

## Keeping you informed on our response to COVID-19



### Update 33

**April 9, 2020**

*All Flight Service team members*

#### **Providing more personal protective equipment (PPE)**

##### **Face masks and hand sanitizer in Base Operations**

We're happy to report that our initial order of over 140,000 surgical masks has arrived in crew bases. The masks were sent to each base in quantities based on the number of daily departures at each location. While we are working to purchase more masks, the worldwide supply is extremely short. This is why we're only able to hand out limited quantities based on the number of days in your sequence. Additional hand sanitizer has also arrived in each crew room. Your Base Manager will send a separate note with details on how you can pick up these items. Our long-term goal is to provide additional masks and sanitizer on board the aircraft.

##### **A new central location for PPE on the aircraft**

As part of our efforts to provision more personal protective equipment (PPE) on board, starting tomorrow (April 10), we will be consolidating PPE in a dedicated PPE drawer located in the premium cabin glassware cart. The drawers will contain hand sanitizing gels/wipes and additional gloves, and they will be restocked each time an aircraft is catered. Narrowbody aircraft will have two boxes of gloves per PPE drawer. Widebody aircraft will have three boxes per drawer. Main Cabin supply drawers will continue to be provisioned with gloves as well. Because supplies remain limited, sanitizing gels/wipes should be used by working flight attendants only. We are working to increase these quantities as more deliveries arrive.

#### **Reminder LRD for May will close at noon CT on Saturday (April 11)**

I've received a few questions about LRD, or the Lineholder/Reserve Designator. This monthly tool is used to select your status preference as a lineholder or reserve prior to bidding in PBS. Normally, LRD closes on the 7<sup>th</sup> of each bid month, however for May, it will close on Saturday, April 11 at noon CT. While the LRD tool has been around for a while, if you need a quick refresher on how to use it, please visit [Crew Change to view the LRD guide, FAQs and a quick "how to" video](#).

#### **Monthly VLOAs close tomorrow (April 10); Can you apply for unemployment?**

If you are interested in taking a voluntary leave for May, please follow the normal procedures for applying for a monthly VLOA. Some people have asked if they can apply for unemployment while

on a monthly VLOA. The answer is no. Unlike the special 3-12 month PVLOA, the monthly VLOA is a short voluntary leave. The company **may** contest unemployment claims made during standalone VLOAs. The company **will not** contest unemployment claims if you took a VLOA in April immediately followed by a PVLOA in May.

### **Crew Comp is working quickly as possible to process pay protection**

The Crew Compensation team has been working overtime to process pay protection for March. Since these special pay protections are outside of our normal process, we are required to process each payment manually. Unfortunately, this takes a very long time. This means pay protection for everyone may not be included in your regularly monthly closeout (mid-month check). In this case, you'll receive the pay protection either in a special/adjustment check, or depending on the timing, as part of a regular paycheck. Since the Crew Compensation team is extremely busy and working hard to get this done, please limit calling them to ask about pay protection as this could further delay the process.

### **Update on PVLOA and FMLA**

After hearing feedback expressing concerns about the paid voluntary leave (PVLOA) hours not counting towards FMLA eligibility, we have revisited this policy with our People team and will be allowing these hours to count towards FMLA eligibility.

### **Making a positive impact**

It's a stressful time for everyone right now. Our customers appreciate all that you can do to alleviate their stress. PHX flight attendant Larry Smith's calm demeanor made a huge impact on a customer traveling from LAX to PHX.

*I wanted to write in to share my sincere gratitude for the tremendous care AA showed me on my flight to PHX. The flight was delayed and was the last flight into Phoenix. I was worried I was going to miss my connection and be stuck. One of the flight attendants, Larry, overheard and continuously checked on me during the flight to see how I was doing and gave me updates. This is an extremely scary time in the world, and I can't imagine what flight attendants are dealing with day in and day out. I'd like for him to know how much of a positive impact he made on me and my experience.*

Thank you Larry for reassuring this customer! A little kindness really goes a long way right now. I appreciate all of you for making our customers feel safe and cared for.

Thanks for checking in today.



Jill Surdek  
Senior Vice President, Flight Service

## Flight Service Communications and Engagement