Guidelines/Protocols for Handling Mail and Packages during the COVID-19 Pandemic

Scope
The guidelines outlined in this document will assist in the development of Standard Operating Procedures (SOPs) related to handling mail and packages and will help to ensure the appropriate COVID-19 health and safety considerations for the protection of all members of the McMaster community.

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For more information, contact Environmental and Occupational Health Support Services (EOHSS)
Updated as of June 16, 2021
Hierarchy of Hazard Control

Hazard mitigation should always focus on implementing control measures to eliminate or reduce risk. For this purpose, the hierarchy of controls must be considered. This hierarchy can be applied to any hazard in the workplace including COVID-19. A brief overview of this concept is highlighted below.

![Hierarchy of Hazard Control Diagram]

Physical Distancing/Engineering Controls

- Where there is interaction with delivery personnel a 2m (6ft) distance must be maintained, if this cannot be established a physical barrier i.e. plexiglass should be considered.
- Floor markings should be utilized to direct individuals entering the workspace where to safely stand until additional directions are provided by the receiver of the delivery.
- Consider an easily accessible location where deliveries and mail can be placed by delivery personnel to minimize close contact with the receiver.

Administrative Controls

- If possible, arrange for deliveries during non-peak times.
- Where possible use technology to send and receive paperwork, scanning equipment, electronic proof of delivery vs physically handling paperwork.
- Consider reducing the number of deliveries conducted daily or weekly.

For more information, contact [Environmental and Occupational Health Support Services (EOHSS)](mailto:EOHSS@mcmaster.ca)  
Updated as of June 16, 2021
• If signing for deliveries use your own pen or stylus and disinfect after usage
• Avoid touching face and wash hands frequently
• Clean surfaces in contact with deliveries frequently with disinfectant wipes
• Dispose of packaging waste and disinfecting wipes immediately into appropriate waste containers
• Immediately wash hands thoroughly with soap and water for a minimum of 20 seconds if readily available or utilize hand sanitizer after handling mail or packages

Personal Protective Equipment (PPE)
• Face coverings or masks are required in all indoor spaces
• Consider disposable gloves if receiving frequent deliveries
• Ensure proper procedures are followed on the donning and doffing of gloves and masks if used
• Ensure waste containers are immediately available for the disposal of personal protective equipment after usage

Resources
• Guidance on Health and Safety for Office Administration and Secretarial Staff during COVID-19
• Guidance on Health and Safety for Shipping and Receiving Personnel during COVID-19 worker procedures
• Guidance on worker procedures (handling paperwork) during COVID-19
• Donning and Doffing Disposable Gloves (videos)
  o https://www.youtube.com/watch?v=6YybghkIL9M&feature=youtu.be
  o https://www.youtube.com/watch?v=WDI0Zj573Js
• Donning and Doffing Disposable Masks (videos)
  o https://www.publichealthontario.ca/en/videos/ipac-maskeyes-on
• Public Health Ontario
• Government of Ontario
• Government of Canada