

An Post Delivery Staff to check-in with vulnerable customers

25-03-2020

A community support action plan being led by the Communications Workers' Union (CWU) and An Post will see An Post delivery staff across Ireland 'checking-in' with older and vulnerable people along their delivery route at least once a week.

Postmen and postwomen across the country will call into older and vulnerable customers along their delivery route, particularly those who are living alone in isolated areas. They will check on their well-being by way of a set of standard questions and any requests for provisions or medicines will be relayed directly back to the local HSE team. An Post will also support the delivery of such essential supplies back to these customers.

An Post announced four special community support initiatives today:

Postal Delivery staff will check-in on or older/vulnerable customers along their postal routes across the country

A free mails and parcels pick up service for these same housebound customers

A newspaper-ordering and delivery service for all customers, currently being set up in conjunction with national and local newspaper groups.

The delivery of a further three million free postage-paid postcards to include all prisons, nursing homes and homeless

accommodation facilities – 2 million cards already delivered – to help people send love to family and friends.

"Postal workers have always been central to their communities and are anxious to help this national effort to get us through this crisis. They have come up with these great ideas for community support that the CWU is now putting in place with An Post and the Government" says Stevie Fitzpatrick, General Secretary of the Communications Workers' Union.

"Postal delivery staff know their customers better than anyone, particularly in rural areas, they're trusted and they very often have a well-established rapport with many people living alone in isolated areas" he added.

"An Post delivery staff are all security-cleared, capable and clued-in. We know that our people are already providing huge support to many older and isolated people along their postal route, or as part of community volunteering efforts" added An

Post CEO David McRedmond "Now we'll be linking formally with local health and welfare services to ensure the best support for vulnerable customers".

"The health and safety of our staff is paramount and we will be adhering to HSE protocols at all times, he added,

"As more bank branches and other retailers

close and more people stay close to home, our dual, trusted, essential services of the Post Office and the Postal Service can play an even more central role for individuals and communities. Working together, we will get through this crisis. I couldn't be more proud of our staff and Postmasters", Mr McRedmond concluded.

Source: [An Post](#)

