

Mandatory Stand-Up Talk

March 16, 2020

Staying vigilant

Customer Interactions for Carriers

A number of cases of the Coronavirus Disease 2019 (COVID-19) have recently been confirmed across the US and around the world. The Postal Service recognizes the challenges of your work under these circumstances and appreciates your efforts to continue to provide essential mail service to our community.

Some customers have expressed concerns about accepting mail, and a few have asked for unusual measures for deliveries, such as requesting to take a carrier's temperature or making a carrier sign a health form.

Let's be clear: You are not required or encouraged to follow these instructions to effect a delivery. So, how should you respond?

First, be assured that both the CDC and the World Health Organization have indicated that there is currently no evidence that COVID-19 can spread through the mail. The World Health Organization says specifically that the likelihood of an infected person contaminating commercial goods is low and the risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperatures is also low.

In addition, the Surgeon General has commented that there is no evidence at this time that the virus can be spread through the mail.

For customers who will not accept mail using normal delivery practices, remain courteous. Inform customers that mail may be placed in a receptacle outside their office or home. Customers may also be advised that pick up of mail can be arranged at the local post office. Alert your postmaster or supervisor immediately if customer follow-up at a particular address is necessary.

Remain focused on your safety, and take the best-known methods to avoid the spread of COVID-19. If you are experiencing symptoms, stay home and follow the advice of your health care provider. During your work day, practice good respiratory etiquette and hand hygiene. Wash your hands regularly for at least 20 seconds at a time, use sanitizers, and cover your mouth when sneezing or coughing using your elbow or a tissue, and then discard the tissue.

As always, EAP continues to be available 24 hours a day at 1 800 EAP-4-YOU or online at www.EAP4YOU.com. Services from EAP include counseling, crisis response, a health resource library, and in-the-moment support available to you and your family as needed. The EAP is a benefit of your postal employment.

You also can find resources on the USPS response to COVID-19 on our Blue and LiteBlue sites. We will continue to provide information to you as it becomes available. Thank you for your attention.