

Update on Mail Delivery During COVID-19 Pandemic

In response to the COVID-19 pandemic and various screening requirements imposed upon senior living providers, the United States Postal Service (USPS) will be offering communities and other customers three options for mail delivery if there are issues with their current delivery of mail.

The following three options will be available and offered to communities having issues as outlined in a [USPS letter](#) that will be delivered soon:

- 1. You may opt to redirect to a temporary mail receptacle inside or outside the building where screening would not be necessary.**
- 2. Place the mail on hold at the Post Office servicing this delivery. Mail and parcels can be held up to 30 days and will be available for customer pickup.**
- 3. Redirect all mail for the business to an alternate location.**

Provider associations sent a joint letter to the Postmaster General outlining our concerns with the discontinuation or obstacles with delivery of mail that have arisen in some locations as a result of the COVID-19 pandemic. These temporary options are available during the pandemic, but we will continue to monitor any problems with mail delivery and advocate for members for appropriate mail delivery. Please reach out to your local postmaster or your carrier to get these issues resolved and continue mail delivery to your residents during this difficult time.

If you encounter issues with mail delivery let us know at dpekruhn@leadingage.org or ckallheim@leadingage.org.