

Keeping you informed on
our response to COVID-19



Update 48

May 8, 2020

All Flight Service team members

BIDDING NOW OPEN: Special June 70 hour VLOA (replaces discontinued NSL option)

- This special month-long voluntary leave of absence (VLOA) credits you up to 70 hours pay for June
- We anticipate being able to award special VLOAs to 6,000 – 7,000 flight attendants
- All APFA represented flight attendants can bid; lineholders will be given priority
- If you are awarded the special VLOA, you will **not** be able to pick-up June trips in TTS/UBL or ETB; this gives other lineholders the chance to improve their schedule
- You'll find out if you get the award before the PBS window opens
- **Unlike the NSL option last month, you must bid for the 70 hour VLOA**

To bid on the special June VLOA, visit the [Flight Service website](#)

WINDOW CLOSES MAY 11 AT 1200 CT

Customers will be required to wear face coverings on board our aircraft starting May 11

This new requirement has been communicated to customers via many channels. Customers will also hear an announcement at the gate regarding this requirement, and we are adding it to the flight attendant Health & Safety PA. Gate agents will have primary responsibility for ensuring customers are wearing a face covering when they board and will address any customer concerns or exceptions at the gate. As a flight attendant, your role is simply to remind customers of the policy if you notice someone, not covered by one of the exceptions, who is not wearing a face covering.

We will provide a few additional masks in the PPE drawer for you to give to customers who may need face coverings. These masks will be individually wrapped and loaded in the drawer with a note “for customer use, if needed.”

We’ve put a list of frequently asked questions about the customer face covering policy on the [Flight Service website](#).

Virtual Town Hall – Tuesday, May 12 at 1230 – 1330 CT

Join me next week for a virtual town hall. My team and I will give updates on a variety of hot topics and answer your questions. Save the date and check your CCI messages for additional details – including instructions on how to text in questions that I’ll answer live.

To participate, call toll-free 866-240-1897 or 210-795-1114

Enter access code: **596 352 710**

During the virtual town hall, you can text your questions. Check your CCI messages in the coming days for instructions.

When will I see my pay protection for April?

We know how important it is for you to be paid timely and accurately. That’s why the team in Crew Compensation continues to work as quickly and as carefully as possible to get your pay right in light of the exceptions we’ve made. Since the line guarantee pay protections are above and beyond what the contract requires, all of these must be manually processed. This is why the some pay protections may take a little bit longer than others to be paid.

- April flight hours and contractual pay protections (rescheduling, crew substitution, last sequence/series, etc.) provided under the contract will be paid on your **May 15 paycheck** as normal.
- The special April line guarantee (non-contractual) outlined in the letter of agreement with the APFA is being handled manually. **This line guarantee will be paid as soon as possible via a special check.**

Turning off trip-trade requests and notifications

I’ve heard from a few flight attendants who say they are getting too many trip trade requests from colleagues. If this is happening to you – you can turn off requests and avoid receiving these messages on a sequence by sequence basis. On the “*My Schedule*” calendar in Crew Portal, click in the date box (*note: don’t click on the sequence itself but the date*). Choose “Not Accepting ETB Request” from the pop-up. The sequence number will change from white to black.

Also, you can adjust your ONE notification preferences to turn off text messages regarding TTS or ETB. Just visit the [ONE notification sign-up page](#) to make changes.

If you need more information on how to use or sign-up for the optional ONE (operational notification engine), visit [Crew Change](#).

Keeping up with all the changes in response to COVID-19

Since the beginning of the COVID-19 pandemic, we've made a lot of changes to make flying as safe as possible. With so many changes happening so quickly, it's sometimes hard to keep track of everything. We've added a [chart on the Flight Service website](#) that shows an overview on what's been done in response to COVID-19.

Easy way to support the Wings Foundation using Amazon Smile

Now more than ever, the Wings Foundation is an extremely worthy cause. They provide financial assistance to American flight attendants recovering from illness, injury or other emergency. Last month alone, Wings case workers assisted 35 flight attendants. Unfortunately, COVID-19 has impacted the organization's donations and made it harder to raise funds. But... did you know you can support Wings without spending *any additional money*?

Amazon Smile allows shoppers (including those with Prime) to designate a charity, which in turn receives .05% of the purchase price from your eligible smile.amazon.com purchases. Follow these steps to get started:

1. Log on to smile.amazon.com, if it is your first time visiting you will be prompted to select a charitable organization
2. If you want to change your charity, go to your Account from the navigation bars on the top left then select "Change your Charity"
3. When searching enter "Wings Foundation, INC." and verify to the right you see DFW Airport to ensure you have selected the right charity

Remember, only purchases made at smile.amazon.com (not amazon.com or the mobile app) generate Amazon Smile donations. Thank you on behalf of the Wings Foundation and Flight Service.

Support from customers

A customer on a recent DTW-DFW flight sent us a note saying PHL flight attendants Terry Steighner, Debora Smith and Joann Cacchione did an outstanding job taking care of customers asking to spread out in the cabin:

I would like to recognize the work of the team of flight attendants on today's flight: They did an excellent job guiding [customers] and encouraging proper social distancing [during] boarding and at the conclusion of the flight. They also went out their way to accommodate additional distancing for those who requested it during the flight, including myself. Clearly, we are in unprecedented times. I sincerely appreciate their effort, and I know others did as well.

Kudos to Terry, Debora and Joann for making sure everyone felt safe and comfortable on this flight.

Thanks for checking in today.

A handwritten signature in cursive script that reads "Jill".

Jill Surdek
Senior Vice President, Flight Service

Flight Service Communications and Engagement