



**HEADQUARTERS
POST AND TELECOMMUNICATIONS DEPARTMENT
6 – 10 SOUTH CAMP ROAD, C.S.O. JAMAICA W. I**

Telephone No. (876) 922-1888 or (876)-432-8356
Email: publicrelations@jamaicapost.gov.jm
Website: www.jamaicapost.gov.jm

March 18, 2020

Dear Valued Customers,

The Post and Telecommunications Department (PTD) is aware that the Coronavirus (COVID-19) pandemic which recently hit the shores of Jamaica is causing alarm amongst our valued customers. As our doors remain open for business, we wish to take this opportunity to reassure you that we are vigilant in taking the necessary safety precautions to maintain a safe workspace for all our team members and by extension a hygienic business environment for the communities we serve.

To this end, the Department has activated the Disaster Resilience Committee and under the guidance of our parent Ministry, the Ministry of Science, Energy and Technology and the Ministry of Health and Wellness the following protocols have been established in an effort to ensure a continued safe space for all our stakeholders:

- a) We encourage customers with requests/ queries that can be answered electronically to email us at info@jamaicapost.gov.jm or call 876-404-0584 or 876-432-8356. You may also connect with us at www.jamaicapost.gov.jm, Instagram: Jamaica.Post and on Twitter/ Facebook: JamaicaPost.
- b) School tours are suspended until further notice.
- c) The issuing of visitors passes is suspended until further notice; visitors will be required to present a valid national ID.
- d) We encourage customers to take their own pens to minimize contact with shared stationery.
- e) Try to maintain a distance of 3-4 feet from all persons.
- f) Team members and customers are encouraged to practice proper hygiene, to wash hands frequently using soap and water.
- g) Use sanitizers that are alcohol base (62% or more).
- h) Avoid touching your face (especially your eyes, nose and mouth).
- i) Cover your mouth/ nose when coughing/ sneezing with tissue/ elbow. Dispose of tissue immediately after use, wash hands with soap and water, then sanitize.
- j) Persons displaying flu like symptoms are encouraged to self-isolate and seek the necessary medical attention as directed by the Ministry of Health and Wellness. While we appreciate your business, we respectfully decline your patronage if these conditions are not adhered to.



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In addition to the above mentioned protocols, we have/ are in the process of implementing the following measures internally in an effort to continue to safeguard our staff and the public at large:

- a) Official updates/ advisories and signs are circulated/ posted in common areas and shared with our staff.
- b) Sanitizer stations have been implemented in common areas. All team members entering our facilities are required to sanitize their person before being granted access.
- a) Team members are encouraged to wear their personal protective equipment (PPE) such as disposable gloves, face masks and work coats appropriately in the designated work areas.
- b) Detailed cleaning is to be carried out in all areas at least once per day, with frequent intermittent cleaning in heavily trafficked areas.
- c) If you think you have been exposed or are experiencing signs and symptoms, call 888 ONE LOVE (663-5683) IMMEDIATELY!
 - o Stay at home (do not go to work, school, the Post Office or any public place).
 - o Do not use public transportation.
 - o Avoid hosting visitors at your home.

The Post and Telecommunications Department is committed to the wellbeing of our stakeholders. In an effort to maintain good health, contain the spread of COVID-19 and to continue to serve our communities, we encourage the observance of the noted safety protocols. Additionally, we recommend that persons remain calm and keep abreast of updates from the Ministry of Health and Wellness. Remember, your safety begins with you, do your part to protect against contracting COVID-19 and other viruses. Jamaica will rise.

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For further information you may contact
publicrelations@jamaicapost.gov.jm
876-922-1888