

Need to report a confirmed case of COVID-19 on your team?

Notification

- When your team member tells you they've been diagnosed with COVID-19, use the [checklist](#) to collect as much information as possible. At a minimum, collect their contact information and the last day they worked.
- Call the COVID-19 Support Center at 682-315-0500 (or email COVID19support@aa.com) and provide them with the [checklist](#) information. The support center is open seven days a week, 7 a.m. - 7 p.m. CT. The line will be answered after hours for emergencies.
- The Support Center will review the details with medical personnel
- Let the team member know that team members with a confirmed diagnosis of COVID-19 will be covered by a [two-week paid pandemic leave](#). Team members will not receive attendance points or occurrences or be progressed through any discipline processes due to absences in these circumstances.
 - The team member can request their leave through the [Leaves & Returns](#) page. If needed, you may request the leave on their behalf by following the link under How to Request a Leave of Absence. Once logged in, click My Team and search for the team member's name.

Review

- Pandemic Response Team works with manager to identify team members who may have been exposed to the confirmed team member and determines any necessary facility and aircraft cleaning. These [contact tracing tips](#) will help you identify who may need to be listed.
- The manager will receive an email with instructions to fill out a Contract Tracing Form in SharePoint. This [Quick Reference Sheet](#) will guide you through the form. The form must be completed as soon as possible within 24 hours.

Outreach

- Manager provides list of team members who may have come in contact with confirmed team member
- Outbound Team contacts each team member who may have been in contact via call, text and/ or email to aa.com address. Encourage all team members to review and update their [contact information](#). Team members who may have been exposed will receive a call from 800-447-2000.
- If desired, use the provided [communication resources](#) mentioned above to share information with the rest of your team. Please discuss with your Corporate Communications contact before distributing.

Clean

- Identify all facilities and aircraft that need to be cleaned.
- Cleaners dispatched to disinfect.

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In the event a team member passes away from COVID-19, please notify the COVID-19 Support Center and also follow our [regular procedures](#) for reporting team member deaths.

Team member rights to privacy

The CDC and public health authorities have direct authority over the measures being taken in regard to COVID-19, including tracking potential exposure and mandating quarantines. Under most circumstances, American cannot require team members to disclose any medical condition, including a medical diagnosis. However, in connection with the COVID-19 pandemic where there is a direct threat to the health or safety of others according to current medical or scientific opinion or as directed by health authorities, American may ask team members about COVID-19-related symptoms and diagnoses.

Information that a team member is exhibiting symptoms, has been exposed to or has received a confirmed COVID-19 diagnosis must remain compliant with applicable data privacy and security laws. This means that such information should be considered confidential, only be shared on a need-to-know basis and documented separately from the team member's general personnel file. Managers should not name or provide personal information that could identify the affected individual except to the designated contacts outlined above.

Notification of others in the workplace should only occur when you receive further guidance from the American Airlines Pandemic Response Team or any of the previously listed contacts. Keep in mind, during notification, you cannot reveal the identity of the affected individual to others.

If you need further direction on team member rights to privacy, please reach out to the COVID-19 Support Center at 682-315-0500, seven days a week, 7 a.m. - 7 p.m. CT. The line will be answered after hours for emergencies.

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you and your team are v
important steps below. F

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[How to report a confirmed case](#)