

Caring for our team during COVID-19

Updated May 5 at 10:25 a.m. CT.

Originally published Mar 19 at 4:30 p.m. CT.

Caring for people on life's journey is what we're all about - and there's no better way to make that clear than this: If you're not feeling well, we want you to take care of yourself.

Safety remains our top priority, and we want you to know the latest about your work-related options and the steps we're taking to care for our team members in response to the coronavirus (COVID-19). It is likely you're seeing a lot of information from many sources. This situation is evolving, and we're continuing to evaluate options for team members. We know you have a lot of questions. Here's what to know if you find yourself in these situations.

I'm not feeling well.

If you're not feeling well, take care of yourself. Stay home from work and seek care if needed. American's sick and leave of absence policies are designed for team members to stay home when necessary. Policies and procedures regarding sick time and leaves of absence vary by workgroup and country, but we have extended a [two-week paid sick policy](#) for team members who have a confirmed diagnosis of COVID-19. If you have questions, discuss your specific options with your leader.

I am under a CDC, state or local health department-mandated quarantine due to the illness of a family member, friend or coworker.

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 on Jetnet.

I am displaying symptoms consistent with COVID-19 after suspected exposure.

If you are experiencing symptoms after suspected exposure to COVID-19 (including but not limited to cough, shortness of breath or difficulty breathing, fever of 100.4 or above, chills, repeated shaking with chills, muscle pain, headache, sore throat and new loss of taste or smell) and have been in close contact with a person known to have COVID-19, do not come to work and seek medical advice through the following options:

- Contact your health care provider.
- U.S.-based team members and covered family members enrolled in an American Airlines medical option can contact [Doctor On Demand](#) to assist.
- Visit one of American's [onsite clinics](#). **If you believe you have symptoms of COVID-19, please call the clinic prior to visiting.**
- In-network urgent care clinics can also see patients if they are symptomatic.

- Team members can call the customer service number on the back of your medical ID card. These teams are backed by registered nurses, provider search specialists, claims specialists, pharmacists, behavioral health clinicians and medical directors to respond as needed.

If you would like to stay home out of an abundance of caution based on your age or a pre-existing health condition with or without your medical providers guidance, Work with your leader to know what options you might have available to cover your time away from work.

I have been diagnosed with COVID-19.

If you have been diagnosed with COVID-19, notify your supervisor or call the [Team Member Service Center](#) at 800-447-2000. The personal information you provide will be confidential and protected under the applicable medical privacy laws and regulations. The information will be shared with the American Airlines Pandemic Response team, a cross-functional team who will work with you to contact any team members or vendors who may have been exposed and which locations need to be sanitized.

Remember that team members with a confirmed diagnosis of COVID-19 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 in these circumstances. You can request your leave through the [Leaves & Returns](#) page on Jetnet.

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, use accrued sick or vacation time, or take unpaid voluntary time off, among other options depending on your workgroup. You should discuss options with your leader.

I want to protect myself from exposure.

You should take normal precautions to protect yourself and others. Here's some things you can do:

- Wash your hands with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your mouth and nose with a tissue when you cough or sneeze.
- Clean and disinfect frequently touched surfaces.

Where do I go for support?

You have resources during this challenging time. Here are some that can help:

- Reach out to your leader.
- Team Member Service Center: 800-447-2000, Monday through Friday, 7 a.m. to 7 p.m. CT; Saturday and Sunday, 8 a.m. to 4 p.m. CT or open a case on [Jetnet](#).
- [COVID-19](#) space on Jetnet
- [Employee Assistance Program](#): 800-363-7190 or [liveandworkwell.com](#) (access code: AMERICAN)
- International team members should reach out to their people business partner.

Frequently asked questions

Are there changes to our sick and attendance policies?

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

If a team member suspects they have COVID-19, we're asking that they notify their leader or the Team Member Service Center. The personal information the team member provides will be confidential and protected under the applicable medical privacy laws and regulations. That will allow American's Pandemic Response team to collect important information about any team members or vendors who may have been exposed and which locations need to be sanitized. Those who have been exposed will be contacted and guided on next steps.

What will happen if there is a COVID-19 confirmed diagnosis at my work location?

If there has been a confirmed COVID-19 diagnosis, public health agencies will often contact American, but we're asking team members with a confirmed COVID-19 diagnosis to contact their leader or the Team Member Service Center. The personal information the team member provides will be confidential and protected under the applicable medical privacy laws and regulations. That will allow American's Pandemic Response team to collect important information about any team members or vendors who may have been exposed and which locations need to be sanitized. Those who have been exposed will be contacted and guided on next steps.

Updated Mar 13 at 5:00 p.m. CT.

Starting on Monday, March 16, we will be changing our food and beverage service procedures in our Admirals Club lounges, Flagship Lounges and aboard our aircraft to provide even more peace of mind for our team members and customers.

We will replace buffet-style food service with individually portioned, covered food items and will shift most self-service beverages to individually portioned service, such as milk cartons or bartender/wait staff service.

- In Flagship Lounges, we'll replace buffet-style food with individually portioned, covered food items.
 - This includes both hot and cold breakfast as well as all-day options.
 - Milk carafes will be replaced with individual cartons in beverage fridges. Other beverage dispensers (water, tea, etc.) will move behind the bar.
- In Admirals Club lounges, breakfast and all-day options will be displayed on trays. Items will be either pre-packaged or individually wrapped.
 - This includes both hot and cold breakfast as well as all-day options.
 - Pre-packaged oatmeal with hot water will be available.
 - Soup will no longer be served.
 - Milk carafes will be replaced with chilled individual cartons. Other beverage dispensers (water, tea, juice, etc.) will move behind the bar.
- Other changes:
 - Bulk condiments will be replaced with portion-controlled packets.
 - Snack dispensers will be replaced with individually wrapped or pre-packaged snacks.

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- Cutlery and napkins will be pre-packaged.
- Apples will be wrapped.
- Desserts will remain in the same display but individually wrapped.
- More frequent cleaning of touchscreens on beverage machines.
- Other important information:
 - Food for purchase will still be available.
 - Avocado Toast and Guacamole Action Stations will still be offered, as the portions are individually made by servers using gloves.
- Onboard:
 - Customers will receive a new plastic or paper cup with every beverage request.
 - As part of that change, over the weekend we will be removing all glassware from premium cabins and replacing it with plastic or paper cups.
 - Beginning March 10, we temporarily suspended hot towel service in all cabins.

The health and safety of our team members and customers is our top priority, and we will continue to share updates on these procedures as we make them.