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CHIEF OPERATING OFFICER  
EXECUTIVE VICE PRESIDENT



March 27, 2020

AREA VICE PRESIDENTS  
OFFICERS

SUBJECT: Facility Certification Tool

Due to the requirement for increased cleaning to address influenza and coronavirus concerns, MMO-031-20 (attached) was created and is applicable to all sites, including all Post Offices and headquarters related facilities.

Currently eMARS and the Postmaster Portal capture the compliance certification for MMO-031-20 for about a third of all our facilities.

To capture the compliance certification for the remaining facilities, the Facility Certification tool was created.

If a site does not currently report through eMARS or the Postmaster Portal, they must use the Facility Certification tool to certify that MMO-031-20 tasks were completed daily.

The certification would be indicating that either the MMO was completed (Postmaster or Clerk cleaned offices), or an equal/greater level of cleaning was completed (contractor cleaned offices).

The Facility Certification website is located at <https://facilitycerts.usps.gov>

The attached standard work instructions will help sites accomplish the certification process.

If a site is not an eMARS or Postmaster Portal site, and does not show in the Facility Certification tool, or has questions, please have them contact the Help Desk at 800-USPS-HELP (800-877-7435). At the prompt, say "workstation." When the agent gets on the line, tell them the call is for the Facility Certification website that is used to track cleaning compliance. The agent will create a ticket that includes the below information and will email the ticket to the team for resolution:

- Caller's name
- eMail address
- Office Name
- Office Physical Address
- Area
- District
- Brief Description of the Problem



David E. Williams

Attachments

475 L'ENFANT PLAZA SW  
WASHINGTON DC 20260-0061  
[WWW.USPS.COM](http://WWW.USPS.COM)



# Maintenance Management Order

**SUBJECT:** Influenza and Coronavirus Cleaning Contingency

**DATE:** February 3, 2020

**NO:** MMO-031-20

- TO:**
1. All Plant Managers, All Maintenance Capable Offices
  2. All Maintenance Managers, All Maintenance Capable Offices
  3. Plant Safety Specialists, All Maintenance Capable Offices
  4. Manager, Maintenance Operations, Area Offices
  5. Human Resource Analyst/Safety, Area Offices
  6. Manager, Safety and Health, District Offices
  7. Environmental Field Support Specialists
  8. National Preparedness Offices

**FILE CODE:** M

rbla:mm20034ac

## Online Change Record

Change #	Date	Description of Change
1	03/04/2020	Attachment 1, deleted first sentence, "Influenza viruses may live up to 48 hours on hard surfaces and coronaviruses may live up to nine days on hard surfaces."

This Maintenance Management Order (MMO) **supersedes** **MMO-109-09** and contains updated information reflecting the guidance issued from the Centers for Disease Control and Prevention (CDC) regarding methods to reduce the spread of viruses that cause respiratory illness, such as influenza (flu) and coronavirus. This bulletin applies to Acronym ADMIN and Class Code AA.

For the most current information, sites should always consult the CDC influenza resources for business and coronavirus disease. The CDC recommends routine cleaning of all frequently touched surfaces in the workplace. Following the cleaning requirements in Handbook MS-47 will ensure a safe and healthful work environment under normal circumstances. However, certain cleaning methods must be adopted to protect the safety and health of postal employees and postal customers. Given the concern regarding the spread of viruses through contaminated objects and surfaces, measures will be required to minimize the transmission of viruses from frequently touched surfaces. These cleaning requirements must be performed throughout the flu season (October to April) and whenever prescribed for coronavirus, unless otherwise notified.

Attachment 1 provides information on cleaning requirements, infection control strategies, and recommended products. The CDC recommends the use of routine cleaning agents (e.g. detergents, spray cleaners, and sanitizers) used in normal cleaning processes and not bleach and other harsh disinfectants.

Attachment 2 provides a list of surfaces and areas that require cleaning and the frequencies to perform these cleaning tasks.

If custodial resources are not available for these tasks in facilities where the cleaning services are performed by career maintenance bargaining unit employees, including those facilities covered by relief from another office, the Senior Postal Official (SPO) may require non-custodial personnel to perform them. However, before non-custodial postal employees can perform these cleaning requirements, they must be trained on the proper use of the cleaning chemicals and provided with any necessary Personal Protective Equipment (PPE).

Maintenance Managers should assist the SPO at postal facilities that utilize contract custodial services to ensure these cleaning requirements are addressed. The SPO should coordinate these requirements with the contracting officer.

The cleaning tasks and infection control strategies contained in this MMO should suffice. However, should CDC's guidance change, additional information from MTSC and the Office of National Preparedness will be issued. If additional guidance is issued, it will supersede or have priority over this MMO.

For questions or comments concerning this bulletin contact the MTSC HelpDesk, either online at **MTSC>HELPDESK>Create/Update Tickets** or call (800) 366-4123.



Frederick L. Jackson III  
Manager  
Maintenance Technical Support Center  
HQ Maintenance Operations

- Attachments:
1. Infection Control Strategies
  2. Fomite Cleaning Tasks to Control the Spread of Infection

**ATTACHMENT 1****INFECTION CONTROL STRATEGIES****1.0. GENERAL INFORMATION**

To control the spread of viruses such as coronavirus and influenza in postal facilities, the actions in this section are required. These actions include cleaning tasks and the use of hand sanitizers (Table 1-1). The spread of viruses increases when employees touch contaminated surfaces and then touch their noses, mouths, and eyes. To reduce the transmission of the viruses from contaminated surfaces, sites must address the requirements in the following sections.

**2.0. CLEANING REQUIREMENTS**

The Centers for Disease Control and Prevention (CDC) recommends cleaning frequently touched surfaces and commonly shared items at least daily using routine cleaning agents (e.g. detergents, spray cleaners, and sanitizers). Bleach and other harsh disinfectants are not required and should not be used.

To address the CDC's recommendations, priority should be given to surfaces in locations where there is the most human traffic. Attachment 2, Table 2-1 lists frequently touched surfaces that must be cleaned and the frequency of cleaning for these surfaces.

Depending on a facility's normal cleaning schedules, these surfaces and frequencies may already be addressed. If they have not been addressed, perform this cleaning according to the frequencies in Table 2-1.

MS-47 cleaning routes usually specify either a detergent or a disinfectant be used, while policing routes do not necessarily specify anything beyond damp wiping. For the effective duration of these cleaning requirements, it is recommended that a detergent be used when performing policing routes that require damp wiping.

**NOTE**

A fomite is defined as an inanimate object that serves to transmit an infectious agent from person-to-person (e.g., hard surfaces, phones, handrails, door knobs).

**NOTE**

Ensure all custodians are properly wiping down all fomites according to the MS-47 Guidelines. Please reference the current MS-47 for specific details.

Cleaning solutions, usually a cleaning agent mixed with some portion of water, should be freshly mixed on frequent occasions. Detergents, sanitizers, and disinfectants lose their cleaning capabilities as the mixtures become more soiled. Using highly soiled solutions can unknowingly spread viruses and bacteria. Do not reuse used cleaning solutions.

Disposal of used and unused cleaning products should be done in accordance with all applicable federal, state, and local regulations.

Custodians and others doing the cleaning should wear the appropriate personal protective equipment (PPE) as required by the Safety Data Sheet (SDS) for the cleaning solutions used. Custodians emptying trash receptacles must be advised to wear impermeable gloves. Trash should be bagged and disposed of according to normal routines. Custodians should remove the gloves by peeling away from the wrist to fingers, avoiding touching the outside surface, and should immediately wash their hands after completing cleaning activities.

**3.0. DISINFECTING SURFACE WIPES AND HAND SANITIZERS**

Infection control starts with maintaining good personal hygiene. This is the most effective way to prevent infectious diseases. CDC recommends frequent hand washing with soap and water for at least 20 seconds to reduce the spread of viruses. This recommendation is especially important if employees are required to frequently touch items that are also touched by others. Optionally, employees can clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol. Soap and water should be used if hands are visibly dirty.

Alcohol-based hand sanitizer containing at least 60-95% alcohol, provided through strategically placed bottles or hand dispensers, can be used when employees need to clean their hands and soap and water is not readily available. Suggested areas for placement include near time clocks and outside of restroom doors and workroom floor areas distant from rest rooms; however, there may be additional areas identified locally. The goal is to provide a substitute when washing with soap and water is not feasible.

Disinfecting surface wipes can also be used to control the spread of viruses. All employees should clean shared items in the workspace such as phones, computer keyboards/key pads, copiers, etc. using disinfecting surface wipes. Wipes should also be available in lunchrooms and break areas to clean items such as refrigerator door handles, microwave door handles and keypads, and vending machine buttons.

Window clerks should also have ready access to disinfecting wipes to clean their individual counter areas after serving customers, especially those who appear to be experiencing flu-like or respiratory symptoms. Disinfecting wipes should also be strategically placed in service lobbies for customer use.

**4.0. SUPPLIES**

Disinfecting surface wipes and hand sanitizers are available through national contracts. Table 1-1 lists the recommended items:

**Table 1-1. Recommended Wipes and Sanitizers**

Supplier	Description	Item Number
	Disinfectant Surface Wipes	

Grainger	Disinfectant Wipes	1AU21
MSC Industrial	Disinfectant Wipes	06644801
<b>Hand Sanitizer</b>		
Grainger	Touch-Free Dispenser, to be filled with:	1PKP9
	Purell TFX Foam Sanitizer 1200 ml refill	13G691
MSC	Touch-Free Dispenser, to be filled with:	1PKP9
	Purell TFX Sanitizer 1200 ml refill	64492945
Grainger	Purell Original Gel, 3 oz., Snap-Cap Bottle	12X259
MSC	Purell Original Gel, 8 oz. Pump Bottle	99515520
Grainger	Purell Original Gel, 8 oz. Pump Bottle	20W449

**ATTACHMENT 2****FOMITE CLEANING TASKS  
TO CONTROL THE SPREAD OF INFECTION****Table 2-1. Cleaning Tasks**

<b>Locations</b>	<b>Items to be Cleaned</b>	<b>Frequency</b>
Operational Work Areas (shared)	<ul style="list-style-type: none"> <li>• Work surfaces</li> <li>• Keyboards</li> <li>• Computer mice and trackballs</li> <li>• Monitors and touchscreens</li> <li>• Pens, pencils, styluses</li> <li>• Portable scanners</li> <li>• E-Stops</li> <li>• Powered Industrial Truck (PIT) equipment controls, steering wheels, seats, seatbelts</li> </ul>	EACH OPERATING TOUR
Cafeterias/Lunch rooms and Break rooms	<ul style="list-style-type: none"> <li>• Door knobs or handles</li> <li>• Paper towel dispenser knobs or handles</li> <li>• Refrigerator door handles</li> <li>• Microwave door handles and buttons/keypads</li> <li>• Vending machine buttons</li> <li>• Table tops</li> <li>• Drinking fountains</li> <li>• Faucet handles</li> </ul>	EACH OPERATING TOUR
Work Room Floor	<ul style="list-style-type: none"> <li>• Door knobs or handles</li> <li>• Employee entrance turnstiles</li> <li>• Drinking fountains</li> <li>• Time clock buttons</li> <li>• Elevator call and operating buttons</li> <li>• Handrails (frequently used)</li> <li>• Telephones (shared)</li> </ul>	DAILY

SAFETY BULLETIN SAFETY BULLETIN

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Locations	Items to be Cleaned	Frequency
Lobbies	<ul style="list-style-type: none"> <li>• Door knobs or handles</li> <li>• Table tops</li> <li>• Handrails</li> <li>• Vending machine buttons</li> <li>• Automated Postal Centers (APC)</li> <li>• Scales</li> </ul>	DAILY
Rest Rooms	<ul style="list-style-type: none"> <li>• Door knobs or handles</li> <li>• Paper towel dispenser knobs or handles</li> <li>• Faucet handles</li> </ul>	EACH OPERATING TOUR
Locker Rooms	<ul style="list-style-type: none"> <li>• Door knobs or handles</li> </ul>	DAILY
Meeting Rooms	<ul style="list-style-type: none"> <li>• Door knobs or handles</li> <li>• Table tops</li> </ul>	DAILY

SAFETY BULLETIN SAFETY BULLETIN

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# SWI for Compliance with MMO-031-20 for non-eMARS and non-Postmaster Portal Sites

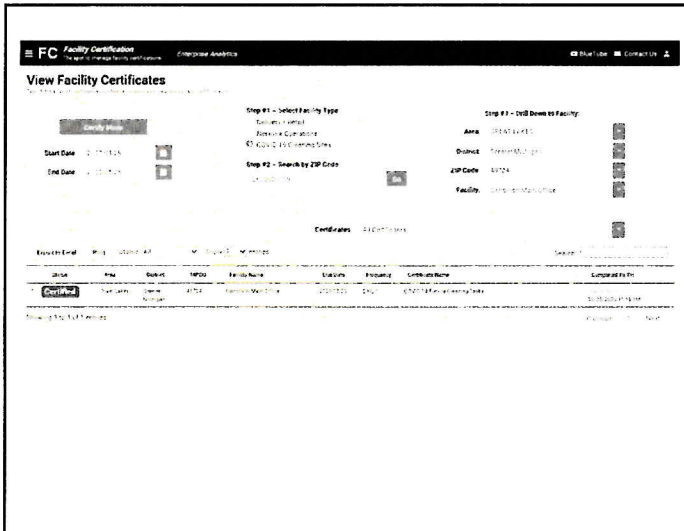
March 27, 2020

Every USPS facility is required to certify/answer that all fomite cleaning tasks are performed on a daily basis. A new certification is required each day, including days the facility is closed. A certification application has been set up to facilitate the cleaning certification process. The certification application is available to all users with a valid ACE\_ID and password. No eAccess is required. To access the application, log into <https://facilitycerts.usps.gov/>.

On the home screen, select 'accept' to confirm your consent and compliance with Postal Service policies and terms. Enter your ACE Logon ID and your ACE Password. Then select LOGON. You will be taken to the Facility Certification main page. Follow the instructions below to complete the questions for the fomite cleaning certification.

The screenshot shows the 'View Facility Certificates' page with search filters for Start Date, End Date, Facility Type, ZIP Code, Area, District, and Facility. Below the filters is a table of certificates. The bottom section shows a 'COVID-19 Fomite Cleaning Tasks' form with a due date of 03/25/2020. The form includes a certification statement, radio buttons for 'Yes', 'No', and 'N/A - Not Required - Facility Closed', a field for 'Enter Time Taken to Complete Tasks' (set to 6:30 Hours), and a 'Enter Comments' field with the text 'Cleaning tasks were performed by James Bishop'. 'Submit' and 'Cancel' buttons are at the bottom.

- Search for your facility by following the steps below:
  - **STEP #1:** Select Facility Type: *Select COVID-19 Cleaning Sites*
  - **STEP #2:** Enter your facility ZIP code
  - **STEP #3:** Drill Down to your Facility by selecting:
    - a. Area
    - b. District
    - c. ZIP Code
    - d. Select Facility
- Your required certifications will be listed in the table on the screen.
  - a. In the table, click on the red **Respond** button in the Status column for the COVID-19 question.
  - b. A separate window will appear requiring you to respond to the statement for that question.
  - c. A “Yes” response requires you to answer the next question.
  - d. Enter time taken to complete these tasks by selecting the time from the drop-down list. A “No” response is recorded as non-compliant.
  - e. A “N/A” response should be selected when the facility is closed for this day. This will certify your response and no further action is required
  - f. Enter any Comments such as who performed the cleaning.
  - g. When done, click Submit. This will save your certification.



Your responses to each question are recorded in the status column as either Certified or Non-Compliant along with the certifier name and response date/time.

**COVID-19 cleaning questions must be certified every day.**

Exit the application by clicking on the 'X' in the upper right corner of the window.

**NOTE:** If a site is not an eMARS or Postmaster Portal site, and does not show in the Facility Certification tool, or has questions, please have them contact the Help Desk at 800-USPS-HELP (800.877.7435). At the prompt, say “workstation.” When the agent gets on the line, tell them the call is for the Facility Certification website that is used to track cleaning compliance. The agent will create a ticket that includes the below information and will email the ticket to the team for resolution:

- Caller's name
- eMail address
- Office Name
- Office Physical Address
- Area
- District
- Brief Description of the Problem