

Strengthening our team member face covering requirement, face shields permitted

July 22, 2020
All flight attendants

“Face coverings are actually a very important preventive intervention that can really block this virus.” ~ CDC Director Dr. Robert Redfield

Requiring face coverings is part of our multi-layered approach to keep you, your colleagues and our customers safe, and that’s why wearing a face covering is considered an essential function for all team members while they are at work.

Beginning **Wednesday, July 29**, all team members will be required to wear a face covering at work. Team members who previously received an accommodation as part of our face covering requirement will be contacted by our Americans with Disabilities Act (ADA) team to notify them of the change. If you cannot wear a face covering, the ADA team will review your options with you.

Beginning today, we’re also taking our face covering policy a step further by **allowing team members to wear face shields in addition to the face coverings**. To be clear, face shields do not replace face coverings, as they are still required. But you are welcome to wear both at work.



We’ve also strengthened the face covering requirement for customers who now must wear them throughout their journey. Beginning Wednesday, July 29, if a customer cannot wear a face covering, they won’t be able to travel with us. More information on procedures for customers who cannot wear a face covering will be provided in a separate communication.

As a reminder, face coverings must be a solid color with no slogans or logos. If you haven't already, pick up your uniform standard Lands' End OEKO-TEX face coverings from your base.

Frequently asked questions are available on [Jetnet](#).

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