PRE-ARRIVAL

INFORMATION

FOR

POSTAL STUDENTS

September 2020





Norman, Oklahoma 73071-1198

Postal Intranet: http://nced.usps.gov

Hotel Website: cc.nced.com



We are pleased to know you will be attending training at NCED, and we hope you are looking forward to this opportunity to expand your level of knowledge and skill. Our all-inclusive learning complex combines classrooms, labs, conferencing, housing, food, fitness, and health facilities in an educational campus setting.

This brochure is designed to prepare you with information you might find useful prior to your arrival at NCED. It includes sections related to planning your

transportation to the facility, what to bring with you, information regarding housing and services available to you, general information, and maps.

Students are to restrict the use of portable electronic devices (such as cell phones) to authorized break periods. They are not to use cell phones or Smart devices, check voice mail, view or take photos, or send/receive text messages during class, lab, or testing. Portable electronic devices should be powered down and stored (i.e., in a pocket or purse) during class, lab, and testing. Unauthorized use of portable electronic or Smart devices during designated test times may result in a failing grade on that test.





We want to ensure you are aware that NCED delivers training for non-postal clientele as well, and provides hotel and conferencing services that generate revenue for the United States Postal Service. As a guest of NCED, we ask that you remain respectful of all other NCED guests—whether postal or public in an effort to ensure NCED is a place where all clientele can make the most of their experience and, in effect, maximize the benefits to the USPS.

We hope you find this Pre-Arrival Brochure helpful, and we look forward to your visit.

NCED COVID-19 Policies

- Students are required to bring with them a supply of face masks, either disposable or cloth (at least 2-3 disposable masks per day), and, if desired, disposable gloves along with applicable and required personal protective equipment (PPE) for their class for use during their stay at NCED.
- Social distancing will be maintained in the classrooms, labs, and the hotel, and masks will be required when social distancing is not possible.
- Surfaces will be cleaned regularly. We are following CDC guidelines regarding face coverings and social distancing.

Postal students are required to adhere to all Postal Service rules and policies, including but not limited to those located in Poster 7, Rules and Regulations Governing Conduct on Postal Property. Individuals who do not comply with these policies will be subject to disciplinary procedures including notification of home office, immediate removal from training, and possible investigation by the Postal Inspection Service or Office of Inspector General.

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This brochure may be downloaded from the Internet at http://nced.usps.gov/pub/pre_arrv.pdf

To book "on line" airport shuttle reservations, go to http://ncedtransport.questionpro.com

PLANNING TRANSPORTATION

Travel Expenses

All costs for authorized student travel and per diem, including travel advances, are funded through your home office in accordance with the F-15 Travel Handbook. When traveling on official business, you represent the Postal Service, and you are expected to perform your duties in a professional manner. You are required to abide by travel regulations as outlined in the F-15 Travel Handbook. Student housing is furnished by the hotel at the National Center for Employee Development (NCED) and incorporated in the cost of training. Other authorized travel expenses are claimed with your travel voucher in eTravel at the conclusion of your training or on a predetermined schedule.

Planning Your Trip and Reservations

The postal employee's confirmation letter shows reporting date, course dates, and class hours while you are at NCED. Please note any special comments at the bottom of your confirmation letter. If you have not received a copy of your confirmation letter, contact your training/maintenance office to obtain a copy. Since class hours can change, you may want to log into HERO (My Learning, My Active Training, Training Details) to verify class hours.

Students may not check in at the hotel prior to 3:00 p.m. the day before their class starts or stay over additional nights without approval from their office management. Students arriving early, staying over, or leaving late for personal convenience without approval from their office will be responsible for payment of room rate, including tax, for those housing nights. This payment must be paid at check-in by credit card.

Reservations for your return flight and interim trips, if applicable, should be made at the same time you make your reservations to come to NCED. Reservations should be made in sufficient time to take advantage of airline discount fares, keeping in mind that you will not be allowed to leave class early. During your training, annual leave will not be approved for any reason. Return reservations should be made for flights leaving no earlier than 3 hours after the class ending time shown in your confirmation letter. You should notify your office in advance if you need to change your travel plans. Overnight accommodations are provided at NCED for the last day of class if travel is not possible for that day.

The hotel at the NCED Conference Center is located at 2801 East State Highway 9, Norman, Oklahoma 73071-1104. Callers can reach a student at the hotel directly by dialing (405) 447-9000. An automated attendant will answer and prompt callers to dial the room number. During non-class hours the call will be transferred to voice mail. In the event of an emergency during class hours, callers may call NCED Security at (405) 366-4411.

Most students arrive at Will Rogers World Airport, Oklahoma City. If your baggage is missing upon arrival, file a claim with the airline before leaving the airport. Give the address referenced above so that your baggage can be delivered. Keep your baggage claim check until baggage has been received.

The NCED shuttle service at the Oklahoma City airport is the authorized means of transportation to NCED. At this current time, shuttle service is for airport arrivals and departures only.

The postal student fare is \$30 per person each way for students who attend training at NCED that is offered through the HERO learning enrollment system. Transportation service for family members is the student's responsibility. Please call the Front Desk at (405) 447-9000, Option 1 for the current family member rate. Children ages 0-under 6 must be in a car seat and children 6-12 must be belted in the seat restraint. NCED does not provide car seats; you must provide your own.

All individuals are required to make shuttle reservations at least 48 hours prior to arrival at the airport on-line by going to http://ncedtransport.questionpro.com. Shuttle departures from the airport will be based strictly on reservations.

Physically-challenged students needing special transportation accommodations should notify the Front Desk at (405) 447-9000, Option 1 at least 14 days in advance of their arrival date.

To locate the NCED shuttle at the airport, go to the lower level of the terminal and exit from the baggage area; the shuttles will be located in the Courtesy Van section. "NCED Conference Center" is displayed on the sides, front and back of the vehicles.

Postal students are expected to always use the least expensive form of transportation from the airport to Norman (*Handbook F-15*, *8-1.1 Travel To and From the Terminal*). If it is necessary to use a taxi, other airport shuttle, or ride sharing service (i.e., Uber, Lyft), obtain a receipt from the driver. Submit the receipt and your justification for use of a taxi or ride sharing service with your travel voucher.

Travel Delay Procedures

Students who are stranded or delayed due to flight cancellations, weather conditions, etc., creating a delayed arrival to NCED must adhere to the following guidelines:

- If the class in which you are enrolled is one week (5 days) or less and you will not be in attendance at the "begin time" of class on the first day, you must make arrangements to return home.
- If the class is longer than one week (5 days) and you will arrive in time to report to class at "begin time" on the second day of class, you must continue your trip to Norman.
- If you will not be able to report on time (begin time) the second day of a class longer than one week (5 days) you must make arrangements to return home.

- Every student experiencing a travel delay that prevents them from arriving on their check-in date must call the hotel Front Desk as soon as possible at (405) 447-9000, Option 1 to report their situation.
- They must also notify their home office of the situation.
- Students should coordinate lodging requirements and travel plan changes with their home office as necessary.

Parking for Student Vehicles

Student vehicle parking is located on the north, south, and west sides of the hotel.

Note: Your vehicle is your responsibility. Neither USPS nor the NCED Conference Center and Hotel will assume responsibility for damage to vehicles parked on the NCED campus. Vehicles and their contents are subject to Postal Service rules and regulations, including inspection when entering, leaving or while parked within the campus area. Entering into the campus area constitutes consent to vehicular inspection.

Recreational vehicles, travel trailers, enclosed trailers, towing trailers and boats are permitted to park on the premises. These types of vehicles must be parked in the gravel overflow parking lot located to the northwest of the hotel.

All vehicles on NCED property, whether driven or towed, must have a license plate and current registration. NCED is not responsible for loss, theft, or damage to any vehicle parked on postal property, including the hotel.

All enclosed trailers are subject to be opened for inspection upon request.

All vehicle repairs or maintenance on NCED property must be pre-approved using the "Request for Approval" form, which can be found at the hotel Front Desk or NCED Security.

Bicycles are not allowed inside the training buildings or the hotel. Outside bicycle racks are available around the hotel to secure your bicycle. NCED is not responsible for loss, theft, or damage, and long-term bicycle storage is not available at NCED.

PLANNING WHAT TO BRING

Student Personal Protective Equipment (PPE)

Students are required to bring the appropriate PPE needed for the course they are attending. This information is listed in the course description in the HERO Course Catalog. A student will be sent home if he/she does not bring appropriate PPE to NCED. For NCED PPE requirements, please refer to the following link:

https://nced.usps.gov/downloads/electrical_work_plan_requirements_at_NCED.

Possession of Weapons

Postal policy and federal law prohibit the possession of a firearm within postal installations. At NCED this includes housing, safe-deposit boxes, and personal vehicles parked on property owned or leased by the U. S. Postal Service. **Bringing, storing, or in any way possessing a firearm within postal installations is cause for immediate removal from postal employment without regard to past record or other elements of progressive discipline.** NCED also does not allow other weapons such as but not limited to cross-bows or bows and arrows, and self-defense aerosols (i.e., mace, pepper spray, etc.).

If you travel with a weapon, you are responsible for making arrangements with a gun range or storage facility to take custody of the weapon before entering onto postal property. Please be aware that storage facilities are limited and the Norman Police Department will not store weapons.

Student Dress Code

This is a professional training environment and you are encouraged to dress appropriately for class. Neat, clean jeans or slacks and appropriate t-shirts or collared shirts are acceptable. All students are required to wear shoes and clothing appropriate for the course they are in, as described in *EL-814*, *Postal Employee's Guide to Safety, Section IV.A.4*.

T-shirts with unprofessional, political, or derogatory slogans may not be worn **anywhere** in the facility. Sandals, jogging suits, sweat suits, shorts, and tank or halter tops <u>may not be worn</u> in the classroom.

Fitness and Recreation Dress Code

The Fitness Center and its activities (pool, gym, exercise machines, etc.) are closed until further notice due to COVID-19 restrictions.

Credit

Upon registration, a credit card imprint (American Express, Discover, VISA, MasterCard, or Diner's Club) will be requested for incidental charges. Credit card students may charge phone calls directly to their room. You must sign for the actual charges when you check out.

If a credit card is not included on a student's reservation, advance cash payment for round trip shuttle charges may be required at check-in.

Cashing Checks

No personal checks will be accepted. Cash can be accepted for payment.

HOUSING

Reporting To Your Quarters

Arriving students should check in at the hotel Front Desk. If there is no reservation in your name and you are a substitute, please advise the Front Desk of the name of the person you are replacing. Also advise the Front Desk if you are a last-minute addition to the class.

If there is doubt about the class for which you are scheduled or the location of your housing, report to the hotel Front Desk for your guest room assignment. A class/facility schedule is provided with your key packet at check-in.

If you are a night student and request a specific room not on the floor/area designated for students attending night courses, or you are attending back to back classes and choose not to move to the designated "night" floor, it is possible that the floor will have noise by housekeepers during your normal sleeping time.

Check In and Check Out

Hotel check in time is 3:00 p.m. Students arriving earlier than 3:00 p.m. may store their luggage at the Front Desk until their check-in time. Only if a room is available, the student may be checked in prior to the official check-in time. Students may not check in at the hotel the day before their official travel day or stay over additional nights without approval from their office management. Approval should be sent to NCED Registrar's Office at NCEDSS-Registrar@usps.gov. Students arriving early, staying over, or leaving late for personal convenience without approval from their office will be responsible for payment of room rate, including tax, for those additional nights. This payment will be paid at check-in either by cash or credit card. Check-out time is 11:00 a.m. on the day of departure. If needed, students may store their luggage at the Front Desk after they check out.

Housing Policies

Housing is authorized for students for the final day of class. The hotel Front Desk must be notified any time you are not arriving on your scheduled check-in day or leaving the day after the final day of class. Check-out time for those remaining overnight is 11:00 a.m. on the day of departure.

Visitor Policies

The NCED campus is open to visitors; however, the fitness center and its activities (pool, gym, exercise machines, etc.) are closed due to COVID-19 restrictions.

Visitors should not be taken into the learning centers without first checking them in with the Security Office in the Main Learning Center.

No-Smoking Policy

To protect the health of all students and staff and to comply with Postal Service policy, smoking is strictly prohibited in all NCED facilities. Smoking is defined by *Employee and Labor Relations Manual (ELM) 880 Smoking* to include lighted or activated electronic cigarettes, cigars, pipes, or vaping devices. There will be no indoor smoking permitted by any occupant of NCED space, including all housing and training facilities. Postal students who do not comply with the smoking policy will be subject to the disciplinary procedures as outlined in the Employee and Labor Relations Manual, Chapter 650, Non-bargaining Disciplinary, Grievance, and Appeal Procedures, or Article 16 of the applicable National Agreement. The hotel will also charge a \$250 cleaning fee if evidence is found of smoking in your guestroom.

Lighting candles, incense, or any other flammable material is not permitted in any training building or in the hotel, including guestrooms.

Alcohol

Alcohol purchased off campus is not permitted in the first-floor dining area, lobby, grounds, or public corridors of the hotel. **The GP405 lounge is closed due to COVID-19 restrictions.** Please keep in mind that you are subject to *ELM 665.16 Behavior and Personal Habits* when using alcohol at NCED.

Guest Rooms

Guest rooms are equipped with remote-controlled televisions, clock radios, telephones, free internet access, irons, ironing boards, hair dryers, and private baths. A limited number of special service equipment, i.e., bed boards are available for temporary use upon request by contacting the Front Desk.

Daily housekeeping service will be suspended, but additional linens and toiletries (coffee, soap, shampoo, etc.) can be obtained by calling the Front Desk. Guestrooms will contain disposable bags for any masks and gloves after use.

Refrigerators/Specialized Supplies

The Health Clinic has available specialized medical supplies such as refrigerators, bio-hazard containers, etc., for student in-room use. The student must make arrangements for a refrigerator through his/her supervisor prior to arrival at NCED by contacting the Front Desk at (405) 447-9000, Option 1. The Health Clinic requires verification specifying the medication type and the disease process. **Refrigerators are allowed in guest rooms only for medical purposes**. Due to the limited number of refrigerators, the Clinic Nurse will determine medical priorities for refrigerator requests. For other special medical requests contact the Clinic by calling (405) 447-9000 x1853.

While at NCED, all students are required to dispose of needles and items soiled with blood in a bio-hazard container. The bio-hazard container will be issued by the Health Clinic. The student will also be required to sign a consent form which indicates their name, room number, reason and type of medication taken. The biohazard container must be returned to the medical unit prior to the student's departure from NCED.

Family Members

Family members of students may stay in the hotel. Upgrade room fees are the responsibility of the student.

- Students must pre-register their family members with the Front Desk, either in person or by calling (405) 447-9000, Option 1. Reservations should be made at least one week in advance of the family members' arrival, and arrival and departure dates given.
- Upgrade room fees are due at check-in, and may be paid with cash or credit card. Family members' meals are on their own. Personal checks cannot be accepted. If a student is on a credit card basis, family members' meals may be charged to the room and paid for at check out.
- The Postal Service is not responsible for the personal lodging or food expenses of family members.
- Due to fire safety regulations, up to 2 people, including the postal student, can stay in a postal student's guest room. If more than 1 person accompanies the postal student, an upgrade to a classic queen suite is required. (See Family Members' Fees, p. 8).

In accordance with *Handbook F-15*, 2-2.1.5.3, *Spouses of Postal Service Employees*, if the home office approves a spouse's travel to Norman in lieu of the student's official interim trip home, the Postal Service will pay the round-trip fare for the spouse. If the Postal Service flies a spouse to Norman for a student's interim trip weekend, in lieu of returning home, a student's per diem is suspended and the student is responsible for lodging expenses for that weekend and cannot be claimed. An additional room charge will be applied in addition to any charges for the spouse. (See F-15 9-7.1.1)

The National Center for Employee Development (NCED) welcomes children under the age of 18 to stay at the hotel. All children under 18 must be accompanied by an adult at all times. Please

remember that you are at NCED to attend training. Postal students are responsible for the conduct of family members (adults and children) who accompany them to NCED. Babysitting is not available.

Family Members Fees:

- One family member can stay in the queen classic room provided to the student (as a second guest) for \$10 plus tax per night.
- An upgrade to a classic queen suite is required when two or more adult family members over 17 and/or children 17 and under accompany the postal student, and is dependent on availability. Suites can accommodate up to 4 people. An upgrade charge for a classic queen suite is \$40 plus tax per night for the postal student and one additional family member. For two or more additional family members staying in the suite, an additional \$10 plus tax per person per night will be charged. Please call the hotel Front Desk at (405) 447-9000, Option 1 to reserve.
- There is no meal plan for family members; family members' meals at the hotel are at current prices.

Prohibition on Pets

Pets are not permitted inside or on the surrounding grounds of the training buildings or hotel. An exception may be requested 3 weeks in advance of arrival for a service animal or emotional support animal (ESA) for a student with a qualifying disability. Requests must be made by contacting the Front Desk at (405) 447-9000, Option 1 **at least one week** prior to arrival. Postal students are responsible for damages made by their service animal/ESA, and service animals/ESAs must not be left unattended at any time. The animal must be under the owner's control at all times while on NCED property. Noise and safety issues may require the removal of the animal from the NCED campus.

Reasonable Accommodations

Reasonable accommodations are available for students with disabilities. Within 4-6 weeks of arrival, students must reach out to their District Reasonable Accommodation Committee (DRAC) with their reasonable accommodation request. The DRAC should forward their recommendation to NCED Registrar at NCEDSS-Registrar@usps.gov to make arrangements for reasonable accommodations in the classroom or at the hotel.

A Sorenson Video Relay Service (VRS) is available in the hotel for use by hearing impaired students. The remote control for this system can be checked out from the Front Desk. American Sign Language interpreter services can be requested for training classes by contacting NCED Registrar at (405) 366-4423 at least 4 weeks in advance.

SERVICES AVAILABLE

Dining Services

Three meals are provided daily Monday through Friday, and per diem is reduced in accordance with the Handbook F-15, A-2.5 Special Situations. You will receive full per diem for Saturdays, Sundays, and holidays. Meals on those days will be on a cash or credit card basis.

At check-in, a meal/door card will be issued. This card entitles the student only to three meals daily, Monday through Friday, in the hotel's 3 Squares Eatery (breakfast, lunch, dinner, late night meal). Missed meals may not be saved from one day to the next. Family members may not share meals from a student's meal card.

Freshly prepared foods will be offered, and a variety of combinations to create your favorite meals can be selected. Buffet-style meals are suspended due to COVID-19 restrictions. Meals will be served by staff wearing masks and gloves at food stations and placed in disposable containers. Coffee/tea will be served by staff, and canned soft drinks and bottled water will be available at meal times. Masks are required in the 3 Squares Eatery until diners sit down to eat. Seating will be adjusted to promote social distancing.

Because of extensive food service capability and other safety and health concerns, no food preparation or appliances, such as personal coffee pots, hot plates, etc., can be permitted in guest rooms. For health and sanitation reasons, guests are not permitted to take food from the 3 Squares Eatery to the guest rooms. In support of this policy, the dining areas do not stock carry-out containers.

If you have special dietary requirements due to health concerns or religious affiliations, please contact the Front Desk at (405) 447-9000, Option 1 at least 3 weeks prior to your arrival so advance preparations can be made. Any additional costs for organic foods must be paid by the individual at check-in. The Postal Service will not reimburse you for the additional cost above the allowable per diem. If your enrollment has been cancelled, we require notification that special meals are no longer necessary.

Wake-up Service

The hotel rooms are equipped with a clock radio. Additionally, automatic wake-up is available by programming either the telephone or television provided in your room.

Medical Services

A nurse is available at the hotel at no charge. Other medical services are available at Norman Regional Hospital, and nearby Classen Urgent Care or East Norman Urgent Care Clinics.

All charges for external medical services must be paid by the student at the time of treatment. Charges may or may not be covered by insurance. Transportation to medical facilities is your responsibility at your expense, and a list of taxi services is available from the Front Desk or the Medical Clinic. Transportation is provided only in cases of extreme emergency via ambulance.

Employee Assistance Program (EAP)

EAP Services are available by calling 1-800-EAP-4-You (1-800-327-4968).

Mail Service

For long-term stays at NCED, your mail should be addressed as follows:

YOUR NAME
NCED CONFERENCE CENTER AND HOTEL
2801 E STATE HIGHWAY 9
NORMAN OK 73071-1104

Addressing mail to any other location may delay delivery.

Mail that arrives after your departure will be returned to sender unless a forwarding address is on file with the Front Desk.

Laundry Services

Three coin-operated washers and dryers are located on floors 2-6. A change machine is located at the information center across from the Front Desk.

ATM

For your convenience, an Automated Teller Machine (ATM) is located in the Information Center. The ATM accepts American Express, Cirrus, Discover, MasterCard, Plus, SCS, Transfund, and Visa. A service charge will be applied.

Safe-Deposit Boxes

Safe-deposit boxes are available for your valuables at the Front Desk, and are complimentary to all guests. Individuals will be charged the expense of replacing lost safe-deposit keys.

Lost Property

Neither USPS nor the NCED Conference Center and Hotel will assume responsibility or accountability for lost items. If any personal property is lost during your stay, contact hotel Loss Prevention at (405) 447-9000 x1851.

NCED Fitness and Recreation Center

The Fitness Center and Recreation Center is closed until further notice due to COVID-19 restrictions.

GENERAL INFORMATION

An Information Center is located across the lobby opposite the hotel Front Desk. This center contains information regarding the local area and an ATM.

Student Identification

While on the NCED campus, all students and guests are required to display photo identification on their person. Home office ID is acceptable. Students and guests who do not have postal ID badges will be required to display their NCED hotel room key. Students and guests who, for personal reasons, stay off-site and do not have either ID described above will be required to obtain a temporary ID badge from NCED Security.

Students should also carry information that would affect treatment in a medical emergency.

Students must sign all visitors in at the Front Desk of the hotel.

Incoming Telephone Calls

Telephones in guest rooms are equipped with voice mail. The phone extension is the room number. Callers can reach a student directly by dialing (405) 447-9000. An automated attendant will answer and prompt callers to dial the room number. During class hours or when a guest is unavailable, the call will be transferred to voice mail. In the event of an emergency during class hours, callers may call NCED Security at (405) 366-4411.

Outgoing Telephone Calls

Official phone calls to the home office can be made from complimentary phones throughout the facility or the phone in the guest room. Subject to prior approval of a student's manager, the cost of the official phone call can be claimed on the travel voucher for reimbursement.

All calls must be made in accordance with *Handbook F-15*, *Travel and Relocation*, 8-1.7.2.

Important: Approving officials may challenge or request support for questionable charges.

Telephones are conveniently located in the lobby of the hotel.

Complimentary local calls may be made from the phone in the guest room. The fee for U. S. Continental Long Distance calls from a guest room is currently \$0.22 per minute (tax included). Calls to local and long-distance information are \$1.00. Fees are subject to change.

Students are required to pay for **all** phone calls at the time they check out. This includes the 5-minute per day phone call that may be submitted on a travel voucher through eTravel.

Oklahoma Liquor and Drug Laws

The ELM 665.25, Postal Service Standards of Conduct, Illegal Drug Sale, Use or Possession states that "the Postal Service will not tolerate the sale, possession, or use of illegal drugs, or the abuse of legal drugs, while on duty or on postal premises. Employees found to be engaged in these activities are subject to discipline, including removal and/or criminal prosecution where appropriate."

It is illegal to transport an open, alcoholic-beverage container in the passenger compartment of any vehicle. This includes beer, wine, and liquor. Oklahoma vigorously enforces this law.

While some states have authorized medical or recreational use of marijuana, postal employees attending training at the NCED in Norman, Oklahoma, should be aware that the possession, use, and sale of recreational marijuana are prohibited in Oklahoma, and any possession, use, and sale of medical or recreational marijuana remains illegal under federal law. Additionally, using the Postal Service to transport illegal substances is a federal offense.

Oklahoma Driving Tips

All front-seat vehicle passengers must wear seat belts. Exemptions are pickups with farm tags and commercial, tractor-trailer trucks. In Oklahoma, it is legal to turn right on red unless otherwise posted.

Worship Services

While visiting in Norman many students like to attend the worship service of their choice. Many places of worship in Norman may make arrangements for transportation to their services if their office is contacted, and advance notice is advised. Contact numbers for local houses of worship may be found in the yellow pages of the Norman or Oklahoma City phone books.

Wildlife at NCED

Please do not feed the wildlife on NCED property. Do not approach or tease the ducks and geese that inhabit the campus.



