



# **H1N1 Operating Guidance**

## **Plan for Reducing the Spread of Influenza & Contingency Plans for Increased Absenteeism**

**October 9, 2009**

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## 1. INTRODUCTION

This H1N1 Operating Guidance provides corporate guidance on how field operational contingency plans are to be developed and then used when managing the impacts of Influenza in the workplace, especially as it pertains to absenteeism.

Traditionally, in Continuity of Operations (COOP) planning, the basic assumption is that we have lost the use of a facility and have to move people and operations to another location. However, in a Pandemic (such as the current H1N1), we will operate from the normal facility but potentially at a significantly reduced staff level. This is due to the high rate of employee absenteeism (up to 40 percent) caused by either sick individuals or individuals remaining out of work to care for sick family members. This high absenteeism would require the implementation of local contingency plans and operational adjustments to continue to meet service commitments.

The pandemic will likely play out as a rolling event in a specific location. Generally, an individual will be out sick for an average of 3 to 5 days. However, an individual may not know they are infected (by showing symptoms) for up to two days after contracting the virus. During this time, the individual is still contagious. Therefore, any person the sick individual comes in contact with is at risk of being infected with the virus, but the progress of the infection will lag behind the initial infected individual by several days. This scenario will occur across the country as hundreds of temporarily overlapping but not simultaneous local epidemics. On any given day, therefore, the local operating picture may be more relevant than the national picture.

The H1N1 Operating Plan outlines how to:

1. Reduce the spread of Influenza in the workplace through preventive measures.
  - a. Facility Influenza Cleaning Contingency. Because the influenza virus can survive on environmental surfaces and can infect a person for up to 8 hours after being deposited on the surface, routine cleaning procedures in our facilities will need to be augmented.
  - b. Personal hand cleaning and hand sanitizing. Even with antivirals and vaccines, the best defense against getting sick is personal hygiene, most notably hand washing.
2. Maintain operations within the facility by adjusting assignment coverage and managing mail flow and mail conditions through Intra-facility contingencies.
3. Assist an affected office, where absenteeism has exceeded a threshold required to maintain adequate service levels to the community, with an Intra-District or Area escalation plan.

Provided herein are plan requirements, core functions, resources, escalation procedures, monitoring and support processes, and readiness checklists to prepare each functional area to operate at reduced staffing levels with minimal service impacts.

## 2. FACILITY CLEANING

The Centers for Disease Control and Prevention (CDC) is currently recommending routine cleaning of surfaces in common areas that are frequently touched by numerous individuals. Adhering to the cleaning requirements contained in Handbook MS-47 will ensure a safe and healthy work and business environment under normal circumstances. However, during the current flu season with H1N1 circulating, additional cleaning will be required to minimize the transmission of the virus through frequently touched common surfaces. These additional cleaning requirements must be initiated immediately and continued until the flu season (fall of 2009 to April 2010) has ended, unless otherwise notified.

**See Attachment A, Influenza Cleaning Contingency MMO, for further details.**

## 3. EMPLOYEE HAND CLEANING AND PERSONAL HYGIENE

On August 19, the CDC issued “**Guidance for Businesses and Employers to Plan and Respond to the 2009 – 2010 Influenza Season.**” This new guidance recommends actions that non-healthcare employers (e.g., the Postal Service) should take now to decrease the spread of seasonal flu and 2009 H1N1 flu in the workplace and to help maintain business continuity during the 2009–2010 flu season. The *Postal Service 2009-2010 H1N1 Influenza Guidance* document (Attachment B) incorporates certain aspects of the CDC guidance and is supplemental to the existing Postal Service Pandemic Influenza Plan.

Personal hygiene remains the single most effective method to reduce the spread of the H1N1 influenza virus. Please review and practice the following eight steps.

1. **Maintain a healthy lifestyle** through rest, diet, exercise and relaxation.
2. **Wash your hands frequently** with soap and water for 20 seconds or use an alcohol-based hand cleaner if soap and water are not available. Be sure to wash your hands when feasible after coughing, sneezing or blowing your nose.
3. **Avoid touching your nose, mouth and eyes.** Germs spread this way.
4. **Cover your coughs and sneezes with a tissue**, or cough and sneeze into your elbow. Dispose of tissues in no-touch trash receptacles.
5. **Keep frequently touched common surfaces clean**, such as telephones, computer keyboards and doorknobs.
6. **Do not use co-workers’ phones, desks, offices or other work tools and equipment.** If it becomes necessary to use a co-worker’s phone, desk or other equipment, you should clean it first.
7. **Don’t spread the flu! If you are sick with flu-like illness, stay home.** Symptoms of flu include fever (100 degrees Fahrenheit (F) or 38 degrees Celsius (C)) or chills **and** cough or sore throat. In addition, symptoms of flu can include runny nose, body aches, headache, tiredness, diarrhea or vomiting. CDC recommends that sick workers stay home if they are sick with flu-like illness until at least 24 hours after they are free of fever without the use of fever-reducing medicines.
8. **Get vaccinated against seasonal flu** when vaccine is available in your area. If you are at higher risk for 2009 H1N1 flu complications, you should receive the 2009 H1N1 flu vaccine when it becomes available. People at higher risk for 2009 H1N1 flu complications include pregnant women and people with chronic medical conditions (such as asthma, heart disease or diabetes).

**See Attachment B, Postal Service 2009-2010 H1N1 Influenza Guidance, for further details.**

## **4. OPERATIONAL PLANNING**

The intent of the following guidance is to identify that the challenge posed by the current H1N1 threat is absenteeism as opposed to a facility closure. Facilities should rely upon current applicable contingency plans and tools that have been developed to be prepared to address issues that may test our ability to maintain operations due to unusual levels of absenteeism. Facilities do not need to recreate existing COOP or contingency plans.

### *Prevention*

H1N1 Operational Contingency planning starts at the facility level. Initially the focus needs to be on prevention through the cleaning of common surfaces (see Attachment A) and the education of employees on the significance of personal hygiene (See Attachment B).

### *Absenteeism*

Because the presence of the H1N1 virus is likely, facilities need to refresh and augment COOP (and other existing procedures or contingency plans) to account for periods of absenteeism of up to forty percent which could last for several weeks.

This starts by knowing what staff and associated skill sets (current and prior) are available within each facility to allow movement of staff to temporarily cover different jobs. Each facility should review and refresh normal procedures for tracking employee availability by skill set. The tracking procedures should document qualified employees by position, available back-ups and contact information for all staff within a facility inclusive of managers and supervisors.

In addition to skill set tracking, existing scheduling should be reviewed to maximize the use of Temporary Employees and Part Time Flex employees, use of overtime, and the use of FTRs on non-schedule days to backfill. If necessary to meet service commitments, plans may identify the need to restrict the approval of incidental Annual Leave and Leave Without Pay.

### *Prioritization*

Should the available staffing still be insufficient, the facility should utilize existing procedures and plans that deal with adjusting daily operations to match reduced staffing levels. Generally this will be accomplished by prioritization of workload and curtailment of mail.

Operations at a facility should be prioritized by mail class in the following order—First Class Mail, Express Mail, Priority Mail, date-sensitive daily and weekly Periodicals, and Standard Mail.

### *Reporting*

Facility managers will continue to use normal reporting and communications processes for reporting operating conditions and incidences of delayed mail for First Class Mail, Express Mail, Priority Mail, and Periodicals; and aged Standard Mail volumes beyond a reasonable recovery period. Reporting processes will be expanded to include daily absences by plant and available resources.

### **Escalation**

As the above procedures and contingency plans may still be insufficient, facilities need to identify the level of absence or operational conditions that will require escalation to the District for assistance to ensure the facility's ability to meet minimal service

commitments. The facility must identify the contacts for escalation at the Plant, Senior Plant, District, and Area MIPS/MOS levels, including names and telephone numbers.

If absenteeism impacts the facility's ability to provide continued service commitment minimums, the manager should contact the district for instructions.

Each facility should complete all applicable functional checklists in Attachment C. These checklists were developed to assist in the analysis outlined in this section.

**See Function Specific Readiness Assessment Checklists in Attachment C.**

## ATTACHMENTS

**ATTACHMENT A**  
**Influenza Cleaning Contingency MMO**

**Refer to PDF file accompanying this guidance document**  
**(Filename: MMO-109-09.pdf)**



**ATTACHMENT B**

**Postal Service 2009-2010 Influenza H1N1 Guidance**

**Refer to PDF file accompanying this guidance document**

**(Filename: H1N1 Guidance.pdf)**

**ATTACHMENT C**  
**H1N1 Absenteeism Operating Guidance**  
**Readiness Assessment Checklists**

# H1N1 Absenteeism Operating Guidance

## Readiness Assessment Checklist

### Delivery Operations

Facility Name \_\_\_\_\_

Date Completed: \_\_\_\_\_

Manager: \_\_\_\_\_

		Mark the appropriate box with "X"		
<b>Delivery Operations</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
1	Do the contingency plans for each location providing delivery services list a point of contact and telephone number?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do we have a contingency plan that documents an operating plan inclusive of mail arrival times, distribution uptimes, and carrier schedules for each location providing delivery services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do we have a contingency plan that lists appropriate contact names and phone numbers for Processing, Transportation, and other affiliated operations upstream and downstream of the unit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do we have a plan that includes a line of succession for managers and supervisors of each office to deal with their absence?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	For each location, do we have a contingency plan that addresses limited services and associated triggers if staffing is insufficient to maintain full service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Do we have a process established to ensure appropriate access to safes, keys, vehicles, registry, maintenance storage, and supply closets?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Staffing</b>				
7	Do we have a contingency plan that includes a roster identifying the manager, supervisor, clerk, carrier and custodial staff and their backups for each location that provides delivery service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Do we have a contingency plan that identifies administrative craft available for distribution needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Do we have a contingency plan for identifying preapproved leave and training records that identify specialized skills (window, passport, BMEU, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Communications and Reporting</b>				
10	Do we have a contingency plan that identifies triggers for escalation and requesting outside assistance to ensure the unit's ability to meet minimal service commitments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Do we have a contingency plan that includes contact names and telephone numbers for escalation needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12	Do key managers and supervisors have copies of the contingency plans available at the office, offsite, at home, and in their cars?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Safety/Security</b>			
13	Have cleaning routines been updated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Are there sufficient supplies of hand sanitizers, masks, gloves, and disinfectant surface wipes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Do we have a contingency plan that includes emergency medical plans?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# H1N1 Absenteeism Operating Guidance Readiness Assessment Checklist

## Retail Operations

Facility Name \_\_\_\_\_

Date Completed \_\_\_\_\_

Manager: \_\_\_\_\_

		Mark the appropriate box with "X"		
<b>Retail Acceptance Operations</b>		YES	NO	N/A
1	Do we have contingency plans for retail acceptance for all distribution levels (OGP, OGS, INC, SCF, DPS, etc) of First Class Mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do we have contingency plans for retail acceptance of all Express Mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do we have contingency plans for retail acceptance of all Priority Mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do we have contingency plans for retail acceptance of all Registered Mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Do we have contingency plans for retail acceptance of all daily and weekly Periodicals?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Do we have contingency plans for retail acceptance of all Standard Mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Are our plans for curtailment sufficient so that we can recover within a reasonable amount of time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Workload</b>		YES	NO	N/A
8	Do we have contingency plans for collection and communication of Tour turnover conditions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Do we have a contingency plan for use of the WOS Scheduler?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Do we have contingency plans for communicating a manual Personnel Roster?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Do we have a contingency plan for window personnel?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Do we have a contingency plan for back office personnel?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Do we have a contingency plan for PO Box personnel?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Staffing</b>		YES	NO	N/A
14	Do we have backup personnel available to provide TACS reports as needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Do we have updated Pay Location Rosters on file?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Do we have an updated list of Sales and Service Associates including completed formal training courses and skill sets?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Do we have an updated list of on-roll casuals availability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Do we have a method to communicate daily attendance and call-ins?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20	Do we have an updated list of maintenance employees including completed formal training courses and skill sets?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Do we have an updated list of administrative managers and supervisors available for backfill as operations supervisors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Do we have an updated list of administrative craft personnel available to backfill mail processing operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Do we have backup personnel available to perform BMEU duties?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Safety / Security / Building</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
27	Do we have contingency plans to meet elevated cleaning requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Do we have sufficient cleaning supplies available to meet elevated levels?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Do we have backup personnel available to perform Maintenance safety requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Do we have emergency medical plans and backup personnel available (nurses, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Do we have emergency medical supplies available (hand sanitizers, masks, gloves, and disinfectant surface wipes)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Do we have replacement maintenance keys on file available for all doors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Do we have safety bulletins and briefings on file for all equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Communications</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
35	Do we have communication documents available for immediate issue to limit advanced leave?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	Do we have communication plans in place to provide necessary updates to RIBBS to notify customers of any changes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37	Do we have employee emergency contact lists on file?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38	Do we have updated emergency contact lists for District and Area Managers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39	Do we have updated District and Area phone books?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40	Do we have multiple copies of contingency plans offsite (cars, manager's homes, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41	Do we have plans in place for daily (morning and evening) telecoms to discuss operation and staffing conditions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42	Do we have updated emergency services contact information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Contingencies</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
43	Do we have a comprehensive plan to share resources between retail units and offices?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
44	Do we have master keys available for all doors, safes, clerk drawers, etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
45	Do we have backup personnel trained to handle accountable items?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46	Do we have an established line of succession?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47	Do we have contingency plans for redirection of BMEU operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# H1N1 Absenteeism Operating Guidance Readiness Assessment Checklist

## Mail Processing Operations

Facility Name \_\_\_\_\_

Date Completed \_\_\_\_\_

Manager: \_\_\_\_\_

		Mark the appropriate box with "X"		
<b>Processing Operations</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
1	Do we have contingency plans for processing all distribution levels (OGP, OGS, INC, SCF, DPS, etc) of First Class Mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do we have contingency plans for processing all Express Mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do we have contingency plans for processing all Priority Mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do we have contingency plans for processing all Registered Mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Do we have contingency plans for processing all daily and weekly Periodicals?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Do we have contingency plans for processing all Standard Mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Are our plans for curtailment such that we can recover within a reasonable amount of time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Workload</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
8	Do we have contingency plans for collection and communication of Tour turnover conditions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Have we established daily MCRS thresholds by line item?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Do we have contingency plans for communicating REC status to operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Do we have CFS contingency plans for processing PARS mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Do we have backup personnel to provide modified RPG plans for automated letters and flats?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Do we have backup personnel to provide modified RPG plans for manual letters and flats?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Do we have contingency plans for communication of transportation schedule changes to 5398s?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Staffing</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
15	Do we have backup personnel available to provide TACS reports as needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Do we have updated Pay Location Rosters on file?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Do we have an updated list of mail processing employees including completed formal training courses and skill sets?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Do we have an updated list of the on-roll casual's availability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FOUO

19	Do we have a method to communicate daily attendance and call-ins?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Do we have an updated list of transportation employee trip assignments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Do we have an updated list of all employees who have TTO skills and a valid driver license?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Do we have an updated list of maintenance employee completed formal training courses and skill sets?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Do we have an updated list of administrative managers and supervisors available for backfill as operations supervisors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Do we have an updated list of administrative craft personnel available to backfill mail processing operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Do we have backup personnel available to perform In-Plant Support duties (sort plan maintenance, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Do we have backup personnel available to perform BMEU duties?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Safety / Security / Building</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
27	Do we have contingency plans to meet elevated cleaning requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Do we have sufficient cleaning supplies available to meet elevated levels?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Do we have backup personnel available to perform Maintenance safety requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Do we have emergency medical plans and backup personnel available (nurses, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Do we have emergency medical supplies available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Do we have replacement maintenance keys on file available for all doors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Do we have safety bulletins and briefings on file for all equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Communications</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
35	Do we have communication documents available for immediate issue to limit advanced leave?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	Do we have communication plans in place to provide necessary updates to RIBBS to notify customers of any changes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37	Do we have employee emergency contact lists on file?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38	Do we have an updated emergency contact lists for District and Area Managers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39	Do we have updated District and Area phone books?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40	Do we have multiple copies of contingency plans offsite (cars, manager's homes, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41	Do we have plans in place for daily (morning and evening) telecoms to discuss operation and staffing conditions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42	Do we have updated emergency services contact information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



<b>Contingencies</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
43	Do we have a comprehensive plan to share resources between plants?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
44	Do we have a comprehensive plan to share resources between functions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
45	Do we have master keys available for all doors, Plant, Delivery, Registry, etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46	Do we have backup personnel trained to handle accountable items?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47	Do we have an established line of succession?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48	Do we have updated sort programs for all automation sites (plant, DDU, CSBCS)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49	Do we have contingency letter sort plans for all non-automated offices?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50	Do we have contingency flat sort plans for all non-automated offices?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51	Do we have contingency sort plans for plant operations that can be run at DDCs or sister plants?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
52	Do we have contingency MTEL placard files?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
53	Do we have established color code procedures in place to ensure proper mail sequencing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
54	Do we have established color code procedures in place to ensure proper mail sequencing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
55	Do we have AMP plans for off load of preferential volumes to contingency plants?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
56	Do we have off load plans for Standard volumes to contingency plants?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
57	Do we have plans for MMP diversion to contingency plants?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
58	Do we have plans for NDC diversion to contingency plants?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
59	Do we have off load plans for plants to delivery units?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
60	Do we have contingency plans for redirection of BMEU operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
61	Do we have contingency plans for redirection of FAST appointments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
62	Do we have updated spare parts configurations and availability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
63	Do we have a mail prioritization plan for perishable products?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
64	Do we have contingency plans for shortage of highway contractors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
65	Do we have contingency plans for collection runs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# H1N1 Absenteeism Operating Guidance Readiness Assessment Checklist

## Remote Encoding Centers

Facility Name \_\_\_\_\_

Date Completed \_\_\_\_\_

Manager: \_\_\_\_\_

		Mark the appropriate box with "X"		
		YES	NO	N/A
<b>Image Process Plan</b>				
1	Do we have contingency plans for processing all distribution levels (OGP, OGS, INC, SCF, DPS, etc) of First Class Mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do we have updated volume arrival profiles for all image products by site?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do we have contingency plans for processing all images by product type?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reports</b>				
4	Do we have a method to communicate daily attendance and call-ins by Tour?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Do we have backup personnel to provide image Workload Tracking reports?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Do we have backup personnel to provide Clearance Time tracking reports?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Personnel</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
7	Do we have updated Pay Location Rosters on file?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Do we have an updated list of REC employees including completed formal training courses and skill sets?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Do we have an updated list of on-roll casuals or TE availability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Do we have a method to communicate daily attendance and call-ins?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Safety/Security/Building</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
11	Do we have contingency plans to meet elevated cleaning requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Do we have sufficient cleaning supplies available to meet elevated levels?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Do we have availability of hand cleansers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Do we have availability of masks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Do we have availability of gloves?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Do we have availability of antiseptic wipes to clean keyboards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Have we discussed cleaning requirements with lessor for an influenza outbreak?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communications				
	YES	NO	N/A	
19	Do we have an updated emergency contact list for Plants, Districts, and Area Managers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Do we have employee emergency contact lists on file?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Do we have an updated emergency contact lists for District and Area Managers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Do we have updated emergency services contact information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Do we have prepared service talks available for employees in event of an influenza outbreak at the REC?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Do we have prepared service talks available for employees on personal hygiene?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Do we have information necessary to establish daily teleconferences if severe absenteeism requires contingency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Do we have multiple copies of contingency plans offsite (cars, manager's homes, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Have we identified all available IPU partitions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Have we developed plans to add PARS COA sites to existing PARS systems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Have we developed plans to add PARS UAA plants to existing PARS systems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Have we developed a priority list to redirect APPS machines?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Have we developed a priority list to redirect PARS UAA plants?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Do we have an established management line of succession?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Do we have communication documents available for immediate issue to limit advanced leave?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Do we have a method in place to establish a schedule to work off days?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	Do we have a method in place to establish a schedule to increase TE utilization?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	Do we have a method in place to establish a schedule to work off days?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37	Do we have a method in place to establish a schedule for overtime?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# H1N1 Absenteeism Operating Guidance

## Readiness Assessment Checklist

### Business Mail Acceptance Operations

Facility Name \_\_\_\_\_

Date Completed \_\_\_\_\_

Manager: \_\_\_\_\_

		Mark the appropriate box with "X"		
Mail Acceptance Operations		YES	NO	N/A
1	Do we have contingency plans for continuation of mail acceptance operations for First-Class Mailings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do we have contingency plans for mail acceptance operations for all Priority Mail mailings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do we have contingency plans for mail acceptance operations for all daily and weekly Periodicals mailings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do we have contingency plans for mail acceptance operations for all Standard and Packages Services Mail mailings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Do we have contingency plans for mail acceptance operations for all Express Mail Open and Distribute mailings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Do we have contingency plans for mail acceptance operations at detached mail units?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workload		YES	NO	N/A
7	Do we have contingency plans for continuation of entry of postage statements into PostalOne!?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Do we have contingency plans to communicate mail acceptance operations conditions to mail processing operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Do we have contingency plans to identify and utilize backup personnel for mail acceptance operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staffing		YES	NO	N/A
10	Do we have backup personnel available to support mail acceptance operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Do we have updated Pay Location Rosters on file?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Do we have an updated list of mail processing employee's completed formal training courses and skill sets?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Do we have an updated list of on-roll casuals availability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Do we have a method to communicate daily attendance and call-ins?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Do we have an updated list of alternate managers and supervisors available for backfill as mail acceptance operations supervisors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16	Do we have an updated list of administrative craft personnel available for backfill to mail acceptance operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Safety / Security / Building</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
17	Do we have contingency plans to meet elevated cleaning requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Do we have sufficient cleaning supplies available to meet elevated levels?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Do we have emergency medical plans and backup personnel available (nurses, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Do we have emergency medical supplies available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Do we have safety bulletins and briefings on file for all equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Do we have replacement maintenance keys on file available for all doors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Communications</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
23	Do we have communication documents available for immediate issue to limit advanced leave?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Do we have communication plans in place to provide necessary updates on mail acceptance operations to mail processing operations for posting on RIBBS to notify customers of any changes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Do we have employee emergency contact lists on file?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Do we have multiple copies of contingency plans offsite (cars, manager's homes, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Do we have plans in place to participate in daily (morning and evening) telecoms to discuss mail acceptance operation and staffing conditions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Do we have updated emergency services contact information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Contingencies</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
29	Do we have a contingency plan to share resources between mail acceptance operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Do we have a contingency plan to identify alternate mail acceptance resources between functions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Do we have backup personnel identified to support unskilled duties in mail acceptance operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Do we have an established chain of succession for Business Mail Entry?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Do we have a communication plan to notify local mailers of alternate plans for mail acceptance operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Do we have contingency plans for redirection of mail acceptance to alternate locations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	Do we have contingency plans to enable clerks at alternate locations to accept mailings and process postage statement for other sites?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# H1N1 Absenteeism Operating Guidance Readiness Assessment Checklist

## Transportation Operations

Facility Name \_\_\_\_\_

Date Completed \_\_\_\_\_

Manager: \_\_\_\_\_

		Mark the appropriate box with "X"		
<b>Transportation Operations</b>		YES	NO	N/A
1	Do we have contingency plans to support local mail processing curtailment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do we have contingency plans to support increased requirements for vehicles and drivers to recover from mail processing curtailment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do we have contingency plans to support mail processing diversions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do we have contingency plans to provide scheduled daily transportation to meet service commitments for First-Class Mail, Express Mail, Priority Mail and date-sensitive daily and weekly Periodicals?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Do we have contingency plans to cover critical schedules for the movement of all mail on DPS and close-out trips?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Do we have contingency plans to provide emergency Highway Contract service if required?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Do we have contingency plans to curtail non-essential mail transport equipment trips and mailer courtesy pick-up if necessary?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Workload</b>		YES	NO	N/A
8	Do we have contingency plans to ensure arrival and departure data will be entered into transportation systems in a timely and accurate manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Do we have contingency plans to ensure the dispatch of Highway Contract routes with the appropriate documentation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Staffing</b>		YES	NO	N/A
10	Do we have a method to communicate daily attendance and call-ins?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Do we have an updated list of on-roll casual drivers and their availability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Do we have an updated list of all employees who have TTO skills and a valid commercial driver license (CDL)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Do we have an updated list of administrative managers and/or supervisors with transportation background?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Communications</b>				
	<b>YES</b>	<b>NO</b>	<b>N/A</b>	
14	Do we have communication documents available for immediate issue to limit advanced leave?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Do we have updated transportation employee emergency contact lists on file?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Do we have updated emergency contact lists for District and Area Managers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Do we have updated District and Area phone books?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Do we have multiple copies of contingency plans located offsite (cars, manager's homes, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Do we have updated emergency services contact information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Contingencies</b>				
	<b>YES</b>	<b>NO</b>	<b>N/A</b>	
20	Do we have updated transportation operation rosters by performance cluster and pay location identifying managers, supervisors, and craft employees to share available resources within the district on file?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Do we have contingency plans for collection runs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# H1N1 Absenteeism Operating Guidance Readiness Assessment Checklist

## Maintenance Operations

**Facility Name** \_\_\_\_\_ **Date Completed** \_\_\_\_\_

**Manager:** \_\_\_\_\_

Mark the appropriate box with "X"			
Maintenance Operations	YES	NO	N/A
1 Does the Site COOP Pandemic Annex include maintenance operations tasks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Is the COOP plan stored both offsite and onsite?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Are maintenance operations aligned with plant priorities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Is critical MPE identified and prioritized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Are critical building systems identified and prioritized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Is excess equipment capacity identified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Does the plan prioritize tasks within PMs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Are critical space needs identified? (Example: minimum number of break rooms and restrooms to meet employee needs.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 Do we have an accessible list and backup of current software versions for each application?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 Have we ensured all maintenance related requirements identified on the processing operations checklist are met?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staffing			
11 Is a training list or matrix developed to show craft employees qualified for different responsibilities, higher level assignment, or for out of schedule assignments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 Is a list of EAS staff members who are capable of crossing into or from the maintenance function developed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 Has a list that identifies alternate qualified employees for each critical system or equipment been developed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 Has the minimum amount of coverage to maintain support for critical equipment and systems been established?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



	<b>Communications</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	If initiated by Area, is attendance by LDC reported each week to the Area Manager of Maintenance Operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Has a position roster with contact names and telephone numbers been established for escalation needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Is employee contact information current?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Is a process established to ensure appropriate access to all master and alternate keys?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Is a process in place to ensure communications between tours during increased absences?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Do we have current emergency services and contractor contact information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Safety/Security</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Are MMO-109-09 requirements in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Are there sufficient supplies per MMO-109-09 and the H1N1 guidance document (hand sanitizers, masks, gloves, and disinfectant surface wipes)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Contingency</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Do we have a documented chain of succession?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# H1N1 Absenteeism Operating Guidance Readiness Assessment Checklist

## District Office

		Mark the appropriate box with "X"		
<b>District Monitoring</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
1	Do we have a process to monitor wait time in line for all District facilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do we have a process to capture and roll-up all non-delivery Incidents?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do we have a process to monitor absentee rate by facility to manage potential issues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do we have a process to monitor customer complaints for potential issues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>District Support</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
5	Have the facilities updated their Pay Location Rosters on file to develop resource pools?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Do we have an updated list of administrative managers and supervisors available for backfill as operations supervisors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Safety / Security / Building</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
7	Do we have contingency plans to meet elevated cleaning requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Do we have sufficient cleaning supplies available to meet elevated levels?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Communications</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
9	Do we have communication documents available for immediate issue to limit advanced leave?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Do we have employee emergency contact lists on file?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Do we have updated emergency contact lists for District and Area Managers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Do we have updated District and Area phone books?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Do we have multiple copies of contingency plans offsite (cars, manager's homes, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Do we have plans in place for daily (morning and evening) telecoms to discuss operation and staffing conditions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Do we have master keys available for all doors, safes, clerk drawers, etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Do we have an established line of succession?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# H1N1 Absenteeism Operating Guidance Readiness Assessment Checklist

## Area Office

		Mark the appropriate box with "X"		
<b>Area Monitoring</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
1	Do we have a process to capture and roll-up all non-delivery Incidents?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do we have a process to monitor absentee rate by District to manage potential issues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do we have a process to monitor customer complaints for potential issues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Area Support</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
4	Have we communicated the organizational emphasis on maintaining Postal operations?			
5	Have we communicated the protocols for prioritizing, sharing resources and identifying critical skills and at risk positions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Do we have updated emergency contact lists for District and Area Managers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Do we have plans in place for daily (morning and evening) telecoms to discuss operation and staffing conditions?			
<b>Communications</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
8	Do we have communication documents available for immediate issue to limit advanced leave?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Do we have employee emergency contact lists on file?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Do we have updated Area phone books?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Do we have multiple copies of contingency plans offsite (cars, manager's homes, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Do we have contingency plans to meet elevated cleaning requirements?			
13	Do we have sufficient cleaning supplies available to meet elevated levels?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Do we have master keys available for all doors, safes, clerk drawers, etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Do we have an established line of succession?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**ATTACHMENT D**  
**Communications**  
**(Stand Up Talks)**

# Stand-Up Talk

September XX, 2009

## ***H1N1 VIRUS GUIDANCE UPDATED; PERSONAL HYGIENE REMAINS FIRST LINE OF DEFENSE***

As the Centers for Disease Control and Prevention (CDC) updates its H1N1 flu guidance, the Postal Service will consider such updates in development of further guidance to our employees.

Handwashing is an effective hygiene measure. If you have limited contact with the general public and other co-workers during the workday, be sure to wash your hands at the beginning of the shift, before and after breaks and lunch, and at the end of the shift using soap and water. If during the workday you have frequent contact with the general population or co-workers you should wash more frequently. Hand sanitizer will be provided when use of soap and water is not feasible. Use common sense — the purpose of handwashing is to avoid spreading the flu to others and transmitting flu virus to your eyes, nose or mouth.

### **[Local information on supplying hand sanitizer provided here]**

The following eight steps to stay healthy at work are based on CDC recommendations:

1. **Maintain a healthy lifestyle** through rest, diet, exercise and relaxation.
2. **Wash your hands frequently** with soap and water for 20 seconds or use an alcohol-based hand cleaner if soap and water are not available. Be sure to wash your hands when feasible after coughing, sneezing or blowing your nose.
3. **Avoid touching your nose, mouth and eyes.** Germs spread this way.
4. **Cover your coughs and sneezes with a tissue**, or cough and sneeze into your elbow. Dispose of tissues in no-touch trash receptacles.
5. **Keep frequently touched common surfaces clean**, such as telephones, computer keyboards and doorknobs.
6. **Do not use co-workers' phones, desks, offices or other work tools and equipment.** If it becomes necessary to use a co-worker's phone, desk or other equipment, you should clean it first.
7. **Don't spread the flu! If you are sick with flu-like illness, stay home.** Symptoms of flu include fever (100 degrees Fahrenheit (F) or 38 degrees Celsius (C)) or chills **and** cough or sore throat. In addition, symptoms of flu can include runny nose, body aches, headache, tiredness, diarrhea or vomiting. CDC recommends that sick workers stay home if they are sick with flu-like illness until at least 24 hours after they are free of fever without the use of fever-reducing medicines.
8. **Get vaccinated against seasonal flu** when vaccine is available in your area. If you are at higher risk for 2009 H1N1 flu complications, you should receive the 2009 H1N1 flu vaccine when it becomes available. People at higher risk for 2009 H1N1 flu complications include pregnant women and people with chronic medical conditions (such as asthma, heart disease or diabetes).

# Stand-Up Talk

September XX, 2009

## ***H1N1 VIRUS GUIDANCE UPDATED; PERSONAL HYGIENE REMAINS FIRST LINE OF DEFENSE***

As the Centers for Disease Control and Prevention (CDC) updates its H1N1 flu guidance, the Postal Service will consider such updates in development of further guidance to our employees.

Disinfecting surface wipes should be used by all employees to clean shared items in the work space such as phones, computer keyboards and key pads, and copiers. Wipes should also be used in lunchrooms and break areas to clean items such as refrigerator door handles, microwave door handles and buttons, and vending machine buttons. Window clerks should use disinfecting wipes to clean their individual counter areas after serving customers who appear to have flu symptoms. Disinfecting wipes should also be strategically placed in service lobbies for customer use.

**[Insert local information on availability of surface wipes.]**

The following eight steps to stay healthy at work are based on CDC recommendations:

1. **Maintain a healthy lifestyle** through rest, diet, exercise and relaxation.
2. **Wash your hands frequently** with soap and water for 20 seconds or use an alcohol-based hand cleaner if soap and water are not available. Be sure to wash your hands when feasible after coughing, sneezing or blowing your nose.
3. **Avoid touching your nose, mouth and eyes.** Germs spread this way.
4. **Cover your coughs and sneezes with a tissue**, or cough and sneeze into your elbow. Dispose of tissues in no-touch trash receptacles.
5. **Keep frequently touched common surfaces clean**, such as telephones, computer keyboards and doorknobs.
6. **Do not use co-workers' phones, desks, offices or other work tools and equipment.** If it becomes necessary to use a co-worker's phone, desk or other equipment, you should clean it first.
7. **Don't spread the flu! If you are sick with flu-like illness, stay home.** Symptoms of flu include fever (100 degrees Fahrenheit (F) or 38 degrees Celsius (C)) or chills **and** cough or sore throat. In addition, symptoms of flu can include runny nose, body aches, headache, tiredness, diarrhea or vomiting. CDC recommends that sick workers stay home if they are sick with flu-like illness until at least 24 hours after they are free of fever without the use of fever-reducing medicines.
8. **Get vaccinated against seasonal flu** when vaccine is available in your area. If you are at higher risk for 2009 H1N1 flu complications, you should receive the 2009 H1N1 flu vaccine when it becomes available. People at higher risk for 2009 H1N1 flu complications include pregnant women and people with chronic medical conditions (such as asthma, heart disease or diabetes).

# Stand-Up Talk

September XX, 2009

## ***PERSONAL HYGIENE REMAINS FIRST LINE OF DEFENSE AGAINST ILLNESS: MASKS AVAILABLE FOR EMPLOYEES***

As health officials continue to investigate and monitor the current H1N1 flu outbreak, the Postal Service is also closely monitoring the situation and is taking interim measures to help ensure the health and safety of its employees. These measures include asking *you* to help safeguard our workplace.

The following eight steps to stay healthy at work are based on CDC recommendations:

1. **Maintain a healthy lifestyle** through rest, diet, exercise and relaxation.
2. **Wash your hands frequently** with soap and water for 20 seconds or use an alcohol-based hand cleaner if soap and water are not available. Be sure to wash your hands when feasible after coughing, sneezing or blowing your nose.
3. **Avoid touching your nose, mouth and eyes.** Germs spread this way.
4. **Cover your coughs and sneezes with a tissue**, or cough and sneeze into your elbow. Dispose of tissues in no-touch trash receptacles.
5. **Keep frequently touched common surfaces clean**, such as telephones, computer keyboards and doorknobs.
6. **Do not use co-workers' phones, desks, offices or other work tools and equipment.** If it becomes necessary to use a co-worker's phone, desk or other equipment, you should clean it first.
7. **Don't spread the flu! If you are sick with flu-like illness, stay home.** Symptoms of flu include fever (100 degrees Fahrenheit (F) or 38 degrees Celsius (C)) or chills **and** cough or sore throat. In addition, symptoms of flu can include runny nose, body aches, headache, tiredness, diarrhea or vomiting. CDC recommends that sick workers stay home if they are sick with flu-like illness until at least 24 hours after they are free of fever without the use of fever-reducing medicines.
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### **Facemasks and N-95 Respirators**

Postal Service measures to help control the spread of the flu virus include an initial purchase of Surgical Masks (Facemasks) and maintaining a supply of Filtering Face Pieces N-95 (N-95s). Both are effective when used properly, but each has its benefits and limitations.

### **Surgical Masks**

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Surgical masks are loose-fitting, disposable facemasks that create a physical barrier between the mouth and nose of the wearer and potential contaminants in the immediate environment. Worn properly, a surgical mask is meant to help block large-particle droplets (produced by sneezing and coughing), which may contain bacteria and viruses such as the virus responsible for H1N1 Swine flu and tend to prevent persons from touching their nose and mouth — a significant risk. Surgical masks *are relatively comfortable to wear* but do not protect against inhalation of small suspended particles in the air. The use of Surgical masks help reduce exposure of your saliva and respiratory secretions to others.

The Occupational Safety and Health Administration (OSHA) recommends use of a surgical mask for employees identified as “medium risk” — those working in crowded settings that require frequent, close contact with other employees or the public (window clerks and letter carriers, for example).

The Postal Service will provide surgical masks, when available, to employees upon request. To conserve stocks for future needs, we ask that only those employees working closely with customers or other employees request and wear these masks.

### **Filtering face pieces (N-95s)**

An N-95 respirator is a respiratory protective device which requires a very close facial fit and affords very efficient filtration of airborne particles. The respirator is designed to prevent the wearer from breathing in very small particles that may be in the air.

OSHA and the Centers for Disease Control and Prevention (CDC) recommend using N-95s when close contact with an infected person or a person who is suspected of being infected is unavoidable, such as for medical personnel and others handling or caring for infectious patients.

N-95s cause breathing resistance and should not be worn by people with medical problems such as asthma and pulmonary disease unless authorized by a physician. Additionally, *some people find them uncomfortable to wear for long periods.*

Employees who currently use N-95s due to job conditions or allergies should continue N-95 use on a voluntary basis during the H1N1 outbreak. N-95s should be conserved for a potential increase in severity of the current influenza outbreaks. The Postal Service will continue the current policy of providing N-95s upon request, as long as they are available.

### **The bottom line**

Remember, using a surgical mask or N-95 respirator by itself is *not* a complete answer to avoiding influenza. Surgical masks and N-95s help to reduce inhalational risk but *do not* eliminate the risk of disease or illness.

First and foremost, you should practice other infection-control measures such as personal hygiene and social distancing to help prevent the spread of the flu virus. Additionally, one more mechanism to help prevent the spread of the flu virus is to stay at home when you have flu symptoms.