



Home Delivery and Couriers

Employers must:

- Make sure workers know about the virus and how to minimize its spread.
- Set a clear policy for what is expected of workers if they get sick, have symptoms, or if an exposure is reported.
- Do everything reasonably possible under the circumstances to protect the health and safety of workers by providing adequate information, training, sanitation, and personal protective equipment.

Workers must:

- Practice physical distancing by working more than 2 metres (6 feet) apart from co-workers whenever possible.
- Continue to follow all other safe work procedures. If it is unsafe to work, talk to your supervisor, your health and safety committee or representative, and/or union if present.
- Stay home if they are sick or might be sick. Follow the Public Health Agency of Canada's steps for self-assessment: <https://www.canada.ca/coronavirus>.
- Avoid touching their face.
- Wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, after handling cash or credit/debit cards, after touching common items, after each delivery if contact was made, and at the end of their shift. Remove jewellery while washing.

On the Road

- Safety is still a priority. Take your required breaks. While traffic may be lighter, you still need the physical and mental break.
- Carry hand sanitizer, wipes, or soap and water to help clean your hands often.
- Wear disposable gloves when fueling and wash your hands afterwards.
- Wear personal protective equipment if required.
- For food delivery drivers, wait outside the restaurant for the order to be brought to the car.
- Wave or nod to greet others, but don't shake hands. If it helps, keep your hands in your pockets.
- Maintain distance from other people and customers (e.g., use the video doorbell/intercom where possible, place the delivery on the ground, stay back from others etc.).
- Minimize cash handling by requesting or encouraging cashless transactions (credit/debit card, online payments). If cash must be exchanged, consider using a container to deposit cash and minimize contact.
- Minimize use of the pin pad/scanner by others (e.g., no signature required, or have the courier sign on behalf of the customer). Clean with disinfectant or an alcohol wipe after each use.
- Use disposable gloves when handling items.



Home Delivery and Couriers

- Sanitize hands after each in-person delivery, and after each time you handle cash or items touched by others.
- If the delivery destination has known COVID-19 concerns (e.g., hospital, care home, etc.), follow all practices including pre-payment, distancing, and hand hygiene, plus any additional instructions the site may require.

Site/Depot Management

- Suspend depot visits, or limit to essential visitors only.
- Minimize the number of workers at one time on-site. Stagger pick-ups, meetings, breaks, safety talks, and orientations.
- Minimize the sharing of freight boxes, push carts, sort tables, etc. Clean items between users.
- Ask all persons to check in. Do not allow people on-site if they are sick or might be sick.
- Minimize contact during sign-in. Have the supervisor sign in for people (or provide separate pens), or have people text their supervisor. Clean any sign-in devices between users.
- Submit documents electronically, or wash hands after handling papers.
- Control foot traffic patterns to reduce gatherings at the office, washrooms, etc.
- Designate travel paths so workers do not have to pass each other closely (e.g., one set of stairs for up, another for down) or have workers call out before entering shared spaces.
- Hold meetings in an outside or large space to allow for physical distancing of at least 2 metres (6 feet) between people.
- Hold verbal orientations to avoid touching papers.

Sanitation

- Provide disinfectant wipes or hand sanitizer to workers who do not have access to hand washing facilities.
- Disinfect sorting stations, shared scanners, and commonly used surfaces (e.g., conveyor controls, doorknobs, handles, railways, touch screens, etc.).
- Provide tissues and plastic lined waste containers at operator stations, throughout the facility, and in vehicles. Use disposable gloves to empty the garbage.
- Make sure workers understand the risks and take necessary safety precautions when using cleaning products.
- Provide workers with the personal protective equipment they need to safely use the cleaning products and make sure they use them correctly.
- Train workers on how to work with and care for personal protective equipment, and to understand its limitations.
- Clean the vehicle and its contents daily, including the phone, cab, radio, tablets, cargo door handles, seat belts, steering wheel, mirrors, gear shift, control knobs, buttons, latches, handles, clipboards, and pens.
- Disinfect vehicles between users. Focus on the steering wheel, door handles, knobs, gear shift, seat belt, and any other high-contact areas.
- Provide additional uniforms. Ask workers to wash their work clothing separately upon returning home.
- Stagger shifts and clean shared equipment between shifts.

Home Delivery and Couriers

Administration

- Communicate procedural changes and delivery time adjustments (such as no-contact delivery methods) to staff and clients in advance. These announcements can help ease potential frustration or anger, and help maintain physical distancing practices.
- Review policies regarding harassment and violence where necessary.
- Suspend policies requiring a doctor's note for workers who need to self-isolate.
- Minimize sharing of vehicles if possible. Assign workers to a vehicle for as long as possible.
- Stagger shifts to provide greater physical distance, especially during activities that require workers to be in close proximity.
- Modify schedules and delivery times to allow workers to wash their hands and clean work areas or vehicles.

Provide mental health support to all workers, including access to an employee assistance program (EAP) if available.



For further information on COVID-19, refer to the Public Health Agency of Canada

<https://www.canada.ca/coronavirus>

Note that this guidance is just some of the adjustments organizations can make during a pandemic. Adapt this list by adding your own good practices and policies to meet your organization's specific needs.