

Mail and Package Delivery

Policy and Procedure

Policy:

Postal Carriers are subject to the same screening process as all essential personnel in our communities. Packages delivered by any outside agency including USPS, Fed Ex, Amazon, UPS, family, etc., will be left at the entrance of the building and distributed by facility staff.

General Considerations:

Getting mail is one of the primary ways for our residents to stay connected to loved ones as well as to continue their important everyday routines. Many residents also receive important/time sensitive packages that may contain prescriptions and tax preparation information.

Procedure:

1. Postal carriers will be screened according to the current essential personnel screening policy if they are delivering mail beyond the checkpoint at the main entrance to the center.
 - a. If the postal carrier refuses to be screened or if there are issues with the current delivery practices, ***the United States Postal Service (USPS) will be offering centers and other customers three options for mail delivery (see attached).***
 - You may opt to redirect to a temporary mail receptacle inside or outside the building where screening would not be necessary.
 - Place the mail on hold at the Post Office servicing this delivery. Mail and parcels can be held up to 30 days and will be available for customer pickup.
 - Redirect all mail for the business to an alternate location.
2. If the postal carrier or staff member will be ***distributing resident mail to individual mailboxes:***
 - a. Residents will be removed from the area where mailboxes are stored while mail is being placed in individual mailboxes.
 - b. The postal carrier will clean their hands with hand sanitizer or with soap and water according to handwashing protocols.
 - c. The postal carrier will apply gloves and a mask and proceed to the area where resident mailboxes are located and distribute mail.
 - d. The mail carrier shall not leave the mailbox area without appropriate PPE.
3. When the postal carrier or staff member has completed the task of distributing mail to mailboxes, gloves and mask will be removed and they will clean their hands with hand sanitizer or with soap and water according to hand washing protocols.

4. If a staff member is assigned to ***distribute mail directly to the residents:***
 - a. The staff member will clean their hands with hand sanitizer or soap and water according to the center's policy on handwashing protocols.
 - b. The staff member will apply gloves and a mask and proceed to the resident's room/apartment and deliver the mail, avoiding prolonged exposure to residents.
 - c. Once mail is delivered, gloves and face mask* will be removed and hands will be cleaned.
*Refer to facility policy for reuse of face masks
 - d. ***The above steps will be completed before delivery to each resident's room.***

_____ Administrator Signature	_____ Date
_____ Medical Director Signature	_____ Date
_____ Participating Health Care Provider Signature	_____ Da

Please note that skilled nursing providers should consult the guidance put forth by CMS and the CDC, and assisted living communities can consult AHCA/NCAL's guidance. Providers should also check their local and state health departments for potentially stricter guidance.

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This policy and procedure is not intended to replace the informed judgment of individual physicians, nurses or other clinicians nor is it intended as a statement of prevailing community standards or minimum standards of practice. It is a suggested method and technique for achieving optimal health care, not a minimum standard below which residents necessarily would be placed at risk.