

Mandatory Stand-Up Talk

March 26, 2020

Staying vigilant

Customer interactions for carriers

As the number of confirmed cases of Coronavirus Disease 2019 (COVID-19) continues to rise, the Postal Service recognizes the challenges of your work under these circumstances and appreciates your efforts in continuing to provide essential mail service to all communities.

Some customers — including nursing homes and other facilities with individuals considered to be high risk for COVID-19 complications — have expressed concerns about accepting mail. Some of these customers have requested additional measures be taken prior to delivery of their mail, such as asking to take a carrier's temperature or making a carrier submit to a medical questionnaire before effecting delivery.

This stand-up talk is to provide further guidance on the handling of these requests.

While we are sensitive to the needs of our customers, our employees are not permitted to submit to temperature readings or medical questionnaires as a condition of effecting delivery, because temperature readings and medical questionnaires are currently considered confidential medical information. Under the Rehabilitation Act and the Privacy Act, specific employee medical information must be kept confidential and may only be shared in very limited circumstances.

For customers who will not accept mail using normal delivery practices, remain courteous.

Provide customers with the accompanying alternative delivery letter, which informs customers of the various alternative means of delivery, and who they should contact in management at your postal facility. You should bring all mail (and parcels) for the affected address back to the Post Office and note on a PS Form 1571, *Undelivered Mail Report*, as required. Upon your return to your delivery unit, alert your Postmaster or supervisor immediately.

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.

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