

NATIONAL UPDATE

SPECIAL COVID-19
EDITION



Custodian Ron Hillman from Crossroads Station in St. Petersburg, FL, sanitizes a delivery vehicle in an effort to keep everything clean and his colleagues safe.

Steadfast service

EMPLOYEES STAY UPBEAT IN FACE OF PANDEMIC

As the nation's response to the coronavirus pandemic disrupts daily life from coast to coast, Postal Service employees are continuing to proudly serve their communities, reinforcing the fact that USPS is part of America's critical infrastructure.

"People are depending on us," said Joseph Kittles, a mail handler at the Northern Virginia Processing and Distribution Center in Merrifield.

Kittles understands that he and his

colleagues are providing an essential public service, just like law enforcement officers, emergency responders and health care providers. "It's a blessing when you can come home and see your mail," he said. "I want that for myself and for everyone else."

Phil Shook, who drives a postal truck from Cleveland to Pierceton, IN, every day, also sees the essential nature of his work. "The Post Office isn't missing a

continued on page 2

FROM THE POSTMASTER GENERAL

Binding the nation together

In these extraordinary and challenging times, I want to express my sincere gratitude for your constant dedication and commitment to our mission of service.

While the coronavirus has had a significant impact upon our nation and in our communities, the resilience you show every day gives confidence that we will eventually overcome this disruption and thrive, again, as we have in the past.

We can all take pride in the critical, essential role our organization continues to play during this

pandemic. In every community, we are delivering letters or packages with needed medicine, goods, benefit checks, test kits, absentee ballots or census information. Our role enables the public to more easily remain in their homes and slow the spread of COVID-19.

Our mere presence brings a sense of comfort to our communities and a feeling that normal times are not far away. And throughout the nation, in community after community, we have seen expressions of gratitude for the work you are doing to deliver for America.



**Postmaster
General and
Chief Executive
Officer
Megan J.
Brennan**

continued on page 2



For more information, see the COVID-19 pages on *LiteBlue*.

Steadfast service

EMPLOYEES STAY UPBEAT IN FACE OF PANDEMIC

continued from page 1

beat,” he said. “We know we have a job to do.”

Letter Carrier Heyward Williams of Norwich, CT, had similar thoughts when interviewed by The Bulletin newspaper. “We’re essential,” he said. “People still have to get their shipments, people still have to get their mail, pay their bills.”

Letter Carrier Amy Bezerra was also featured in a newspaper, after USA Today followed her as she completed her Broomfield, CO, route. “It makes me feel good that I’m out there helping people,” she said. “It makes me feel good that they can stay in, especially if they are older or have health issues, and I can be out here to help them.”

Postal employees know that their very presence on the job is reassuring to people.

“We’re a service that stitches the community together,” said Cincinnati Letter Carrier Charles Martin in an interview with The Nation magazine. “If people see us out delivering the mail like normal, it calms them down.”

Lexington, KY, Letter Carrier Kelly

Briscoe shared a similar sentiment. “It’s great that I’m able to serve the public at a time like this,” Briscoe said. “It’s reassuring for customers when they see us out there in their neighborhoods. It’s a sign of normalcy.”

Chicago’s Western Avenue Vehicle Maintenance Facility Manager Jacqueline

Hood would agree. “The public relies on the Postal Service more than ever to deliver their products safely and provide a sense of normalcy in their daily lives,” she said. Hood also noted the importance of cleaning and disinfecting every vehicle that comes in for service, “to defend against spreading the virus.”

Cleaning is also a priority for Huntington Beach, CA, Custodian

and Lead Safety Ambassador Sergio Rodriguez, who wants his co-workers to know the importance of taking extra steps and precautions. “Nothing would make me happier than to know that I might have helped to save a life,” he said.

Retail Associate Kabirul Islam at the Merrifield, VA, Post Office makes the connection about cleaning for his customers. He explains the new cleaning and social distancing practices to each person he serves. “They are also happy we are still here working and are wearing our masks and gloves,” he said. “If I protect myself, I protect my customers.”

Thousands of customers are showing support for USPS employees nationwide.

In Edgewater, FL, a customer on Rural Carrier Angel Bodien’s route brought his two children, 7 and 9, outside at a socially safe distance when Bodien was at their mailbox. “He told them, ‘As long as the mail is running, everything will be fine,’” she recalled. “‘The world is going to be OK.’”

Rachel Garner, a rural carrier in Abbeville, SC, also felt appreciated by a family on her route, without even seeing them. They left her a small care package of rubber gloves, hand sanitizer and disinfecting wipes in their mailbox along with a handwritten note: “Please be safe.”

It’s the type of gesture that makes Garner optimistic about the future. “The Postal Service has gotten through challenges before,” she said. “I’m confident we’ll get through this.”



Louisville, KY, Letter Carrier Kelly Carter delivers laptops mailed by the school system to students learning at home.

Binding the nation together

continued from page 1

We have seen hundreds of notes, posters, yard signs and chalk drawings on driveways, as well as people simply saying “thank you” to our employees. These many uplifting messages are a testament to your heroic and indispensable role in the lives of the public we serve.

Regrettably, in what is proving to be one of our finest hours, we are also contending with a polarizing debate in Washington over financial

relief that we have recently requested.

Our financial imbalances have been greatly exacerbated by the impact of the COVID-19 pandemic on the economy, and this compounds the effects of our broken business model, which is imposed upon us by law.

While we can be confident that the public strongly supports our mission and presence in their lives, postal reform must be enacted through Congress and the administration.

Our mission at every level is to serve

the American public and bind the nation together. We tighten the connections between people through the delivery of mail and packages. And we provide the constancy and reliability that each member of the public depends upon, universally.

We can take pride in being a source of commonality, shared purpose, service to others, and truly being an institution that binds all of us together.

For this, I am so proud and thankful, as is the nation.

COVID-19 Command Response provides leadership

The Postal Service has a dedicated Coronavirus Disease 2019 (COVID-19) Command Response leadership team that is focusing on employee and customer safety, and operational and business continuity during the pandemic.

The team is working to:

■ Ensure personal protective equipment (PPE) and cleaning and sanitizing products are available and distributed to all postal locations.

■ Reinforce workplace behaviors to follow Centers for Disease Control and Prevention (CDC) guidance on social distancing, PPE and handwashing etiquette.

■ Update cleaning policies consistent with CDC guidance.

■ Update leave policies to allow liberal use of leave under the Families First Coronavirus Response Act.

■ Expand telework for employees able to perform their jobs remotely.

■ Issue daily stand-up talks, articles, videos and other

communications to ensure employees have the latest information.

■ Maintain steady communication with residential customers and business mailers regarding postal facility disruptions that may impact delivery through USPS Service Alerts at about.usps.com/newsroom/service-alerts/.

Kristin Seaver has stepped away from her duties as chief information officer to serve as response team incident commander.

Coronavirus — support around the clock

The USPS Employee Assistance Program (EAP) has the counseling tools and resources designed to help you face challenges related to COVID-19. The tools offered by EAP can help you and your loved ones — just visit EAP4YOU.com to take advantage of a range of counseling programs and services.

EAP is here for you through...

- Telephonic counseling
- Online therapy
- Video counseling
- Web-based resources
- “In the Moment” support
- Coaching
- Consultation

The EAP website has resources on how to get the support you need, caring for a family member with

COVID-19, making healthy lifestyle choices while isolated, COVID-19 financial stability, coping with loss, and more.

From the [EAP4YOU](https://EAP4YOU.com) home page, check the Coronavirus (COVID-19) section, or click on Monthly Focus.

The coronavirus pandemic is constantly evolving. For the most current and accurate information, visit coronavirus.gov.



Supporting you and your loved ones around the clock, on every device

As always, your EAP is here for you and your family. Whether you are staying home or continuing your routine, there are a variety of ways to connect with your EAP, including: by telephone 800-327-4968 (800-EAP-4YOU), TTY: 877-492-7341, online at EAP4YOU.com, through video, by live chat or text message. Reach out to us to learn more about the many options you have to receive support from your Employee Assistance Program.



CALL US TODAY: 800-327-4968
800-EAP-4YOU | TTY: 877-492-7341
WWW.EAP4YOU.COM

475 L'ENFANT PLAZA SW
WASHINGTON, DC 20260

Moving? If you have access to the postal intranet, *Blue*, or a Personnel Center kiosk, you can change your address by clicking on Employee Self Service. If you don't have access to these options, request a *Form 1216, Employees' Current Mailing Address*, from your supervisor. All districts should send Form 1216 to HRSSC Compensation/Benefits, PO Box 970400, Greensboro, NC 27497-0400.

USPS National Employee Emergency Hotline. Is your facility operating? Call 888-363-7462.

Postmaster General and Chief Executive Officer
Megan J. Brennan

Vice President
Corporate Communications
Janice Walker

Managing Editor
Yvonne Yoerger

Update Editor
Ashley Holmes Mullenix

Art Director
Stephen Bloodsworth

Production Specialist,
Graphic Designer
Maciej Zajac

Contributors
Jonathan Padgett
Jennifer Singleton

This publication provides notice of USPS trademarks by capitalizing their initial letters. USPS registered marks include United States Postal Service, Priority Mail, First-Class Mail, Click-N-Ship and Parcel Post. Unregistered marks include Postal Service, Post Office, USPS Tracking and Signature Confirmation.

The USPS eagle symbol and logotype also are registered trademarks of the United States Postal Service. All rights reserved. For more information visit usps.com.

National Update
© 2020 United States Postal Service.

This *National Update* is a special edition dedicated to providing information to all Postal Service employees concerning the COVID-19 pandemic. Please refer all operational questions to your supervisor.

First-Class Mail

PRESORTED
First-Class Mail
Postage & Fees Paid
USPS
Permit No G-10

America's essential service

The U.S. Postal Service is an American institution that provides an essential federal service as part of the nation's critical infrastructure. At least six days a week, and in some instances seven, USPS employees accept, process, transport and deliver millions of important letters and vital packages to every home and business across the country, and we always will. Our unparalleled service is necessary in the best of times, but as the world is urged to stay home, USPS deliveries are truly lifelines, especially in rural America and to senior citizens and those who are most vulnerable.

The heroism and commitment of our 630,000 postal employees is on display daily as we all work hard to make deliveries happen. Whether it's working in a sorting facility, or driving 400 million miles a day to reach every corner of the country, the United States Postal Service is there to deliver the items needed most.



Customers show their appreciation for postal employees and the indispensable service provided by USPS.