

## CCA SAFETY COACHING PROGRAM

**Requirement:** The station Safety Liaison or designee will observe each CCA employee for at least 30 minutes per month with the following normal duty daily activities observed and consulted with the carrier. This program is not to be confused with the separate CCA Mentor Program.

**Office Observation:** This can be done throughout the morning spending a few minutes at each function to total 30 minutes for the total observation.

- o Handling of mail buckets, cutting bypass strapped mail bundles, removing post from hampers with proper lifting and bending techniques.
- o Explain the importance on keeping clear area including floor clear of clutter-under straps, empty tubs and equipment.
- o Observe the pull down process for loading trays and hampers to include how the pool is handled and loading in equipment and stacking of trays.
- o Safe moving of loaded hamper to garage and observe the loading of the vehicle.
- o **MAKE SURE** carrier has the proper safe clothing/shoes and scratcher and dog spray for the street duties.
- o Upon return to office observe carrier's functions of handling of empty equipment properly.
- o **MAKE SURE** to ask if carrier has any questions or concerns.

**Street Observation:** Done during the day while on the street.

- o Make sure vehicle is properly parked, locked and at a safe park point for carrier to load and unload scratcher.
- o Make sure carrier has proper attire on for the day since you hadn't done office observation that morning.
- o Observe carrier how they load scratcher, how they carry it, and are able to function safely where it is positioned and able to retrieve dog spray quickly.
- o While walking is the carrier able to see where they are stepping with mail in hand, using steps safely especially in winter weather, crossing lanes where it is safe and not taking unsafe shortcuts.
- o Is the carrier attentive and concentrating on their surroundings; listening for dogs, aware of children outside with dogs, rattling fences before entering yards, traffic.
- o Crossing of streets safely at intersections.
- o **MAKE SURE** to ask if the carrier has any questions or concerns.

**Combined Management and Liaison Responsibilities:**

- o Develop schedule and monitoring process to record date and time of observation which would be available anytime someone would like to reference it.
- o Have the schedule available so CCA's will know ahead of time when they will be observed.
- o Jointly be responsible for the scheduling and completion of the observations.

**REMEMBER ONLY BY ALL PARTIES WORKING TOGETHER CAN WE IMPROVE SAFETY!**