

AMBASSADORS NEWSLETTER

December 2018
Editor Ken Dewerson



The 2019 Travel event once again was a huge success, thanks to YLW and the Ambassadors that assisted. The raffle raised \$4,000 that was donated to the **Pets & People Society**. The pilot project with Pets & People is now completed, Pauline has recruited 6 dogs and handlers in the program. The **uniform committee** is researching sources of uniforms, our intent is not to replace our current uniform,

but to work towards consistency to retain a professional appearance. The City authorized jacket **Dry Cleaners** is Kelowna Crossing Cleaners, in the Mall South of Costco. The UN declared 2019 To be the International Year of Indigenous Languages, Kelowna will host the **International Indigenous Tourism Conference (IITC)** next year, a gathering that's expected to draw hundreds of attendees. As they pass through YLW its important for us to recognize their cultural background, you should not make eye contact with traditional First Nations people as this is perceived as an intrusion. **The Ambassadors Handbook** on page 8 under "Inappropriate Behavior" it states that physical contact, bullying, and harassment is unacceptable. On page 5 it states that we are to conduct ourselves in a respectful manner, and notify the Supervisor of any bullying or harassment in the workplace. **Service Quality**, Maurice Mathieu noticed a lady sitting alone in a wheelchair past Westjet, he approached her and asked if he could be of any assistance to her, she said she was a stroke victim and was cold. Maurice went to our office and took 2 jackets to keep her warm. That lady had a positive Customer Experience. **The Families with Autism** tour went very well, Sam thanked all the Ambassador Volunteers. (See page 2). All YLW staff including us are encouraged to use the **NPST Entrance** behind Jazz to enter airside, and must



stay on the hash marked walkway to the elevator. Do not leave valuables visible in your **parked vehicle**, I still have some secure license plate bolts available. At left is the 2018 **YLW Junior Ambassadors** who just completed their training with Coordinator Maurice Mathieu. Just in time for the busy Airports Seasonal **Peak Period**.



PROFILE

ED BOWNES

Ed was born in Stettin Alberta, but has lived in Toronto, Vancouver, and Calgary. Ed spent 25 years with Air Canada starting as a cargo agent and then 20 years as an employee Development and Training officer, he even did a stint as a Flight Attendant during a strike at Air Canada.

On retirement Ed and his wife Edna moved to Kelowna. Ed's hobbies are as a painting artist, and a woodcrafter. In his younger days he was an avid skier and speed skater, he was even an alternate speed skater for the 1964 Olympics. Ed works the Tuesday Morning Airside shift as a Wayfinder, Incidentally Ed's neighbours on both side's are also Ambassadors.



FAMILIES WITH AUTISM TOUR 2018



SEA-TAC AIRSIDE VISITOR PASSES



Sea-Tac the first airport in the U.S. to allow visitors beyond security since 9/11. The “Visitor Pass Program” will allow people without tickets to access domestic travel gates only after a TSA screening. Visitors with passes must also have a photo ID and go through the same TSA checkpoint as ticketed passengers. The day pass also encourages non-travelers to shop and eat at the airport, thereby increasing revenue for Sea-Tac as well.

The program will only be made available Tuesday through Sunday between 8 a.m. and 10 p.m. It’s important to note that this is only meant to be a trial run and is not yet a permanent policy. The trial will begin Friday, November 9 and end on Friday, December 14. The airport will gauge the response to the program during the trial run and make a decision as to whether to continue after December.

SAFETY BEFORE TAKE-OFF

All the passenger wanted to do was get a good night’s sleep. Instead, he wound up causing an international flight incident. The passenger, from BC was traveling alongside his wife and son while en route to Cuba. Their journey, included a layover in Toronto, where he took a sleeping pill just before boarding his connecting flight. However, that pill apparently worked too well. A WestJet flight attendant attempted to wake him so he could be alert for take off, but couldn’t get him to respond. He only woke up in time to hear the crew member telling him he had to deboard the plane because he was a “medical emergency.” Once in the terminal, Bennett was checked out by paramedics, who examined him and cleared him for the next flight. However, he and his family were still told they were not able to come back on board, per the airline’s policy. The passenger is seeking compensation from WestJet for his trouble, but, that’s likely not going to happen. The statement made by the airline also took into account Canada’s federal regulations that prohibit passengers who are significantly impaired as a result of “the consumption or use of alcohol or drugs prior to boarding.”



LAX UPGRADES

“LAX is in the midst of a more than \$14-billion transformation,” All the construction projects combined are sure to create headaches for the approximately 85 million passengers who fly through LAX each year. In addition to the work underway at the various terminals, a \$4.9-billion elevated train to connect the airport to the region’s mass transit system will begin soon.