

Update From Health, IOD, and Safety and Security

Shelter-In-Place Orders

Thirteen states to mandated “stay at home,” “shelter-in-place,” and or “lockdown” directives. If you find yourself in one of these locations while working, please remember the following:

- These orders have been put in place to mitigate the risk of community spread
- APFA recommends staying at the hotel and in your room
- Due to the shutdowns many hotels may have discontinued room service or have closed the on-property restaurants
- As the Company works through property issues, if you need to leave the hotel for food or exercise, please make sure to bring your Company ID and Photo ID to present if you are stopped to law enforcement. Failure to have your Company ID available could result in a citation or civil fine or incarceration.

Flight Attendants are considered essential service providers and are exempt from State and Local jurisdictional “Shelter in Place” Orders.

- If you would like to have documentation showing that you fit into this category, visit the [Coronavirus section on Jetnet](#) to download a [letter](#) from the Company. Simply type your name in the letter and print.

Food and Beverage Service Suspended

- Starting March 27th, AA will begin suspending all food and beverage service on most flights through April 30th. On flights under 2200 miles, we will discontinue all food and beverage service, and flights will continue to be provisioned with beverages to serve upon passenger request only.
- AA is working on a plan to provide water bottles and snacks for passengers at the time of boarding. Details to be determined later. On flights over 2200 miles, we will continue to offer a minimal service to address passenger needs on long-haul flights.
- AA will board the new service guidelines along with catering papers outlining the changes on all flights starting Friday.

Beverage Delivery (upon request - flights over 2200 miles)

- Hand passenger unopened can, napkin and cup
- Hand passenger unopened liquor mini if applicable
- Provide passenger ice upon request

The suspension of ALL meal service, special passenger meals, and pre-ordered meals.

Crew Meals will be provisioned and provided ONLY when and where scheduled.

Social Distancing Onboard Aircraft

- All Flight Attendants must sit in their FAA Assigned Jumpseat
- Seats around jumpseats and exit rows will be blocked on the seat map to provide more distance between flight attendants and customers.
- These seat blocks will be in place on flights for the next 60 days and will be revised as needed.

Aircraft Cleaning

- Please suspend all cabin cleaning except in stations where it is contractually obligated.
- Only clean aircraft if provided necessary Personal Protective Equipment (PPE).
- If PPE is not available - please advise station management and your FSM.
- **Never put yourself at risk to clean an aircraft**

COVID-19 Positive Test and Response

Unfortunately, more people will undoubtedly test positive for COVID-19 as it continues to impact communities around the world and in the United States. If you test positive for COVID-19 or are being quarantined due to exposure to the COVID-19, please follow these steps as outlined by the Company

What to do if you receive a positive COVID-19 result:

- Call your Flight Service Manager (FSM) immediately to report your test result. Your manager will contact our internal COVID-19 Response Team, which will take steps to notify other crew members, clean aircraft, and take additional safety precautions.
- If you test positive or directed to quarantine due to exposure by a medical doctor, local health department, or the CDC:
- Call Crew Scheduling to report upcoming absences.
- Submit for a Pandemic Leave of Absence by following the instructions for flight attendants outlined in the Leaves & Returns section of Jetnet. This LOA includes two weeks paid off, which will not be pulled from your sick bank or count against your attendance record.
- Follow all instructions from your doctor, health department, and the CDC.

For team members who are not impacted by direct COVID-19 exposure, you may be eligible for a Family Medical Leave Act (FMLA) or medical leave of absence, if you have a qualifying need.

If you have additional questions regarding COVID-19, please contact the:

COVID-19 Response Team at (800) 447-2000.

TeleMedicine Option now available for IOD and physical therapy

Doctors' offices and emergency rooms are adhering to social distancing and limiting the number of in-person visits, changes also have been made to the injury on duty (IOD) process - including a new TeleMedicine option. The nurse who takes your report will offer you a choice of either a TeleMedicine (remote) appointment or the traditional in-person clinic. If you opt for TeleMedicine, you'll be immediately transferred to the provider vs. having to secure an appointment and show up for an in-person visit. This option works for most common injuries, but the physician may refer you to an actual clinic based on the severity of your injury or unique circumstances.

Passport Renewal?

Passport agencies have closed until further notice due to the COVID-19 crisis. The US State Department will still process passport renewals for crew

members. If you need to renew your passport, call (877) 487-2778. **For more information, , click here.**

In Unity,

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Cathy Sharp
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