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

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INTRODUCTION

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

APPLICATION

The Flight Attendant Manual Standard is divided into two parts:

PART A

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

PART B

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

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

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

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

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

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

SAFETY PROCEDURES
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Section 1

SAFETY PROCEDURES

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

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1A.0 Transport Canada
- Roles/functions of Inspectors
- Inspector identification
- Air operator procedures - carriage of Inspectors
- Authority of Inspectors

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

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

1A.3 Flight Attendant Manual
- Revision procedures
- Air operator procedures re: accessibility
- Responsibility to update personal copy(s) of manual(s)

1A.4 Flight Attendant Consumption of Alcohol/Medication/Drugs - air operator policy

1A.5 Flight Deck
- Authority of the pilot in command
- Chain of command while on duty
- Safe communication practices with the flight deck

1A.6 Admittance to the Flight Deck
- Pilot in command's authority for admittance to the flight deck
- Policies and procedures regarding admittance to flight deck and occupancy of flight deck seats

1A.7 Sterile Flight Deck
- Definition
- Phases of flight
- Emergency communication during these periods

1A.8 Flight Deck Service
- Safety guidelines
- Procedures re: crew meals
1A.9 Security Pass
- Transport Canada issued security pass - policies/procedures regarding use/wearing of the card
- Procedures - lost security pass

1A.10 Crew Complement
- Minimum cabin crew - each aircraft type
- Crew position assignment priorities, each aircraft type
- Operations Specification - "Exceptional Circumstances"

1A.11 Crew Pre-Flight Safety Briefings
- Procedures re:
  - when and by whom to be conducted
  - content and format

1A.12 Pre-Flight Serviceability Checks of Safety and Emergency Equipment
- When checks are completed
  - change of crew
  - change of aircraft
  - continuous duty periods with crew rest between operations
- How/who to perform checks
  - associated paperwork/checklists
- What to do if equipment is:
  - unserviceable
  - missing
  - replaced

1A.13 Special Needs Passengers
- Definition and description of passengers deemed "Special Needs Passengers"
- Restrictions in numbers to be carried - each aircraft type
- Seating restrictions
- Procedures re: special briefing prior to departure to meet the particular requirements of each individual special needs passenger - include content and methodology
- Seat back recline procedures
- Carriage of: stretcher(s), incubator(s) - procedures
1A.14 Passenger Safety Announcements

- Pre-flight passenger safety announcement and demonstration
  - identify the requirement for, prior to departure
  - identify the content of, including but not limited to:
    - carry-on baggage regulations
    - use of seatbelts; fastening, releasing, tightening
    - seatbacks and tray table positioning
    - location of emergency exits and exit locator signs
    - seatbelt and no smoking signs
    - oxygen mask locations, donning and operation
    - life preserver location, removal from stowage, donning and operation
    - location, operation, instructions for other floatation equipment
    - emergency lighting/floor proximity lighting system
    - passengers advised that they may draw any concerns to the attention of a cabin crew member
    - passenger operated electronic devices
    - safety features card

- Identify the content of the after-take-off briefing including but not limited to:
  - smoking regulations
  - recommended use of seatbelt in-flight

- Identify the requirement for and the content of briefings regarding turbulence
  - direct use of seatbelts
  - stowing carry-on baggage

- Identify the content of the pre-landing briefing including but not limited to:
  - carry-on baggage stowage
  - fastening of seatbelts
  - seatbacks and tray table positioning
  - location of exits on flights scheduled four hours or more

- Identify the content of the after-landing briefing including but not limited to:
  - remaining seated with seatbelts fastened
  - carry-on baggage requirements
  - smoking restrictions
  - safe movement away from aircraft

1A.15 Carriage of Guide and Service Animal(s)
- Procedures

1A.16 Carriage of Animals in the Cabin
- Procedures
1A.17 Child Restraint Systems
- Terms of acceptance
- Maximum weight, height of occupants
- Procedures for the carriage of the seat
- Labelling requirements
- Seating locations - restrictions
- Special briefing requirement

1A.18 Infant Seating
- Restrictions

1A.19 Exit Row Seating
- Restrictions

1A.20 Prisoners/Escorts
- Transportation procedures

1A.21 Cabin Supervision
- Definition
- Procedures - station stops; during boarding; and deplaning of passengers

1A.22 Carriage of Weapons
- Procedures

1A.23 Passenger Head Count/Weight and Balance
- Procedures

1A.24 Door Procedures/Signals (Normal Operation)
- Closing of doors
- Arming of doors
- Disarming of doors
- Opening of doors

1A.25 Inoperative Doors
- MEL relief given to carriers when a door/slide is inoperative, including but not limited to:
  - number of doors/slides that may be inoperative for each aircraft type
  - passenger load and seating restrictions for each aircraft type
  - flight attendant duties and manning of stations for take-off and landing when this condition occurs
  - signage, placarding, and announcement to passengers regarding inoperative door/slide

1A.26 Ground Service
- Regulatory requirements
- Procedures
1A.27 Duties Prior to/During Pushback/Taxi/Preparation for Take-off
- Regulatory requirements and procedures
- Safety duties only

1A.28 Pre-Take-off/Pre-Landing Checks - Cabin/Galley Secure
- Procedures: passenger; cabin; galley; lavatory
- Air operator’s procedures to ensure that cabin/galley duties are complete and flight attendants seated and secured prior to commencement of the take-off roll and prior to landing.

1A.29 Passenger Medical Oxygen
- Procedures re: acceptance of passengers and equipment
- Stowage/securing means/devices for take-off, landing, and in-flight turbulence.

1A.30 Seat Belts/No Smoking Signs
- Flight attendant(s) duties when a seat belt/no smoking sign is changed (ON/OFF)

1A.31 Seat Belts
- Requirement for seat belts
- Passenger requirement for use
- Crew requirement for use
- Seat belt extensions

1A.32 Smoking
- Non Smokers Health Act
- Regulatory requirements including enforcement
- Air operator procedures

1A.33 Use of Portable Electronic Devices
- Procedures re:
  - items permitted without restriction
  - items permitted during cruise
  - items prohibited
- Procedures when interference to aircraft systems is experienced
- Use of devices on open ramps and during boarding/deplaning
1A.34 Turbulence
- Definitions from A.I.P. Canada
- Flight attendant duties/responsibilities-each category
- Service
- Communication between crew (flight deck, cabin, etc.)
- In-charge flight attendant responsibilities

1A.35 Signals - Take-off/Landing Imminent - and associated procedures

1A.36 Silent Review
- Description
- Phases of flight when required
- Content

1A.37 Flight Attendant Seats/Stations
- When flight attendants must occupy seats
- Requirement to occupy assigned station/seat
- Persons authorized to occupy
- Pre-flight serviceability checks

1A.38 Unserviceable Flight Attendant Seat (Aircraft MEL)
- Conditions which constitute an unserviceable flight attendant seat
- Procedures for unserviceable flight attendant seats
  - alternate seating
  - alternate procedures for communication, evacuation
  - conditions for occupying alternate seat

1A.39 Cabin Baggage
- Regulatory requirements
- Procedures for acceptance
- Approved stowages
- Restricted areas
- Procedures for management of excess baggage
- Crew carry-on baggage procedures

1A.40 Cargo in Passenger Seats/Cabin
- Regulatory requirements
- Equipment used to meet compliance
- Procedures for acceptance and securing

1A.41 Galley/Service Equipment
- Safety procedures
- Use of galley equipment/service during turbulence
1A.42 Duties After Landing - Taxi-in

1A.43 Fuelling with Passengers on Board
   • Regulatory requirements
   • Procedures and conditions

1A.44 Cabin Checks/Lavatory Checks - During Flight

1A.45 Liquor Laws
   • Regulations
   • Air operator responsibilities
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   • Enforcement

1A.46 Unruly, Unmanageable and Impaired Passengers
   • Flight attendant procedures
     - acceptance/refusal

1A.47 Transportation of Dangerous Goods in Cabin
   • Definition
     - dangerous goods accepted
     - dangerous goods forbidden
     - dangerous goods excepted
   • 9 classes of dangerous goods
   • Packaging labels - examples
   • List of dangerous goods excepted:
     - on the aircraft
     - on person
     - carry-on baggage
     - carry-on OR checked baggage
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EMERGENCY PROCEDURES
Section 2

EMERGENCY PROCEDURES

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- Possible evacuation scenarios
  - land; at airport, away from airport
  - Inadvertent water; at airport, away from airport
  - tidal flats
  - ditching
- Initiation
  - Flight deck crew
  - Cabin crew
- When/how evacuation is initiated
- Crew responsibilities - each aircraft
  - Equipment, stations, exits (Primary/Secondary) - land and water

2A.24 Evacuation Signals
- Descriptions
- Primary signal/variations
- Alternate signal/variations
- Crew member responsibilities at the evacuation signal
- Evacuation cancellation

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

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

2A.26 Exit Priorities - Land/Ditching
2A.27 Post-Evacuation and Survival

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

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

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3A.1 DOORS AND EMERGENCY EXITS

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

3A.1.2 Normal Operation (Internal)
- Who opens/closes specific doors
- Signals/conditions to open/close
- Precautions and exit assessment
- Opening/closing procedures
- Crew communications

3A.1.3 Arming/Disarming Procedures
- Who arms/disarms specific doors
- When to arm/disarm
- Arm/disarm checks
- Precautions
- Abnormalities/corrective actions
- Crew communications

3A.1.4 Emergency Operation (Internal)
- Signals to open
- Exit assessment/conditions/attitude of aircraft
- Opening/alternate opening procedures
- Precautions
- Slide/raft (ramp) deployment, inflation & use
- Slide/raft (ramp) failure
- Escape tape, ropes location and use
- Crew communications

3A.1.5 Airstairs/Ventral Stairs
- Controls
- Operations (Normal & Emergency)
- Operational precautions
- Crew communications

3A.1.6 Flight Deck Escape Routes
- Location(s), operation(s) and method(s) of egress
- Conditions for use

3A.2 COMMUNICATIONS SYSTEMS

3A.2.1 Public Address System and Interphone System
- Emergency operation procedures

Note: Where applicable, identify procedures to follow when equipment is unserviceable, i.e.: M.E.L. relief/alternatives, and procedures to follow if systems become unserviceable while airborne.
3A.3 ELECTRICAL SYSTEMS

3A.3.1 Galley Power Shut Off
   - Location(s) and procedures

3A.3.2 Galley Appliance Overheat/Malfunctions

3A.3.3 Circuit Breakers
   - Location(s)
   - Purpose
   - Description
   - Reset procedures

3A.3.4 Emergency Lighting
   - Location(s)/operation of controls for activation
   - Location(s)/operation - portable lighting units

3A.3.5 Oxygen Systems
   - Location(s)/operation/manual release-cabin; galleys; lavatories
   - Location(s)/operation - flight deck oxygen masks

3A.4 MISCELLANEOUS

3A.4.1 Flight Attendant Seats/Stations
   - Locations and cabin positions, in all configurations for pre-flight passenger safety demonstrations and emergency landing briefings

3A.4.2 Flight Crew Seats Two Person Flight Deck
   - Description of seats, controls and restraint system

3A.4.3 Passenger Seat Unserviceable Procedures

3A.4.4 Stowage Area Unserviceablility Procedures

3A.4.5 Water Supply, Sinks, Drains (Galleys/Lavatories)
   - Location and description/operation of shut-off valves
   - Precautions for using sinks to avoid scalding ground personnel

3A.4.6 Lifts/Elevators
   - Abnormal and emergency operation
   - Control override procedures
   - Escape procedures

3A.4.7 Curtains and Partitions
   - Procedures for take-off and landing
3A.4.8 Lavatories
- Door locking mechanisms (External)
- Emergency entry procedures
- Positioning/locking of lavatory door for take-off and landing
- Electrical outlets
- Location/operation - Water Heater Units
- Location/operation - “Waste Receptacle” Fire Extinguisher
- Location/operation - Smoke Detector Units

3A.4.9 Emergency Equipment Locations Diagram

3A.4.10 Fuelling - Emergency Exits

3A.4.11 Flight Attendant Seating Priority

3A.4.12 Exit Row Seating Requirements

3A.5 UNIQUE FEATURES

3A.5.1 Identify any features, procedures and/or equipment unique or different within the aircraft type in the air carrier’s fleet.
- Describe each of the differences, their impact on the carrier's standard operating procedures and the importance to flight safety of crew members being familiar with them.
- Describe the impact of these differences on crew communication and crew coordination procedures and ways to ensure crew members are familiar with these differences prior to the flight, i.e.: crew briefing, familiarization walk-throughs.
- Definition and description and operational procedures of:
  - Blow-out panels
  - Flight deck door
  - Smoke barrier
PART A - SECTION FOUR

SECURITY PROCEDURES
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SECURITY PROCEDURES

Please contact the Director, Aviation Security Operations, Transport Canada for information on aviation security requirements for crew members.

SRAS-SCNS@tc.gc.ca
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SAFETY AND EMERGENCY EQUIPMENT
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SAFETY AND EMERGENCY EQUIPMENT

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- General function
- Who uses it
- Location

#### 5A.1 Log Book/Entries
- When used
- Who makes entries
- What should be entered
- What to do when entries have been made

#### 5A.2 Specific Equipment
For each piece of safety and emergency equipment carried, identify the following:
- Correct name/terminology
- Purpose
- Components
- Operations procedures (Primary/Alternate) (include removal from stowage)
- Limitations (duration/range/temperature/minimum psi's etc.)
- Operational precautions
- Procedures after use
- Pre-flight serviceability checks

#### 5A.3 Location of Equipment - each aircraft
PART A - SECTION SIX
FIRST AID
Section 6

FIRST AID

Medical Emergencies

Signs, Symptoms and Management of

- In-flight medical emergency management
- Shock, unconsciousness and fainting
- Artificial respiration - adult, child and infant
- Choking - adult, child and infant
- Cardiovascular emergencies
- Wounds and bleeding
- Fractures, dislocations, and sprains
- Head/spinal injuries
- Burns
- Asthma, allergies and poisons
- Medical conditions
- Altitude related conditions

Time of Useful Consciousness

Flight Attendant Safety

Flight Attendant Responsibilities

Personal Protection

Carriage of Passengers with Contagious Diseases

Suspected Death

Other First Aid Equipment

Aircraft First Aid Kit(s) and Emergency Medical Kits

Reporting Medical Incidents
The First Aid section shall include components 6A.0 to 6A.10 or the air operator may have these components in a separate document, provided the document is:

- Referenced in the Flight Attendant Manual,
- Issued to each flight attendant,
- Readily available for reference during flight, and
- Approved by Transport Canada

6A.0 Medical Emergencies

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

6A.1 Signs, Symptoms and Management of:

- In-flight medical emergency scene management
- Shock, unconsciousness and fainting
- Artificial respiration - adult, child and infant
- Choking - adult, child and infant
- Cardiovascular emergencies
- Wounds and bleeding
- Fractures, dislocations and sprains
- Head/spinal injuries
- Burns
- Asthma, allergies and poisons
- Medical conditions
- Altitude related conditions

6A.2 Time of Useful Consciousness

- Description
- Time frames

6A.3 Flight Attendant Safety

- Flight attendants to be seated during critical phases of flight even when a medical emergency may be in progress on board

6A.4 Flight Attendant Responsibilities

- Specific air operator policies and procedures regarding such items as administration of medication, use of equipment, calling for a physician, notification of the flight deck, etc.
- Provide necessary information required to ensure that appropriate medical assistance is available upon arrival
6A.5 **Personal Protection**
- Procedures regarding prevention of cabin crew injury *(e.g. syringes, needles)*
- Hygienic protocol to ensure the safety of cabin crew *(e.g. latex gloves, face masks)*

6A.6 **Carriage of Passengers with Contagious Diseases**
- Procedures
- Equipment
- Precautions

6A.7 **Suspected Death**
- Procedures

6A.8 **Other First Aid Equipment**
- Equipment
- Use
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6A.9 **Aircraft First Aid Kit(s) and Emergency Medical Kits**
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6A.10 **Reporting Medical Incidents**
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COMPANY/DEPARTMENTAL ORGANIZATION

In-Flight Department

An air operator shall include:

- In-flight department name, i.e.: cabin services, in-flight services, on board services, etc.
- An organizational chart showing the reporting structure of the in-flight department to the entire organization, as well as the reporting structure within the in-flight department
- A job description for each operational individual i.e.: chief flight attendant, in-charge flight attendant, flight attendant
- Flight attendant competency

SECTION 1 - SAFETY PROCEDURES

1B.0 Explanation of Regulatory Requirements

- Canadian Aviation Regulations
- Associated standards

1B.1 Blood Donation

- Air operator policy

1B.2 Scuba Diving

- Air operator policy

1B.3 Effects of Alcohol/Drugs on Crew Members While on Duty/at Altitude

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

1B.4 Security Pass/Company I.D. and Air Operator Procedures re: use

1B.5 Deportees

- Air operator procedures

1B.6 Cabin Lighting

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

SECTION 2 - EMERGENCY PROCEDURES

2B.0 Introduction

- Purpose of procedures

2B.1 Leadership

- Description/importance
- Passenger negative panic
- Passenger positive panic

2B.2 Pressurization

- Identify how cabin pressure is maintained
- Identify how cabin pressure is monitored
- Compartments of aircraft that are pressurized
SECTION 3 - AIRCRAFT SPECIFIC

3B.0 Communications Systems - Location(s); Pre-Flight Serviceability Checks; Operations; for each of:
- Public address system
- Interphone system: locations
- Passenger call system
- Automated announcement system
- On-board entertainment system

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

3B.1.1 Lighting
- Cabin ceiling lighting
- Cabin sidewall lighting
- Entry lighting
- Work station lighting
- Galley lighting
- Cockpit entry-way lighting
- Lighting in miscellaneous stowage compartments
- Threshold, cross-aisle lighting
- Electrically operated coat racks/stowage units

3B.1.2 Ovens, Water Boilers, Coffee Makers and any other Galley Appliances
- Locations, descriptions
- Restraint systems
- Operations
- Procedures in case of overheat and/or malfunctions

3B.1.3 Refrigeration Units
- Locations, descriptions, operations
- Procedures relating to overhead/malfunctions
- Restraint systems

3B.1.4 Electrical Control Panels
- Locations
- Descriptions
- Operations

3B.1.5 Seatbelt and No Smoking Signs
- Cabin indications of use/change

3B.1.6 Heating/Air Conditioning
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- Seating configuration/classes of service
- Location of galleys
- Location of exits
3B.2.2 Flight Attendant Seats/Stations
- Locations
- Description of seats and controls
- Restraint system
- Operation of seat

3B.2.3 Passenger Seats
- Description of seats and controls
- Restraint system
- Special features - footrest, moveable armrests, stowages, etc.
- Unserviceability procedures

3B.2.4 Stowage Areas
- Location(s)
- Controls/operation if applicable
- Maximum loading
- Restraint(s)

3B.2.5 Water Supply, Sinks, Drains
- Location and capacity of potable water supply
- Precautions

3B.2.6 Lifts/Elevators
- Location
- Controls
- Maximum loading
- Operation

3B.2.7 Curtains and Partitions
- Locations
- Use/restrictions

3B.2.8 Lavatories
- Locations
- Features