



## Transport Workers Union of America, AFL-CIO JetBlue InFlight Crewmembers

March 6, 2020

Joanna Geraghty  
President, COO  
JetBlue Airways  
27-01 Queens Plaza North  
Long Island City, NY 11101

Dear Joanna,

The IFC Health & Safety Committee with the Transport Workers Union, representing each of our Inflight Crewmembers at JetBlue, is contacting you today with some urgent and timely requests related to what soon could become the COVID-19 (Coronavirus) Pandemic of 2020, negatively effecting and affecting our crewmembers throughout our airline, but especially the Inflight Crewmembers who are in close contact with our passengers longer than anyone else.

We certainly appreciate the Company's response to date. Education using protocols and explanations provided by the CDC/HHS/White House helps our workgroup understand quickly what is developing daily and allows us to prepare now by understanding and implementing universal precautions. Our current Flight Attendant Manual's universal precautions procedures (FAM 3.2.2) are now out of date, and we have a few requests we would like Leadership to consider. Action is now required to limit the spread of the disease by air travel and to ensure the public and our crews can continue to fly safely and with confidence, as well as maintain an operation for job security and future growth at jetBlue.

We believe the time to add to our procedures is TODAY before we fall behind. Awareness is most important, yet having the tools to prevent a catastrophe for our flight attendants is a must, and we respectfully request the enclosed changes in our coronavirus response protocols.

These are trying times for our airline and we are dedicated as inflight crewmembers to help the Company weather this storm. We must, however, have your support and help as we face this crisis. The costs of the enclosed changes may at first prove challenging, but we would like you as Leadership to recognize the possibility of the cost for NOT acting immediately and thoroughly during this critical time.

Sincerely,

Shane Rogers-Mauro, Chairman  
On behalf of TWU B6 Health & Safety Committee  
[health.safety.b6twu@gmail.com](mailto:health.safety.b6twu@gmail.com)

Angelo Cucuzza  
TWU JetBlue IFC Coordinator  
[ACucuzza@twu.org](mailto:ACucuzza@twu.org)

- Assurances of more frequent pertinent company updates (daily) on our progress as the situation worsens.
- Allowing the use of gloves during ALL phases of flight, as we are exposed to many fomites throughout the aircraft, leading to potential exposure.
  - During pre-flight checks, while touching equipment
  - While preparing / sanitizing galleys during preflight
  - During boarding, while assisting with passenger baggage in the cabin
  - During service, when touching cups, cans, glasses, where we occasionally make contact with passengers hands
  - Continued use during trash collection
  - Deplaning
  - Stations such as PBI AO already use gloves with all interactions with customers.
  - Customers are being offered our blue gloves by AO in certain blue cities when they board, with some wearing them throughout the flight
- Consideration for using new, surgical-grade masks as we deem necessary using our trained situational awareness skills, such as when we observe a sick passenger during the flight, or when attempting to assist a passenger who we deem ill, without punitive measures taken regarding “uniform policy” violation.
- Mounting hand sanitizer stations on aircraft immediately for customers and crewmembers; larger sanitizer containers would be offered in boarding areas until these dispensers could be installed in strategic areas, and similar to those used by cruise ships and restaurants.
- Temporarily suspending Crewmember Blue Turning and allowing professional cleaners, trained with coronavirus response measures, to clean our aircraft, similar to procedures in place for other viruses, like MRSA, for which we already have procedures and protocols.
  - Our Inflight Crewmembers are the biggest vectors for infection via blue turns during this critical time and are inadequately trained for such cleaning.
  - Current CDC guidelines (March 4, 2020) call for enhanced interior cabin cleaning to commence once all passengers have disembarked. We ask this practice be implemented for all turn activity regardless of delays to operations.
  - Gloves we currently have in stock could prove inadequate (they’re not medical grade) to prevent infection, so trained cleaners will be able to possess the gloves necessary to provide this cleaning safely and effectively.
- Encourage any sick crewmember to remain at home, suspending any disciplinary system which penalizes their absence. In these trying times, a doctor’s note would be acceptable, such as was acceptable in the past at other airlines.
- The Company will guarantee that all medical costs and lost wages for any inflight crewmember who is exposed to or contracts the virus in the course of work, in order to eliminate any concerns that the inflight crewmember will be alone in this trying time of possible infection or quarantine.