

EMBRAER 190
on a test flight

L10A to fly
again

Become an
Ambassador

July 2006 | No. 961

AIR CANADA 

HORIZONS



PHOTOS: BRIAN LOSITO

Extreme makeover result of team effort page 3

Taking a new airplane for a test flight

Before Air Canada accepts each new aircraft, the airline conducts a test flight and maintenance inspection on the new airplane. This practice is currently taking place in Brazil with the deliveries of the EMBRAER 190.

"Embraer will advise us formally when the new airplane can be taken for a test flight," said **Claude Saint-Martin**, Manager, Line Operations and Acceptance Test Pilot. "Our checklist is lengthy and includes tests on the ground and in the air. In all, it takes about three to four days to complete as we verify that our new airplane is free of snags."

Before the airplane takes to the skies, an Air Canada mechanic checks all the systems that can be activated on the ground such as the air conditioning. Many of these tests are conducted by **Joe Jacinto**, a retired employee from Montreal Heavy Maintenance who is now located in Brazil. In the flight deck, the pilot conducts a series of flight checks including a normal start sequence on the engines.

On the flight, a pilot from Embraer and



Joe Jacinto (first from the right) checks the engines along with mechanics from Embraer.



With the airplane secured, the mechanics test the landing gear.

three mechanics join an Air Canada pilot and mechanic.

"The test flight lasts about three hours, and it's one test after another," said Claude.

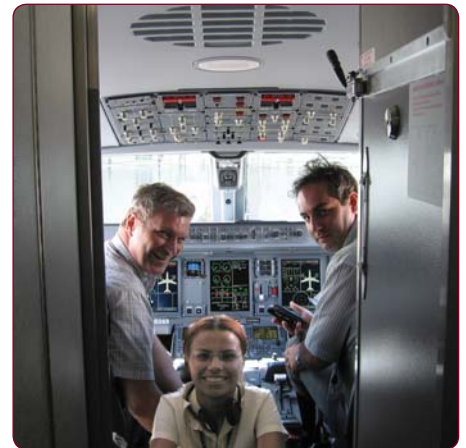
"As we taxi to the runway, we will ensure that the airplane tracks straight by disengaging the steering system. We'll also tap each brake to ensure it is functioning properly."

At 18,000 ft, the tests include verifying that the stall warning system works by decelerating the airplane to just above stall speed and ensuring the warning system is activated.

More checks are then conducted at 30,000 ft. At 41,000 ft, the yaw damping device, which keeps the aircraft from oscillating sideways, is tested. At this altitude, the mechanics onboard will check all windows, doors and screens to ensure their movement is not restricted by the changes in pressurization.

"As the airplane descends from 41,000 ft, we do more tests at different altitudes. We also check fuel consumption against the manufacturer's advertised consumption," said Claude. "We're finding that these airplanes are performing as advertised by the manufacturer or better."

Among the other items tested are the



Seated in the left seat, Claude Saint-Martin and employees from Embraer take the airplane for its test flight.

auxiliary power unit, landing gear, and speed brakes. They also perform a go-around procedure – this usually occurs when the pilots decide that they are unable to land safely and climb to try another approach.

"Once the flight is complete, our maintenance representative checks the assembly of the airplane again," said Claude. "When we take possession of an EMBRAER 190, we fly it on a six and a half hour flight from Sao Jose dos Campos, Brazil to Barbados. The next day we fly it back to Montreal so that our colleagues in Maintenance can prepare the airplane for line flying."

Extreme makeover result of team effort

With one airplane in the skies and another set to come out of the hangar this month, Air Canada's Extreme Makeover project is a result of the combined efforts of employees from virtually every branch.

"There are countless employees involved in making this project a reality. You really can't single out any one group," said **Gordon Young**, Senior Director, Corporate Business Development. "We have people from

Marketing and Air Canada Maintenance (ACM) who came up with the design, Purchasing and Supply Change Management who sourced the parts, ACM and ACTS developed and are managing the conversion plan. We also have the mechanics and technicians who are basically removing all the interiors of our aircraft and installing our new product. The list of employees is endless. This project is another example of team effort within the ACE family of companies, and the great things we can accomplish when we work together."

Photos of an A320 and a B767 undergoing the change are available on the Portal:

To view photos of the Airbus A320

Log on to the Portal; select Online Extra from the Table of Contents; click *Project XM begins*

To view the Boeing 767

Log on to the Portal; select Online Extra from the Table of Contents; click *First airplane starts Extreme Makeover – International style*

Webcast

Valerie Keszey from In-Flight Service takes employees behind the scenes of the Extreme Makeover project in three episodes.

To watch any of the videos:

Log on to the Portal; in the "My News" section go to Webcast; select Air Canada Extreme Makeovers Part 1 or 2 or 3

Your thoughts...

What do you think about Air Canada refurbishing its airplanes?



The new international Executive First cabin looks great and is far superior to what our competition currently offers. The lie flat seating is wonderful. The only drawback is that the space appears to have been created with the lone traveler in mind, as it seems compartmentalized.

The new video screens are something customers have wanted for quite some time. We get a lot of calls here in the States from customers who have flown JetBlue.

Laptop users have been clamouring for access to power ports for years. Once the makeover is complete, we will be able to tell customers at the time of booking whether or not a power port is available.

Darla Newton,
Customer Sales and Service Agent,
Tampa (Call Centre)

I think it's one of the greatest initiatives since we've come out of CCAA. It will improve customer satisfaction and give an uplift to the employees as it shows Air Canada is trying to improve. It will give us a competitive edge. We will feel more proud of the product we deliver.



Isabelle Chainé,
Flight Attendant, Montreal

Given that our route is serviced by the oldest 767s and one of the longest flights — 17 hours from Sydney to Vancouver via Honolulu — for our customers, I am extremely excited about Extreme Makeover. It will be the answer to my prayers and our customers! I am already proud just talking to our customers about XM. I can't wait to actually see them down under. This is indeed an exciting time for all our employees and a necessary step towards our future as a leading international airline.



Jeannie Foster,
General Manager, Australia

I think it is brilliant. It's timely. We have to get away from the mundane colours and get more up-to-date with the trendy colours and modern fashions.



Theron Sealey,
Customer Sales and Service Agent, Toronto

Project XM is the most significant cabin upgrade at Air Canada in its history and my family and I are very much looking forward to seeing and experiencing the finished product first hand.



It is indeed gratifying that we at Air Canada are not resting on our laurels as an excellent airline but that we are continually updating, upgrading and improving what we have to offer the travelling public and to each other as stakeholders. Extreme Makeover is undoubtedly an important move in that direction. This project, along with others such as Netline, will make "flying the line" more enjoyable and satisfying. I appreciate the tremendous efforts of the many persons involved to see it through. Air Canada still has much potential to unlock and initiatives such as XM will, I believe, help lead us to an exciting future ahead.

Glenn Oerzen,
First Officer – B767, Vancouver

In-Flight gears up to deliver the Extreme Makeover experience

NADIA D'AMICO

As more and more airplanes get "made over" with the new Executive First lie-flat beds or Executive Class seat, Economy Class seats, and personal entertainment systems, customers will look to flight attendants and service directors to help with their new experience on board.

"In-Flight is well ahead of the curve," said Sue Welscheid, Vice President, Customer Experience – In-Flight Service. "We've been planning for these changes for a very long time."

With the entire cabin environment changing, flight attendants and service directors need the most up-to-date information on the changes taking place, and product knowledge about the features of the new seats and personal entertainment system. To that end, In-Flight Service has developed a comprehensive communication, training and coaching plan.

"Flight attendants have the opportunity to test, hands-on, the new lie-flat beds and the personal entertainment system," said Sue. "The In-Flight Communication Centres in Toronto, Montreal and Vancouver each have a

"I am confident that our employees will deliver a top-notch product and that our customers will rave about the new way of travelling on Air Canada."

fully functioning prototype which allows our flight attendants to explore and practice these new products (with coaches in some cases) so that they are better able to assist our passengers to take full advantage of the new cabin environment."

Thanks to the Portal, employees from In-Flight Service will have easy access to bulletins that provide the features and step-by-step operational instructions for the lie-flat beds and personal entertainment system. In addition, as part of the training program for the Boeing 777, some classroom training will be available on the new seats and entertainment system.

"Our In-Flight Service team is excited about the upcoming changes," said Sue. "I am confident that our employees will deliver a top-notch product and that our customers will rave about the new way of travelling on Air Canada."

Getting to Know Sue Welscheid, Vice President, Customer Experience – In-Flight Service



PHOTO: BRIAN LOSITO

First job at Air Canada:

Temporary secretary in Marketing where her primary task was proofreading French advertising campaigns!

Favourite Movie:

The Graduate, Blazing Saddles, Rumor Has It, and anything with Richard Gere.

Favourite Music:

Anything baroque, Rolling Stones, Dixie Chicks, Madonna, and, recently, Natasha Beddingfield

Favourite Store:

H&M and Off 5th (for shoes)

Favourite Chocolate:

KitKat from England, Frey (Migros) from Switzerland, and Rogers from Canada



40 years of service

In May, Montreal-based Service Director **Suzan Clendening** celebrated 40 years of service. Suzan comes from a family of Air Canada employees. She is married to **Jacques Lusignan**, retired Montreal Flight Service Director with 36 years of service. Her brother is a retired Vancouver Station Attendant married to a Vancouver-based Passenger Agent. Her sister, **Carole Clendening Beaulieu**, is a Montreal-based Service Director with more than 40 years and is married to a former Air Canada employee. Their father, who passed away 20 years ago, started out with TCA as a navigator and had 34 years of service when he retired. Their mother remarried a retired Air Canada 747 Supervisory Pilot who's son is a Toronto-based Captain. Carole's daughter **Michelle Beaulieu** is a Toronto-based Flight Attendant. To celebrate Susan's 40-year anniversary, family, friends and colleagues gathered in the In-Flight Service Communication Centre in Montreal. Pictured here are (left to right) Susan Clendening and **Sue Welscheid**, Vice President, Customer Experience, In-Flight Service.

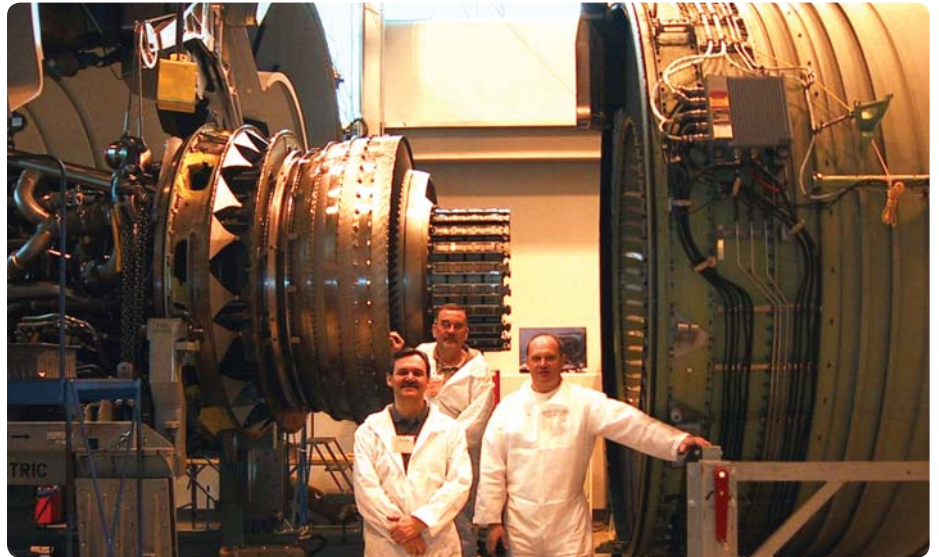
Maintenance gets familiar with Boeing 777 engine

DENNIS LANTHIER

A number of ACM employees had their first line maintenance orientation training session focused on the GE90-115B engine powering the Boeing 777s, soon to be introduced into Air Canada's fleet.

"The engine is intimidating at first sight due to its physical size, but we quickly became comfortable with hands-on experience," explained Propulsion Specialist **Larry Whiting**, one of the attendees for the session held at the Customer Technical Education Centre in Cincinnati.

The training for attendees included line maintenance procedures, fan stator removal and installation, and boroscope. The "hands-on" segment of the training included removal and installation of the engine using the bootstrap method, as well as the fan stator assembly (fan case), and removal/installation of various engine components.



(L-R) Rob Parker, Fleet Propulsion Manager; Larry Whiting, Propulsion Specialist, and Igor Zabelin, Propulsion Engineer, were among the attendees for the first line maintenance training session held in Cincinnati, which focused on the G90-115 engine powering the B777s.

Attendees were also there to obtain information on handling requirements within Air Canada including facility considerations, spare engine transport/ground handling issues,

and engine spares, stands and tooling requirements. Full line maintenance training on the B777s and GE90 will start later in the year.

Reprinted from *Leading Edge*.

New Safety Video onboard

Since May 1, customers have been watching a new safety video on board Air Canada's flights. With flight attendants wearing a new uniform and cabin interiors undergoing a makeover, the video needed to reflect the new brand.

A team of employees from Product Design, Safety, Project XM, In-Flight Services, and Spafax worked together to develop a video for each aircraft type. Filmed in a studio, the inside of the airplane was recreated with one side of the airplane having nine new aircraft seats while the rest of the airplane was created through animation.

Premium Economy Class service now offered on select European routes

Since mid-June, Air Canada has been offering Premium Economy Class on flights between Toronto and Amsterdam, Toronto and Dublin/Shannon, and Toronto and Manchester. These flights operate with Boeing 767s configured with the North American Executive Class seat. Historically these routes have not had strong demand for Executive First service.

The Premium Economy product will appeal to leisure travellers who want an enhanced economy product on long haul services. Many airlines are experimenting with this type of service and are quickly realizing that passengers are willing to pay a premium to "trade-up" to an enhanced economy service.

Premium Economy Class will offer customers

- separate check-in
- priority boarding
- bigger seat up front
- more leg room
- bottled water prior to take-off
- 2 dedicated flight attendants
- overnight toiletry kits
- enhanced economy meal service.

Note: Premium Economy Class is currently offered on flights between Toronto and Rome. However, from Jun. 16 to Sept. 30, Executive First Class will be offered. Premium Economy Class will be re-introduced to this route starting Oct. 1.

Star Alliance events in Tokyo



Since Jun. 2, ten of the 11 Star Alliance carriers at Narita (Tokyo) Airport have been operating from the airport's south wing at Terminal 1. To mark the occasion, a press conference and talent show were held.

The talent show was a moving, 90-minute celebration of song, dance, comedy and poetry from around the world that highlighted the cultural diversity within the airlines. Thirty-one employees from 14 member airlines performed. Toronto-based Service Director and country and western singer Judy Kanyo

dazzled the more than 600 attendees with some of her songs.

At the press conference, Vancouver-based Flight Attendant Rie Matsuyama along with flight attendants from the other Star Alliance carriers beamed during the media photo sessions.



Employees joined in on the fun at the talent show. Pictured here are: (back left to right) Shigeru Nakata, Manager, Sales & Marketing Japan; Chris Garton, GM Asia & Pacific; Rie Matsuyama, Flight Attendant; Judy Kanyo, Service Director; Gail Fraser-Innes, Flight Attendant; Sean Menke, Executive Vice President and Chief Commercial Officer; Todd Edwards, Manager, Commercial Asia & Pacific; Takako Ubukata, Customer Service Agent, Call Centre Tokyo; Noriko Namiki, Senior Customer Service Agent, Aeroplan Desk Tokyo. (Front left to right) Shigemasa Nakazawa, Cargo Service Manager Japan; Akihiro Kumagai, Supervisor Reservation & CTO Tokyo; Takeshi Kurokawa, Flight Attendant; Kiyomi Inagaki, Customer Service Agent, Call Centre Tokyo.

"It was amazing! A lot of planning had gone into the event and it was done very professionally, a first class show!" said Judy Kanyo, Service Director. "I had a great time meeting all the people from the Star Alliance."



"I had the greatest time ever," said Rie Matsuyama, Flight Attendant. "The new terminal wing is just fabulous, the Star Alliance event was amazing, the people at ANA did a tremendous job to organize everything, and most of all, the Star Alliance people were the best. Judy's singing just blew people away. She was fantastic."



StarTrips — another source for information and travel

To support the member carriers in getting news to employees, www.startrips.com was launched in May. Check the site for the

latest news from Star Alliance and the member carriers, and interline travel offers especially for member carrier employees.

StarTrips.com

Travel Offers for Star Alliance™ member carrier employees



AIR CANADA'S TOKYO OPERATION

- ☉ Daily non-stop service from Toronto and Vancouver aboard the Airbus A340
- ☉ An average of 18,000 kg of cargo is moved between Tokyo and Canada a day
- ☉ 38 Air Canada employees

Air Canada Ground Handling Services

As the largest ground handling company in Canada, Air Canada Ground Handling Services (ACGHS) provides services at 32 airports across North America. Its customer base includes Air Canada, Air Canada Jazz, Lufthansa, United Airlines, and Austrian Airlines.

"At ACGHS, we are focused on becoming the leading ground handling service provider in North America," said **Chantal Baril**, President and CEO – ACGHS. "We train our employees to the highest standard and through their skills and customer focus, we have the expertise to achieve that vision."

ACGHS offers its customers a full range of handling services including passenger check-in, ticketing, lobby management, customer service in irregular operations, aircraft ramp and baggage services, and baggage and cargo handling. ACGHS also has 20 Ground Support Equipment (GSE) repair facilities throughout North America.

"We're also considering adding terminal development, terminal management, and related consulting services into our product offering," said Chantal.

With more than 8,000 employees, ACGHS is the largest subsidiary within the ACE group of companies. For many employees, it's a new way of thinking as ACGHS is the ground handler for Air Canada and Air Canada Jazz and



PHOTO: BRIAN LOSITO

these airlines have become its largest customers. In fact, both these airlines are developing service level agreements with ACGHS that will detail how the ground handler will serve and manage each airline's operation.

"To support the growth of the business, we have a dedicated sales and marketing team whose primary task is to get more customers to choose ACGHS for their ground handling needs," said Chantal. "We're determined to create a profitable subsidiary for ACE and its shareholders. Our dedicated and knowledgeable employees will deliver to our customers a safe and reliable operation, and provide their passengers with customer service excellence at competitive industry rates."

DID YOU KNOW?

ACGHS provides to Air Canada and Air Canada Jazz both Passenger Service and Ramp Services in

- Vancouver
- Edmonton
- Calgary
- Winnipeg
- Toronto
- Ottawa
- Montreal
- Halifax

Ramp Services are provided to the remaining 11 locations in Canada.

- Whitehorse
- Saint John (N.B.)
- Fredericton
- Saskatoon
- Regina
- St. John's (NFLD)
- Quebec City
- Hamilton
- Moncton
- Charlottetown
- Thunder Bay

ACGHS in the United States provides Passenger Services to 13 locations

- Boston
- Newark
- Atlanta
- Miami
- Houston
- San Francisco
- Chicago
- LaGuardia
- Washington D.C.
- Tampa
- Fort Lauderdale
- Honolulu
- Los Angeles



PHOTO: CARLTON MILLER

BOOTH DESIGNED INHOUSE BY AIR CANADA MULTIMEDIA TEAM.

In May, ACGHS attended in Istanbul the 19th Annual General Meeting of the IATA Ground Handling Council. With more than 400 member organizations, the IATA Ground Handling Council is the major forum of international ground handling executives. The event included an exhibition featuring the latest innovations from the ground handling and airport community, as well as interactive workshops. Representatives from ACGHS set up an information booth at the exhibition and provided a brochure outlining the full range of ACGHS services. The show proved successful as ACGHS is in discussion with 20 potential clients.

Fuel Efficiency Task Force update

The Fuel Efficiency Task Force continues to seek opportunities for Air Canada to shave costs on its fuel bill by analyzing fuel consumption on the ground and in the air, and weight saving opportunities.

As the airline continues to purchase fuel at competitive prices, the leaders of each operational branch meet on a regular basis to discuss the progress of fuel saving opportunities. Employees interested in submitting their fuel or weight saving ideas should send an email to fuelreduction@aircanada.ca.

Due to the volume of emails, the team is unable to provide responses directly to employees, however the Fuel Efficiency Task Force does review each and every idea submitted. To date, more than 900 emails have been received. Many of these ideas are duplicates which shows that employees are definitely thinking of fuel saving possibilities. In all, 118 ideas have been considered with 27 turning into active projects. Employees are encouraged to read *The Daily* and *Horizons* for the latest information on fuel saving ideas that have been implemented.

In all, 118 ideas have been considered with 27 turning into active projects.



PHOTO: CAM LAWRENCE

Licensed Aircraft Technicians Mike Clarkson (on the ladder) and George Huntington remove, check, and clean the spark plugs.

L10A set to fly again

One pilot's determination to see Air Canada's Lockheed L10A Electra take to the skies turns into a reality this month. And a team of employees is helping out.

"There is something nostalgic about this airplane that binds airline employees together and now that we are out of CCAA, I thought it was time we brought it back into service," said **Jim Mason**, Captain – A340. "The idea was presented to Robert Milton and Montie Brewer in March, and thanks to their support the airplane will fly again."

To support the restart of the L10A, retired pilots **Ken Patry** and **Al McLeod** trained six active Air Canada pilots who have volunteered to fly the airplane.

Prior to the airplane returning to the skies, a team of Winnipeg-based employees from Air Canada Maintenance and ACTS worked on the airplane at the Western Canada Aviation Museum, where it is typically kept during the winter months.

"To prepare the airplane, the required inspections and repairs have been performed, the propellers have been overhauled, and

some minor avionics modifications have been completed," said **Cam Lawrence**, Maintenance Program Manager.

In July the L10A will make its first appearance in Washington at the Airliners International 2006, the world's largest airline collectibles show. Its next appearance will be in August at the Festival de l'Aviation in Lac à la Tortue, Quebec. The airplane will make stops in some Air Canada and Air Canada Jazz bases for refueling, giving employees a chance to see the airplane up front.

The Lockheed L10A Electra inaugurated Trans-Canada Air Lines' first commercial air service in September 1937 between Vancouver and Seattle. In 1939, the L10A with registration CF-TCC was sold. Air Canada repurchased it in 1984, and it was fully restored by ACTS team in Winnipeg.

"There's something magical about this airplane that unites employees wherever it goes. We're looking to involve as many employees as possible from the ACE family of companies," said Jim. "Next year we hope to fly this airplane across the country, stopping in 70 cities to commemorate our airline's 70th anniversary."

Employees volunteer for the Community Investments Ambassador Program

NADIA D'AMICO

Air Canada's volunteer-based Community Investments Ambassador Program provides employees with an opportunity to represent the airline in their community. Whether the fundraising event is a golf tournament, a gala dinner, a walk, or working in a soup kitchen, employees participate or work at the event and on certain occasions present an Air Canada prize.

"Air Canada has a proud history of being actively involved in the community. Every year Air Canada supports over 300 charities and 85 per cent of those charities involve children's causes," said **Suzana Bulhoes**, Community Investment Manager. "Due to the number of events our airline sponsors and to ensure representation at these events, we felt it would be a great opportunity for employees to get involved and support their community."

The benefits of extending this invitation to the ACE family of employees include exposing the employee to different charities, ensuring Air Canada's presence at these events, and

WHAT THE VOLUNTEERS HAD TO SAY

I have had the honour of representing Air Canada at many functions and my experience with the Children's Health and Hospital Foundation of Saskatchewan has been very rewarding. My next events include two golf tournaments and a gala at the Zoo.



Linda Houghton
Air Canada Jazz Area Manager –
Saskatchewan and Manitoba
Volunteer since December 2005

I am proud that Air Canada Kids' Horizons supports organizations like Starlight Starbright Children's Foundation and Montreal Children's Hospital. Starlight is dear to my heart, as I was a volunteer wish granter for several years.



Susan Kovac
Manager, Alliance Relationship
Montreal
Volunteer since 2002

I have proudly represented Air Canada in Ottawa at six different events over the last six months. I feel that employee involvement groups make up the heart of our company and we give back to our customers by supporting these great causes.



Carol Brochu
Airport Resource Design & Planning – Ottawa
Volunteer since 2003

I have had many opportunities to participate in the Community Investments Ambassador Program which has been a truly fulfilling experience and I have met many special individuals from all walks of life.



Kathy Dutchak
Manager, Finance & Administration – SOC
Toronto
Volunteer since 2003



HANDY PHONE NUMBERS

CANADA OR THE UNITED STATES

EMPLOYEE TRAVEL – PIN RESETS
1-800-413-1113

EMPLOYEE TRAVEL – PROFILE/POLICIES
1-866-473-4732

INTERNATIONAL

EMPLOYEE TRAVEL – PIN RESETS
1 204 941 2887

EMPLOYEE TRAVEL – PROFILE/POLICIES
1 732 694 2021



getting feedback from the employee as to how our support is making a difference.

Some of the organizations are supported through Air Canada Kids' Horizons including the Children's Miracle Network, Breakfast Club of Canada, Dreams Take Flight, Starlight Starbright Children's Foundation, and Street Kids International. Ambassadors also participate in community fund raisers such as the Canadian Breast Cancer Foundation's Run for the Cure.

Employees interested in volunteering should send an email to kidshorizons-horizonsenfance@aircanada.ca with their name, title, department and city of residence. Volunteers will receive an email inviting them to an event when one takes place in their area. Selection is made on a first come, first serve basis and there is no need to reply if they do not wish to participate in that event.



Think positive be positive

Motivational writers have said for years that a positive outlook can make people more successful in life. According to research conducted by psychologists in the late 1980s, good health and the ability to overcome stress are also linked to a positive attitude.

Believe it or not, attitude is contagious. A positive attitude gives energy to you and to those around you. On the other hand, a negative attitude drains your energy and the energy of those with whom you come in contact.

It is a simple, but powerful fact that one of the things over which each person has control is his or her attitude. Here are some tips from the experts on how to develop a positive attitude:

✓ Monitor your self-talk. Do you say "I'm always making errors," or "That's just my

luck!" The more frequently these negative thoughts are repeated, the stronger they become.

- ✓ Feed your mind positive thoughts. Read a motivational or inspirational book each month or listen to tapes that provide a positive message. You might find it helpful to write down on small cards certain positive thoughts that you find especially encouraging.
- ✓ Let nature replenish your inner resources. Even a few fleeting moments enjoying the beauty of a sunrise or a sunset, can give your spirits the lift they need.
- ✓ Share your positive attitude by encouraging others. Never miss an opportunity to compliment people on their achievements, their work or their appearance.
- ✓ Vary your routine. Often, even small changes such as taking a new route to work, eating at a different restaurant or shopping

It is a simple, but powerful fact that one of the things over which each person has control is his or her attitude.

in a store you've never been to, can make a difference. Tackling something new can also revitalize your attitude. If you have always wanted to learn a new skill, decide right now to do it!

- ✓ Lighten up! Seek out a comedy for that next movie or play or TV program. Read a humorous book.
- ✓ Take time out for yourself on weekends. Keep in mind what psychiatrist and author, Theodore I. Rubin advocates: "A day devoted to ourselves – no strings attached – can be a wonderful morale booster. This is not selfishness; it is just good mental health."

Source: Warren Shepell - EAP Professionals.

Former journalist keeps flight attendants posted on news

For the past few years, Ron Taylor — a former television news editor, writer and cameraman — has been posting airline news articles on a bulletin board in Vancouver's In-Flight Communication Centre.

Ron is off work due to a very serious accident. His love of news and transportation led to his neighbour, Vancouver-based Flight Attendant Norma Gillan, arranging for the bulletin board as a way of channeling his love of news with his love of the airline industry.

"Ron is always talking to me about airlines, especially Air Canada. He is a big fan of our company," said Norma. "Our General Manager at the time was Stephen Knowles, and he fully supported the idea of Ron updating a news board. And I must say, everyone in In-flight has been very supportive of Ron's initiative."

Ron's lifelong hobby has been the transportation industry including maintaining international databases of airline and bus fleets. He finds news items from as many sources as he can and updates the board at least once a week.

"This volunteer activity — Ron says he works for Air Canada — has been a godsend for me as it has enabled Ron to utilize his interest and knowledge of the news with this passion for the air industry. He spends at least a few hours every day cutting and organizing his clippings and working on his data bases," said his wife Sheryl Smale. "Norma has been incredibly supportive both of myself and of Ron. All the personnel at the In-Flight Communications Centre have been



Ron Taylor (front) and Norma Gillan pose by the news board at Vancouver's In-Flight Communication Centre.

very supportive of Ron and go out of their way to tell him how much they appreciate his work."

Customer writes Air Canada Cares

During my recent trip to Africa, I flew Air Canada to London and then another airline to Doha and Khartoum. I was looking forward to my flight from London to Khartoum on one of the most advertised airlines in its region.

It was the first time travelling internationally with our baby. Things started out well in Saskatoon. The Air Canada staff were very nice and pleasant.

We did not have a very smooth journey to Toronto due to weather. The plane landed in Hamilton; we eventually made it to Toronto.

Since we were travelling with our baby, we boarded first. The air hostess [on the London flight] explained that our seats were in the two seaters section and it would be best to have three seats in a row so that we can have our baby in his car seat in between us. The plane was full. She asked some passengers to swap seats and succeeded. It was the best flight we

ever had. On two occasions, she stopped to ask us how our little one was doing. For the first time in all my travels, eight hours on the plane seemed short.

When we checked-in at the other airline, we asked for seats in the three seats row. When it came time to board, no preference was given to children. We were told we could not board the plane with our stroller or car seat. We explained that we needed the stroller because we had six hours to wait at Doha airport. Our stroller and car seat were taken away. On board we were not seated together. The plane was half empty. In Doha, we asked for our stroller but were told it was shipped to Khartoum. They got us an old stroller without a seat. It wasn't of much use.

My journey back to Canada was uneventful. My luggage arrived the next day. The handling of the delay and apologies for the inconvenience humbled me. I told my friends about our experience. One had a similar



experience when he came from Lebanon to Canada. He flew another airline and then Air Canada. While no one at the other airline paid any attention to the fact that they were travelling with a baby, Air Canada did the same thing they did to us. Although I may not be a big fan Air Canada's in flight meals, one thing is for sure: their staff makes all the difference. If you are looking for the best company in the sky, then fly with someone who cares. Air Canada cares.

K.A.
Saskatoon.

Marriage proposal over the intercom

Editor's note: Although the use of ATC frequencies for marriage proposals is not according to procedure, we couldn't resist sharing this.

There are few phrases that are more rehearsed and sweated over than "Will you marry me?"

That was certainly the case for Vancouver Tower Controller Bryson Katzel. As he pondered how to pop the question to Christine Watters, a colleague at NAV Canada, he wanted the proposal to be memorable, romantic and reflect their mutual love for aviation.

When flight AC187 taxied to its gate, Katzel who was working the North Ground control position mustered his courage and informed the flight that his girlfriend was on board. "I told them I wanted to propose to her while she was on the plane but was afraid that perhaps I'd left it too late."

Not too late at all came the cheerful and immediate replay. "They urged me to go for it and asked for her seat number. Then they gave me the choice of being put on the microphone in front of the whole plane or asking her to come to the flight deck," says Katzel.

He opted to go over the speaker system and, before he knew it was delivering those well-rehearsed words which, by now, he knew by heart:

"Good evening ladies and gentlemen. I'm your Air Traffic Controller, speaking to you from the control tower here at Vancouver Airport. I hope you have enjoyed your flight this evening with Air Canada from Montreal and I welcome you all to Vancouver."

He went on to explain that a "special lady" was on the flight and asked her to raise her hand.

"Christine, I'm just crazy in love with you and can't imagine my life without you. You can't

see me right now but I'm down on one knee. I have a ring in my hand. Will you make me happiest man in the world and be my wife?"

Seconds later, the pilot confirmed to Katzel that Christine had "said yes" amidst much cheering and well-wishing from the passengers. She was one of the last passengers to leave the plane, as the Captain wanted to present her with some champagne and his card with the flight details written on the back as a keepsake.

After signing off the frequency, Katzel rushed to the baggage claim area to meet his lady love.

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AIR CANADA CREW
Arie Moshe – Captain
Martin Boulianne – First Officer
Helene Meek – Service Director
Danielle Morin – Flight Attendant
Frank DiNunzio – Flight Attendant

I recently flew on Jazz to Harrisburg, PA on business. It was an uneventful flight (the best kind), and I drove to Lancaster, PA.

At 2:15 a.m., I received a telephone call from my daughter telling me that my wife was in hospital, that she had had a seizure caused by either a brain tumor or a brain hemorrhage and to get home right away. As you can well imagine, I was totally beside myself. The first thing that came to me was that I had to get a flight out of there ASAP. I spoke to Theresa. However you train your agents, or whoever does the hiring of them, keep it up. She was calm, cool, and collected. She sprang into action, told me that the earliest flight out of Harrisburg was sometime around 11 a.m. the next day. I said I need it faster. She then started to look around and said there was a flight out of Philadelphia at 6:20 a.m. She booked it for me, but again went above and beyond the call of duty. She talked to me very level head-

ed (remember I was a basket case at this time), and said that I should have a cup of coffee, calm down and start to drive to Philadelphia, take one task at a time, that I was no good if I didn't arrive safe and sound. Very sound advice which I took.

To make a long story short, I got to the hospital at 9 a.m. the next morning.

I'm not sure what you do for exemplary employees, but Theresa deserves whatever you hand out. She deserves the highest of praise. I'm not quite sure what I would have done had she not been so caring.

As I have stated before, in any long relationship, there are ups and down. I have always been a supportive "fan" of Air Canada, not always agreed with what you guys are doing there, but always thought the majority of your staff was the best. Remember, efficient is good, caring and efficient is best, of which Theresa showed in spades.

C.B.

Toronto



Theresa replies . . .

This gentleman really needed to try to calm down and focus on getting safely home to his wife's bedside. I did my best to work through the technicalities and ticketing issues to make his emergency trip home as smooth as possible. It was my pleasure to do so.



Winning Attitude

On March 31st, Tammy Demers (Area Sales Manager – Air Canada Vacations) assisted us with an Air Canada Vacations trip to Jamaica. When we arrived at the airport, we were devastated to learn we should have been at the airport midnight of the evening prior. Even more so, we thought we had lost the \$9,000 we had paid.

On the Saturday, we kept in constant touch with our travel agent who also worked very hard to assist us in still being able to take our vacation. We were elated to learn, mostly due to Tammy's persistence and customer service excellence, that we were allocated seats on the Saturday flight to Toronto. To add to this, we were seated in Executive Class on the Edmonton to Toronto flight, again we understand with thanks to Tammy. This gesture was again very much appreciated.

We wish also to mention the service we received from Kathy Roth (Customer Sales and Service Agent, Air Canada Ground Handling Services) who was working on the Friday evening. She was very compassionate to our situation and made quite a number of telephone calls in an effort to assist us. She was wonderful.

We have been Air Canada customers for 28 years and have always chosen Air Canada for all our travel needs. Sadly and all too often, one always hears of the negativity and not the exemplary service provided, of which they did.

Air Canada is very fortunate to engage employees such as Tammy and Kathy. After all the upset, we had a wonderful vacation and cannot find the words to truly express our appreciation to you for your assistance in resolving the issue.

S.T.

Edmonton

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Updated once a month for Air Canada employees and their families.

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