

# Take note of the team member notification process for COVID-19 cases

---

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

Two weeks ago, American saw our first confirmed case of the coronavirus (COVID-19). We want to continue to ensure that team members know what to do if they are personally impacted by COVID-19 and know how we handle and communicate about confirmed cases. Most important, we want to remind team members that if you're sick, please stay home, stay on the ground and seek medical care. This means no flying, including deadheading when showing any of these symptoms 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.

Here's how we can work together to help keep each other and our loved ones safe during this time.

## What happens when a team member has COVID-19?

American's Pandemic Response Team has a process in place for handling reported cases of COVID-19. This process aims to protect the health, safety and privacy of all team members.

**If you have been identified as someone who may have had close contact with someone contagious with COVID-19, you will be contacted via call, text and/or email to your aa.com address as soon as possible.**

In instances of both unconfirmed and confirmed cases of COVID-19, team members who are experiencing symptoms should follow the process outlined below.

## Unconfirmed cases

If you have symptoms consistent with COVID-19:

- Do not come to work, and seek medical care.
- Contact your supervisor or the Team Member Service Center (TMSC) to tell them you are experiencing symptoms consistent with COVID-19. If you wish, you can also notify your union rep.
- Make sure you also give your supervisor/TMSC the following critical information:
  - The date your symptoms began.
  - The last day you were at work.
  - The spaces in which you worked 48 hours prior to symptom onset.
  - The team members you came into close contact with 48 hours prior to symptom onset.
  - The best way to reach you while you are out sick.

Your supervisor will:

- Make sure you have information on medical care resources and sick leave.
- Have your work space sanitized if you were at work 48 hours prior to symptom onset.
- Inform team members of potential exposure as needed via email, text and/or aa.com email address. Please check your aa.com email regularly.

Take note of the team member notification process for COVID-19 cases

## Confirmed cases

If you receive a confirmed diagnosis of COVID-19:

- Do not come to work. Contact your supervisor or the TMSC to tell them you have been diagnosed with COVID-19.
- If you have not already, make sure you also give your supervisor the following critical information:
  - The date your symptoms began.
  - The last day you were at work.
  - The spaces in which you worked 48 hours prior to symptom onset.
  - The team members you came into close contact with 48 hours prior to symptom onset.
  - The best way to reach you while you are out sick.

Here's what will happen next:

- Your supervisor will contact the COVID-19 Support Center to report the COVID-19 case.
- A Premise Health physician from the Pandemic Response Team will call you to gather more information about your case.
- The Pandemic Response Team will arrange for the proper cleaning and sanitation of impacted work spaces. In addition, all potentially exposed team members will be contacted via email, text and/or aa.com email address. Please note that only team members who worked in close proximity with someone who has a confirmed case will be contacted. Team members who may have been exposed will receive a call from 800-447-2000. Please also be sure to check your aa.com email regularly.

## A note about confidentiality

Supervisors and the Pandemic Response Team will keep personal information related to suspected and confirmed cases of COVID-19 confidential. They will share limited details only as necessary in response to the COVID-19 pandemic.

Likewise, if you learn of a team member's suspected or confirmed diagnosis, out of respect for their privacy, we ask that you not share this information without their express permission.

## If you're sick, stay home and seek medical care

The No. 1 thing people can do to prevent the spread of workplace viral illness, including COVID-19, is to not come to work sick. Whether you work on the ground or in the air, if you are showing any signs of illness -- coronavirus-related or otherwise -- please stay home and contact a medical provider. This means no flying, including deadheading when showing any of these symptoms: fever of 100.4 or feeling feverish, shortness of breath, cough or body aches.

As a reminder, any team member quarantined for suspected or confirmed COVID-19, those self-isolating while awaiting test results or anyone ordered to quarantine due to exposure will receive up to two weeks of paid pandemic leave and will face no penalties for attendance.

While we are in the midst of allergy season and the tail end of flu season, it's important not to underestimate any of your symptoms. Your abundance of caution could go a long way in keeping fellow team members safe.

## Caring for each other on this difficult leg of life's journey

During this pandemic, we're all called to be extra diligent in protecting our own well-being, as well as those of our families, [customers](#) and fellow team members. Here are a few helpful reminders of best practices for everyone's safety.

- **Monitor and take care of yourself.** Symptoms to watch for include, but are not limited to cough, shortness of breath or difficulty breathing, fever (100.4 or above), chills, repeated shaking with chills, muscle pain, headache, sore throat and new loss of taste or smell. If you develop any of these symptoms, **do not come to work, do not travel, and seek medical care.** Medical care is available through many resources, including your primary care provider, in-network urgent care clinics, [Doctor On Demand](#), [onsite clinics](#) and the customer service number on the back of your medical ID card.
- **Communicate with your leader.** Please keep them updated if you or your health care provider suspects you have COVID-19. This is an important step to ensure the safety and health of our team.
- **Keep workspaces clean and clear.** American has enhanced many of its cleaning procedures in recent weeks, but we invite you to monitor your personal work areas. Disinfectant sprays and wipes are especially helpful in high-touch areas like your desk, computer, telephone and mobile devices, chair arms, and door handles. Also, we encourage you to keep your workspace free of clutter, paper and personal items, if possible. Should your area require a deep clean because of possible exposure, these items could become damaged.
- **Follow hand hygiene guidelines.** The [Centers for Disease Control and Prevention \(CDC\)](#) recommends that you wash your hands often with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol. Also, avoid touching your eyes, nose and mouth with unwashed hands. Remember to sneeze or cough into a tissue rather than your hands.
- **Practice social distancing.** We are an essential industry dedicated to serving people. However, when possible, the [CDC](#) recommends keeping at least six feet between you and others. This extra little space can help keep you safe from droplets spread by others' sneezes and coughs. Promoting web meetings and conference calls, reconfiguring break rooms, asking customers to scan their own boarding passes, and enhancing airport transportation and parking situations are all examples of how American has tried to encourage social distancing.

Thank you for working together with us to protect ourselves and our American family. We appreciate you doing your part to serve each other and our customers as safely as possible and in good health.

## Look out for your emotional well-being

It is expected that people would feel stress, anxiety, fear and other emotions during this time. American's [Employee Assistance Program \(EAP\)](#) is available to help both domestic and international team members and all people in their households. U.S.-based team members can call 800-363-7190 or visit [my.aa.com](#). International team members can find the EAP number for their respective country at [my.aa.com](#).

## Confirmed COVID-19 reporting process

Our Pandemic Response Team has implemented a process for handling reported cases of COVID-19. This process aims to protect the health, safety and privacy of all team members. In the event of a confirmed case of COVID-19, please refer to [these important steps](#). (Please note, this process applies to non-crew team members. The process for Flight and Flight Service varies slightly; please continue to follow the process as outlined for those groups.)

Take note of the team member notification process for COVID-19 cases

## **Update your contact information**

Whether it's changing your phone number, adding your emergency contact, or updating the employee directory (the information that shows up in Outlook's address book), we want to be sure we have the correct information in the event we need to contact you. We also recommend regularly checking your aa.com email for the latest local and departmental news. [Update your information.](#)