American Airlines Newsroom

NEWS RELEASE

Making a big difference through small acts of kindness

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While frontline health care workers and first responders around the world fight the coronavirus (COVID-19) pandemic, American Airlines team members throughout the network want to show their support. In Los Angeles, American volunteers expressed their gratitude at Antelope Valley Hospital, delivering face masks with handwritten thank you notes.

Premium Customer Services team members from Los Angeles International Airport (LAX) created and delivered 200 of the masks, which will be used by those taking care of COVID-19 patients.

This is just the latest donation American's LAX team has made to the community. Last month, they brought in sewing machines, donated fabric and rolled up their sleeves.

"We have made more than 1,000 masks to date for first responders and health care professionals and we are still going strong," said Kirsten Harrison, Premium Customer Services Representative at LAX.

American's LAX team created the Thank You Sew Much project to help with the face mask shortage for those on the frontline of the COVID-19 pandemic. They will make several more deliveries across Los Angeles over the next few weeks.

"When we deliver these masks, you can see the impact and the gratitude from the heroes that fight this pandemic daily," Kirsten added. "We can do so much together — even if it's from 6 feet apart."

While masks were being prepared, Premium Customer Services Coordinators Brenda Deley and Rendric Williams

gathered volunteers to write thank you notes to accompany the face mask donations.

“These first responders and health care heroes are putting their lives on the line every day and we want to thank them,” Brenda said.

The LAX team plans to deliver child-sized face masks to the Los Angeles Ronald McDonald House, along with handmade sewn notebooks and a number of toy donations. Team members will also donate non-perishable food items, toiletries, laundry detergent and more to the Los Angeles Regional Food Bank.

STRONGER TOGETHER: HOW TEAM MEMBERS ARE OFFERING SUPPORT IN THEIR LOCAL COMMUNITIES

Efforts like those at LAX stretch far and wide, as team members offer support to those in need in their local communities.

At Miami International Airport (MIA), team members have been working on a similar effort, delivering nearly 1,000 handmade masks to frontline essential workers, including police officers and firefighters, from a handful of municipalities. MIA team members also distributed 3,300 snack boxes, donated by American, to Early Head Start and military veteran families.

Charlotte Douglas International Airport (CLT) team members donated more than $10,000 worth of food to Camino Community Center, a local non-profit in need. Over the next few weeks, the team will help pack boxes and distribute food items to the center’s clients. They have also created cards for those in assisted living homes.

In Dallas-Fort Worth, team members helped facilitate the donation of nearly $10,000 worth of perishable goods to local food banks. In addition to this donation, team members helped deliver more than 7,000 pounds of food to local charities in March. They also recently hosted a military packing event, where they generated more than 1,000 care packages for members of the military.

Philadelphia International Airport (PHL) team members held a blood drive for the American Red Cross and donated toiletries and goods to City Year. The PHL team also prepared meals for clients of Manna, an organization that supports individuals battling life-threatening illnesses. They are also writing thank you cards for the doctors and nurses at Jefferson Health.

Team members from O’Hare International Airport (ORD) in Chicago volunteered at a community kitchen to unload,

assemble and hand out grocery bags and meals — all made from food donated by American. The ORD Employee Business Resource Groups made hundreds of handwritten thank you notes and goodie baskets for Transportation Security Administration officers and airport cleaning professionals.

“We are all blessed to work for a company that has a worldwide reach,” said Rendric Williams, a Premium Services Coordinator at LAX. “We felt that it was our responsibility to take the lead, come together and do what we can during these difficult times, through small acts of kindness and expressions of care.”

LAX Premium Services team members Brenda Deley and Isaac Burgos deliver thank you cards and masks to the Antelope Valley Hospital.

Team members gave handwritten thank you cards to local health care workers, first responders and essential workers.

LAX Premium Services team members Brenda Deley and Isaac Burgos deliver thank you cards and face masks to the security team at Antelope Valley Hospital.

LAX Premium Services team members Kirsten Harrison & Yvonne Maldonado are greeted by hospital staff as they deliver face masks and thank you notes to Encino Medical Center.