

Welcome to our YVR Family!



*This welcome project is an on going project, please send suggestions and additions
to henly@local4094.ca*

For General Inquiries and Contract Assistance:

LOCAL 4094 Flight Attendant (& SD) Union Representatives Office

Tel: 1-604-295-4259

Fax: 1-604-270-5014

For Health and Safety Related Questions-

*The YVR Local Contact Numbers:
Tel: 1-604-276-4625 or 1-604-276-4620*

Employee Assistance Program (EAP):

Vicki Jensen – EAP Regional Coordinator West
Office: 1-604-270-5703
Email: v.jensen@accomponent.ca

For Emergency Related Issues ONLY:

To address **emergency situations** such as Health and Safety Work Refusals,
Emergency Landings/ Evacuations, Drug and Alcohol Testing or Search, Seizure and
Arrest

1-866-758-3037

Websites :

www.local4094.ca - This is your Locals website, you will find downloadable versions of the Collective Agreement, Reserve and Maternity Handbooks, Training, Bidding and Contesting schedule etc.

www.accomponent.ca - This is the Air Canada (national level) Component of CUPE Website. Guidebooks and archived bulletins are available here

www.tourismvancouver.com - This is a website that details all the activities, restaurants and events this beautiful city has to offer

***** A word about social media, company e-mail accounts & using company computers:**

The employer (Air Canada) is extremely strict in enforcing its social media & electronics policy. If you are participating in social media, you shouldn't demonstrate any association (no photos with uniforms or employment status, etc.) with the employer.

Any e-mails sent or received on your "Air Canada" e-mail can be monitored by the company, as well as any time you use the Company's computers these are also monitored.

Welcome to YVR Vancouver –

The City amongst snowy Mountaintops and vast Ocean expanse

New to a Union? What's this about:

You are now a member of a large flight attendant family. We each pool a small percentage of our earnings together each month and these union dues are used to maintain the functioning of the union office.

As a union member you have access to certain benefits and privileges, which many workers are not entitled to. These include access to negotiated group benefits; longer term disability insurance through the union; a structured system of rules for awarding flying equitably throughout your career; collective bargaining of salary and retirements plans; support and representation when meeting with management; and a set grievance process to deal with problems as they arise.

The union also addresses issues of a general concern to all flight attendants such as governmental legislation and labour issues. As a member you also have a say in how your union is run. We have regular local general membership meetings (GMM's), you are eligible to participate in local and component committees, and volunteer positions at the local office are always available. Should you be interested you are also eligible to run for an elected position within the union.

You are now part of a big family with members from diverse backgrounds. Vancouver is consistently named one of the top five worldwide cities for liveability and quality of life; our cultural and ethnic diversity requires acceptance and an effort to embrace each individual as a collective. As in any big family, we all have our disagreements, but at the end of the day, we also all have each other's backs.

Should you have any questions or concerns regarding another member, management or gate agents, STOC etc. we expressly request that you first stop by the office for further discussion and information. Welcome to the family!



For a downloadable map go to: <https://www.tourismvancouver.com/plan-your-trip/maps/>

Although the Vancouver International Airport “YVR” is the major airport serving all of Greater Metro Vancouver, the airport is located in Richmond, South of Vancouver and West of New Westminster.

Getting Around:

Vancouver boasts an accessible and convenient public transit system, offering a great way for visitors to see the city. Most of Vancouver's top attractions are reachable via transit. TransLink is Metro Vancouver's regional transportation authority, and operates a public transit system made up of a network of buses, the SkyTrain, and the SeaBus, as well as the West Coast Express commuter train service.

The TransLink website (www.translink.ca) is a great place to find current schedules, fare information, and trip planning tools to help you get around while in Vancouver. You can also call 604.953.3333 for customer service.

The Compass card is a reloadable fare card that works everywhere for the buses, SkyTrains and SeaBuses. See www.compasscard.ca to purchase a card, find a retailer, register the card and check the card balance. The Compass website is where you will be able to find fares and passes, register for auto load or request a refund should you be charged incorrectly.

There are two types of Compass cards, Adult and Concession. The Concession pass is for eligible HandyCard holders, seniors 65 years and older and youth 14 to 18 years with valid photo identification proving age, and children 5 to 13 years. Children under 5 years ride free when accompanied by an adult (maximum 4 children per adult).

You can buy a calendar Monthly Adult Pass for 1, 2, or 3 zone travel by bus, SeaBus, and SkyTrain services. All bus travel is a 1- Zone fare.

There are three different SkyTrain routes (below) and a SeaBus that transports commuters from Waterfront Station to Lonsdale Quay in the North Shore.

The Millennium Line runs from Vancouver, VCC – Clark Station to Port Moody, Lafarge Lake – Douglas Station

The Expo Line runs from Vancouver, Waterfront Station to Surrey, King George Station

The Canada Line runs from Vancouver, Waterfront Station and **splits** at Bridgeport Station and goes either to Richmond Brighthouse Station or YVR Airport Station

(Each stop along the SkyTrain is approximately 2-4 minutes, weather conditions permitting)

Please note that passes for the West Coast Express must be purchased separately as they are priced differently. Go to www.translink.ca/Fares-and-Passes/West-Coast-Express-Fares



*After 6:30 p.m. on weekdays and all day Saturday, Sunday and Holidays, discount fares apply and purchasing a one-zone ticket will allow you to travel through all zones.

Fares are as follows:

One Zone: \$2.85 Adults / \$2.20 Compass Card / \$1.80 Concession

Two Zone: \$4.10 Adults / \$3.25 Compass Card / \$2.80 Concession

Three Zone: \$5.60 Adults / \$4.30 Compass Card / \$3.80 Concession

** There is a discounted rate for a packet of 10 Individual Fare Tickets with proof of identification located at the International Currency Exchange within in YVR.

Things to Do around the City:



Calendar of Events:

Here you will find a short list of popular blogs that reference events and good eats throughout the city, there is always something to do in Vancouver and unceasing new areas to explore. The best way to get to these locations and events is often public transit though there are often times you can wave down a yellow, white or green Taxi should you so need.

www.tourismvancouver.com

www.dailyhive.com/vancouver

www.insidevancouver.ca

www.boredinvancouver.com/blog

www.vancouverisawesome.com

Food and Drink:

Dine Out Vancouver Festival (www.dineoutvancouver.com) is where impressive restaurants put on prix fixe menus throughout the city during this two-week event January 18th to February 3rd at reduced rates to encourage locals to get out and try new and often extravagant local cuisine.

WestCoastFood (www.westcoastfood.ca) is your one-stop fresh guide to the best local and insider stories of all there is to experience and taste in British Columbia's epicurean region of Metro Vancouver, the Fraser Valley and the culinary communities in between.

Entertainment, Festivals and Events:

For an up-to-date calendar of events and entertainment that are available within the Vancouver community www.straight.com/listings/events

Through 12 month and all four seasons, Vancouver's festivals and events celebrate every facet of the city. From culinary to culture, performing arts to Pride, film to family-friendly fun, you'll find a festival or special event that shines the spotlight on your interests.

Some World Renown Vancouver Festivals and Events Include:

Celebration of Light	Vancouver Opera
Cherry Blossom Festival	Vancouver Craft Brewery Week
Dine Out Vancouver	Vancouver Folk Music Festival
DOXA Documentary Film Festival	Vancouver International Film Festival
International Jazz Festival	Vancouver International Wine Festival
Ted Talks Conference	Vancouver Pride Week and Parade

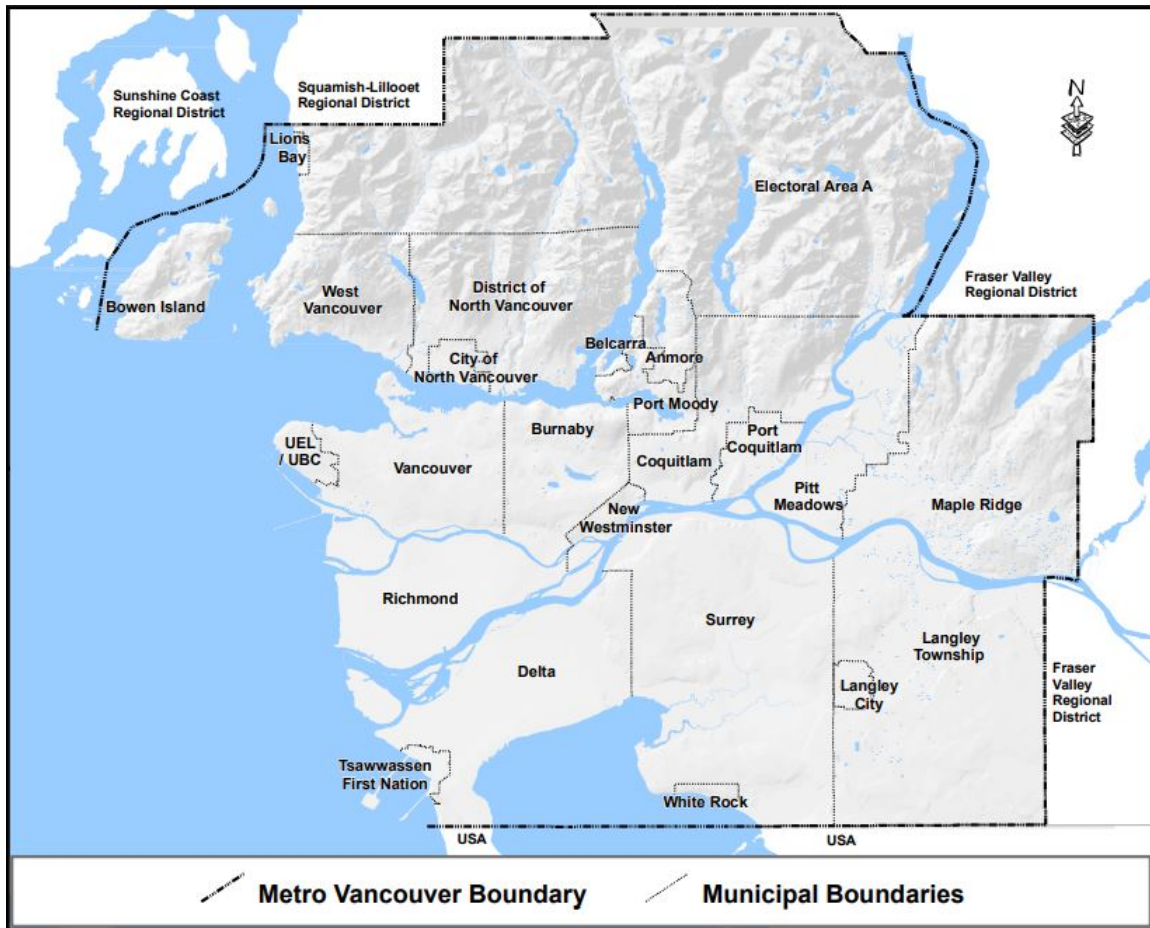
Arts, Culture and History

Depending on the location, you may be able to stroll through gardens, poke around in museums, see theatre productions, watch a sporting event, or experience of the many attractions in BC. Above all, have fun and explore!

Minter Country Garden (Chilliwack)	Sins of the City Walking Tour
Burnaby Village Museum	(Vancouver)
Victoria Butterfly Gardens	Museum of Anthropology (Vancouver)
Vancouver Art Gallery	Le Soliel Fine Art Gallery (Vancouver)
IMAX Victoria –Royal BC Museum	Fort Langley Museum

Hotels: If you will be commuting and want to stay at hotels you may consider joining a hotel frequent guest program so that you will accumulate points to put towards future stays.

Commuter Places: Many people share apartments or rent rooms in condos and houses. The cafeteria has a bulletin board with housing ads on it.



Village of Anmore
 Belcarra
 Village of Bowen Island
 Burnaby
 Coquitlam
 Corporation of Delta
 Electoral Area 'A'
 Fraser Valley Regional District
 City of Langley
 Township of Langley
 Village of Lions Bay
 Maple Ridge

New Westminster
 City of North Vancouver
 District of North Vancouver
 Pitt Meadows
 Port Coquitlam
 Port Moody
 Richmond
 Surrey
 Tsawwassen
 City of Vancouver
 West Vancouver
 White Rock

There are many attractions in and around the city that offer a wide variety of activities. Below are some of the world renowned fascinations with our beautiful city.

- Grouse Mountain located just 15 minutes from downtown, also known as the Peak of Vancouver. Riding the Gondola to the mountain top is an absolute must, in the winter you can experience the skiing, snowboarding, snow-shoeing, ice skating and sleigh rides and in the summer mountain bike tours, helicopter tours, tandem paragliding or maybe just enjoy the magnificent views at one of the restaurants.
- Capilano Suspension Bridge and Park located 10 minutes from downtown is the city's most popular visitor attraction. The swaying footbridge bridge is 230 feet above the Capilano River and spans 450 feet. There is also a colourful Totem park, trails through the West Coast rain forest and much more.
- Vancouver Zoo is located in Aldergrove just off the Trans Canada Highway. They are open all year round and offer either daily admission rates or season passes. There is a miniature safari train and a safari bus tour, you can also hire quadra cycles or bring your own bikes, in-line skates or any motor-less transportation to get you around.
- Science World located on Quebec Street offers hundreds of interactive exhibits, wrap around movies in a giant theatre and year round special events. There are always new exhibits arriving so it never gets boring.
- The city Aquarium is situated 5 minutes from downtown in Stanley Park. They are a non-for profit group and are Canada's leading aquatic conservation organization. Open year round, they have many different types of marine life to learn about and a daily schedule of shows.

City Life in Vancouver

The City of Vancouver (www.vancouver.ca) has a great website which emphasizes many different highlights of this beautiful city. From Parks, Recreation and Culture to People and Programs, there are so many different opportunities to grow yourself as a community member at large.

Staying Fit:



Air Canada offers an opportunity for members to sign up for the AEROFIT Gym; which is a YVR Operations Center non-supervised gym facility that is convenient and affordable.

For a full list of benefits or to download the application form you can go to www.aerofitgym.com or send an application request email to YVRAerofitGym@aircanada.ca.

Some of the benefits include convenient 24/7/365 access, full assortment of indoor equipment, yoga classes, boot camps and change rooms with showers.

The cost for a full year is approximately \$ 150 and the cost for about 6 months is approximately 90\$.

Cycling as Your Primary Mode of Transportation?



Members are welcome to use any of the bike racks stationed outside of the East and West Security Entrances as long as you ensure to bring your own lock and key.

There is also a bike rack, which is caged in with lock and key located at the West Security entrance. A copy of the key can be requested from Security East entrance providing your email, identification and contact information.

*** Vancouver offers a **bike share program**, a service that makes public bicycles available for shared use to individuals on a short-term basis. The bikes and helmets can be unlocked from one station and returned to any station in the system, making bike share ideal for short, one-way trips. To register go to www.mobibikes.ca

The Great Outdoors – Hiking BC

There are hundreds of hiking trails in British Columbia, and they are located in spectacular natural settings.

After all, BC has more than 850 parks and protected areas along with year-round resorts. Every type of excursion is available, from short walks on well-marked nature trails to thigh-burning multi-day wilderness backpacking trips.

Should you be interested in experiencing the vast expanse of naturally beautiful British Columbia, the place we call home; the below two websites are informative and highlight the difficulty/intensity, distance and duration/time of the hikes to average hiker.

<https://www.hellobc.com/british-columbia/things-to-do/outdoor-activities/hiking.aspx>

<https://www.vancouvertrails.com/trails/>

Bored in Vancouver – www.boredinvancouver.com (Ongoing Events Page)

Below is a list of some activities worth partaking in:

Free Outdoor Yoga for the Summer - 1015 Maple Street, Vancouver British Columbia V6J 3R4 (times vary per day)

Science World After Dark - 1455 Quebec Street, Vancouver British Columbia V6A 3Z7

Vancouver Aquarium – The After Hours - 845 Avison Way, Vancouver British Columbia V6G 3E2

Rio Theatre – Friday Night Late Night Movies - 1660 East Broadway, Vancouver British Columbia V5N 1W1



Home Location Is Critical

A few key points to remember about transportation and accommodation. As Metro Vancouver is quite vast, it is highly recommended to find a home as close to public transit as possible. Keep in mind that some routes and options are only available at certain hours of the day and often have some exclusions. For example, the SkyTrain only runs from approximately six o'clock am to twelve o'clock am.

Go to <https://www.translink.ca/Schedules-and-Maps/SkyTrain/SkyTrain-Schedules.aspx> for more detailed and accurate information.

Another option is the car share programs that are available and limited to certain cities within Metro Vancouver. Two such programs include: Car2Go (www.car2go.com) and Evo (www.evo.ca)

Important Note On Taxis/Cabs

Please note that **on a Reserve Block** a Taxi/Cab can be requested at the expense of the company based on the following parameters:

- *If notification is made less than 4 hours prior to departure or standby report time*
- *If required to report to the airport if flight departure or standby time is between 00:01 and 08:00*
- *If required to report to the airport for flight departure or standby start time within 15 hours of termination of last duty period*
- *If arrival is after 00:00 prior to 06:00*

(The maximum distance allowed for taxi will be judged as the distance between downtown and the airport)

Note: Taxi and Cab expenses will not be covered if you are on a scheduled Block

Budgeting Is Key

As a newcomer to Vancouver you may not yet have the distaste for the opulence of living in a city that absorbs a majority of your paycheque just to cover the cost of rent and transportation. It is highly recommended to use transit as much as possible should your home location permit as the cost of gasoline is steadily increasing with no oversight of possible decreases.

With rent for a studio/bachelor suite up to two bedrooms costing an average range of \$1500 to \$4000, it is critical that you plan your budget accordingly. As a recent new hire the average income is somewhere around \$18 000, increasing with time and seniority; it is absolutely pertinent that you plan accordingly and do all you can to be money wise. Some suggestions would include possibly sharing your living space with one or two other flight attendants, implementing public transit rather than owning or renting a car, shopping for groceries at low cost vendors using coupons or price matching, pack and bring your own lunch to work and build, implement and maintain a budget.

For those of you who are not gurus in the kitchen, below is a list of cheap eats you can go out and find in Vancouver. For a more extensive list, the app Zomato can filter based of price and location, otherwise hit up Google for 'cheap eats in Vancouver' and a few different websites will provide you the necessary detail.

The Warehouse - *156 West Hastings Street, Vancouver*
989 Granville Street, Vancouver

(With bargain basement menus, with everything at \$4.95 all day, every day, and specials like All You Can Eat Pasta and Wing Wednesdays)

Bons - *2451 Nanaimo Street, Vancouver*

(\$3 Breakfast, it's cheap, it's greasy, it's quintessential Vancouver budget eats)

Lucy's Eastside Diner - *2798 Main Street, Vancouver*

(The 24-hour all Day & Night Breakfast Special for just \$8)

Basil Pasta Bar - *1602 Yew Street, Vancouver*

(It's pretty easy to budget for a meal at Basil Pasta Bar, since pretty much all their pasta dishes come in at \$8.95)

Café Deux Soliels - 2096 Commercial Drive, Vancouver

(Commercial Drive veggie institution from 8 am to 3 pm weekdays and from 9 am to 4 pm weekends and holidays for their all-day breakfast menu, which includes multiple options that all ring in under \$10 each)

Curry 2 U – #281-1689 Johnston Street (Granville Island)

(Spice up any day of the week at Curry 2 U at Granville Island. From \$6.43 Kebab Mondays to \$6.90 Veggie Wednesdays; you can feast on Indian fare without breaking the bank)

Hungry Guys Kitchen - 988 Granville Street

(This recent addition to Granville Street offers healthy burritos and bowls packed with rice, beans, your choice of protein, and toppings, for \$8.89 apiece)

Budgies Burritos – 44 Kingsway, Vancouver

(Vegetarian burrito lovers swear by Budgies. Their fully-loaded 10" burrito is \$8 but if you're looking for leftovers, their 12" will only set you back \$9)

Wally's Burgers – 2661 East 49th Avenue, Vancouver

(Get the full-on experience with the Wally Works Burger; it's a classic Wally burger loaded with mushrooms, bacon, fried egg, wiener, and melted cheese, for \$9.75)

Hi- Five – 30 East Cordova Street

(Gastown's tiny grilled cheese-only shop, Hi-Five, offers customers a short and sweet menu of grilled cheese sandwiches served on sourdough ranging from \$3 to \$6)

A few other notable options would include searching up local sushi, pho, ramen, Mexican, dosas, and dim sum restaurants with numerous combinations for between \$5 and \$20.

Saving Money on Food:

Using coupons or the app Flipp, which compares the price of items based on the current discounts of your supermarket, trying to cook in more than going out. If you need some time with friends to go out and socialize, choose a spot that has a great Happy Hour menu with reasonable prices. Do as much of your grocery shopping off a list and try not to veer; shopping at No Frills, BulkBarn and Walmart (multiple locations within Metro Vancouver and its outliers) will also save a pretty penny. And most importantly, forget about brand names, buy no name, it's the same product for a cut cost, and above all definitely do not shop hungry.

Tips and Tricks to packing a Healthy and Sustaining Lunch:

1. Know yourself. If you're a snacker, pack multiple little snacks of all types; if you're a one meal and done, make and pack a larger portion.
2. Drink LOTS of water. Believe it or not, most thirst and dehydration is misinterpreted as hunger. Drink water first, wait fifteen to twenty minutes, and if you're still hungry at that point, then eat.
3. Over pack. Especially on reserve! You never know where the operation will send you or for how long and its better to have more food than not enough.
4. Try to find temperature neutral foods. Sometimes you will not have access to an oven, microwave, ice or refrigerator.
5. Know what foods can be brought into what countries***
6. Be mindful of food safety***
7. Prepare meals ahead of times in batches and freeze them, then when you're called out last minute you can grab and go
8. Use Tupperware that can be safely heated in an oven or microwave

Different ideas of specific foods:

- Cheese and Crackers with canned Tuna or Salmon (with pull tab)
- Guacamole and Hummus
- Veggies, veggies, veggies; if you do not like them raw, steam them
- Hard Boiled Eggs
- Sandwiches – Peanut Butter and Jelly, Nutella
- Trailmix/Nuts and Dried Fruits – Almonds, Peanuts, Sunflower Seeds, Pumpkin Seeds, Raisins, Craisins, Bananas & Apples Slices
- Cliff Bars and various Protein Bars
- Dried Noodle Cups for 'just in case'
- Microwavable Rice Cups
- Mason Jar Salads (Google for recipes)
- Cereal (dry) with small container of Milk
- Pre-bake Fruit filled/Grain packed Muffins and freeze them for on the go
- Pre- make Burritos or Wraps and freeze them for on the go

At the end of the day, eating healthy is about maintaining a balanced diet, be mindful of cravings, and satisfy them, your body knows you best and may be trying to tell you what its low on but don't overdo it.

Pinterest and Google are awesome tools for searching specific recipes or prepacked meals.

Further, a few free things to do in Vancouver on your time off to get familiar with the city or make new friends include wandering Granville Island, hanging out in Stanley Park, hike the Grouse Grind, mountain bike in the North Shore, window shop Vancouver's shopping districts, explore Olympic Village, play disk/Frisbee golf at the Queen Elizabeth Park, wander around Lynn Canyon and visit our beautiful stretches of coastline and seashore beaches.

Information to Help Keep You Healthy and Fit to Fly:

To review your Benefits go to: ACAeronet > HRConnex > Home Tab > Benefits

Reputable Pharmacies:

Shoppers Drug Mart, London Drugs & Pharmasave

British Columbia Medical Services Plan:

To sign up for your BC MSP go to: www.gov.bc.ca

<https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/eligibility-and-enrolment/how-to-enrol>

You can Apply for your BCMSP Online or By Mail and do so immediately

***Note that there is a waiting period of upwards of three months

Further, in order to obtain your BC MSP card, you need to have valid ID (identification) a Photo BC Services Card by visiting an Insurance Corporation of BC (ICBC) driver licensing office.

Insurance Corporation of British Columbia (ICBC)

To change your drivers license and obtain the appropriate identification in order to sign up for the BC Medical Services Plan go to: www.icbc.com

(Drivers Licensing and ID tab)

Personal Medical Services

Due to the high demand for General Practitioners (GPs) it is very difficult to find a family doctor who will take on new patients. With that said, there are a plethora of Walk In Clinics who will take patients should you need to see a Doctor or the Company requests medical substantiation.

The website MediMap is a great tool which helps individuals find Walk In Clinics that have availability in live time including the wait time and location. Please note that Walk In Clinics will require the MSP number or there will be financial charges.

Go to www.medimap.ca for Walk In Clinic availability.

Immunizations/Vaccines

Immunization is a very dynamic area and therefore there are frequent changes in the recommendations provided by accepted world authorities. It is one of the roles of the Air Canada Occupational Health Services to monitor these changes and communicate to cabin crew accordingly.

The immunizations presently recommended for cabin crew are the following:

- Tetanus (booster required every 10 years)
- Polio (one booster required if more than 10 years since primary series)
- Diphtheria (booster required every 10 years)
- Typhoid (booster required every 3 years)
- Hepatitis A

This list will be updated every time there is a change in recommendations or a new destination requires a change. Recognising the fact that a flight assignment can be awarded on a short notice, if you wish to have the immunizations recommended for certain countries, do it as soon as possible.

Although adverse reactions are more infrequent than before, immunizations should be carried out 48 hours before reporting for duty.

Immunizations can be done at your local Air Canada Occupational Health Services clinic free of charge. Contact them for more information on the subject or for an appointment at: Vancouver International Airport (offsite): (604) 231-6951

Attention! Not having the recommended vaccination or booster does not constitute a valid reason to refuse a flight assignment.

Finding a Dentist

To find a Dental Office that is accepting new patients local to your home, or within close proximity of the airport go to: yourdentalhealth.ca

<https://www.bcdental.org/yourdentalhealth/findadentist.aspx>

Finding a Physiotherapist

To find a Physiotherapist who is accepting new patients local to your home, or within close proximity of the airport go to:

<https://bcphysio.org/find-a-physio>

Finding a Registered Massage Therapist

****Please note you must first retrieve a doctors note prior to getting massage for benefit coverage**

To find a RMT who is accepting new patients local to your home, or within close proximity of the airport go to:

<https://www.rmtbc.ca/find-rmt>

There is also the option of going to the WCCMT (West Coast College of Massage Therapy) A central part of the educational experience at WCCMT involves clinical practicum training in our state-of-the-art public student intern clinic. As a patient in our public clinic you would have the opportunity to experience a quality massage therapy treatment at a significantly reduced price while contributing to the education of our students. All treatments are supervised by experienced RMT's who are both clinic instructors and are active in clinical practice.

<https://collegeofmassage.com/new-westminster/clinic/>

If you're interested in a personal reference, a good friend and spectacular RMT named Lea at Alliance Massage Therapy Center is willing to take on new patients and has multiple flight attendants she treats weekly. Lea specializes in deep tissue massage, Swedish massage, myofascial release and soft tissue rehabilitation.

To schedule an appointment go to: www.alliancemassage.ca

Compression Stockings

4 pairs with a compression factor greater than 30 MMHG *and*

4 pairs lower than 30 MMHG are considered eligible for reimbursement per calendar year.

In support of your compression stocking claim, you will need to provide ClaimSecure with the following documentation:

- A signed, completed extended health care claim form
- A paid in full invoice including proof of payment: Payment cannot be assigned to your provider

- A referral from your Physician If it is your intention to claim for multiple gradients of compression stockings, you will need to duly complete the Compression Stocking Questionnaire available on HR Connex.

They are welcome to submit a pre-approval form available on the ClaimSecure site (login via HR Connex) to know how much they will be reimbursed.

As for the prescription it must state the gradient of compression required and that they are needed for medical reasons. (No claim will be reimbursed if it is found that the reasons are preventative)

Employee Assistance Program EAP (Confidential support)	<hr/> 604-270-5703
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Resources for Employees:
Important numbers to Keep Close at Hand While Working

PBS Assistance	_____ pbs@local4094.ca
YVR Union Office - CUPE local 4094 www.local4094.ca	_____ 604-295-4259
Health & Safety - CUPE Local 4094	_____ 604-276-4625 or 604-276-4620
Occupational Health	_____ 604-231-6951
Crew Scheduling/Book Off Line/Planning/Records	_____ 1-888-676-2224 (follow prompts)
COMM center: YVR 3247	_____ 604-295-4262 (follow prompts)
STOC YVR	_____ 604-231-6605 _____ 604-231-6606
If you become injured or ill on layover, call Crew Scheduling	