

	Covid-19 Mail Handling and Deliveries Safety Procedure	Date: 11-May-20
		Rev: 2

1. Purpose:

This procedure describes how to safely handle mail and other types of deliveries during the Covid-19 pandemic.

NOTE: The World Health Organization (WHO) and Public Health Agency of Canada (PHAC) have assured us it is safe to handle mail, including international mail. According to the PHAC, there is no known risk of coronaviruses entering Canada on parcels or packages. In general, because of poor survivability of coronaviruses on surfaces, there is a low risk of spread from products or packaging shipped over a period of days or weeks. Currently, there is no evidence of COVID-19 being transmitted by imported goods or packages.

2. Scope:

Mail and other types of deliveries could include but are not limited to:

- a. Interoffice mail
- b. Mail from Canada Post, including paper envelopes, invoices, cheques, parking ticket payments, tax certificate payments, notice of property change, plastic sleeve (magazines) and small packages
- c. Courier deliveries of parcels and boxes (UPS, Purolator, FedEx and other deliver service providers)
- d. Hardcopy documents, including applications and permits
- e. Truck deliveries (large or small) of goods that could require material handling equipment

3. Procedure:

3.1. General Mail Handling

3.1.1. Any mail being handled by town staff during this pandemic, should be handled with proper hand PPE and follow the guidance from the Public Health Agency of Canada (PHAC) including:

- Restricting individuals from the workplace based on the official criteria for recommended or required self-isolation, including returning from travels outside Canada.
- Requiring employees who have even mild COVID-19 symptoms, as recognized by PHAC, to stay at home, contact public health authorities, and follow their directions.
- Encouraging social distancing to reduce transmission, which may include facilitating remote work arrangements and rearranging the workplace for other workers as practical.
- Promoting good hygiene practices, including frequent hand-washing, avoiding the touching of one's face with unwashed hands, coughing or sneezing into one's elbow, and ensuring the regular cleaning of high-touch surfaces throughout the workplace.



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3.1.2. All mail retrieved from the post office, drop box or a courier is required to be placed in the designated "cooling off" area. When putting the mail in cooling off area, it is to be placed in the bin labeled with the day of the week the mail was retrieved.

Example: Mail received on Monday are placed in the Monday cooling off bin and are not to be processed until Tuesday at minimum.

3.1.3. Mail placed in the cooling off location is not to be opened or distributed for a minimum of 24 hours. When placing mail into the cooling off area, it is not to be handled in any way other than placing it in the appropriate cooling off bin and is to be kept in its original package/envelope (i.e. magazines in sleeves).

3.1.4. Mail will be processed on a regular basis, every Tuesday and Friday.

3.1.5. Those who require access to mail located in the cooling off area prior to the regular processing day will be required to sign the Mail Sign Out Sheet and make note of the date the mail was taken, the cooling off bin the mail was taken from, the type of mail taken (cheque, tenders, etc.) and initial.

3.1.6. All mail taken from the cooling off area is to be backdated with the date the mail was placed in the cooling off bin.

3.1.7. When processing mail to be distributed to the various departments, all items except for junk mail will be scanned and distributed to the appropriate department via email, with the original placed in the department's mailbox for pickup at a later date.

3.1.8. Whenever possible, encourage paperless communications (i.e. e-billing, emails, electronic documents) and switch to virtual or online platforms (i.e. programs, procedures, forms, audits, inspections, tasks).

3.2. Picking up mail from the post office

3.2.1. Practice social and physical distancing.

3.2.2. Wear gloves.

3.2.3. Avoid touching face.

3.2.4. Follow cleaning procedures for high-touch surfaces.

3.2.5. Place mail directly into the appropriate cooling off bin.

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3.2.6. Discard of gloves and wash hands with soap and water and/or sanitize.

3.3. Receiving mail at your facility from Canada Post

3.3.1. All mail deliveries to Town facilities other than Town Hall should be immediately discontinued. All mail should be sent to the main Town of Collingwood address of 97 Hurontario Street, Collingwood.

3.3.2. If you are not able to redirect mail to the Town Hall, ensure that a cooling off area is available and mail is not handled or processed for a minimum of 24 hours.

3.4. Receiving deliveries at your facility from a courier

3.4.1. Delivery staff are not to enter Town facilities at this time.

3.4.2. Signature confirmation of delivery receipt is suspended, however delivery staff may collect Town Staff information as confirmation of delivery.

3.4.3. Packages can be put through the mail slot if it fits or can be left at the door.

3.4.4. Post the *Deliver Door Sign* at facility entrances with the notice stating that entry into facilities is restricted to employees only, and asking to leave deliveries at the door.

3.4.5. For large deliveries, delivery staff will be required to complete the *Screening Tool* that is posted at entrances, before entering Town facilities.

3.4.6. Staff are to maintain a distance of 2 meters or greater from couriers or delivery drivers.

3.4.7. "No signature required" drop-off should be arranged whenever feasible – Do not share pens!

3.4.8. Wear gloves when handling parcels/boxes.

3.4.9. Staff maybe asked to take a Delivery Confirmation Notice sheet and be asked to scan and email to confirm receipt of shipment, as an alternate to traditional signatures collected by delivery staff.

3.4.10. All packages are to be placed in the cooling off location and not handled or processed for a minimum of 24 hours. Packages that require a time stamp will be backdated after the 24 hour holding period has expired.

3.5. Outgoing Mail

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3.5.1. All outgoing mail will be processed on Tuesdays and Fridays.

3.5.2. Mail will either be provided directly to a Canada Post worker at the post office or dropped in a Canada Post mailbox.

3.5.3. Mail requiring courier service shall be arranged by the staff member requiring the courier service and pick-up arranged so as to maintain the required physical distancing and applicable PPE.

3.5.4. If mail is required to be processed outside of the regular processing days, the staff member responsible for the mail item will be required to process the mail independently and arrange for it to be delivered to the post office. Should the staff member not have access to the postage machine at Town Hall, he/she shall obtain postage directly at the post office with the use of a Town issued P-Card.

Relevant Documents:

- Mail Sign out Sheet
- Deliver Door Sign
- Screening Tool

References:

- World Health Organization (WHO)
- Public Health Agency of Canada (PHAC)
- Canada Post