



Envoy Leave of Absence Center Summary of Changes for Flight Attendants

Effective November 1, 2018, FMLASource will be the new administrator of our Absence Management Program. FMLASource will manage and administer leaves for the following reasons:

- You are unable to work because of your own serious health condition
- You are pregnant
- You have had or will have a baby
- You will adopt a child
- You will become a foster parent
- You must provide care for a parent, spouse, or child who has a serious health condition
- You are serving in a branch of the U.S. Armed Forces
- You need to attend to a qualifying exigency for a spouse, domestic partner, child, or parent who is a military member on covered active duty (or has been notified of an impending call or order to covered active duty)

For these reasons, you may be eligible for leave under the following policies:

- Family and Medical Leave Act (FMLA)
- Maternity Leave
- Medical Leave
- Military Leave [Uniformed Services Employment and Reemployment Rights Act – (USERRA)]

CONTACT ENVOY LEAVE OF ABSENCE CENTER

- Phone: 844-268-4856
 - Monday through Friday, 7:30 am CT – 9:30 pm CT
 - Voice Messages left after hours will be returned within 24 business hours
- Email: FMLACenter@fmlasource.com
 - If you do not regularly check your @aa.com email address, you will need to provide the Envoy Leave of Absence Center with your personal email address. Please note communications via email can expedite the approval process for your leave of absence
- Portal: my.envoyair.com/envoyloa



LEAVE UNDER THE FMLA

30 DAYS ADVANCED NOTICE REQUIRED FOR FORESEEABLE FMLA LEAVE

If you are aware of the need for time away from work in advance, you should contact the Envoy Leave of Absence Center no later than 30 calendar days prior to the first day of the absence, or as soon as possible. Your entire leave may not be designated FMLA leave if you do not provide sufficient notice and you may receive points for your absence under the Flight Attendant Attendance Policy.

TWO (2) DAY NOTICE AFTER START OF SCHEDULED SHIFT FOR FMLA LEAVE

If you could not foresee the absence, you will need to contact the Envoy Leave of Absence Center **no later than two (2) calendar days after the first day of your absence** (including a day with a touching leg).

If you do not contact the Envoy Leave of Absence Center to report an absence by the second day after each absence, the absence will not be designated FMLA leave and you may receive points for your absence under the Flight Attendant Attendance Policy.

CALL OUT PROCEDURES: FMLA AND PAY CODES

1. Notify Crew Scheduling As Soon As Possible
 - No Later Than Two (2) Hours Prior to the Start of Your Scheduled Shift
2. Notify the Envoy Leave of Absence Center
 - No Later Than Two (2) Calendar Days After the Start of Your Scheduled Shift
 - Any Time Scheduled for Duty and Missed Should Count As FMLA
 - Report All Days
 - Days with a Touching Leg
 - Continuous Duty Overnight (CDO)
 - RON days
 - Bridge Trips
 - RAP
 - Airport Ready Reserve
3. Request to Change Intermittent or Block Family Leave to Paid Leave (Optional)
 - Email Crew Pay FMLA Coordinator at AE.crew.FMLA@aa.com
 - Change Request Form can be found at the Envoy Flight Service webpage under DEPARTMENTS → FLIGHT SERVICE → FLIGHT SERVICE RESOURCES → OTHER HELPFUL LINKS → FORM TO REQUEST FMLA CODING FOR AN ABSENCE
 - No Later Than the Fifth (5th) Day of the Following Month from the Absence



Once you are aware you will not be available for duty or able to operate your scheduled leg or trip, call Crew Scheduling as normal to notify them of your unavailability. Crew Scheduling will remove you from availability, coding the absence as UA.

INTERMITTENT FMLA

Every time you need time off covered by FMLA, contact the Envoy Leave of Absence Center and provide the following information:

- Your name
- Your employee number
- The date(s) of your absence(s)
- The number of hours/minutes/legs scheduled and missed each **calendar day****
- The reason for leave (your own condition, care for your family member, etc.)
- The name of your family member (if applicable)
- Whether your absence was due to a flare-up, a doctor's appointment, physical therapy, or general care for your family member
- The medical condition that caused your absence

**The Envoy Leave of Absence Center does not have access to your schedule. If you did not work, but were scheduled to work during a calendar day, please report the full calendar day. If you flew a portion of an assigned trip on a calendar day, please report the number of legs scheduled and legs missed for that calendar day. You will need to report all calendar days you were scheduled to work including days with a touching leg, RON days, Continuous Duty Overnight (CDO) and Bridge Trips. Any scheduled duty period as previously described that is not reported as FMLA may be subject to disciplinary action under the attendance policy. This is a change from previous procedures.

If you do not provide enough information for the Envoy Leave of Absence Center to determine whether you have a qualifying condition or reason for leave, they will contact you to obtain more information. Please do not only refer to the case number – they will ask you for the condition. For example, “pain” is not a qualifying reason for leave under FMLA, but “back pain” is more specific and is enough information to determine whether your absence is due to an FMLA qualifying reason.

The Envoy Leave of Absence Center will code the absence as “pending,” “approved,” or “denied.” You will need to go through the normal certification and recertification procedures if necessary. With every new leave, the Crew Pay FMLA Coordinator will need to check your hours worked or paid (hours paid to exclude vacation, paid sick and injury on duty time) for eligibility; this may take up to five business days.

Once the Envoy Leave of Absence Center has enough information to determine your absence is FMLA qualifying and you have not exceeded your entitlement or your frequency and duration, they will send an email to you, to your supervisor, and to the Crew Pay FMLA Coordinator. This



process may take up to five business days. Upon receipt of the “approved” designation for each absence, the FMLA Coordinator will change the UA to intermittent FMLA (IF).

No later than the fifth calendar day of the following month, you must contact Crew Pay by sending an email to AE.crew.FMLA@aa.com or completing the Change Request Form found on the Envoy employee portal to change the unpaid FMLA to a paid leave.

You will need to provide the following information to the Crew Pay FMLA Coordinator: your name, your employee number, the date of absence, the reason for leave (self or other) and the pay code (SK, VC, etc.).

CONCURRENT DESIGNATION OF FMLA LEAVE

If you are approved for workers’ compensation leave or disability leave, your time away from work will also be designated FMLA leave and counted against your FMLA entitlement, if you are eligible.

PREGNANCY/MATERNITY LEAVE

1. Contact the Envoy Leave of Absence Center When You Are Unable to Work
2. Submit a Medical Certification
3. Notify the Envoy Leave of Absence Center of the Date and Type of Delivery
4. Provide Proof of Birth to the Envoy Leave of Absence Center Within 15 Calendar Days After the Delivery

Leave due to pregnancy will start the date your treating provider determines you become unable to perform the essential functions of your position. If eligible, FMLA leave and/or applicable state leave will run concurrent with unpaid maternity leave. This is a change from previous policy, where bonding leave under the FMLA followed unpaid maternity leave.

As soon as your treating provider determines you are unable to work due to your pregnancy, please contact the Envoy Leave of Absence Center. You will be required to submit a Medical Certification to substantiate your leave, even if you are not eligible for FMLA leave. Proof of birth is also required no later than 15 days after the delivery date. The type of delivery (vaginal or Caesarian section) may affect your return to work date, so please communicate this with the Envoy Leave of Absence Center.

MEDICAL LEAVE/SICK LEAVE

If you are not eligible for FMLA, you may be placed on a medical leave. You must contact the Envoy Leave of Absence Center and submit the necessary information from your doctor in order to be considered for medical leave. Medical leave is only for your own serious health condition and is subject to the time limitations provided in your CBA. If you are unable to return to work at the end of your medical leave, you will be released upon expiration of the leave.



MILITARY LEAVE

If you have received orders to serve in the Military, you must contact the Envoy Leave of Absence Center. You will need to provide a copy of your orders prior to the start of your military leave. You will also be required to submit updated military orders once a year during your leave. Once your military leave ends, you will need to provide a copy of your DD-214 showing the date you left the military. You will need to return to employment with Envoy within the federally mandated timeframe in order to continue your employment with Envoy.

The Envoy Leave of Absence Center will also request a copy of orders for any time on drill duty. You will be required to report any absences from work due to weekend or drill duty to the Envoy Leave of Absence Center as soon as you are aware of your requirement, but no later than two (2) calendar days after the start of each scheduled shift.

RETURN TO WORK PROCEDURES: YOUR OWN MEDICAL CONDITION

1. Submit a Copy of a Fitness for Duty Release to the Envoy Leave of Absence Center
2. Submit a Copy of a Fitness for Duty Release to Your Manager and Program Manager
3. Program Manager Will Build Your Schedule
4. Return to Work on the First Date You are Scheduled to Work

Your treating provider will determine the date you are medically able to return to work. You are not required to go through AA Medical or the Envoy Leave of Absence Center for clearance to return to work.

The Envoy Leave of Absence Center is responsible for determining whether your absence is authorized under available policies. The Envoy Leave of Absence Center is **not** responsible for returning you to work and **may not** delay your return to work.

Failure to report for work within three (3) days of your scheduled return to work date will be considered a voluntary resignation of employment.

RETURN TO WORK PROCEDURES: OTHER REASONS

1. Notify the Envoy Leave of Absence Center of Your Intended Return to Work Date
2. Notify Your Manager and Program Manager of Your Intended Return to Work Date
3. Program Manager will Build Your Schedule
4. Return to Work on the First Day You are Scheduled to Work.

You are not required to go through AA Medical or the Envoy Leave of Absence Center for clearance to return to work. Failure to report for work within three (3) days of your scheduled return to work date will be considered a voluntary resignation of employment.



PERSONAL LEAVE AND EDUCATIONAL LEAVE

The Envoy Leave of Absence Center does not handle Personal or Educational Leaves. Please contact your program manager if you need a leave for one of these reasons.