

Keeping you informed on our response to COVID-19



Update 35

April 14, 2020

All Flight Service team members

Update on paid voluntary leave and early out programs

I heard from many flight attendants who wanted to take a paid leave (PVLOA) but missed last week's deadline. That's why we opened another election window to give those who are still interested in paid leaves a second chance to apply. To apply for a PVLOA, fill out the [online election form](#) by 0800 CT on Friday, April 17.

After Flight Service gave flight attendants a second chance to apply for leaves, other team members asked for a similar opportunity. The company decided to follow our lead by offering a second round of paid leaves to most other work groups. You can read more about this on [Jetnet](#). American also made the decision to offer most team members, including flight attendants, a second opportunity to apply for the voluntary early out program (VEOP). For more information, please visit the [Flight Service website](#). The deadline for bidding is 0800 CT on Friday, April 17.

Both the above options will be effective with the May bid month. Visit the [Flight Service website](#) for more details.

Update to policies and procedures

We've been working with the FAA to adjust some of our procedures in light of COVID-19 to promote social distancing. Please see the [recent update](#) from the Policies & Procedures team for details on the temporary changes to our safety demo and double jumpseat policy. Here are a few additional updates:

Hands-only CPR is acceptable if you have concerns regarding COVID-19

Based on [American Heart Association \(AHA\) guidelines](#), it is temporarily acceptable to use hands-only CPR if you have a cardiac emergency on board flights. This means flight attendants can forego rescue breaths if they suspect the customer receiving CPR has COVID-19.

Using a pocket mask helps protect against the transmission of COVID-19 and other communicable diseases due to the one-way breathing valve, and a combination of chest compressions and rescue breathing can lead to better outcomes.

- If you perform rescue breathing, use your own pocket mask when possible. If needed, you may use a pocket mask from the Grab and Go Kit. A pocket mask is also contained in the Inflight Medical Kit (which may be opened only after instructions by the Physician on Call).

Using the AED is still required for cardiac emergencies. Prepare surface and place pads as usual. If you are performing chest compressions, be sure to wear gloves and throw them away after use. Do not touch your face and wash your hands for 20 seconds.

Additional seats blocked on A321 and narrowbody aircraft

Blocked (Z-blocked) seats around select jumpseats and exit rows were put in place in March. Based on your feedback, we will now be blocking additional seats on the A321 aircraft to provide more distance between flight attendants and customers.

- A321L – 8DEF, 10F and 23A
- A321NX - 28A
- A321OA – 9DEF, 10DE, 11F and 24ABCDEF
- A321S – 10DEF, 12F and 25A
- All narrowbody aircraft -- the last row of main cabin

Because z-blocks are on the seatmap for future seat reservations, you may still find some customers in those seats, but there should be fewer every day. These seat blocks will be in place on flights for the next 60 days and will be revised as needed.

Exit seat briefing must be complete, including for customers who move into exit seats

You must ensure that any person seated in an exit row meets all exit seat requirements. You must complete the required individual exit-seat briefing, and get a verbal acknowledgement from each customer prior to the boarding door closing. With our new [social distancing guidelines](#), most customers will change seats prior to aircraft door close, in coordination with the gate agent. However, some customers may move into empty seats after the boarding door closes.

If a customer moves to an exit seat:

- Prior to the aircraft departing the gate, exit seat requirements (including exit-seat briefing and verbal acknowledgement) must be met prior to aircraft movement on the surface
- -During flight, exit seat requirements (including exit-seat briefing and verbal acknowledgement) must be met prior to the aircraft landing

Be sure to notify the Flightdeck when customers change seats in case this impacts weight and balance, and also inform the FA 1 / Purser that exit row criteria are met and briefings are complete.

Focus on safety and preventing Inadvertent Slide Deployments

We're facing many distractions during this pandemic and we want you to remain vigilant about your health and safety onboard the aircraft. It's been a tough year already with Inadvertent Slide Deployments (ISD), and we currently have nine ISDs charged to Flight Service. Always perform monitor and challenge, cross check, and "All Call", as well as ensure your doors are disarmed and the final walk through is completed. In addition to standard operating procedures to prevent ISDs, be sure you check all safety equipment and do a pre-departure briefing with the airport team and your crews before every flight.

Feeling overwhelmed?

This is a very stressful time. If for any reason you find yourself overwhelmed, the Employee Assistance Program (EAP) is available and may be reached at 800-363-7190.

Top-notch service

Thank you for continuing to put our customers first. We recently received an email from a customer recognizing DFW flight attendant Avery Sutton for providing top-notch service even during this very difficult time.

My husband and I traveled from Cancun to Dallas. The flight attendant Avery was beyond professional, courteous and very helpful to a large group of nervous travelers. It is a difficult time with COVID-19 and the unease in the travel world. We are grateful for such professionalism and service. Avery was awesome!

Way to go Avery! You all have shown a positive attitude and calm demeanor during this unprecedented situation, and I, along with our customers appreciate it.

Thanks for checking in today.

A handwritten signature in black ink that reads "Jill". The letters are cursive and fluid.

Jill Surdek

Senior Vice President, Flight Service

Flight Service Communications and Engagement