

Inconveniences

RIGHT SIDE OF THE LAW

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It seems like the past two weeks have been all about inconvenience. We all have stories about power loss, delays and cancellations.

My family is no different. Our power was out for five days. Luckily we were out of town.

Then on the way home, my flight was delayed for two hours, followed by a lovely three-hour wait on the tarmac at Pearson. Luckily again, my two children slept most of the way only to wake up in a good mood. Not all the passengers agreed. People were extremely testy and were not kind to our flight attendants.

What occurred to me was this: We live in a crazy time where weather is our one great variable. We make plans but sometimes those plans are disrupted. We can handle these delays and cancellations with as much grace as possible or we can kick and scream.

The problem is this: The flight attendants do not run the airline and trust me, they want to get home as quickly as you. You need to direct your anger in the right place. That goes for any situation. I am not suggesting this massive inconvenience is not

overwhelming; I am just encouraging you get through this trying time the best you can.

Then afterward you can deal with the airlines or whomever individually. Trust me, I feel your pain. So does my family. My uncle was trapped in Buffalo for two days as the highway was closed and my sister-in-law was stuck in Las Vegas with no flight in sight.

I just feel sorry for those front-line workers who are the sounding board of abuse. So thank you to the crew of Air Canada Flight 1205 last Sunday. You were lovely under the circumstances. The pilot even went out to get my strollers.

Let's be kind and remember safety is always the most important thing. So anything that will ensure your safety is worth the delay. You do not want to be calling Diamond and Diamond with a life-changing injury.

So be safe and be kind. ■

Sandra Ziskind provides an educational article for viewing, it should not be construed as legal advice. If you need Legal advice, please contact a lawyer or Sandra Ziskind at 1 800 567 HURT



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