

Mandatory Stand-Up Talk

March 23, 2020

Letter Carriers

COVID-19 response and prevention

The safety and well-being of our employees is our highest priority, as we continue to provide our essential service as a part of our nation's critical infrastructure. As we recognize the increasing concerns of letter carriers interacting with customers, in addition to following recommended guidance and strategies from the Centers for Disease Control and Prevention (CDC), below are additional measures to protect the health of our carriers:

- Temporary modification of the requirement for customers to sign on the glass of the MDD and signatures on Domestic Return Receipts, Form 3811: When making deliveries of items requiring customer signatures, letter carriers will record the customer name and then print their initials, route number and C19 for the customer. *Refer to stand-up talk "[Customer Signature Service — COVID-19 Response and Prevention](#)" for required steps and processes.*
- Shared vehicles should have frequently touched surfaces cleaned using sanitizing wipes or disinfectants. *Refer to stand-up talk "[Keeping your Vehicle Clean](#)" for detailed instructions.*
- Refrain from using doorbells. Knock on the customer door and avoid areas that may be frequently touched.
- Social distancing: When delivering mail, parcels or accountable items, allow extra space (six feet or more if possible) between you and the customer(s).

If there are delivery points on your route where social distancing recommendations are difficult to follow, please advise your supervisor so alternative delivery methods can be explored.

Lastly, you are reminded to always cover your mouth when sneezing or coughing, using your elbow or a tissue, and then discard the tissue. Be vigilant in using hand sanitizer, washing your hands with soap and water for at least 20 seconds during breaks, lunch and whenever possible during the course of your work day. Also, avoid touching your face to the extent possible.

Thank you for your attention.

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