

ABTW_0075_AVI Handling Training for BTW Answer Key

2. AVI Handling – Review

Select **TWO** answers below. If you ever have any concerns for a live animal, you should contact:

- ☒ For checked AVIs: a WestJet CSA or supervisor
- ☒ For cargo AVIs: a WestJet Cargo representative
- ☐ Load Control
- ☐ The nearest veterinary clinic or hospital
- ☐ PETA

Both checked and cargo AVIs must have orientation labels as well as routing information attached to the outside of the kennel.

- ☒ True
- ☐ False

It is great guest service to tear a chit from the Live Animal Handling Declaration and give it to:

- ☐ The pilot in command, who gives it to the guest
- ☐ The CSA for the flight, who gives it to the guest
- ☒ A cabin crew member (CCM) on board, who gives it to the guest
- ☐ Your supervisor

Select all of the correct answers below. When loading animals into baggage carts or onto the aircraft, never load them together with:

- ☒ Human remains (HUM)
- ☒ Foodstuffs (EAT)
- ☒ Radioactive dangerous goods
- ☒ Natural enemies
- ☒ Dry ice

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3. AVI Loading – Review

The **ideal way** to look after animals is to do as much as we can to get them onto their intended flight.

- ☒ True
- ☐ False

Select the **TWO** correct answers below. Suppose your flight is in danger of bulking out. Who should you check with if you are unsure as to which commodities to prioritize?

- ☐ The WestJet/WestJet Encore station manager
- ☒ For Q400 flights: the Load Priority listed in the Encore GOM
- ☒ For WestJet flights: Load Control
- ☐ Your supervisor
- ☐ The POA from another crew

Stacking kennels on top of one another is acceptable only if they are small and belong to the same guest.

- ☐ True
- ☒ False

Your assigned flight arrives an hour late. When you open the hold door, you notice immediately that the dog in the kennel you were expecting is not moving or breathing. What is your best course of action?

- ☐ Call the WestJet station manager and inform them the animal is deceased.
- ☐ Immediately alert the guest on board and inform them the animal is deceased.
- ☒ Move the animal in its kennel to an empty baggage cart, get directions from the CSA or WestJet Cargo, and file an IHR.
- ☐ Remove the animal from its kennel and attempt to revive it.

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4. POA Responsibilities – Review

As POA, you can delegate the face-to-face AVI handoff **if** you have other, more pressing responsibilities you need to look after.

☐ True

☒ False

As POA, if you notice that a kennel is improperly secured, it is **your** job to secure it properly.

☐ True

☒ False

FACT: The GOM gives higher priority to using cargo straps for dangerous goods over using them for kennels.

SCENARIO: If the cargo straps are being used to secure dangerous goods in the compartment, it is acceptable to use other commodities and the cargo netting to secure a kennel.

☒ True

☐ False

Cargo Straps Priority

1. Boxed batteries