

Caring for our team and customers during coronavirus – Frequently asked questions

1 minute read

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We've compiled frequently asked questions about what American is doing to care for our team and customers into one spot for you to get the latest information quickly. We'll share regular updates as the situation evolves.

Don't see your question answered here? Reach out to the Occupational Safety and Health team at occupational.safety@aa.com.

Top team member questions

What do I do if I am displaying symptoms of COVID-19?

If you are sick, do not come to work or travel. Seek medical care. Some options for medical care may include your primary care provider, [onsite clinics](#), [Doctor On Demand](#) and in-network urgent care. [Read additional information.](#)

How do I report a confirmed case of COVID-19?

Contact your supervisor or the Team Member Service Center (800-447-2000) to tell them that you have been diagnosed with COVID-19. Your supervisor (or the Team Member Service Center) will contact the COVID-19 Support Center to report the case. [Apply for a Pandemic Leave of Absence.](#)

What is a Pandemic Leave of Absence?

You are eligible for up to two weeks of paid time off if one of the following applies to you:

- A medical doctor and/or qualifying health department professional requires you to be quarantined due to exposure to a confirmed case of COVID-19.
- You have a confirmed diagnosis of COVID-19.
- You've been tested for COVID-19 and are awaiting results.

[Read additional information.](#)

What if I am not "well for work"?

If you are experiencing new, unusual or worsening symptoms related to COVID-19, you should follow the same steps normally required when reporting that you're sick and will not be at work. If you are unsure of the process for your position, you should discuss with your management leader. Depending on your specific situation, you may be eligible for a [Pandemic Leave of Absence](#).

Is workers' compensation applicable?

If you request to file a worker's compensation (IOD) injury report for COVID-19, please report the injury as soon as possible. The injury report will be reviewed, including medical information plus state laws and make a determination on a case-by-case basis.

What do I do if I have been exposed to someone with COVID-19 at work, but have not been contacted by the company?

If we are informed of a confirmed COVID-19 diagnosis, we will reach out to the team members who have been in close contact with the individual who tested positive. Close contact includes those who were within 6 feet of that team member for more than 15 minutes at a time. Impacted team members will be contacted by the Outbound Contact Team, and a deep cleaning will quickly be arranged for

any areas the team member may have been in contact with. If you believe that you have been exposed to someone who has tested positive for COVID-19 and have not been contacted by the company, please contact your supervisor to advise of the details of the contact (location, date and time) and to obtain additional information on how to proceed.

What is the difference between COVID-19 screening and testing?

Screening: Questions from a health care provider to determine if you should obtain any diagnostic testing.

Testing: Viral (PCR) diagnostic testing can detect current infections. Antibody testing can detect a past infection.

Are face masks/coverings required?

Team members are required to wear face coverings at all times as part of their job function while in indoor common areas and while interacting with customers — regardless of whether six feet of social distance can be maintained. Face shields may also be worn in addition to a face covering. [Read more](#) on team member requirements.

If you're unable to wear the face covering due to a medical condition, the Americans with Disabilities Act (ADA) team will review options with you. However, you may be unable to work until this is no longer an essential function of your job. If you have any questions, reach out to the ADA team at ADA.Team@aa.com.

Vendors and partners working on behalf of American or at any of our locations are also required to properly wear approved face coverings.

Customers: For the safety of our team members and customers, all customers over the age of two are [required to wear face coverings](#) at airports and on board.

Note: Face coverings may be removed briefly while eating or drinking.

What are the criteria for returning affected team members to work?

Contact the Absence Return Center at 800-447-2000 and [refer to the chart](#).

Where can I find more information on COVID-19?

- [Resources](#)
- [Pandemic Leave](#)
- [Access to testing](#)

What is the coronavirus?

What is the 2019 novel coronavirus (COVID-19)?

The coronavirus is a family of viruses that typically affect the respiratory tract of humans. It is commonly associated with the common cold and, more seriously, pneumonia. The respiratory illness was first detected in Wuhan, China.

What's the risk level?

The Centers for Disease Control and Prevention (CDC) considers this a serious public health risk.

The federal government is working closely with state and local partners as well as public health partners, to respond to this situation. COVID-19 can cause mild to severe illness. Most severe illness occurs in adults 65 years and older and people of any age with serious underlying medical problems. We encourage you to visit the [CDC's website](#) for the latest.

What are the symptoms of COVID-19?

People with COVID-19 have had a wide range of symptoms reported — ranging from mild symptoms to severe illness.

- Fever
- Cough
- Shortness of breath
- Chills
- Muscle pain
- Sore throat

- New loss of taste or smell

How does the virus spread?

According to the CDC, coronaviruses are most commonly spread by direct person-to-person contact, mainly via respiratory droplets produced when an infected person coughs or sneezes.

Can the virus be spread by touching objects, like bags and boarding passes?

Though possible, it's unlikely. The virus is primarily transmitted through person-to-person contact.

What can I do to protect myself?

How can I protect myself from the coronavirus?

You should take normal precautions to protect yourself:

- Wash your hands with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Wear a face covering that covers your nose and mouth when around others.
- Cover with a tissue when you cough or sneeze.
- Clean and disinfect frequently touched surfaces.
- Avoid close personal contact with someone who is ill with fever and/or cough.
- Practice social distancing, in which you keep a minimum distance of 6 feet from others when possible.

Does wearing a mask help protect against the coronavirus?

According to the CDC, respiratory droplets are the main way coronavirus (COVID-19) is transmitted. So, when you wear a face mask, you help protect others from your respiratory droplets and when others wear face masks, they help protect you from their respiratory droplets. Given your safety and well-being — as well as that of our customers — are our top priority, we now require face coverings for customers and team members. We'll provide them for those who may not have their own.

It is likely that wearing a face covering may result in more frequent touching of the face, nose and eyes, so hands should be cleaned thoroughly before applying or touching masks.

Does wearing disposable gloves help protect against COVID-19?

According to the CDC, wearing disposable gloves does not help protect you or prevent the spread of COVID-19. That's because COVID-19 can be spread when someone touches a contaminated surface and then touches one's face, eyes, nose or mouth without washing hands or using hand sanitizer.

Put simply, if the glove touches a surface that is infected with COVID-19 and then your face, you could get the illness. One would need to wash their hands after removing the gloves to effectively protect against the virus.

While disposable gloves can help prevent the spread of infections if they are transmitted through open wounds in the skin, like Hepatitis B, that's not the case for COVID-19.

As a reminder, you should take normal precautions to protect yourself:

- Wash your hands with soap and water for at least 20 seconds or use hand sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover with a tissue when you cough or sneeze.
- Clean and disinfect frequently touched surfaces.
- Avoid close personal contact with someone who is ill with a fever and/or a cough.
- Practice social distancing, in which you keep a minimum distance of 6 feet from others when possible.
- If you feel sick with cold-like or COVID-19 symptoms, seek medical care and avoid contact with others.

What's American doing?

- A working group dedicated solely to confronting and addressing the impact of COVID-19 meets on a daily basis. This team includes leaders from across the airline — including our Corporate Medical Director — who are in daily contact with CDC, TSA, CBP, Department of State and World Health Organization to ensure we have the most up-to-date information to guide our operation.
- On March 10, hot towel service was suspended in all cabins and regions where it's offered. We know our customers love the warm welcome a hot towel provides, but out of an abundance of caution, they have been removed for the time being.
- All catering equipment on key international flights will undergo additional sanitation and disinfection procedures:
 - All tableware, dishes, cutlery and glassware are being sanitized/disinfected before washing.
 - All unused inbound supplies are being discarded.
 - Inbound linen and headphones are being sanitized separately.
 - All galley equipment, including carts and carriers, are being sanitized separately.
- On key international flights, mid-cabin bar service will be adjusted and self-serve snack and fruit baskets will be removed. Flight attendants will provide food and beverage items upon request.
 - While the CDC isn't recommending that airline crews use gloves to prevent the spread of the COVID-19, we've adjusted our policy on a short-term basis to allow flight attendants to wear disposable gloves during all phases of flight.
- We're doing the same for airport team members — allowing agents and other airport team members to supply their own disposable, solid color, non-latex gloves, if desired.
 - Gloves are not medically recommended because COVID-19 can be spread when someone touches a contaminated surface, with or without gloves, and then touches one's face, eyes, nose or mouth without washing hands or using hand sanitizer.
- We are in close contact with the U.S. Customs and Border Protection (CBP), CDC and public health officials, and will coordinate with them to address any health and safety-related measures.
- We have activated our Health Risk Executive Steering Committee and Working Group. The Working Group includes our Corporate Medical director, Premise Health, Corporate Safety, People, Government Affairs and other key subject matter experts at the airline. They are in daily contact with CDC, CBP, the Transportation Security Administration, the U.S. Department of State and World Health Organization to ensure we have the most up-to-date information to guide our operation.
- Based on CDC recommendations that hand washing is the most effective prevention, we will continue to provision departure gates, as well as Federal Inspection Service (FIS) and arrival gates, with additional hand sanitizer wipes.
- In addition, we are provisioning hand sanitizer wipes and gel in Flight Attendant Service kits on all flights. Supply levels will be monitored and replenished if needed.
- We have also added a drawer in the galley on every mainline flight containing personal protective equipment, including masks for flight attendants and pilots, and other sanitizing items.

- As part of our ongoing commitment to prioritizing our customers' and team members' well-being, we now require all team members to wear face coverings at all times when in customer and indoor team member areas, regardless of whether you can maintain 6 feet of social distance. Face coverings are also required outdoors unless you can maintain 6 feet of social distance or if you are exposed to extreme heat while working and performing your assigned duties.
- We also require our customers to wear face coverings onboard, and many cities and airports where we fly now require them, too. Customers may be denied future travel if they refuse to wear one. In addition, beginning June 30, American began asking customers during the check-in process to certify that they have been free of COVID-19 symptoms for the past 14 days. American worked with Vanderbilt University Medical Center to develop the COVID-19 symptom checklist for each customer using self-service machines in airports or during online check-in at home.
- We also have several travel notices to provide customers more flexibility with their travel plans. You can find the latest on [aa.com/travelalerts](https://www.aa.com/travelalerts).
- In order to create more space among passengers onboard, we capped the number of passengers on each flight through June 30. As of July 1, we no longer limit the number of customers on each flight, including non-rev travelers. We'll continue to notify customers and allow them to move to more open flights when available, without incurring any cost. When traveling as a non-rev, please be aware that there will still be some blocked seats near flight attendant jump seats, which may not be reflected in Travel Planner.
- We have made several changes to support the CDC social distancing guidelines, such as reconfiguring breakrooms in various work areas to increase space and distance between team members, enabling customers to scan their own boarding passes and we offer biometric boarding at some locations which provides distance between agents and customers. We also offer flexible seating options for customers onboard. Gate agents can reassign seats at the gate to create more space between travelers. Once boarding is complete, customers can move to other seats within their cabin.
- We have multiple layers of protection in place for those who fly with us, including required face coverings, enhanced cleaning procedures and a preflight COVID-19 symptom checklist — and we're providing additional flexibility for customers to change their travel plans, as well. We will also continue to notify customers and allow them to move to more open flights when available, all without incurring any cost. This is in addition to our current travel waivers. If space is available once boarding is complete — taking into consideration any aircraft weight or balance restrictions — customers may also move to another seat within their ticketed cabin subject to availability.
- We worked with the U.S. Department of State to operate 88 [repatriation](#) flights to bring more than 8,000 U.S. citizens home from abroad in light of government travel restrictions related to coronavirus (COVID-19). Flight segments included service from São Paulo (GRU) to DFW and from Honduras to DFW.
- To ensure the world's goods continue to get where they need to go, we are utilizing aircraft that would otherwise be grounded to fly cargo flights. We flew our first cargo-only flight since 1984 on March 20 from DFW to Frankfurt (FRA). As of July 13, we now have 99 weekly cargo flights to and from Europe, Asia and the Caribbean in our schedule. As of July 7, we've flown 1,000 cargo-only flights to transport lifesaving pharmaceuticals and medical supplies in the fight against COVID-19, as well as fresh produce, electronics and manufacturing parts to keep the supply chain moving.
- We partnered with our long-standing national partner, American Red Cross, to raise funds for their efforts on the frontlines of the COVID-19 outbreak. In April, AAdvantage®

members could earn 10 miles for every dollar donated to the Red Cross with a minimum \$25 donation.

- Our Military and Veteran Initiatives team, in partnership with several organizations — including the Gary Sinise Foundation, USO, Chef Robert Irvine and the Armed Services YMCA — has created and delivered more than 6,200 care packages for quarantined U.S. military service members at eight military bases, troops working in NYC and BOS, and patients at Walter Reed National Military Medical Center in Washington, D.C. during the COVID-19 crisis.
- We've distributed more than 500,000 pounds of food across the country through our partnerships with more than 30 organizations, including nonprofits, food banks, food pantries, hospitals, schools and other groups that are currently fighting against food insecurity due to the virus's financial impact on families and individuals.
- With food banks facing record demand, we donated 25,000 meals to community kitchens in April through a partnership with the LEE Initiative's Restaurant Workers Relief Program, which benefited kitchens in Chicago and Washington, D.C. In May, we donated 8,100 pounds of food to be incorporated into to-go meals and grocery bags to feed thousands of local restaurant workers whose jobs have been impacted by the pandemic. We have donated more than 13,000 pounds of food in Chicago through its partnership with LEE Initiative and the Fifty/50 Restaurant Group.
- We teamed up with the City of Philadelphia Office of Homeless Services, the Department of Behavioral Health and Intellectual disAbility Services and Philabundance, the region's largest hunger relief organization, to donate more than 28,000 snack boxes, 1,000 personal pandemic kits and 27,500 pounds of juice and other beverages to provide assistance to those in need in Philadelphia.
- We sent thousands of supply kits to nurses, doctors and medical staff at Mount Sinai Hospital in New York City and St. Jude Children's Research Hospital in Memphis, Tennessee, who are on the frontlines of the COVID-19 response. We also delivered amenity kits to Dana-Farber Cancer Institute in Boston, an organization that American has supported for 30 years and is now home to many cancer patients who are being quarantined due to COVID-19.
- We teamed up with Deloitte, the largest professional services organization globally, who donated its credits for previously canceled flights to transport more than 40,000 medical gowns from Shanghai to the Mount Sinai Hospital on one of American's cargo-only flights.
- Team members allocated more than \$460,000 to support UNICEF's relief work in Argentina, Brazil, Costa Rica, and Guatemala, helping address the needs of children and families by providing supplies to at-risk and affected communities; supporting interventions for infection prevention and control in health facilities, schools and communities; and promoting hygiene education to limit transmission and protect individuals from exposure.
- In May, American donated 10 million loyalty miles to St. Jude Children's Research Hospital to support its mission to help patient families as it leads the way the world understands, treats and defeats childhood cancer and other life-threatening diseases. The gift was made possible by AAdvantage members who purchased miles during May after American announced it would donate 1 AAdvantage mile for every mile purchased, up to 10 million miles.
- In recognition of the extraordinary care they provide to their community, American and [Hyatt](#) will award thousands of health care professionals from NYC Health + Hospitals/Elmhurst, one of the hospitals hit hardest by COVID-19, three-night

complimentary vacations to help them recharge and reconnect with their loved ones, once they are able to take time for themselves.

- Team members in Dallas-Fort Worth — home of American's largest hub — came together to give back to the community during this challenging time. We delivered 15,000 meals to students and their families in Dallas Independent School District, provided meals for medical professionals to show gratitude for their commitment and care to the Dallas-Fort Worth community throughout the COVID-19 outbreak, and made and delivered more than 800 masks for the medical professionals at UT Southwestern's Moncrief Cancer Institute in Fort Worth.
- We are giving up to 1 million [Business Extra®](#) points to small businesses and nonprofit organizations in need of travel support. The airline will award 500,000 points to help these groups cover future travel costs and match up to an additional 500,000 points based on member gifts through July 31. The 500,000 gift will be divided evenly between minority-owned small businesses and the airline's [Our Social Good](#) program, which supports organizations that seek to improve stability, health and care for global citizens in need.

What are American's aircraft cleaning procedures?

- We've enhanced our cleaning procedures on all aircraft. This move, which will touch the majority of our aircraft each day, includes a more thorough cleaning of all soft and hard surfaces.
- This includes additional fogging procedures — ones that go beyond the fogging and other cleaning procedures we were already conducting on many of our aircraft. It's a state-of-the-art process with a singular focus — to protect the safety and well-being of our team members and customers.
- This isn't new for us. Our Tech Ops team has been fogging our aircraft for the past three years and together with our Cleaning team, is expanding our usage to ensure customers and team members can feel confident when they fly with us.
- We have also expanded our Clean Commitment by adding the Vanderbilt University Medical Center on New Travel Health Advisory Panel. As part of our Clean Commitment, we will begin providing PURELL® Advanced Hand Sanitizer to American Airlines customers in our lounges and hub airports across the United States. The most recent update regarding our Clean Commitment can be found on our [Newsroom](#).
- The electrostatic spray we're using is thoroughly applied inside our aircraft every seven days, continuously killing 99.9999% of viruses and bacteria on both the hard and soft surfaces of our aircraft throughout that seven-day period, including:
 - Seats, including flight attendant jump seats and crew rest areas (on top and underneath)
 - Seat belts
 - Carpets and floors
 - Windows
 - Window shades
 - Armrests
 - Lavatories (door handles, toilets, sinks, counters, walls, floors)
 - Galleys and all surfaces within
 - Overhead bins (inside and out)
 - Tray tables

- Inflight entertainment screens
- Passenger service units, including light and air conditioning controls
- Because we use an electrostatic sprayer — a method of cleaning and disinfecting that involves applying an electric charge to a liquid in order to fully cover a surface — it's able to clean 360 degrees, including hard-to-reach surfaces like under seats, inside overhead bins and between the nooks and crannies.
- Most of our aircraft are equipped with High-Efficiency Particulate Air (HEPA) filters that provide a complete air change approximately 15 to 30 times per hour, or once every two to four minutes. A HEPA filter's complete air change is better than most other forms of transportation and office buildings' and similar to the standard for hospitals.
- We're provisioning hand sanitizer and sanitizing wipes for crew members on all mainline flights. We've also added a drawer in the galley on every mainline flight containing personal protective equipment, including masks for flight attendants and pilots and other sanitizing items.
- As of this May, we made masks a requirement for all team members and customers and started distributing sanitizing gel in customer areas. Customers are now also being offered sanitizing gel on all mainline flights, and the offering will expand to regional flights starting July 24.
- On June 26, American announced it will form a new Travel Health Advisory Panel, which includes experts from Vanderbilt University Medical Center who will advise on health and cleaning matters as travelers return to the skies over the summer. Vanderbilt experts will provide American with the latest information and long-term guidance on disease prevention, cleaning procedures and other public health matters, and how American can continue to improve and innovate with our cleaning procedures to make sure customers always feel safe in the skies.

What are American's airport cleaning procedures?

- In addition to working closely with airport authorities and government agencies to maintain a safe, clean environment through a regular cleaning protocol, we are taking the following steps:
 - **Disinfecting check-in kiosks and touchless check in.** We are wiping down our touch-screen kiosks at our airports multiple times per day with an EPA-approved disinfectant. Customers may also check in for their flight using the American Airlines app or aa.com. As of July 17, we now also offer a touchless check-in experience for customers, allowing them to proceed to the gate without touching the kiosk screen, even if they are checking a bag. Learn more on our [Newsroom](#).
 - **More sanitizing stations.** Many of our airports are providing additional hand sanitizing stations along with increasing the frequency of cleaning of high-touchpoint areas like handrails and restrooms. Our Premium Guest Services team has adjusted our food and lounge service in direct response to changes in demand and government mandate.
- Beginning March 26, we temporarily closed Admirals Club lounges as part of our response to the COVID-19 pandemic. However, in preparation for the summer travel season, we have started reopening lounge service in phases at 11 clubs in 10 key U.S. cities, with an enhanced focus on cleanliness and safety. As of July 15, the DFW Admirals Club lounges in Terminals B and D will open along with the lounge at PHL Terminal F. As of July 20, the Concourse B Admirals Club at CLT will also reopen. [Get more details](#) about the reopening of our Admirals Club lounges and the safety improvements we've made for team members and customers.

- Team members working at select locations below will be available to offer travel assistance. To reduce large gatherings, lounge services — including all food and beverage offerings, restrooms and shower facilities — will be temporarily suspended.
- As of March 20, Flagship First Dining and Flagship Lounges are temporarily closed, since we have reduced international travel by more than 75% in response to demand.
- You can find more details on the food and lounge service adjustments we made in March on [Newsroom](#).
- Many of our hub airports have also announced changes to their cleaning procedures, such as deep cleanings of high-touch areas — like terminals, restroom and restaurants — the addition of on-site sanitizing stations, and new policies to protect their employees and help prevent the spread of anything their team members are in contact with.
- We began observational reporting, in which station general managers and facility directors select management personnel to conduct daily observations throughout American facilities in partnership with local union representatives. The goal of these reports is to provide timely updates on facilities' conditions and, when possible, improve or address issues as they arise.

What adjustments to our schedule are we making?

One of the ways we can most immediately act is by adjusting our schedule. We have proactively adjusted our schedule based on customer demand, while being mindful to protect customers' plans and crew members' schedules. And, if the U.S. government says we should stop flying to a given destination as a result of COVID-19, we will comply immediately. We'll continue to evaluate and be aggressive but prudent with future adjustments, and are working closely with the APA and APFA. We have also issued waivers for many flights for customers to minimize impact on their travel and give them additional flexibility.

As we prepare for summer travel, we're aiming to restore more flights to our schedule. In response to improving demand for air travel, we're planning to fly 55% of our 2019 domestic schedule and almost 20% of our 2019 international capacity in July. Read the full details on these [schedule adjustments](#).

American will adjust its long-haul international schedule for winter 2020 through summer 2021. In an effort to match low demand resulting from the COVID-19 outbreak, the airline will realign its network with the goal of improving long-term profitability. American expects:

- Summer 2021 long-haul international capacity to be down 25% compared to 2019.
- To focus on markets that create unique connectivity for customers.
- To leverage partnerships as the foundation of future international growth.

Read more about adjustments to our [international schedule](#) .

What is the U.S. government doing?

On Wednesday, Feb. 26, the White House announced that Vice President Mike Pence is now in charge of the U.S. government's response to COVID-19. As part of this announcement, the administration also shared some important information about the U.S. government's response to the virus:

- The U.S. government has no higher priority than the safety, security, health and well-being of the American people.
- Still, the United States is ready to adapt and respond. The response team, led by Vice President Pence, will continue to bring the full resources of the federal government in coordination with state and local partners to see to the health and well-being and effective response to COVID-19 in the United States.

- On Friday, March 27 Congress passed and the president signed the Coronavirus Aid, Relief and Economic Security (CARES) Act. This bipartisan financial stabilization package will provide immediate and necessary support for our team members, the heart of our business, as we work to weather this crisis together.
- In April, the U.S. Department of the Treasury approved \$5.8 billion in financial assistance for American Airlines from the Payroll Support Program (PSP) of the Coronavirus Aid, Relief, and Economic Security (CARES) Act. With this level of assistance, we now believe we have the financial resources necessary to help us withstand this crisis and be in position to serve the traveling public as they begin flying again.
- In April, certain state and local governments began requiring face coverings to be worn while working at airports.
- We are in close contact with U.S. and international public health officials and are coordinating with them on all required health and safety measures.

What government-imposed travel restrictions are in place?

The U.S. government has imposed entry requirements, with certain exceptions, pertaining to travel from the following countries:

- China (excluding Hong Kong and Macau)
- Iran
- The Schengen Area of Europe
- United Kingdom
- Ireland
- Brazil

Any U.S. citizen or lawful U.S. permanent resident returning to the United States from these countries within the previous 14 days must enter the United States through an approved airport. Customers will be rebooked, if necessary, to one of those approved airports by our Reservations and Airport teams.

We continue to work closely with U.S. authorities to comply with these orders while treating all of our customers with respect. We are committed to taking care of any affected customers by assisting them with rebooking options and full refunds. Our team is proactively reaching out to customers who may be affected by these travel restrictions to ensure they are accommodated.

What airports are approved entry points for customers entering the United States if the customer has visited any of the above listed locations within the last 14 days?

- Atlanta: Hartsfield–Jackson Atlanta International Airport (ATL)
- Boston: Boston Logan International Airport (BOS)
- Chicago: Chicago O'Hare International Airport (ORD)
- Dallas-Fort Worth: DFW
- Detroit: Detroit Metropolitan Airport (DTW)
- Fort Lauderdale: Fort Lauderdale-Hollywood International Airport (FLL)
- Honolulu: Daniel K. Inouye International Airport (HNL)
- Houston: George Bush Intercontinental Airport (IAH)
- Los Angeles: LAX
- Miami: MIA

- New York City: JFK
- Newark, N.J.: Newark Liberty International Airport (EWR)
- San Francisco: San Francisco International Airport (SFO)
- Seattle: Seattle-Tacoma International Airport (SEA)
- Washington, D.C.: Washington-Dulles International Airport (IAD)

When do these restrictions expire?

These restrictions are in place until further notice.

Will American ask questions of all customers traveling to the United States from an international location?

We will question all passengers about their travel to any of the countries currently subject to entry requirements.

What is a state of emergency?

A wide range of events can motivate a local government to declare a state of emergency. Normally, it's an expectation that additional resources may be needed to prepare for or respond to an unanticipated issue or event. In short, an emergency declaration is a way to shift a government's attention and marshal additional resources in advance of, or in reaction to, an unforeseen situation.

What support is available for team members?

I am under a CDC-, state- or local health department-mandated quarantine due to my own illness or the illness of a family member. What are my options to take time away from work?

We understand how challenging this situation is and your safety comes first. You will be covered by a [two-week paid sick policy](#). You will not receive attendance points or occurrences or be progressed through any discipline processes due to absences. Work with your leader so they know you'll be out for an extended period of time. You can request your leave through the [Leaves & Returns](#) page.

Are there changes to our sick and attendance policies?

You are now eligible for [two weeks of paid time](#) off if a medical doctor, the Centers for Disease Control and Prevention (CDC), and/or a local public health department professional requires you to be quarantined due to exposure to a confirmed case of COVID-19 or if you have a confirmed diagnosis of COVID-19. You will not receive attendance points or occurrences or be progressed through any discipline processes due to absences. American's sick and attendance policies are designed for you to stay home when necessary and vary by workgroup. If you are not diagnosed with COVID-19 or told to be quarantined, you should reach out to your leader to discuss which options might be available to you.

What options do I have if I need to be away from work due to other events related to COVID-19, such as school and daycare closures?

You have several options depending on your circumstances. In line with existing contractual agreements, policies and procedures for your role at American, you may be able to drop and trade trips and shifts or use accrued vacation, among other options depending on your workgroup. You should discuss options with your manager.

What if I think I may have symptoms of COVID-19, but I'm not certain? Is there a simple way for me to get answers?

You can start with a virtual visit through Premise Health or Doctor On Demand. During these telephone or video consults or mobile device or computer, a health care provider will do a thorough screening of your symptoms and review your medical history to confirm if you are eligible for COVID-19 testing. If so, the provider will refer you to a local testing site and provide a physician order if required by the testing site.

To access a Premise Health virtual visit, you have to be a mainline team member in a state where we have a Premise Health [onsite clinic](#). These visits are available during clinic hours through your My Premise Health account. You can also access your My Premise Health account [online](#) or via the My Premise Health app. If you don't have a My Premise Health account, you can [sign up for one online](#) or on

the My Premise Health app. If you have additional questions, you can call any of the [Premise Health onsite clinics](#) and speak with a trusted member of their staff.

Doctor On Demand visits are available 24/7 for all U.S.-based mainline team members enrolled in the Core, Standard, High Cost Coverage, DFW ConnectedCare or PPO 80/90/100 medical options (cost varies per plan). These virtual visits are available on the [Doctor On Demand website](#) through your computer or the Doctor On Demand app. Remember to enter your medical plan information when registering.

How can I find out if I had COVID-19?

An antibody blood test is one way to investigate if you might have previously had the disease — whether you showed symptoms or not. Doctor On Demand and Premise Health can now help connect you to local, reliable laboratories for this test. If you're enrolled in one of American's medical plans, COVID-19 screenings and antibody tests are covered at 100%, so there is no direct cost to you or your covered dependents.

What is American doing if there's a suspected case of COVID-19 at my work location?

We're in regular contact with the CDC and local health authorities. We are following their guidance for ensuring team member safety. You can learn more about COVID-19 and the steps we're taking [here](#).

Will I be informed if there is a COVID-19 confirmed diagnosis at my work location?

If we are informed of a confirmed COVID-19 diagnosis, we will reach out to the team members who have been in close contact with the individual who tested positive. Close contact includes those who were within 6 feet of that team member for more than 10 minutes at a time. Impacted team members will be contacted by the Outbound Contact Team, and a deep cleaning will quickly be arranged for any areas the team member may have been in contact with, such as the affected workstation and conference rooms. While we will continue to do everything we can to ensure a safe work environment, specific details regarding the diagnosed team member cannot be shared to protect the team member's privacy. Otherwise, we'll continue following the guidelines of public health organizations, such as the CDC and local public health departments.

What is the procedure to return to work for team members who had a confirmed COVID-19 diagnosis?

Because your health and well-being are our top priority, we want to make sure you are taking care of yourself, especially if you have been diagnosed with COVID-19. Be sure to take the appropriate amount of time away from work and return only when you are healthy. This protects both your well-being as well as that of your fellow team members and our customers.

We strongly encourage team members to seek guidance from a health care provider. If you're not under the direct care of a provider and return to work guidance is not available from your local public health authorities, you should follow the latest recommended guidance from the CDC for returning to work. Those instructions are outlined on [here](#).

My county is currently under a stay-at-home order and may require documentation as proof that I'm an essential worker since American is considered an essential service. What documentation can I provide?

If you need documentation, please download the [letter](#) you may use as proof that you are an essential worker. You can simply type in your name and print it. If you need any help with the letter, please reach out to the [Team Member Service Center](#) (TMSC).

What options are available if I need financial relief or supplemental income during this time?

The CARES Act and e-certification make it easier to access financial relief. Team members affected by the coronavirus pandemic have additional options when it comes to making withdrawals and loans from their 401(k) funds. Get more information on [here](#).

In addition, team members now also have the option to take a third loan against their 401(k) account through Fidelity. Until now, American's 401(k) plan permitted team members to take up to two loans from their 401(k) accounts. American chose to make a third loan available, provided eligibility criteria are met, to help team members face the financial challenges that have resulted from the COVID-19 pandemic. Learn more on [here](#).

We've also launched several unique partnerships with companies across a variety of industries that have a need for additional team members. These partners are seeking many of the valuable, transferrable skills demonstrated by our workforce to fill thousands of seasonal, temporary, part- and full-time opportunities. A major benefit of the program is that the participating companies have committed to moving applicants through expedited hiring measures as quickly as possible — in some cases without an in-person interview.

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Does American offer support for team members who may be having a difficult time adjusting to the current environment caused by COVID-19?

Adapting to the new environment created by the COVID-19 pandemic can be stressful, and not everyone in your family may know how to react. Our Employee Assistance Program (EAP), administered by Optum Health, can offer support in crisis situations. You can find helpful [articles](#) and tips on the Optum website. Plus, you and any member of your household are eligible for free over-the-phone assistance. In addition, to help team members take an active role in their health and well-being to combat the unanticipated levels of stress and uncertainty that face us all right now, Journey to Well-Being has updated activities and highlighted key resources to help you navigate your financial well-being, manage your stress, connect with others and work on resiliency. All U.S.-based mainline team members as well as covered dependents age 18 and older can use Journey to Well-Being to find activities, tools, and information and connect with well-being coaches. Learn more and get started on my.aa.com.

(Document Location: <https://newjetnet.aa.com/docs/DOC-38970>)