attendant and eligible to return to work but I am still on medical leave.
- e. _____ Resigned
- f. _____ Retired
- g. _____ Terminated

Please Continue on the next page

The following statements reflect your experience with your recent stay at the residential treatment program. Please indicate the degree to which you agree or disagree with each of the statements as they relate to your experience. (Mark an 'X' in the box below indicating your response to each item.)

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a) I would recommend this residential treatment program to another Flight Attendant					
b) If I had to, I would use this residential treatment program again.					
c) I am satisfied with this residential treatment program.					
d) The services I received from this residential treatment program helped me to abstain from alcohol and or other drug use.					
e) The services I received from this residential treatment program, helped to improve my emotional wellbeing.					

Other Comments: _____

If you would like to discuss your answers to this survey or any other topic, please contact us your Flight Attendant Peer Assistance Program at 855-333-2327.

If you would like your peer assistance program to contact you, please provide your name and contact information:

Name (optional)

Best Contact Number (optional)

Dear Flight Attendant,

We are excited to touch base with you now that it has been a year since the start of your recovery journey! We know that all journeys can have challenges so please know that we remain available to you regardless of whatever sobriety mile marker you find yourself.

This survey is being sent to you by your Flight Attendant Peer Assistance/Flight Attendant Drug and Alcohol Program (FADAP).

Please answer this survey as honestly as possible. You answered a similar survey about a year ago.

Your anonymous answers, along with the anonymous answers of other Flight Attendants who complete this same survey, will help us improve our services and advocate for better workplace policies for tomorrow's struggling Flight Attendants. It's a way to "PAY IT FORWARD".

If you have any questions or concerns about this survey, please call your local Flight Attendant peer assistance representative or call the FADAP helpline at 855-333-2327.

Form 4

Flight Attendant Follow-Up Self Report Survey

Remember, your participation in this survey will remain confidential and there are no negative consequences for completing or declining this survey.

1. Would you describe yourself as currently being in recovery from both alcohol and drugs of abuse?

_____ Yes _____ No (skip to Question 12)

2. Have you had at least 30 days of continuous recovery as of today?

_____ Yes _____ No (skip to Question 12)

3. How many months of continuous recovery do you have today?

Number of months of Continuous Recovery: _____ months

4. What is your *current* employment status as a Flight Attendant? (choose only one)

- a. _____ Employed as a Flight Attendant and have returned to work with the same airline (skip to question 6)
- b. _____ Employed as a Flight Attendant and returned to work with a different airline (skip to question 6)
- c. _____ Employed as a Flight Attendant, but not yet returned to work (skip to question 18)
- d. _____ Resigned (skip to question 18)
- e. _____ Retired (skip to question 18)
- f. _____ Terminated (go to next question – question 5)

5. If you were terminated and/or filed a grievance/appeal, what is the status of that grievance/appeal today?

- a. _____ Grievance/appeal is still pending (skip to question 18)
- b. _____ Grievance/appeal has been completed and reinstatement was denied (skip to question 18)
- c. _____ Not applicable (skip to question 18)

6. How long have you been back at work as of today? _____ months

7. When you returned to work, were you placed in a company drug testing program as part of your return to work agreement?

_____ Yes _____ No

If Yes, for how long? _____ years

8. What is your current base hourly rate of pay? \$ _____ per hour

9. Since returning to work, how many hours per month have you lost on average, due to your alcohol and/or drug use (not including time spent at treatment or 12-step meetings)? _____ average hours per month

10. Since returning to work, how many additional hours per month, on average, have you lost due to reasons other than your alcohol and/or drug use? _____ average hours per month

11. Please check all that apply to you today.

	Yes
a) I am under formal investigation or discipline due to attendance.	
b) I am under formal investigation or discipline due to behavior.	
c) I am under a last chance agreement.	
d) I am under a reinstatement agreement.	

12. As of today, how would you, personally, rate your work performance in the following areas? (Mark an 'X' in the box below indicating your response to each item.)

	Very Poor	Poor	Average	Good	Very Good
a) Attendance					
b) On-duty performance					
c) Customer service					
d) Rapport with co-workers					
e) Rapport with management					
f) Attention to safety duties					
g) Professionalism					
h) Compliance with company policy					
i) Compliance with FAA regulations					
j) Your overall work performance					

13. As of today, how would your company rate your overall work performance? (Mark an 'X' in the box below indicating your response.)

	Very Poor	Poor	Average	Good	Very Good
Your overall work performance					

14. Thinking about other flight attendants with your same job, how would you personally rate their overall work performance on the job today? (Mark an 'X' in the box below indicating your response.)

	Very Poor	Poor	Average	Good	Very Good
Other Flight Attendants' overall work performance					

15. Since returning to work, how many times did you: (Mark an 'X' in the box below indicating your response to each item.)

	0 (Never)	1 Time	2 Times	3 Times	4 Times	5 or more times
a) Not show up for a trip because of alcohol or drug use?						
b) Use a another person's medication while performing your flight duties?						
c) Use pain medication just before or while performing your flight duties?						
d) Bid your flying schedule to avoid a drug or alcohol test?						
e) Bid your flying schedule to have access to alcohol or drugs, including unauthorized medication?						
f) Show up for a flight hung-over?						
g) Drink past the cut-off time?						

16. Since returning to work, how many times did you: (Mark an 'X' in the box indicating your response to each item.)

	0 (Never)	1 Time	2 Times	3 Times	4 Times	5 or more times
a) Disregard safety procedures?						
b) Engage in activities that could have resulted in an on-the-job injury to you?						
c) Engage in activities that could have resulted in an on-the-job injury to others (crew or passengers)?						
d) Engage in activities that did result in an on-the-job injury to you?						
e) Engage in activities that did result in an on-the-job injury to others (crew or passengers)?						
f) Use emergency health services for yourself either on or off duty?						
g) Receive a written complaint from a co-worker?						

17. The following statements reflect what you may do or feel on the job. Please indicate the degree to which you agree with each of the statements for the past 30 days that you have returned to work as a Flight Attendant. (Mark an 'X' in the box below indicating your response to each item.)

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a) I am often eager to get to the work site to start the day.					
b) I had a hard time doing my work because of my personal problems.					
c) My personal problems kept me from concentrating on my work.					
d) Because of my personal problems, I was not able to enjoy my work.					
e) My personal problems made me worry about completing my tasks.					
f) I could not do my job well because of my personal problems.					

18. Using the scale below, please mark an 'X' next to the correct response to indicate, in hindsight, your average level of engagement with your most recent treatment. (Engagement is defined as taking action to achieve the greatest benefit from the treatment services made available to you.)

- ____ Not at all engaged
- ____ Somewhat engaged
- ____ Mostly engaged
- ____ Very engaged
- ____ Extremely engaged

19. Using the scale below, please mark an 'X' next to the correct response to indicate your current level of engagement in your recovery since leaving your last treatment. (Engagement is defined as taking action to achieve the greatest benefit from the health services available to the Flight Attendant.)

- ____ Not at all engaged
- ____ Somewhat engaged
- ____ Mostly engaged
- ____ Very engaged
- ____ Extremely engaged

Now please think back to the 12 months before your most current treatment as you respond to the following questions

20. During the 12 months before entering your most current treatment, choose the best descriptor below that reflects how your company would rate your overall work performance for that time period. (Mark an 'X' in the box below indicating your response to each item.)

	Very Poor	Poor	Average	Good	Very Good
Your overall work performance					

21. During the 12 months before entering your current treatment, choose the best descriptor below for how you personally would rate your work performance in the following areas for that time period. (Mark an 'X' in the box below indicating your response for each item.)

	Very Poor	Poor	Average	Good	Very Good
a) Attendance					
b) On-duty performance					
c) Customer service					
d) Rapport with co-workers					
e) Rapport with management					
f) Attention to safety duties					
g) Professionalism					
h) Compliance with company policy					
i) Compliance with FAA Regulations					
j) Your overall work performance					

22. During the 12 months before entering your most current treatment, how many times did you: (Mark an 'X' in the box below indicating your response to each item.)

	0 (Never)	1 Time	2 Times	3 Times	4 Times	5 or more times
a) Not show up for a trip because of alcohol or drug use?						
b) Use another person's medication while performing your flight duties?						
c) Use pain medication just before or while performing your flight duties?						
d) Bid your flying schedule to avoid a drug or alcohol test?						
e) Bid your flying schedule to have access to alcohol or drugs, including unauthorized medication?						
f) Show up for a flight hung-over?						
g) Drink past the cut-off time?						

23. During the 12 months before entering your most current treatment, how many times did you: (Mark an "X" in the box below indicating your response to each item.)

	0 (Never)	1 Time	2 Times	3 Times	4 Times	5 or more times
a) Disregard safety procedures?						
b) Engage in activities that could have resulted in an on-the-job injury to you?						
c) Engage in activities that could have resulted in an on-the-job injury to others (crew or passengers)?						
d) Engage in activities that did result in an on-the-job injury to you?						
e) Engage in activities that did result in an on-the-job injury to others (crew or passengers)?						
f) Use emergency health services for yourself either on or off duty?						
g) Receive a written complaint from a co-worker?						

24. The following statements reflect your experience in using the peer Flight Attendant assistance program. Please indicate the degree to which you agree with each of the statements as they relate to your experience. (Mark an "X" in the box below indicating your response to each item.)

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a) I would recommend the Flight Attendant peer assistance program to another Flight Attendant.					
b) If I needed help in the future, I would use the Flight Attendant peer assistance program again.					
c) I am satisfied with the Flight Attendant peer assistance program.					
d) Having access to a Flight Attendant peer assistance program made it possible for me to ask for help for my substance use problem.					
e) Without the Flight Attendant peer assistance program, I would not have made it into treatment.					

Thank you for completing this survey!