

Glove and Mask Policy

Gloves

Although the CDC doesn't recommend using gloves to prevent the spread of COVID-19, we're adjusting our policy on a short-term basis to allow agents to bring and wear their own solid-colored, non-latex gloves. Some important reminders:

- Gloves are not medically recommended because COVID-19 can be spread when someone touches a contaminated surface, with or without gloves, and then touches one's face, eyes, nose or mouth without washing hands or using hand sanitizer
- Team members should wash their hands with soap and water for at least 20 seconds after removing gloves
- The CDC recommends changing gloves every 30 minutes

Note About Glove and Wipe Supply:

Effective today, March 17th, additional gloves and hand sanitizers have been provisioned for crew use on all flights. Due to limited supply, caterers and cabin cleaners will not be able to fulfill callbacks for additional or missing items. Knowing this, please do not provide additional sanitizing wipes or gloves if requested; crew members should use the items that have been provisioned for them.

Masks

At this time, due to the coronavirus pandemic, airport team members are temporarily permitted to wear masks until further notice.

As a reminder, the Centers for Disease Control and Prevention (CDC) has stated that wearing a mask is not effective at protecting someone from obtaining the coronavirus. In fact, it's likely that wearing a mask may result in more frequent touching of the face, nose and eyes, which increases the chance of transmission. However, wearing a mask for someone who is ill, coughing and sneezing can help to prevent the spread of many viruses in respiratory droplets.

Voluntary Personal Leaves of Absence (VPLOA)

March 20th, 2020
Updated March 23, 2020.

[Print This Post](#)

Medical benefits

You will be eligible for medical, dental & vision coverage, life insurance or AD&D benefits at active employee rates. During a VPLOA, you will be responsible for payment of your portion of all premiums, which will be direct billed to you.

Travel privileges

You will retain all non-revenue travel privileges provided to active team members.

Frequently asked questions

Is this leave paid?

No. This is an unpaid voluntary personal leave of absence, or VPLOA. Employees on a VPLOA will be treated as if on active status for seniority purposes. However, an employee on a VPLOA will not continue to accrue sick or vacation time.

What is the duration of the leaves being offered?

Because the changes to our operation are limited the company will determine – based on operational demand and the level of employee interest – whether we are able to grant a leave of absence, as well as the timing and duration of that leave. Currently, the Company is only offering a VPLOA for ground workers from April 7 until May 6, with the possibility of extension. For crewmembers, a limited number of leaves will be granted on a 30-day bid month basis, starting in April. Depending on schedule requirements, leaves may be extended to subsequent bid months

Who is eligible for this leave of absence?

Absent exceptions required by law, employees that are in an “active status” as of March 20, 2020 will be eligible to bid for this extended VPLOA option in the following groups, but may extend the option to additional locations in the future. Active status for purposes of this agreement is defined as an employee on payroll receiving pay from the company.

- Customer Services employees in Los Angeles (LAX), New York (LGA & JFK), Chicago (ORD), Miami (MIA), and Dallas-Fort Worth (DFW)
- GSE Maintenance employees in Los Angeles (LAX)
- Maintenance and Stores employees in LGA
- Flight Attendants and Pilots system-wide on a 30-day bid month basis, starting in April.

Which benefits do I keep while I am on this leave of absence?

Employees on a VPLOA will continue to be eligible for non-revenue travel privileges provided to active team members. Employees on a VPLOA will also be eligible for medical, dental & vision coverage, life insurance or AD&D benefits at active team member rates. During a VPLOA, an employee will be responsible for payment of the employee portion of all premiums, which will be direct billed to the employee. An employee's failure to make timely premium payments will result in the loss of coverage, subject to the Company's regular premium collection process.

How are the number and location of VPLOAs determined?

The company will determine the duration and total number of VPLOAs, as well as the specific work groups and locations where the VPLOAs will be offered. VPLOAs will be awarded based on availability and in accordance with the terms of your collective bargaining agreement. The start and end dates of the VPLOAs will be determined by the company.

Can I collect unemployment benefits while on a VPLOA?

If the company receives a request for information from a state or local agency with responsibility for unemployment compensation claims, the company will respond by providing factually accurate information regarding an employee's status. However, the company will not actively contest an employee's claim for unemployment compensation benefits.

How long do I have to decide?

The election window will be open for a one-week period from the date the Company announces that your station or base is offering a VPLOA. Please refer to the chart below. The company can choose to offer additional leave opportunities on these same terms in the future, but there is no guarantee that it will.

Location	Workgroup	Deadline (Midnight CT)	Point of Contact
Systemwide	Pilots	March 30, 2020	Robert Neider
Systemwide	Flight Attendants	March 30, 2020	Lisa Snyder
LAX	Customer Services	March 30, 2020	Amber Rivera
LAX	GSE	March 30, 2020	Ronald Hofrichter
LGA	Customer Services	March 30, 2020	Rodger Recker
LGA	Maintenance	March 30, 2020	Stephen Day
LGA	Stores	March 30, 2020	Jack Badgero

Location	Workgroup	Deadline (Midnight CT)	Point of Contact
JFK	Customer Services	March 30, 2020	Shontell Morris
ORD	Customer Services	March 30, 2020	Eric Spence
DFW	Customer Services	March 30, 2020	Lita Humphrey
MIA	Customer Services	March 30, 2020	Donald Dauernheim

Can I change my mind?

Once granted, the VPLOA must be accepted by the employee. Based on operational needs the company may cancel or reduce the duration of a VPLOA, with at least seven days' notice to you. If the company cancels or reduces a VPLOA, the company will seek volunteers to return to work. If necessary, employee(s) will be brought back to work in reverse seniority order.

What happens at the end of a VPLOA?

An employee will return to the employee's classification and location at the conclusion of the VPLOA, unless the employee is contacted or applies for an extension of their VPLOA. The employee will not be eligible to bid for transfers while on the VPLOA.



Airport questions

This is a challenging time for employees at American Airlines. CWA/IBT association recognizes your challenges every day to do your jobs. Find below answers to questions that you have asked. Some of the information is new and in some cases is different. This is the correct answer. Please continue to submit questions and we will respond to them as soon as possible. Be safe.

Q. On the EO why is the company not paying out sick time?

A. Sick time payout is paid at retirement. If you decide to retire after the early out, your sick bank **will be** paid out at 8.65 per hour which is in accordance with the JCBA.

Q. Agents are worried if they take 3 months and want to come back at the end of the three months can the company extend them without agreement of the member?

A. No, the leaves are voluntary and therefore would not be extended beyond what you were initially granted.

Q. Agents are asking if they take a vloa and then there is a furlough would they get furloughed.

A. Should there be any furloughs during your voluntary leave of absence it would be handled in accordance with Article 12 of the JCBA just like any other leave of absence. Per the JCBA, furloughs would be in accordance with your passenger service seniority.

Q. If the VLOA was taken and they currently just covered the employee for medical, could they switch to family coverage due to life event (job for spouse)

A: If during the time you are out on VLOA, you have a qualifying life event (which includes your spouse losing coverage) you will be able to add new dependents to your medical coverage. You may have to go through a verification process before they are added.

Q. Can you combine the early out with the 1 year VLOA?

A. No. At this time we are offering the Early Out or the voluntary Leaves. You will need to choose what works best for you and your family.

Q. If you take the early out, will you still be able to choose family medical coverage and would the rates be the same as the active employees for the following year?

A. You can only continue the current coverage that you have on the voluntary leave. You could also choose to drop your coverage. You will not be able to add dependents unless you have a life event. You can participate in annual enrollment for 2021 if you continue to be on leave and will get the same rates as active employees for the duration of your voluntary leave.

Q. If you choose the 3 or 6 month VLOA can you elect to drop your vacation weeks to whatever may be available after your return to work? Can this be available to all not a station option?

A. Vacations periods that occur during a leave can be rebid on available slots upon your return. If no slots are available, unused vacation would be paid out early the following year.

Q. If someone signed up for the 3 months VLOA can they change it to a longer VLOA and if so how?

A. At this time we are asking that you choose the duration of VLOA that you want. At the end of your VLOA, if additional leaves are available your request would be considered.

Q. Why is the company giving money to the pilots to take VLOSA but no one else?

A. The pilots have different provisions in their collective bargaining agreement which include pay protections for cancelled flying.

Q. When they close one of the clubs what options do those employees have?

A. All passenger service employees have the option of VLOA or Early Out. If there is a club closure, the company will outline the options available to those team members. At this time, we are looking to find work that can be done. Unfortunately, this is a time of uncertainty so this may change.

Q. Can we get the company to increase the number of swaps so the people wanting to take off but not a long time can give their hours to those that need them?

A. The Company is currently looking into this and discussing with the union.

Q. If you take a 12 month leave how would we be able to use the vacation from this year? Is it a buy out of the vacation time or could we bid it?

A. If you take the 12 month leave, any remaining unused vacation from this year would be paid out after the first of next year.

Q. For someone who takes a longer VLOA and is still on VLOA, will they get to bid VC for next year when it is time to bid VC?

A. The contract has a provision for those on leaves of absence to bid for vacation as long as they advise their station admin by October 10th that they want to participate in 2021 vacation bidding.

Q. If you have people on a VLOA and a furlough and there was a recall who comes back first?

A. If the company were to furlough employees, it would be in accordance with passenger service seniority regardless if you were on a voluntary leave. Recalls are also done in accordance with the JCBA and by passenger service seniority.

Q. If a members goes on a vloa and is furloughed does the insurance benefits start all over or does the time on the leave count toward the 90 days of benefits?

A. The 90 days of benefits would begin on the effective date of the furlough, if eligible, per the JCBA.

Q. Probationary employees. Will they get cut before furloughs? Can they take leaves?

A. Probationary employees are eligible for the voluntary leaves.

DOM RES Temporary HBR test for critical desks

Created by Laura Lee
on Mar 20, 2020 6:11 PM

Department	Reservations
Desks	ConciergeKey ConciergeKey Support Executive Planinum Resolution Tariff Vacations Vacations Resolutions
Title	Current desk
Pay	HBR pay scale for duration of assignment, per Article 36
Hours	Current shift
Attendance/Performance	Employees on a final level in either the attendance or performance programs are ineligible
Duration of TDY	Until April 27, with a possibility of an extension if needed

Job Description:

We are looking for the following office based reps to work from home on a temporary basis.

ConciergeKey

ConciergeKey Support

Executive Planinum

Resolution

Tariff

Vacations

Vacations Resolutions

Key Responsibilities:

Servicing the same call types on current desk at home for the duration of the assignment

Participants will be asked to complete training on how to work from home on via Citrix or VPN

All participants using company equipment will be responsible for any loss or damage to equipment

Limited VTO opportunities

Required Qualifications:

Citrix and VPN users will need a wired high speed internet connection (10 down mpbs, 5 up mpbs)

All participants will need a designated work area free from distractions

Citrix users will need a designated landline with voicemail and call waiting deactivated (cellphones do not qualify as a landline) and Windows 7 or higher in home computer

VPN users will not require a designated phone and will connect using voice over IP

CCMs will be reaching out to determine eligibility and interest in the coming days.

Q&A

Is every domestic office-based team member eligible to work from home?

In short, no. We don't have enough Citrix licenses or AACoRN sets available to allow everyone to go home, and not everyone will meet the infrastructure requirements to work from home. Our priority right now is on finding a solution for our most critical desks. Your local leadership team will be able to provide more information. Res team members without a wired home high-speed internet connection are not eligible to work from home.

Which desks will be included in the work from home test?

ConciergeKey

ConciergeKey Support

Executive Planinum

Resolution

Tariff

Vacations

Vacations Resolutions

How will it be decided who works from home?

We'll look at operational need and ability by department, and award work from home opportunities by seniority within each.

Can I work at a location other than my home?

You are required to stay within 75 miles radius of your office based location.

Do I have to work from home, if I'm currently an office-based team member?

No. This is voluntary.

Will I receive training on how to set up my equipment at home?

Yes. Every office-based rep who's selected to work from home will be given training on how to set up and work from home.

I'm an office based rep. If I select this option, does this mean I'm now a home based rep?

No. If you're an office based rep who elects to work from home in the short term as part of this option, you will be considered a temporary HBR. The option may end at any time, and when it does you'll be required to come back into the office.

Will my rate of pay change?

Yes, you will follow the rate of pay for a home based rep for the duration of the assignment as outlined in Article 36.

If I take this option, how long can I work from home for?

The situation is very fluid. We anticipate this will be a short-term option, but we've yet to decide on exactly how long. If you're unable to successfully work from home at any time, you will be required to report to your office location to work from there.

How can I indicate my desire to work from home?

Your CCM will reach out to you, in order to understand the technical setup you have at home, and what might work for you.

What are the technical requirements to work from home?

A home high-speed wired internet connection, with minimum speed requirements of 10 down, 5 up

A dedicated, quiet work area including suitable office furniture (chair and desk), good lighting and grounded outlet

In some instances, you may need a Windows 7+ home computer with dedicated phone line, or a monitor to plug into an AA Quantum set

If I take the option to work from home, can I still take VTO?

VTO may be restricted while on this temporary work from home option as we are utilizing additional resources and licenses to accommodate the work from home option. VTO will be allocated separately for the temporary HBR positions and VTO may not be widely available, depending on call volume.

Will I have to return any American Airlines issued equipment?

Yes, it's important that you return any American Airlines equipment issued to you. You may be responsible for any loss or damage to company equipment while it's assigned to you.

What does this mean for the future of the HBR program?

Our current focus is on business continuity and providing flexibility to our team members most in need, while continuing to serve our customers. There are no changes at this time to our Res restructuring initiative. If the need to maintain temporary HBR positions extends beyond the currently scheduled close date of April 27 for DFW HBR, that date will be adjusted and the DFW HBRs will not transition to the office until the temporary HBR program ends.

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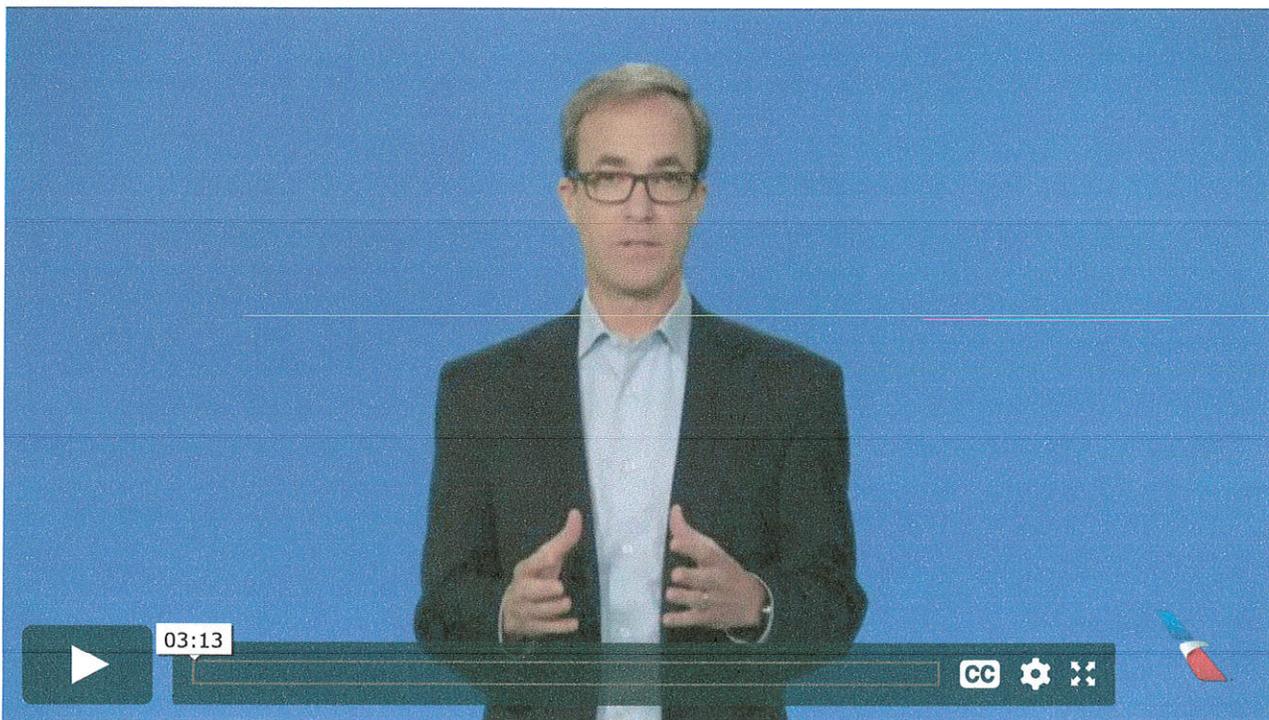
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NEWS RELEASE

A Message to Customers from Kurt Stache, Senior Vice President of Customer Experience

3/18/2020

Kurt Stache, American Airlines Senior Vice President of Customer Experience, provides an update on how the airline is addressing the ongoing coronavirus (COVID-19) situation. In this video, Kurt shares how American has made it easier to change reservations online in an effort to give customers more flexibility. He also explains how new procedures in our Admirals Club lounges give customers greater peace of mind. Lastly, he shares our commitment to our AAdvantage members in the face of COVID-19.



About American Airlines Group

American Airlines offers customers 6,800 daily flights to more than 365 destinations in 61 countries from its hubs in Charlotte, Chicago, Dallas-Fort Worth, Los Angeles, Miami, New York, Philadelphia, Phoenix and Washington, D.C. With a shared purpose of caring for people on life's journey, American's 130,000 global team members serve more than 200 million customers annually. Since 2013, American has invested more than \$28 billion in its product and people and now flies the youngest fleet among U.S. network carriers, equipped with industry-leading high-speed Wi-Fi, lie-flat seats, and more inflight entertainment and access to power. American also has enhanced food and beverage options in the air and on the ground in its world-class Admirals Club and Flagship lounges. American was recently named a Five Star Global Airline by the Airline Passenger Experience Association and Airline of the Year by Air Transport World. American is a founding member of oneworld®, whose members serve 1,100 destinations in 180 countries and territories. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL and the company's stock is included in the S&P 500. Learn more about what's happening at American by visiting news.aa.com and connect with American on Twitter [@AmericanAir](https://twitter.com/AmericanAir) and at [Facebook.com/AmericanAirlines](https://www.facebook.com/AmericanAirlines).