

# **Municipality of West Elgin**

## **Policy 2020-10 COVID-19 Pandemic Handling of Mail & Other Items**

**Effective Date:** , 2020

**Review Date:**

### **1. Purpose**

The purpose of this procedure is to ensure that mail, items, and deliveries received from outside the facility are properly handled to reduce the risk of contact with viral contamination.

### **2. Scope**

This procedure applies to all West Elgin staff.

### **3. References**

- Occupational Health & Safety Act
- Regulations for Industrial Establishments
- Risk-informed Decision-making Guidelines for Workplaces and Businesses During the COVID- 19 Pandemic, Public Health Agency of Canada
- COVID-19 Guidance for Industry Operators, Ministry of Health
- Cleaning and Disinfection for Public Settings, Public Health Ontario
- COVID-19 Cleaning and Disinfecting Public Spaces, Public Health Agency of Canada

### **4. Procedures**

#### **4.1 General**

- a) The risk of contamination of mail and packages received from outside the workplace is low.
- b) Microorganisms do not survive well on porous surfaces such as cardboard and paper.
- c) Survival of microorganisms on plastic or other non-porous surfaces is greater.

#### **4.2 Mail & Items Received in Drop Box and Other Deliveries Mail**

## **and Drop Box Procedures:**

- a) Perform hand hygiene.
- b) Don disposable gloves.
- c) Place disinfecting cleaner, cleaning cloth, hand sanitizer, and garbage bag in plastic box reserved for mail and other items.
- d) Avoid touching the face throughout this process.
- e) Wipe down handle and touch surfaces of drop box using disinfecting cleaner.
- f) Use the plastic box to remove mail and items.
- g) If you notice any unusual item that should not be in the drop box, place it in the garbage bag for disposal.
- h) Clean the touch surfaces on the inside of the drop box to the extent possible.
- i) Close and lock the drop box.
- j) Re-clean the drop box handle.
- k) Remove gloves, place in garbage bag.
- l) Perform hand hygiene using hand sanitizer.
- m) Dispose of garbage bag.
- n) Transport plastic box to dedicated processing location.
- o) The dedicated processing area should have a desk or table with a non-porous surface.
- p) This location should be restricted to authorized staff only.
- q) If possible, wipe down external surfaces of envelopes, boxes, and exterior packaging and place back inside the box. Plastic envelopes or other non-porous packages should be cleaned.
- r) Clean exterior surface of plastic box.
- s) If possible, do not open or further handle the mail or items for 24 hours.

## **Deliveries to municipal facilities:**

- a) Staff who place orders who are expecting deliveries to municipal facilities will notify other staff who may subsequently receive the delivery.
- b) Perform hand hygiene.
- c) Don disposable gloves.
- d) The items delivered are to be left unopened for the 24 hours period wherever possible.
- e) All safety measures identified above to safely open mail shall be utilized to safely unpack delivered packages.

## **4.3 Opening & Processing Mail and Other Items**

- a) After the 24 hour waiting period, mail and other items may be opened and processed.
- b) Wash or sanitize hands, don gloves.
- c) Avoid touching face throughout the process.
- d) Open mail and packages as usual.
- e) Upon completion of opening and processing mail and other items, clean all items used (e.g. knife, stamps, pens, etc.)
- f) Clean exterior and interior of box.

- g) Clean all touch surfaces in the location where mail and items were handled (table, desk, etc.)
- h) Remove gloves, discard, and perform hand hygiene.
- i) Distribute mail and items as usual.

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