

American Postal Workers Union, AFL-CIO

1300 L Street, NW, Washington, DC 20005

Tony D. McKinnon, Sr.
Director, Industrial Relations

November 21, 2014

202-842-4273 (Office)
202-371-0992 (Fax)

Via Facsimile & First-class Mail

Doug Tulino, Vice President
Labor Relations
United States Postal Service
475 L'Enfant Plaza SW, Room 9014
Washington DC 20260-4100

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Coordinator, Western Region

**Re: APWU Bargaining Information Request 8
Emergency Medical Policies and Procedures**

Dear Mr. Tulino:

The American Postal Workers Union, AFL-CIO (APWU) came upon a news report (attached) that suggest that a call to 911 was delayed for more than fifty (50) minutes due to protocols requiring employees to contact supervisors who then have to contact postal police who will then call 911. The APWU requests the following information regarding the provision of emergency medical services to employees at work:

- 1) At what level of the USPS are policies and procedures about providing emergency medical assistance set?
- 2) Provide all written policies and procedures about providing emergency medical assistance including calling 911.
- 3) If employees are instructed not to call 911 when a coworker is in obvious need of medical care; please explain the rationale for such a policy.
- 4) Is it appropriate to assume that should an employee call 911 in the belief that a coworker needs emergency medical care; that such an employee would not be disciplined?
- 5) What training is provided to employees about how to respond to emergency medical situations? Please provide any policies and instructional materials.


Doug Tulino, Vice President
Re: Emergency Medical Policies and Procedures
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6) Are any employees given first aid, CPR, or other training? If so, please provide all policies and instructional materials concerning selection and training of employees.

All material should be provided in electronic format.

If you have any questions concerning this request, please contact Phil Tabbita at (202) 256-9642 or PTabbita@apwu.org. Thanking you in advance for your prompt attention to this matter, I remain,

Sincerely,



Tony D. McKinnon, Sr.
Director, Industrial Relations

TDM:jm
OPEIU #2
AFL-CIO

cc: Phillip Tabbita, Manager, Negotiation Support & Special Projects
Gwendolyn Lane, Executive Assistant to the Industrial Relations Director

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USPS 911 Policy may have caused critical delays in death of Oakland Postal Worker

Posted on November 17, 2014 by Lu

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USPS Policy May Have Caused Critical Delays in Life and Death Situation

Most people know to call 911 right away in an emergency. But for employees of the United States Postal Service, the rules are different. An NBC Bay Area investigation has exposed a USPS policy that some say may have contributed to critical time delays in life and death situations.

When Samuel Macasieb lay critically injured on the ground, time was the only thing that mattered. It was early in the morning on August 8 inside the west Oakland processing and distribution center, one of the largest



Samuel Macasieb operating a letter sorting machine at the United States Postal Service processing and distribution center in Oakland, CA.

and busiest postal service facilities in California, employing nearly 2,000 people. For 28 years Macasieb dutifully worked the graveyard shift operating a letter sorting machine.

No one saw how Macasieb, 59, was injured but coworkers later said they found him lying on his back, barely conscious, with blood coming from his mouth and ears. Apparent head trauma left him incapacitated. According to an internal postal service report, employees didn't call 911 right away. They proceeded to contact several supervisors and managers who then alerted the onsite postal police department, who finally contacted 911. Details in the report show that up to 53 minutes elapsed from the time Macasieb was found to when emergency medical personnel were contacted.

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According to the USPS, this chain of events wasn't a mistake. It was a policy.

"When I asked [employees] if anyone called 911 right away," said Larnie Macasieb, Samuel's wife of more than 25 years, "they said no, they don't call 911. They have to call the supervisor first. And I said 'What?'"

Samuel Macasieb operating a letter sorting machine at the United States Postal Service processing and distribution center in Oakland.

The NBC Bay Area Investigative Unit has confirmed that the policy at the Oakland distribution facility does in fact dictate that in the event of a medical emergency, an employee must find a supervisor, who must contact the postal police and ask them to call 911. The policy states, "Only the Postal Police are to initiate the 911 procedure."

According to the internal report, when the first employee saw Macasieb he yelled to a nearby coworker, who contacted his supervisor. At the same time, another employee heard the call for help and ran to her supervisor. That supervisor told the employee to find the manager. The supervisor assessed Macasieb, waited for management to arrive and then contacted the postal police to summon first responders. The internal investigation report states that Macasieb's coworkers found him sometime between 3 a.m. and 3:30 a.m. According to dispatch records, the call to 911 didn't happen until 3:53 a.m.

The Oakland policy mirrors the national USPS policy, which acts as a foundation for the thousands of district postal service policies across the country. The national policy instructs employees to contact the health services division and the onsite security office so they can call 911.

USPS Employee Labor & Relations Manual (ELM)

866 – Medical Emergencies

See also Handbook EL-806, *Health and Medical Service*, chapter 1.

866.1 Requirement

All health services offices must be prepared to respond to emergencies and to provide medical assistance as required.

866.2 Emergency Procedures

The recommended procedures for handling medical emergencies on postal premises are as follows:

- Notify the health services office.
- Notify security or other designee, who calls 911.
- Evaluate (nurse or doctor) to determine severity of injury or illness.
- Provide necessary first aid treatment.
- Notify postmaster, personnel officer, or senior official in charge.
- Transport the employee to hospital by most appropriate means if required.
- In non-work-related cases, consult the employee's physician after control of the emergency and before any other arrangements are made. If the physician is not available, transport the employee to the nearest hospital or hospital of choice.

Augustine Ruiz, a corporate communications manager for the USPS Bay-Valley District, which includes the Oakland facility, said the 911 policy exists to summon emergency responders as fast as possible.

"It's there to expedite matters," Ruiz said.

He said cellphone service is spotty inside of the five-story concrete building and that the postal police can initiate the 911 procedure from a reliable landline phone. Ruiz also said that postal police officers can grant paramedics access to secure areas of the facility.

[USPS Policy May Have Caused Critical Delays in Life and Death Situation](#)



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FAX COVER SHEET

Date: November 21, 2014 Time: 5:29 PM

To: DOUG TULINO, VICE PRESIDENT
Labor Relations
U.S. Postal Service

Recipient's Fax Number: **(202) 268-3074**

From: Tony D. McKinnon, Sr. Fax Number: (202) 371-0992

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COMMENTS: APWU Bargaining Information Request 8

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Abbreviations:

HS: Host send
HR: Host receive
WS: Waiting send

PL: Polled local
PR: Polled remote
MS: Mailbox save

MP: Mailbox print
RP: Report
FF: Fax Forward

CP: Completed
FA: Fail
TU: Terminated by user

TS: Terminated by system
G3: Group 3
EC: Error Correct