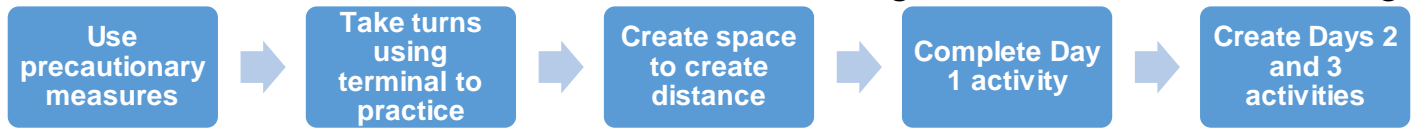


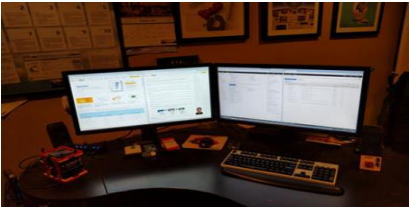

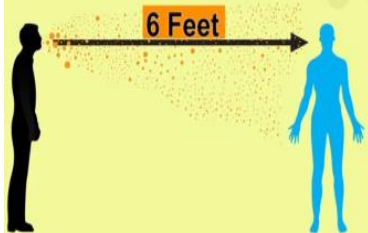


Standard Work Instruction: Social Distancing for SSA Window Training



The Postal Service is following operable Centers for Disease Control and Prevention (CDC) guidance to protect the health of our employees at work. In order to practice social distancing, please follow the guidance in the Standard Work Instructions (SWI) below. This SWI gives recommendations and examples on how to maintain social distancing in our USPS retail environment with SSA window training. Be sure to maintain social distancing to limit exposure to the COVID-19. Review the Delivery and Retail SWIs to keep yourself and others safe.

	Steps	Key Points
	<p>Refer to the HQ COVID-19 Website and select Delivery and Retail</p>	<ul style="list-style-type: none"> • The official source of USPS COVID-19 information is on the USPS Blue Page. • Use the specific SWI guides for Delivery and Retail.
	<p>During the hands-on portion of the classroom training, the class will stand on the opposite side of the Retail counter from the RSS acting as a customer waiting in line, students should stand at least 6 feet apart.</p> <p>Facilitator will guide student through the RSS from at least 6 feet behind the student utilizing the RSS.</p>	<ul style="list-style-type: none"> • One student at a time utilizes the RSS terminal. Facilitator will stand at least 6 feet behind student and direct RSS use – desired result will be achieved. • Facilitator will allow student time to review RSS screen and then direct student through the proper process for the mock transaction. • In addition, at this time DUE TO SAFETY PRECAUTIONS AND HEALTH CONCERNS WITH COVID-19, ALL SSA CLASSES CAN BE NO MORE THAN 10 EMPLOYEES (including any Facilitators).
	<p>If multiple students need to take turns using the same terminal to practice, provide protective gloves and disinfectant wipes to be utilized as students switch positions.</p>	<ul style="list-style-type: none"> • Have no more than 9 students in the class at one time. • The Facilitator can have one student complete more than one mock transaction at a time and then switch students for efficiency.
	<p>The District LD&D team will schedule the exam in a computer room with computer terminals positioned at least 6 feet apart.</p>	<ul style="list-style-type: none"> • Make certain that every computer room can accommodate up to 9 students with a 6-foot barrier between computers.
	<p>OJT 3-Day training on the window. Position the OJI 6 feet from the student, visual observation will be conducted. OJI will note observations and discuss with the student to deepen understanding.</p>	<ul style="list-style-type: none"> • The On-the-Job Training (OJT) can be achieved from a 6-foot barrier between OJI and the student. • If questions arise about any particular transaction and/or discussion is required, the OJI should ensure the student fully understands the process to complete the transaction.