



# ISAP 101

## L-CAL Special Roadshow Edition - Summer 2015

March 31st marked the one year anniversary of ISAP for Legacy Continental flight attendants. The Event Review Committee would like to thank you for your continued support and commitment to this important safety program.



### ISAP or IOR?

#### Passenger Medical Events

The Event Review Committee (ERC) continues to receive ISAP reports related to passenger medical events. Generally, most reports of this nature would be more appropriately filed as an Irregular Operations Report (IOR).

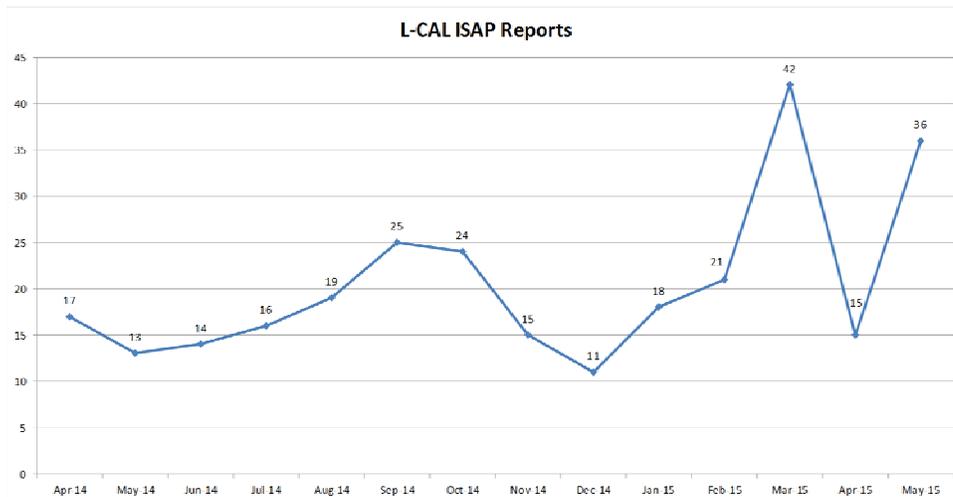
Events involving any of the following should be submitted as an IOR.

MEDICAL	
•	Any accident, illness, injury and/or medical emergency on the aircraft or jet bridge
•	Use of the AED and/or any onboard medical equipment
•	Assistance from a qualified medical professional
•	Administration of oxygen or CPR

**Does it really matter whether I file my report through ISAP or IOR?** *Yes. Most of the passenger medical reports received through ISAP are general advisories of an onboard medical event with no safety concern raised. By filing through IOR, your report can be more appropriately followed up on and shared with the appropriate departments.*

**When could a passenger medical event be reported through ISAP?** *If, during the course of a medical event, you identify a safety concern (e.g., issue with CRM, issue with a piece of emergency equipment) you may report the event through ISAP identifying the concerns discovered during the event.*

#### To date, Legacy Continental flight attendants have submitted 286 ISAP reports



#### ERC Correspondence

Occasionally, it may be necessary for a member of the Event Review Committee (ERC) to contact you regarding your report. If contacted by an ISAP ERC representative, it is important that you return the call so we can either obtain additional information or provide you with information. This way, we can ensure your report is processed and followed up on in a timely manner. Remember, ISAP offers protective provisions and all conversations maintain confidentiality.

UNITED



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## Filing an ISAP

Flying Together -> Departments -> Inflight Services -> Safety & Security ->

[File a new ISAP](#)

When filing your ISAP report, check to make sure your contact information is correct. You will receive correspondence related to your report via email. The email box automatically defaults to your United company email address. If you would prefer correspondence related to your report go to a different account, input a new email address.

Employee Information				
Name	Employee #	Title	Base	Department
Jane Doe	u123456	Flight Attendant	IAH	IAHSW
<p><b>Why is my address here?</b> In order to maximize your ASAP protections, your de-identified report is shared with NASA's ASRS program. ASRS uses the provided address to mail a receipt before deleting the address. This mailed receipt contains a reference number which is the only way to claim the additional ASRS protections. To bypass these additional protections, you may remove your address below. For corrections to the address, please check your HR profile.</p>				
Phone Number	Street Address *			
222/555-8888	777 Anywhere Street			
City *	State *	Zip Code *		
Somewhere	WA	12345		
Date & Time	Email Address *		Confirm Email Address *	
May 30, 2015 4:39:16 PM	Jane.Doe@united.com		Jane.Doe@united.com   X	
<p>Please click on "Start Report" and select your flight from the drop down menu. If your flight does not appear or your issue was not flight related please select Other/NA and manually input the required data.</p>				

## NASA ASRS



All ISAP reports are de-identified and automatically submitted to the NASA Aviation Safety Reporting System (ASRS). The ASRS collects voluntarily submitted aviation safety reports to identify deficiencies in the aviation system and issues alerting messages to persons in a position to correct them.

ASRS is an important aspect of the continuing effort by government, industry, and individuals to maintain and improve aviation safety.

After submitting your ISAP report, you will receive a confirmation letter in the mail from NASA ASRS. There is no further action needed on your part. The acknowledgement letter and identification strip are simply for your records.

To learn more about ASRS, visit [asrs.arc.nasa.gov](http://asrs.arc.nasa.gov).

## Reminders

- ⇒ Filing an ISAP report would not replace the requirements for reporting a work-related injury. If injured, refer to FAOM Chapter 2—**Flight Attendant Injury/ Illness**
- ⇒ Reports involving a TSA violation cannot be accepted in ISAP.
- ⇒ The reporting system will time out after 20 minutes. A countdown timer is located under the report narrative field along with a *reset* button. Use the *reset* button as needed to ensure the system doesn't time out.