

# **Did You Know? Casualty Assistant Liaison (CAL)**

## **What is the Casualty Assistant Liaison Program?**

Flight Crew Management has established a program in which a pilot may choose someone to act as a liaison between your family and FedEx in case of a major personal or family event. Your Casualty Assistant Liaison would act as a point of contact for your family with FedEx and FDX ALPA if the need ever arises.

## **Why would you want to participate?**

If you are involved in a major event, who would you want to be at your family's side? Who would your family want with them to help them through the next steps? Or, if something should happen to a loved one while you are on the road at work, who would you want to contact you?

## **Who is a "good pick" for a CAL?**

A CAL should be someone that knows your family, and maybe even a little bit about your life- perhaps your support system, or your church, or your neighbors, etc. A CAL does not have to be a FedEx crewmember, though a crewmember may be able to explain and understand our policies and procedures better than a non-crewmember. Once you pick a CAL, ensure that your family and loved ones are aware of your choice. In addition, ensure that the CAL you pick KNOWS that you have chosen them, and that they are willing to help you and your family in the event of a situation.

## **Does my CAL need to know about benefits and insurance?**

A CAL does not need to know anything about benefits or insurance forms. They are not the executor of your estate, and this is not any legal position. As a matter of fact, in the event of your death, a FedEx Pilot Benefits Administration representative will contact your family and become a point of contact for your family for all FedEx Departments. In addition, FDX ALPA has established a Bereavement Committee that will walk your family through some of the forms that need to be filled out in the first month.

## **How do I sign up?**

It is simple!

1. Go to VIPS Site Map
2. Scroll down to "Contact Information"
3. Click on Casualty Assistant Liaison. A form will appear where you can enter another crewmember's employee number, or name and contact info for a

non-FDX crewmember. There is space for a primary and secondary CAL, in case the primary is not available immediately. This information can only be viewed by you or a Flight Manager.

### **What else can I do to help my family in the event of an emergency?**

Update your emergency contact info! This is extremely important in an effort to mitigate any delays in contacting your family in the event of an emergency. Consider that your family may not be at home when tragedy strikes. If your spouse or other emergency contact person has a cell phone or work number, this may assist the company in notifying them sooner and in a better way than only having a home phone number. This info is not the same as the Phone Number Inquiry option in VIPS. It will not be visible to other crewmembers and is not accessible to Crew Resource Scheduling.

How do I update my Emergency Contact Info?

1. Go to VIPS Site Map
2. Scroll down to “Contact Information”
3. Click on “Emergency Contact Information”

### **How does my family contact me through the company in case of an emergency?**

What if something happens back home, and your family is unable to reach you- maybe you were rerouted, or diverted, or just running late?

Your family can call 901-224-5100. They can either talk to the Duty Officer or Crew Resource Scheduling. They will need to know your “help” code before any information will be given out. The “help” code is a word you choose to authorize FedEx to release information about your location.

### **How do I update or add a HELP code?**

1. Go to VIPS Site Map
2. Scroll down to “Personal Information”
3. Click on “Update Help Code”

Questions or Comments? Contact the Pilot Assistance Team Hotline (PATH) Chairman Kandy Bernskoetter at 773-405-4354 or [Kandy.Bernskoetter@alpa.org](mailto:Kandy.Bernskoetter@alpa.org)