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MP

LABOR RELATIONS



May 4, 2018

Mr. Fredric V. Rolando  
President  
National Association of Letter Carriers  
AFL-CIO  
100 Indiana Avenue, NW  
Washington, DC 20001-2144

Dear Fred:

As a matter of general interest, the Postal Service has created a *Heat Illness Prevention Program*.

A main purpose of the program is to equip employees with the knowledge needed to recognize and abate heat-related illnesses.

We have enclosed the following:

- The *Heat Illness Prevention Program*
- A stand-up talk titled *Heat Illness Prevention Program*
- A poster titled *Prevent Heat Illnesses*

Please contact Mike Faber at extension 8620 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures

  
RECEIVED  
MAY 8 2018  
OFFICE OF THE PRESIDENT  
NALC HQ  
WASHINGTON, DC

# HEAT ILLNESS PREVENTION PROGRAM

Facility Name:

Date:

Developed By:

This written program documents the procedure we take to comply with the required elements of the Postal Service's Heat Illness Prevention Program (HIPP). This document will be reviewed annually to ensure effectiveness and compliance. Copies of this document are available to employees upon request.

The HIPP is triggered when any employee in any facility is exposed, or reasonably anticipated to be exposed, to heat index temperatures exceeding 80 degrees Fahrenheit for extended periods of time, six hours or more, over the course of a work day or work shift.

## Methods of Compliance

### Oversight

All local Postal Service owned or operated facilities will be responsible for the implementation of a HIPP for their employees, provided the facility meets the heat exposure criteria outlined above.

The Postal Service's Chief Human Resources Officer, or his or her designee, will oversee the HIPP from a universal perspective.

Each Area Vice President will designate an Area coordinator who will be responsible for ensuring the implementation and management of the HIPP in his or her Area as well as certifying compliance with the HIPP for his or her Area (See Appendix One). The Area coordinator will be trained in the hazards, physiological responses to, and controls for heat index temperatures exceeding 80 degrees Fahrenheit, and will have the following knowledge and skills:

- An understanding of the signs and symptoms of heat-related disorders, pre-disposing conditions, likely causes, prevention, and first-aid;
- An understanding of the causes of heat stress;
- An understanding of the general controls for heat stress that include training, work practices, and surveillance; and
- The ability to audit compliance with the HIPP.

## Training

The Postal Service will require annual completion of a Learning Management System (LMS) course on heat stress by all employees in every facility, regardless of exposure assessment findings: LMS Course Name: SAF:SS: Heat Stress Recognition and Prevention - Course Number: 10019802. This course will discuss the effects of heat on the body, outline the risk factors for heat-related illness, and describe the associated treatments for each. This training will also explain several control measure techniques and safe work practices that can be used to prevent heat-related illness, as outlined in this document.

### April 1 through October 31

Each day, Mobile Delivery Device (MDD) messaging will be disseminated from the National level addressing issues related to heat exposure and the prevention of heat-related illness, with a focus on matters such as proper attire, sufficient hydration, effects of personal medical conditions or medications, how to recognize signs and symptoms of heat-related illness, other weather related concerns and guidance on how to respond in an emergency.

Each week, the supervisor will give a safety talk addressing issues related to heat exposure and prevention of heat-related illness. These talks will be documented in the Safety Toolkit with certification of completion for all employees.

### November 1 through March 31

On days in which the heat index is expected to exceed 80 degrees Fahrenheit, MDD messaging will be created and disseminated at the local level addressing issues related to heat exposure and the prevention of heat-related illness, with a focus on matters such as proper attire, sufficient hydration, effects of personal medical conditions or medications, how to recognize signs and symptoms of heat-related illness and guidance on how to respond in an emergency.

## Monitoring for Signs and Symptoms

All employees will be provided the below visual aids (Figure 2 and 3) containing the various symptoms of, and proper first aid responses to, heat-related illness. These visual aids may be used to assist in identifying common signs of heat-related illness and provide appropriate actions to help guide decisions to seek medical attention.

The following Figure is intended to provide specific first aid measures for each condition and should not be implied to reflect any progression in severity. Proper hydration and seeking medical attention should be ensured at any time these symptoms arise.

Figure 2

	Symptoms	First Aid <sup>*</sup>
Heat stroke	<ul style="list-style-type: none"> <li>▪ Confusion</li> <li>▪ Fainting</li> <li>▪ Seizures</li> <li>▪ Excessive sweating or red, hot, dry skin</li> <li>▪ Very high body temperature</li> </ul>	<ul style="list-style-type: none"> <li>▪ Call 911</li> </ul> <p>While waiting for help:</p> <ul style="list-style-type: none"> <li>▪ Place worker in shady, cool area</li> <li>▪ Loosen clothing, remove outer clothing</li> <li>▪ Fan air on worker; cold packs in armpits</li> <li>▪ Wet worker with cool water; apply ice packs, cool compresses, or ice if available</li> <li>▪ Provide fluids (preferably water) as soon as possible</li> <li>▪ Stay with worker until help arrives</li> </ul>
Heat exhaustion	<ul style="list-style-type: none"> <li>▪ Cool, moist skin</li> <li>▪ Heavy sweating</li> <li>▪ Headache</li> <li>▪ Nausea or vomiting</li> <li>▪ Dizziness</li> <li>▪ Light headedness</li> <li>▪ Weakness</li> <li>▪ Thirst</li> <li>▪ Irritability</li> <li>▪ Fast heart beat</li> </ul>	<ul style="list-style-type: none"> <li>▪ Have worker sit or lie down in a cool, shady area</li> <li>▪ Give worker plenty of water or other cool beverages to drink</li> <li>▪ Cool worker with cold compresses/ice packs</li> <li>▪ Take to clinic or emergency room for medical evaluation or treatment if signs or symptoms worsen or do not improve within 60 minutes.</li> <li>▪ Do not return to work that day</li> </ul>
Heat cramps	<ul style="list-style-type: none"> <li>▪ Muscle spasms</li> <li>▪ Pain</li> <li>▪ Usually in abdomen, arms, or legs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Have worker rest in shady, cool area</li> <li>▪ Worker should drink water or other cool beverages</li> <li>▪ Wait a few hours before allowing worker to return to strenuous work</li> <li>▪ Have worker seek medical attention if cramps don't go away</li> </ul>
Heat rash	<ul style="list-style-type: none"> <li>▪ Clusters of red bumps on skin</li> <li>▪ Often appears on neck, upper chest, folds of skin</li> </ul>	<ul style="list-style-type: none"> <li>▪ Try to work in a cooler, less humid environment when possible</li> <li>▪ Keep the affected area dry</li> </ul>

<sup>\*</sup> Remember, if you are not a medical professional, use this information as a guide only to help workers in need.



Figure 3

The infographic is split into two vertical columns: Heat Exhaustion (orange) and Heat Stroke (red). At the top, the words 'HEAT EXHAUSTION' and 'HEAT STROKE' are written in white on their respective colored backgrounds, with 'OR' in the center. Below this, a central figure of a person is also split vertically. The left side of the person is orange and the right side is red. Various symptoms are listed on both sides with lines pointing to the corresponding part of the person's body. For example, 'Faint or dizzy' points to the head on the left, while 'Throbbing headache' points to the head on the right. 'Excessive sweating' points to the torso on the left, and 'No sweating' points to the torso on the right. 'Cool, pale, clammy skin' points to the left arm, while 'Body temperature above 103° Red, hot, dry skin' points to the right arm. 'Nausea or vomiting' points to the stomach area on both sides. 'Rapid, weak pulse' points to the left wrist, and 'Rapid, strong pulse' points to the right wrist. 'Muscle cramps' points to the left leg, and 'May lose consciousness' points to the right leg. At the bottom of each column, there are treatment instructions. The Heat Exhaustion side lists: 'Get to a cooler, air conditioned place', 'Drink water if fully conscious', and 'Take a cool shower or use cold compresses'. The Heat Stroke side lists: 'CALL 9-1-1' and 'Take immediate action to cool the person until help arrives'. At the very bottom, there are social media links for Weather.gov and SacramentoOES, along with logos for the National Weather Service and the Sacramento Office of Emergency Services.

Symptom	Heat Exhaustion	Heat Stroke
Head	Faint or dizzy	Throbbing headache
Torso	Excessive sweating	No sweating
Skin	Cool, pale, clammy skin	Body temperature above 103° Red, hot, dry skin
Stomach	Nausea or vomiting	Nausea or vomiting
Heart	Rapid, weak pulse	Rapid, strong pulse
Legs	Muscle cramps	May lose consciousness

**HEAT EXHAUSTION** OR **HEAT STROKE**

Faint or dizzy ————— Throbbing headache

Excessive sweating ————— No sweating

Cool, pale, clammy skin ————— Body temperature above 103°  
Red, hot, dry skin

Nausea or vomiting ————— Nausea or vomiting

Rapid, weak pulse ————— Rapid, strong pulse

Muscle cramps ————— May lose consciousness

• Get to a cooler, air conditioned place

• Drink water if fully conscious

• Take a cool shower or use cold compresses

**CALL 9-1-1**

• Take immediate action to cool the person until help arrives

Weather.gov/socialmedia  
Weather.gov/heat

@SacramentoOES  
SacramentoReady.org

If you are experiencing Heat Exhaustion or Heat Stroke, you should immediately call 911 to obtain medical treatment.

As soon as possible, employees should report any signs or symptoms of heat-related illness to their supervisor, who should then call 911 immediately if it is determined that medical attention is necessary. However, if it is determined by the employee that medical attention may be necessary prior to calling the supervisor, the employee should call 911 first.

MDDs are equipped with text messaging capabilities. This feature can be used for communication between employees and supervisors, but should not be relied upon in an emergency. Employees and supervisors may also use personal cell phones and other mobile electronic devices to communicate or to contact 911, if necessary, and when safe to do so.

## Emergency Planning and Response

All employees are encouraged to take immediate action if another employee exhibits signs or symptoms of heat-related illness. Employees should err on the side of caution and immediately call 911 whenever an employee complains of or is observed exhibiting signs of heat-related illness and it is determined medical intervention may be necessary. Other emergency planning and response procedures will include, but are not limited to, the following actions:

- Employees will be trained to recognize symptoms of heat-related illness and taught basic first aid measures related to heat stress as described in the Training section above.
- Employees observed by management exhibiting signs or symptoms of a heat-related illness will be monitored and shall not be left alone or sent home without being provided with emergency medical service.

## Engineering and Administrative Controls

The Postal Service will implement procedures to ensure that:

- Potable water sources are available in all facilities and are monitored during regular safety inspections;
- A postcard promoting heat stress awareness is mailed annually to all employees;
- Stickers are installed in every vehicle identifying the signs and symptoms of heat-related illness;
- Laminated cards containing information identifying the signs and symptoms of heat related illness are provided to all carriers and supervisors for attachment to identification badges;
- An escalation process is put in place to prioritize all requests for HVAC repairs and temporary abatement efforts in postal facilities;
- Postal vehicle fans are included in all preventive maintenance inspections and any necessary repairs are made;
- MDDs and Local Operations Centers are used to disseminate information regarding local heat conditions to carriers; and
- Air conditioning is considered for all future delivery vehicles purchased by the Postal Service.

## Appendix One

The following checklist must be completed, signed by the Installation Head and sent to the Area Coordinator prior to the start of each spring season but not later than April 1. All compliance items must be supported by the appropriate documentation.

### Compliance Certification

Action	Date Completed	Documentation
Annual Training		LMS
Figure 2 – First Aid		TACs
Figure 3 – Signs and Symptoms		TACs

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date Submitted to Area Coordinator: \_\_\_\_\_

# Heat Illness Prevention Program

**SAFETY  
DEPENDS  
ON ME!**

On April 27, 2018, the Postal Service’s **Heat Illness Prevention Program (“HIPP”)**, aimed to protect our employees against heat-related illnesses, became effective. A copy of the HIPP will be posted in every Postal Service facility and will be available for review by all employees.

The HIPP is triggered when any employee in any facility is exposed, or reasonably anticipated to be exposed, to heat index temperatures exceeding 80 degrees Fahrenheit for extended periods of time, six hours or more, over the course of a work day or work shift.

To assist in recognizing the signs and symptoms of heat-related illness, all employees will be provided the below visual aids illustrating the various symptoms of, and proper first aid responses to, heat-related illness. These visual aids may be used to assist in identifying common signs of heat-related illness and provide appropriate actions to help guide decisions to seek medical attention.

	Symptoms	First Aid <sup>1</sup>
Heat stroke	<ul style="list-style-type: none"> <li>• Confusion</li> <li>• Fainting</li> <li>• Seizures</li> <li>• Excessive sweating or red, hot, dry skin</li> <li>• Very high body temperature</li> </ul>	<ul style="list-style-type: none"> <li>• Call 911</li> </ul> <p>While waiting for help:</p> <ul style="list-style-type: none"> <li>• Place worker in shady, cool area</li> <li>• Loosen clothing, remove outer clothing</li> <li>• Fan air on worker; cold packs in armpits</li> <li>• Wet worker with cool water; apply ice packs, cool compresses, or ice if available</li> <li>• Provide fluids (preferably water) as soon as possible</li> <li>• Stay with worker until help arrives</li> </ul>
Heat exhaustion	<ul style="list-style-type: none"> <li>• Cool, moist skin</li> <li>• Heavy sweating</li> <li>• Headache</li> <li>• Nausea or vomiting</li> <li>• Dizziness</li> <li>• Light-headedness</li> <li>• Weakness</li> <li>• Thirst</li> <li>• Irritability</li> <li>• Fast heart beat</li> </ul>	<ul style="list-style-type: none"> <li>• Have worker sit or lie down in a cool, shady area</li> <li>• Give worker plenty of water or other cool beverages to drink</li> <li>• Cool worker with cold compresses/ice packs</li> <li>• Take to clinic or emergency room for medical evaluation or treatment if signs or symptoms worsen or do not improve within 60 minutes.</li> <li>• Do not return to work that day</li> </ul>
Heat cramps	<ul style="list-style-type: none"> <li>• Muscle spasms</li> <li>• Pain</li> <li>• Usually in abdomen, arms, or legs</li> </ul>	<ul style="list-style-type: none"> <li>• Have worker rest in shady, cool area</li> <li>• Worker should drink water or other cool beverages</li> <li>• Wait a few hours before allowing worker to return to strenuous work</li> <li>• Have worker seek medical attention if cramps don't go away</li> </ul>
Heat rash	<ul style="list-style-type: none"> <li>• Clusters of red bumps on skin</li> <li>• Often appears on neck, upper chest, folds of skin</li> </ul>	<ul style="list-style-type: none"> <li>• Try to work in a cooler, less humid environment when possible</li> <li>• Keep the affected area dry</li> </ul>

  

**HEAT EXHAUSTION**

OR

**HEAT STROKE**

- Faint or dizzy
- Excessive sweating
- Cool, pale, clammy skin
- Nausea or vomiting
- Rapid, weak pulse
- Muscle cramps

- Throbbing headache
- No sweating
- Body temperature above 103°  
Red, hot, dry skin
- Nausea or vomiting
- Rapid, strong pulse
- May lose consciousness

**CALL 9-1-1**

- Get to a cooler, air-conditioned place
- Drink water if fully conscious
- Take a cool shower or use cold compresses
- Take immediate action to cool the person until help arrives

Weather.gov/socialmedia  
Weather.gov/heat
@SacramentoOES  
SacramentoReady.org

Employees should report any signs or symptoms of heat-related illness to their supervisor, who should then call 911 immediately if it is determined that medical attention is necessary. However, if it is determined by the employee that medical attention may be necessary prior to calling the supervisor, the employee should not hesitate to call 911 first.

**Always Remember: Safety Depends on Me!**



# Prevent Heat Illnesses. Know the Signs and Act.

HEAT EXHAUSTION	OR	HEAT STROKE
Faint or dizzy Excessive sweating		Throbbing headache No sweating
Cool, pale, clammy skin		Body temperature above 103° Red, hot, dry skin
Nausea or vomiting Rapid, weak pulse		Nausea or vomiting Rapid, strong pulse
Muscle cramps		May lose consciousness
<ul style="list-style-type: none"><li>• Get to a cooler, air conditioned place</li><li>• Drink water if fully conscious</li><li>• Take a cool shower or use cold compresses</li></ul>		<h2>CALL 9-1-1</h2> <ul style="list-style-type: none"><li>• Take immediate action to cool the person until help arrives</li></ul>



Seek Immediate Medical Assistance.  
Call 9-1-1.

