

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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