

# COVID-19

## Temporary Business Changes and Considerations



COVID-19 has affecting everyone in an unprecedented way none of us could anticipate. The health and safety of our Team Members, Valued Clientele, and community remains our primary concern.

Postal Palm Springs provides vital services to our community and, pending the continued good health of our Team Members, we will remain open and continue serving our community. Homeland Security has defined all mail service to be essential (Presidential Policy Directive 21).

At Postal Palm Springs we continue to follow guidance from the U.S. Centers for Disease Control (CDC) on preventing the spread of the COVID-19 virus. The Team at Postal Palm Springs continues to clean and disinfect surfaces and equipment regularly throughout the day. As outlined by the CDC, Postal Palm Springs requests that our Valued Clientele help us remain healthy by practicing the following:

- Practice social distancing and limiting the number of customers in the store.
- Follow appropriate hygiene protocols.
- Perform regular disinfecting/sanitizing within the store, especially for frequently touched surfaces like doors, handles, counters, computers, etc.

In attempt to limit contact while remaining healthy we are temporarily adjusting the way we offer services to the community. These necessary adjustments will allow our Team Members additional time for cleaning and sanitizing while minimizing or even eliminating physical contact but continuing to provide essential services to you.

Effective Immediately:

1. We are implementing a "Take-A-Number" system allowing customers to be waited on in the order they arrive while not having to stand in line. Please remember to maintain safe social distancing of 6 feet.
2. During this time, we will refrain from providing communal pens. Please consider carrying your own personal pen. Our employees will each have a pen assigned to them for the day (sterilized each day) but are reminded they should not share their pens with others.
3. Please "self-manage" how many customers occupy Postal Palm Springs, we need to limit occupancy to two customers at a time. Mailbox holders picking up their mail are excluded however if mailbox holders are conducting other business services, we request that you wait your turn outside the store.

4. We will implement an outdoor package drop off service for customers who already have their shipping labels. During this time, we will not be able to provide drop off receipts.
5. Our staff will wear masks and gloves for their protection, we hope our customers consider doing the same.
6. For customers who need to ship packages we will provide an optional “Package Drop-Off & Ship” service. Our Package Drop-Off & Ship service is an optional service helping to minimize human contact and allowing you to quickly return home or continue your errands. Here’s how you can benefit from our Package Drop-Off & Ship service:
  - You simply deliver your package(s) with your completed Package Drop-Off & Ship form (one form per package),
  - Once we have the shipment ready, we will phone you to discuss your shipping options, costs and take your credit or debit card payment via phone.
  - We can then email your receipt with shipping details, including your tracking number(s) to you directly.
7. We are installing a “Red Tape Line” on the carpet around the register to help our customers and Team Members remember social distancing protocol as well as defining where that safe zone is. Please help everyone remain safe by maintaining your distance at the “Red Tape Line”.
8. Effective immediately, store hours at Postal Palm Springs will be temporarily adjusted to:
  - Mon – Fri: 11am – 5pm
  - Sat and Sun: Closed

For our mailbox holders, Postal Palm Springs will accept and sort packages and mail on Saturday. Customers with 24-hour access will be able to pick up their mail but we will not be available to provide your package to you until Monday during our altered business hours.

If you have medications or other necessary items being delivered you may want to consider, temporarily, having those packages delivered directly to your home or retrieve them during our revised business hours.

Your Postal Palm Springs Team apologizes for every inconvenience you will experience during this temporary adjustment. If you have concerns or we can help accommodate an unforeseen situation, please contact us for discussion and potential solutions. As this situation continues to evolve, we will make necessary adjustments to keep our Team Members and Valued Clientele safe and healthy.

**Background info:**

According to The World Health Organization, “the likelihood of an infected person contaminating commercial goods is low and the risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also low.” And according to the CDC, “in general, because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient temperatures. Coronaviruses are generally thought to be spread most often by respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with imported goods and there have not been any cases of COVID-19 in the United States.