



May 17, 2019

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 updated the *Heat Illness Prevention Program (HIPP)*. As we previously advised, the purpose of this program is to protect employees from heat related illnesses and to educate them on how to stay safe during hot weather.

We have enclosed the following:

- *Heat Illness Prevention Program (HIPP)*
- A safety talk developed by Safety titled *Heat Illness Prevention Program (HIPP)*
- A poster titled *Prevent Heat Illnesses*

If you have any questions concerning this matter, please contact Joy Augustin at extension 3983.

Sincerely,

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures

# Heat Illness Prevention Program

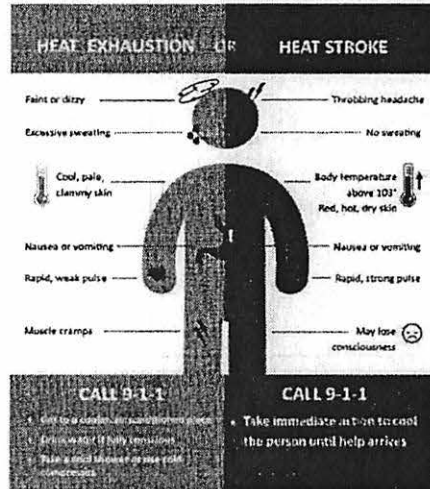
**SAFETY  
DEPENDS  
ON ME!**

The purpose Postal Service's Heat Illness Prevention Program ("HIPP"), is to protect our employees against heat-related illnesses. A copy of the HIPP and HIPP Poster will be posted in every Postal Service facility and will be available for review by all employees. The HIPP Poster can be printed from the Safety Resources and additional posters, vehicle stickers and badge cards can be ordered from the Topeka NDC.

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*
<b>Heat Stroke</b>	<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>	<p>Call 911</p> <p>While waiting for help:</p> <ul style="list-style-type: none"> <li>• Worker should rest in a shady, cool area</li> <li>• Loosen clothing, remove outer clothing</li> <li>• Use a fan and place cold packs in armpits, if available</li> <li>• Wet worker with cool water, apply ice packs, cool compresses, or ice, if available</li> <li>• Drink fluids (preferably water) as soon as possible</li> <li>• Stay with worker until help arrives</li> </ul>
<b>Heat Exhaustion</b>	<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>	<p>Call 911</p> <p>While waiting for help:</p> <ul style="list-style-type: none"> <li>• Sit or lie down in a cool, shady area</li> <li>• Drink plenty of water or other cool beverages</li> <li>• Use cool compresses or ice packs, if available</li> <li>• Do not return to work that day</li> </ul>
<b>Heat Cramps</b>	<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>
<b>Heat Rash</b>	<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>

\*Remember, if you are not a medical professional, use this information as a guide only to help workers in need  
 \*\* Before an employee who has been absent due to heat-related illness may return to work, management may request medical documentation clearing the employee to work. ELM §§ 805.1 and 805.3.





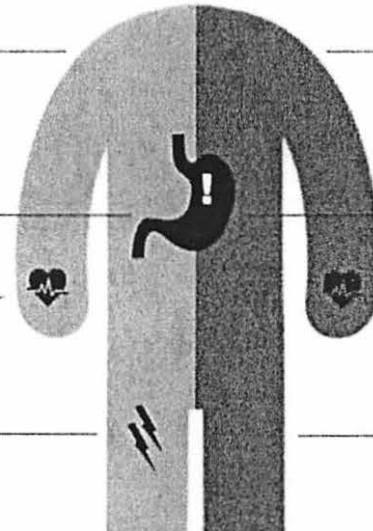



Seek Immediate Medical Assistance for Heat Related Illnesses. Call 9-1-1.

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Employees should report any signs or symptoms of heat-related illness to their supervisor, who should then call 9-1-1 immediately if it is determined that medical attention is necessary. However, if the employee determines that medical attention may be necessary prior to calling the supervisor, the employee should not hesitate to call 9-1-1 first.

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

# Prevent Heat Illnesses. Know the Signs and Act.

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
<b>CALL 9-1-1</b>		<b>CALL 9-1-1</b>
<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>		<ul style="list-style-type: none"><li>• Take immediate action to cool the person until help arrives</li></ul>

**SAFETY DEPENDS ON ME!**

Seek Immediate Medical Assistance for Heat Related Illnesses. Call 9-1-1.

# 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 weather reports issued by the National Weather Service (NWS)<sup>1</sup> for a particular work location indicate that the outdoor heat index temperatures are expected to exceed 80 degrees Fahrenheit during the course of a work day or work shift.

## Methods of Compliance

### Oversight

The installation head at 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, in order to provide guidance and training to Area employees;
- 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.

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<sup>1</sup> NWS weather reports can be obtained at <https://www.weather.gov/>

## Training and Mobile Delivery Device Messaging

### Training

The Postal Service will require annual completion of a HERO course on heat stress by all employees in every facility, regardless of exposure assessment findings: HERO 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.

It is the responsibility of each installation head to ensure that employees complete the above-referenced HERO course. Employees must complete this training prior to April 1 each year.<sup>2</sup> Employees who are absent when the training is provided are required to be provided with the training prior to returning to street duties<sup>3</sup>, during the period April 1 through October 31.<sup>4</sup>

### Mobile Delivery Device Messaging

From April 1 through October 31, 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.

## Monitoring for Signs and Symptoms

All employees will be provided the below visual aids (Figure 2 and 3) containing the various symptoms of 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 by employees and supervisors 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. Employees working away from a Postal Service facility should immediately call 911 and then their supervisor, if able, when they experience signs or symptoms of heat stress, as referenced in Figure 2 below. Proper hydration and seeking prompt medical attention should be ensured at any time the below referenced symptoms arise during the course of a work day.

When in doubt, do not hesitate to call 911. Employees and supervisors may use personal cell phones and other mobile electronic devices to communicate or to contact 911. As a reminder,

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<sup>2</sup> For FY 2019, the deadline to complete the HERO course is extended to April 30.

<sup>3</sup> Returning employees will be provided the time necessary for them to complete the HERO training course, prior to returning to their street duties.

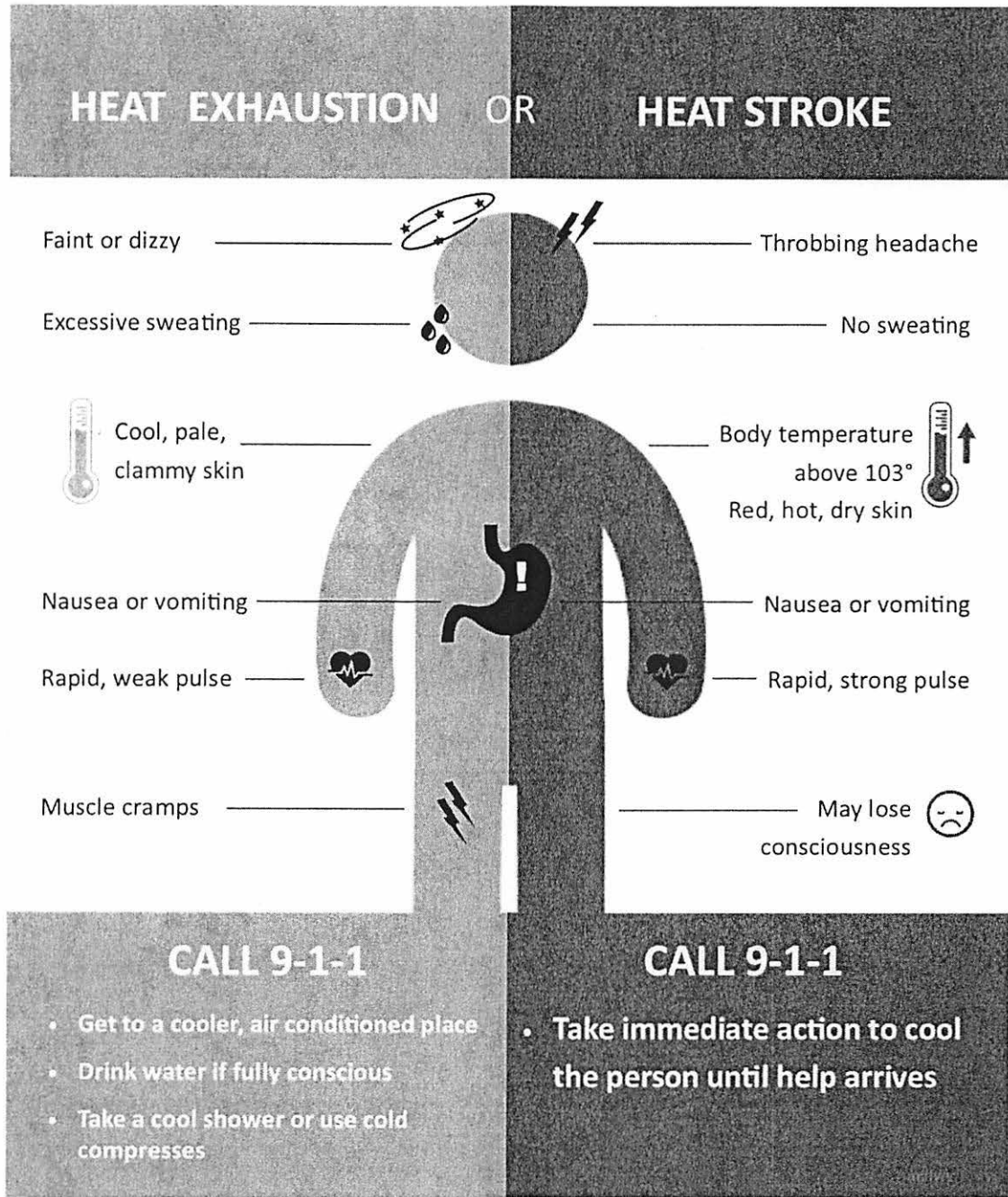
<sup>4</sup> For FY 2019, this period will begin April 30, instead of April 1.

for safety reasons, cell phones and other mobile electronic devices should never be used by an employee while driving or operating postal vehicles or equipment.

Figure 2

	Symptoms	First Aid*
<b>Heat Stroke</b>	<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>	<p>Call 911</p> <p>While waiting for help:</p> <ul style="list-style-type: none"> <li>• Worker should rest in a shady, cool area</li> <li>• Loosen clothing, remove outer clothing</li> <li>• Use a fan and place cold packs in armpits, if available</li> <li>• Wet worker with cool water, apply ice packs, cool compresses, or ice, if available</li> <li>• Drink fluids (preferably water) as soon as possible</li> <li>• Stay with worker until help arrives</li> </ul>
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Figure 3



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## Emergency Planning and Response

All employees are encouraged to take immediate action if they observe another employee exhibiting 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; and
- When the HIPP is in effect, supervisors, while performing required street observations, will include HIPP related conversations paying attention to those who are newly hired<sup>5</sup> or returning from extended absence of seven or more consecutive days , if known

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<sup>5</sup> Employees who are hired and who start employment with the Postal Service during the effective dates of the 2019 HIPP.