

April 6, 2020, Volume 22, No. 27

Special Edition

Conduct CTC 2 Day, CTC 1 Day Postmaster, and Monthly Refresher Training via ZOOM

Please share with plant management, operations, maintenance, and other personnel as needed.

Due to staffing shortages resulting from influenza and coronavirus along with newly hired Labor Distribution Code (LDC) 38 Labor Custodians, HQ Maintenance Operations is authorizing a temporary option for Custodial Team Cleaning (CTC) Champions to conduct CTC training via ZOOM. If students are within the facility where training is being conducted, training may still be completed in a normal classroom setting provided there are no more than 10 students. If students are unable to travel to the facility where the class is being conducted, ZOOM may be used for the training.

NOTE

This is an **EXCEPTION** authorized by **HQ Maintenance Operations** to avoid congregating in groups of more than 10 employees due to the current coronavirus pandemic. All training conducted in a classroom setting **MUST** adhere to the 6-foot rule and abide by social distancing. If an employee is ill, or shows signs of being ill, they are to be removed from the course and be rescheduled when they are recovered.

NOTE

When pandemic restrictions end, all training procedures MUST return to the normal procedures to meet contractual obligations.

Clean and healthy Postal facilities must be maintained even when custodian staffing levels are impacted by staffing shortages or circumstances beyond our control (**influenza and coronavirus**). All cleaning must follow MS-47 and CTC training procedures.

A CERTIFIED CTC Champion (Proctor/Instructor) is the **only** individual permitted to instruct CTC-related training during in-house or ZOOM meetings.

Continued

Conduct CTC 2-Day, CTC 1-Day Postmaster, and Monthly Training via ZOOM (continued)

The following information ONLY applies to the CTC training that cannot be conducted on site in the normal classroom setting.

Course of action:

1. The CTC Champion will establish the need to conduct CTC training by validating the number of custodians who need the training.
2. Establish a ZOOM meeting place with date and time of the ZOOM meeting.
3. If another facility is logging into the training, the Maintenance Manager or designee MUST ensure that no more than 10 students are in the room at the other facility and they are adhering to the 6-foot rule at all times.
4. Take role of all participants.
5. CTC Champion will conduct the CTC Training as it is normally conducted during In House Training or via ZOOM meeting place. All training slides must be presented.
6. No one is authorized to skip any sections (under any circumstances) except those listed in 7a and 7b.
7. All practical evaluation normally demonstrated during the CTC 2 Day/Postmaster Training will be eliminated and performed during the employees' first day of On-The-Job Training (OJT).
 - a. Restroom, Vacuum, Light Duty, and Utility Specialist Positions Practical Field Trip Exercise will be conducted during OJT.
 - b. In addition, the requirement to conduct the Jeopardy CTC Games will be eliminated.
 - c. By removing the Field Trip Exercises and the Jeopardy CTC Games, the training time for the CTC 2 Day/Postmaster Course will be significantly reduced.
8. The Proctor/Instructor must enter all CTC 2 Day/Postmaster Training into HERO in After-The-Fact Training to ensure the employees who attend training receive the appropriate credit.
9. Immediately after completing the CTC 2 Day Training, when first using the new equipment, all employees must be observed conducting cleaning activities.
10. The newly trained employees MUST be evaluated by the Manager and/or Supervisor on the correct procedure to ensure the employee completely understands the material.
11. All Managers and/or Supervisors must complete a CTC Employee Observation on all newly trained employees using the appropriate forms in the Custodial Workloading (CW) Software.
12. Any CTC Champions who have questions on conducting training should contact the Area CTC Champion for direction.

Continued

Conduct CTC 2-Day, CTC 1-Day Postmaster, and Monthly Training via ZOOM (continued)

13. To locate all CTC training materials and PowerPoint presentations, go to the [MTSC](#) website (Figure 1).

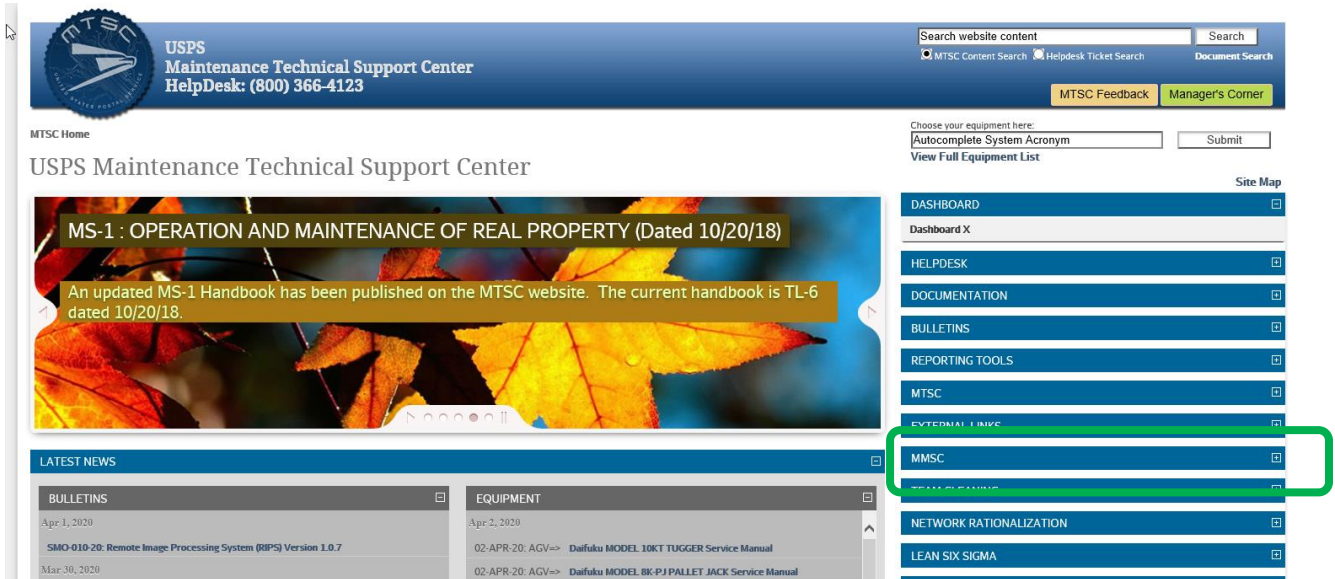


Figure 1. MTSC Website

- a. In the right column, select **MMSC** and click **Maintenance Management Support Center** (Figure 2).

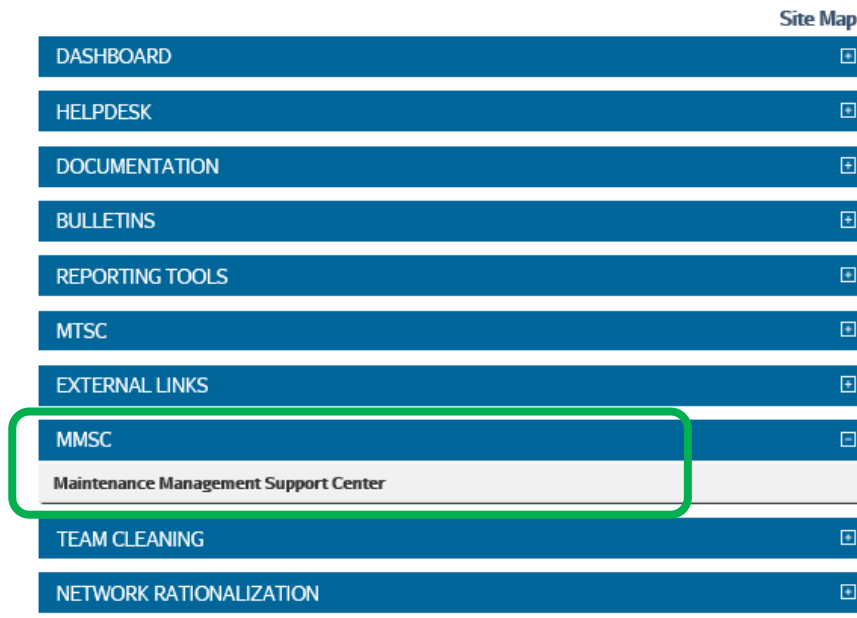


Figure 2. MMSC Link on MTSC Website

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Conduct CTC 2-Day, CTC 1-Day Postmaster, and Monthly Training via ZOOM (continued)

b. Log into the MMSC site with ACE ID and password (Figure 3).

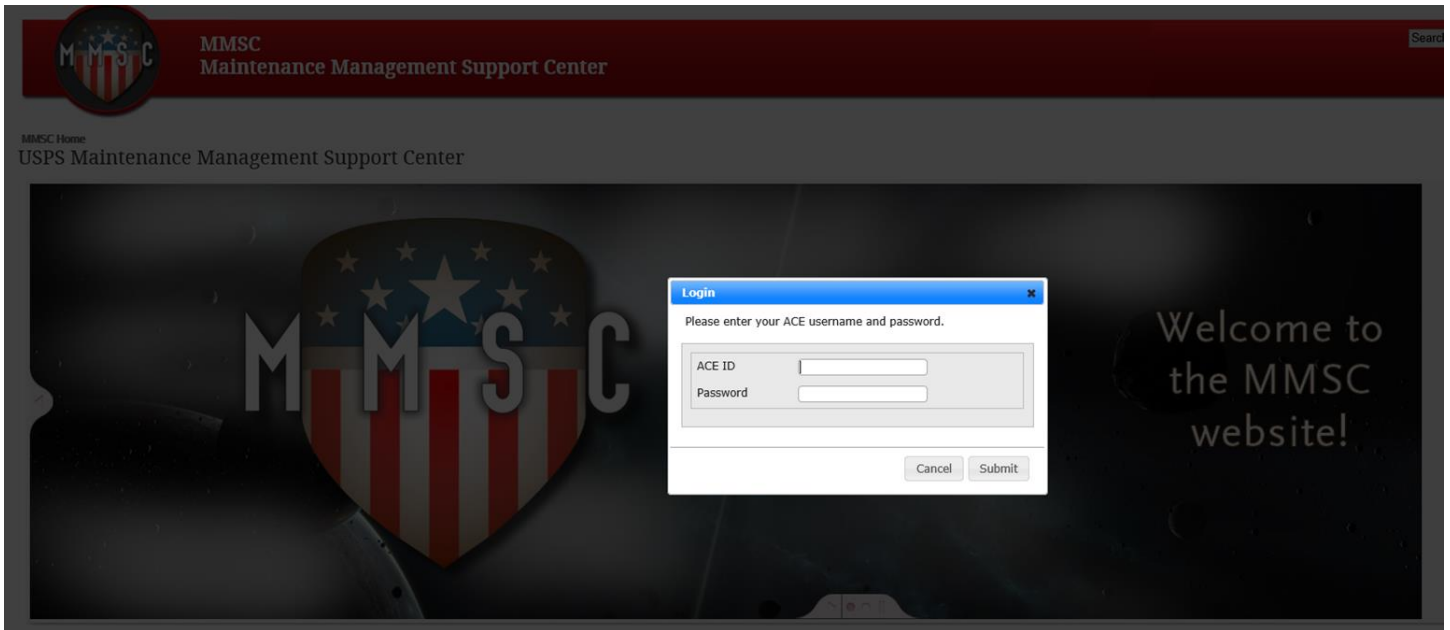


Figure 3. MMSC Site Login

c. Click on **Choose Category** and then select **Custodial Team Cleaning** (Figure 4).

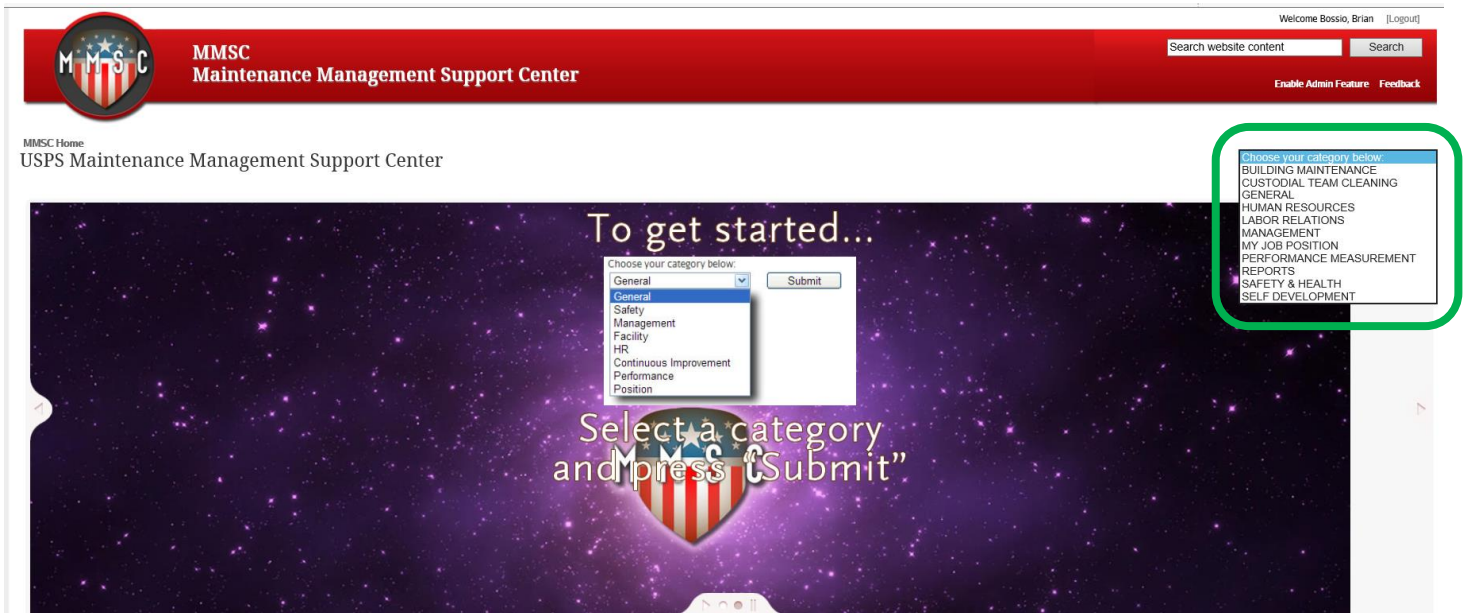


Figure 4. Choose Category

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Conduct CTC 2-Day, CTC 1-Day Postmaster, and Monthly Training via ZOOM (continued)

- d. Under Custodial Services in the left column, open the **Procedure for downloading CTC training materials from MMSC** link (Figure 5).

CUSTODIAL SERVICES
MS-10 Floors, Care and Maintenance TL-1 1988
MMO-074-06-Policy on Cleaning with HEPA Vacuums (MMO-047-03 Supplement) - Vacuum cleaners regularly used in cleaning mail processing equipment (MPE), building equipment, or custodial cleaning must not be used to pick up hazardous materials, including asbestos
MS 47 Facility Cleaning TL-5 2014 and MOU
MOU MS-47 TL-5 Implementation and Maintenance Craft PSE Conversions
MS-47 Facility Cleaning TL-3 & TL-5
Facilitator Certification
Jeopardy Answers
Laundry Inventory Tracking Forms
Letter to APWU for Workloading
Site Champion Responsibilities
Custodial change board (CSCCB)
Laundry Best Practices
Disposible Addendum slides
10024455 CTC sign in sheet
Building Space Worksheets for CW
CTC Diploma's
CTC observation tracking form
Pro Team website
Portion Pac chemicals website
Unger cleaning tools website
CTC Laundry Service Issues reporting log
Procedure for downloading CTC training materials from MMSC
10021973 CTC sign in sheet

Figure 5. Procedure for Downloading CTC Training Materials from MMSC Link

Continued

Conduct CTC 2-Day, CTC 1-Day Postmaster, and Monthly Training via ZOOM (continued)

- e. Follow the instructions in **Procedure for downloading CTC training materials from MMSC** to download the CTC presentations from the MMSC webpage. All CTC Training material is located on the MMSC page (Figure 6).



Figure 6. CTC Training Materials on MMSC Site

- f. Click the desired title to download material for the CTC Training topic.

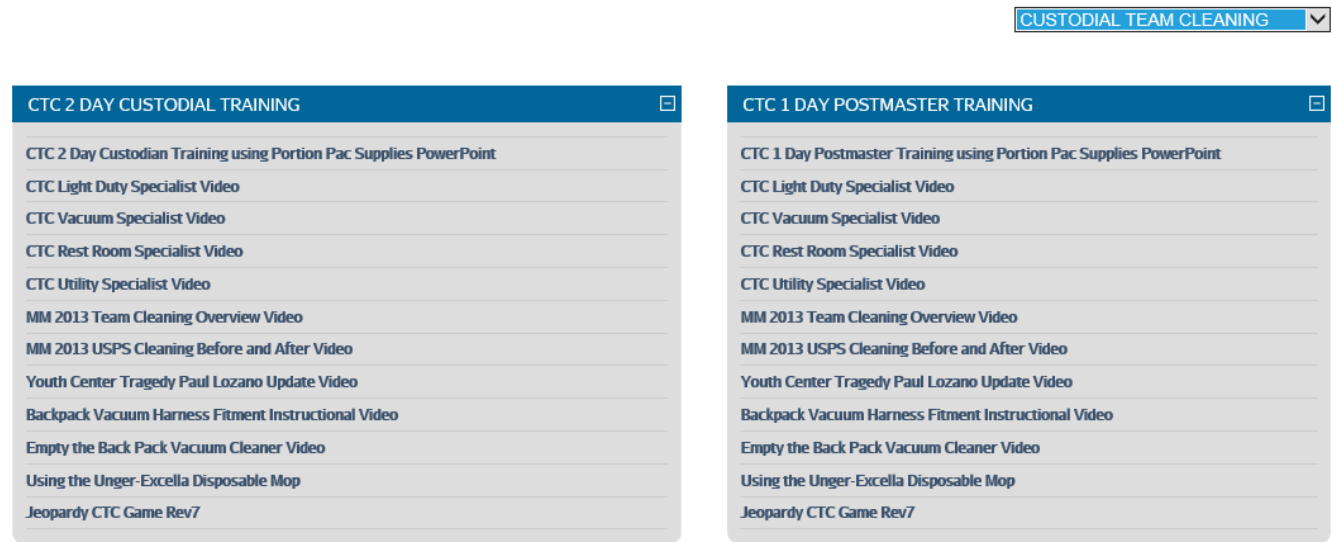


Figure 7. CTC Training Materials

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Conduct CTC 2-Day, CTC 1-Day Postmaster, and Monthly Training via ZOOM (continued)

14. After CTC Training is completed, record training in HERO After-Fact-Training.
15. Conduct CW Observations on all employees who attended the training to ensure they understand the requirements and the proper procedures needed to complete the cleaning tasks.

HQ Maintenance Operations

Maintenance Update is a weekly publication provided by the Maintenance Technical Support Center. The information herein does not take precedence over official Postal Service documentation.

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