



Safety Report Details

Number	SR-12832
Event Date	5/20/2017
Report Title	Pax Med FLT330
Flight Number	330
Station	MSY/KMSY - NEW ORLEANS/INTL-LOUIS ARMSTRONG, LA., UNITED STATES
Tail Number	N/A
Aircraft Type	Not Applicable
Departure Airport	MSY/KMSY - NEW ORLEANS/INTL-LOUIS ARMSTRONG, LA., UNITED STATES
Scheduled Arrival Airport	DFW/KDFW - DALLAS-FORT WORTH/INTL, TX., UNITED STATES
Landing Airport	DFW/KDFW - DALLAS-FORT WORTH/INTL, TX., UNITED STATES

Description Narrative

Around 1930 local time pilot in charge called to tell us to sit down since we will be going through some turbulence. The fastened seatbelt sign was on the entire flight and we repeatedly told passengers to remain seated but some insisted on still getting up. Sheryl Sutton (Fa C) and I sat in our jumoseat. It was a little shaken at first and then we hit a big bump and that's when Sheryl flew up to the Galley ceiling hitting her head and fell completely to the floor. Once I saw it was ok for me to get up, i went over to assist her. I saw that she was responsive and tried to sit her upright but she was in able to move so i laid her down flat on her back. I tried to call the Fwd galley to tell Fa A that Fa C was hurt but the phone would not connect through so I walked to the fwd to tell Fa A and told her to notify the captain. I then asked if we had a doctor on board and a couple came to help me and to make sure nothing was broken and that she didn't have a concussion or any major problems. Once they asked her questioned and felt for numbness they told me that she wouldn't be able to get up so she would have to remain on the floor until EMS came and they went back to their seat. I notified Fa A that we will need EMS and a stretcher since she wouldn't be able to move at all. So during landing i occupied R2 jumpseat instead of L2 to ensure during landing that she would not roll forward and hurt herself more. Once we got to Dfw we kindly asked everyone to remain seated until EMS came on and handled the situation accordingly. Once EMS realized that she would really need a stretcher they deplaned everyone so they could have more room to bring a flat board on board.

Also the entire incident was being recorded by a passenger in 10 C who was really upset because of the delay we had due to maintenance prior to departure. If you have any other question my contact information is below

Suggestion Narrative

n/a