



March 31, 2020

## **COVID-19 CONTINUITY OF OPERATIONS UPDATE**

### **Policy for Customers Requiring Visitor Medical Screenings for Letter Carriers**

As a result of the ongoing concern regarding the Coronavirus Disease 2019 (COVID-19), the U.S. Postal Service understands that many customers have taken additional precautions to protect their employees and their residents. The Postal Service, too, has implemented a number of measures to protect the health and welfare of its employees and customers, consistent with guidance for businesses from the Centers for Disease Control and Prevention (CDC).

While we understand customers' desire to screen individuals entering their facilities, we cannot require our letter carriers to comply with such requests. Our carriers have privacy protections under Federal laws – such as the Privacy Act and the Rehabilitation Act of 1973 (as amended) – that may be violated if we require a carrier to be subjected to precautionary screenings by customers.

Although we cannot direct a carrier to submit to precautionary screenings, the Postal Service wants to do its best to ensure our business customers and their residents receive their mail. Instead of requiring screening among the alternatives you can consider are:

- 1) Opting to redirect mail to a mail receptacle inside or outside the building where screening would not be necessary.
- 2) Placing the mail on hold at the Post Office servicing this delivery. Mail and parcels can be held up to 30 days and will be available for customer pickup.
- 3) Forwarding mail to an alternate location.

Please contact your local Post Office to discuss these alternative options. Local management will work with you to ensure that the Postal Service can maintain continuity of delivery operations for your facility.

The United States Postal Service values all of its customers. This policy has been designed to protect the safety and well-being of our employees and customers, which are our highest priorities.