

# Introducing the new Absence and Return Center

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Going on and returning from a leave of absence can be tricky to navigate. Are you eligible? What forms are necessary? While the processes are meant to be straightforward and comply with our policies, they can become a little cumbersome. That's where our new Absence and Return Center (ARC) comes in.

Beginning Aug. 3, 2015, we are harmonizing and consolidating the leave of absence and return to work processes for the majority of employees. We'll have a new Return to Work policy and a team to support you through the process so you can return to work as soon as you are able to safely perform your essential job functions, with or without an accommodation.

What's changing?

*Meet the ARC:* Consider the ARC group to be your one-stop-shop for all things regarding medical absences and returning to work. The ARC, made up of administrative staff and case managers, will be responsible for the administrative eligibility and approval determinations for Family Medical Leave (FML), Sick/Medical leaves and Maternity leaves. The ARC will also process Sick Verification forms, Return to Work forms and Modified Duty requests for all U.S.-based mainline employees. Legacy US Airways Ground and Tech Ops contract employees, whose leave administration is currently managed by Ceridian, will be managed by the ARC later this fall.

*A Combined Return-to-Work Policy:* In addition, we're launching a new, consolidated Return to Work policy for all employees, except pilots. The [Return to Work policy](#) provides information related to your return to work, including required documentation from your treating health care provider to ensure you are able to perform the essential functions of your job, with or without an accommodation. The Return to Work forms are available under Pay & Benefits.

*Combined ADA Policy:* The ADA accommodation policy and process have recently been updated. The updated policy and forms for requesting an accommodation are available on Jetnet. Our HR Business Partners will assist employees and managers through the process. In connection with the new Return to Work Policy and ADA process, the Accommodation Review Board (ARB) and Medical Review Board (MRB), two legacy American programs, will be discontinued. In addition, AA Medical will not be involved in the Return to Work (except pilots) or ADA process.

*New Modified Duty Policy:* The Restricted Duty/Light Duty policy will be replaced with a Modified Duty policy. This policy is designed for employees who have a personal illness or injury and need a short-term, non-ADA qualifying accommodation to return to work. Modified Duty is designed for employees who do not qualify for an accommodation under the Company's ADA policy or Transitional Duty policy but need assistance to perform their job as a result of a short term restriction. More information can be found in the [Modified Duty policy](#).

How do I contact the ARC?

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Starting Aug. 3, 2015, you can call the ARC at 817-967-6700. ARC team members will be available Monday through Friday (except company-recognized holidays) from 7:30 a.m. to 6:00 p.m. CT. As needed or required, you may fax your FML application, Return to Work form and Sick Verification form to the fax numbers located at the bottom of the form. Do you have additional questions? Take a look at our [Frequently Asked Questions](#).