



Coronavirus — Update #4

New arrival forms, new arrival PA for Shanghai, meal vouchers and more

January 28, 2020

All flight attendants

New Health Declaration form (arrivals into Shanghai and Beijing)

The Chinese government has implemented a new policy requiring customers and crew arriving into Shanghai (PVG) and Beijing (PEK) to complete a Health Declaration form. These forms are provided in the Customs/Immigration area to customers after they deplane.

HEALTH DECLARATION FORM ON EXIT/ENTRY

Exit Entry

For the health of you and others, please fill out the Health Declaration Form truthfully. If you conceal or falsely declare, you will be held accountable according to the Frontier Health Quarantine Law of People's Republic of China.

Surname: _____ Given Name: _____ Gender: Male Female
 Date of Birth: year month day
 Nationality and Resident City : _____

1. Type of Traveler's Document: _____ No. of Traveler's Document: _____

Passport
Exit-Entry Permit for Travelling to and from Hong Kong and Macao
Exit & Entry Permit for the Taiwan Area of the Republic of China
Mainland travel permit for Taiwan residents

Flight (Ship/Train/Car) No.: _____ Exit/Entry Destination: _____

2. Your contact number when you stay in China: _____

3. If you have been to Wuhan city during the past 14 days, please declare below.
No Yes

4. Do you have one or more of the following symptoms? please mark "√" in the corresponding "□"
Fever Chill Cough Chest tightness Difficulty breathing

I declare that all the information given in this form is true and correct.

Signature _____ Date _____

Customs officer

New arrival PA and procedures required on arrivals into Shanghai (PVG) only

The FA1/Purser should make the following PA in connection with the “Prepare for landing” PA:

All customers arriving in the People’s Republic of China will be required to complete a special Health Declaration form which will be available as you clear Customs and Immigration. Additionally, The Frontier Health and Quarantine Law of the People’s Republic of China requires you to identify yourself if you’re experiencing symptoms such as fever, cough, chest congestion, chest pains or difficulty breathing. If you have any of these symptoms, please ring your flight attendant call button now.

You should verify the seat number(s) and name(s) of any customers who self-identify as having these symptoms and notify FA1/the Purser. Ask these customers to remain seated during deplaning and wait for ground team members to come aboard to assist them.

The FA1/Purser should notify the gate agent immediately upon arrival of any customers (names and seat numbers) who self-identified.

How to handle customers who are suspected of having a communicable disease

These apply to all communicable diseases and not just coronavirus. Refer to your IFM for more details.

Boarding/Pre-flight	<ul style="list-style-type: none">• Immediately notify the captain and contact the agent.• S/he will involve the Corporate Resolution Official (CRO).• Final authority for customer acceptance is the System Customer Service Manager (SCSM) who coordinates with the Physician on call (POC)
Inflight	<ul style="list-style-type: none">• Follow the procedures outlined in the IFM. <i>Medical -> Illnesses -> Symptoms List -> S (for suspected communicable diseases inflight).</i>
Arrival	<ul style="list-style-type: none">• Coordinate with FA1/Purser to identify customer and communicate customer seat number/information to gate agent.• Ask customer to remain seated during deplaning and wait for further instructions from local officials.

Meal allowance for crews laying over in Beijing (PEK), Shanghai (PVG) and Hong Kong (HKG)

Since many flight attendants may not want to venture out in order to avoid crowds, etc., we're providing a \$75 USD per day credit at the layover hotel. This is intended to offset expenses for food.

Use of masks

Last week we announced a temporary policy change allowing flight attendants to wear face masks on flights to/from PVG, PEK and HKG only. We're provisioning additional masks on departures from DFW and LAX in case you need them.

While masks are also available in the Ancillary Kit, the kit should only be opened if advised by the Physician On Call (POC).

The Centers for Disease Control and Prevention (CDC) indicates that **wearing a face mask as a preventative measure will not prevent the spread of coronavirus. And that wearing one as a precaution is not medically recommended** since viruses can pass through a mask because they are so small. Additionally, you may touch your face more while wearing a mask, since they can be a bit uncomfortable. That additional contact between your hands and your face could actually increase your chances of getting a viral or bacterial infection. *The most effective strategy is frequent handwashing.*

Extra hand sanitizing wipes

We're continuing to provision extra hand sanitizing wipes in each service kit. They're for you to hand out to customers upon request and for you to use as you deem necessary throughout the flight.

Latest CDC Guidance

Our goal is to protect both our employees and our customers – which is why **we've been following and will continue to follow the [CDC's guidance](#).**

Amanda Freitag
Sr. Manager, Flight Service Operations and Security
amanda.freitag@aa.com