Pandemic Incoming Document Handling Policy

Department:	All Municipal Staff	**Policy Number:**	P03-1011-20
Section:	Emergency Planning	**Effective Date:**	April 7, 2020
Subject:	Pandemic Document Handling	**Revised Date:**	June 23, 2020
Authority:	By-Law 2020-039, related to By-Law 2020-031, amended by By-Law 2020-XXX		

1. Purpose

Provide a clear direction for Municipal staff to ensure proper document handling during a Pandemic.

2. Procedure

The following process will be required at all facilities accepting documents of any nature including paper documents, money, envelopes, courier packages etc.

1. ~~Three~~ Two separate boxes and will hold documents for 24 hours ~~will be established with a label as outlined below:~~
   a. "Day 1 box" – Open the following business day ~~won't be used again until Day 4~~
   b. "Day 2 box" – Open the following business day ~~won't be used again until Day 5~~
   c. ~~"Day 3 box" – won't be used again until Day 6~~

2. Staff Put on Personal Protective Equipment i.e. gloves OR ensure proper hand washing/sanitize immediately after touching mail.

3. Throughout the day the Drop box and building permit drop box will be emptied ~~with gloves~~ and deposited into the cardboard box for the appropriate day.

4. The box shall be closed at end of day and not opened until the ~~date notified~~ following business day.

5. All mail will be placed directly into a cardboard box
   a. With a Dry Erase marker, write the current date that the mail was collected and the date the mail can be opened on the laminated sheet on the box
   b. At the end of the day, ~~wearing gloves~~ place the entire box in the vault as it may contain bill payments
   c. On the date in which the mail is to be opened, ~~have a fresh pair of gloves on to open the mail. P~~process payments in Keystone as of the date it was originally received.

6. Each box should have a big enough label on the front to indicate the day of the mail (to allow for continuous labelling), strike out when removed and on the next use of the box write on the label the date again – continue this process until no longer required.