



Renfrew County and District Health Unit

COVID-19 FACT SHEET

How to Make and/or Receive Safe Deliveries?

How can I safely make home deliveries?

Volunteers and drivers making home deliveries of groceries or medications should take the following health and safety precautions:

- If you are sick, even with mild symptoms, stay home and self-isolate for 14 days.
- Keep food protected from contamination (covered) and maintained cold (4°C or less) or hot (60°C or more) during the delivery.
- If using a hard-sided container to deliver food, that container must be disinfected between deliveries.
- Hand-wash or use hand sanitizer before you visit the grocery store, in the grocery store, after you leave the grocery store, and before and after delivery.
- Allow the grocers to load the groceries into the boxes, this way you only need to handle the box once.
- Leave box outside the client's door. Either call them or knock on the door to let them know the delivery has arrived.
- Make sure to keep 2 metres, or 6 feet, between you and the client at all times.
- Payments should be made online or by telephone only, do not exchange cash or coins.
- Regularly disinfect cell phones and grocery cart handles.

How can I safely receive home deliveries?

Adults over the age of 65 are at greater risk to get sick and have significant health complications if they contract the coronavirus (COVID19). Avoid leaving the house to go shopping or to pick up medication. We recommend older adults get support from family or friends and/or use online delivery services for groceries and medications.

The coronavirus can live on surfaces such as metal, glass or plastic for up to 9 days, therefore properly sanitizing home deliveries is an extra measure we can use to avoid getting sick. Avoid cash exchanges and use electronic methods of payment, such as debit/credit card or e-transfers to friends and family.

What you need:

1. Use disinfecting wipes or household disinfectants (Use a diluted bleach solution of 2 teaspoons of bleach to 4 cups of water).
2. A clean and easily accessible surface large enough to accommodate your parcels and a second surface for the sanitized items.

Note: Ensure that all food must come from a source approved by the Renfrew County and District Health Unit.

Visit us at www.rcdhu.com or call (613) 732-3629 or 1-800-267-1097

"Optimal Health for All in Renfrew County and District"

August 12, 2020



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Steps in receiving a delivery:

1. Delivered items should be left at the door rather than allowing a face-to-face interaction to take place. Please arrange a parcel delivery that does not require a signature or a payment at the door.
2. Have the delivery person call you to let you know your food/medication has arrived or knock on the door and move to a safe distance (2 metres or 6 feet) to allow you to get your items. The greatest risk associated with home delivery is the contact with the delivery person.
3. If it is possible, pay over the phone or online. Otherwise, pay by debit or credit card (tap if possible) and wipe your card and use hand sanitizer immediately after the interaction.
4. Open the package outside if possible. If not possible, pick up parcel/bags and place on a flat surface you can clean (table or counter height may be easier than the floor).
5. Use disinfecting wipes or household disinfectant to clean the external surfaces of delivered goods. Run produce under running water only. Place them on a separate clean surface once they are cleaned. Finish cleaning all delivered goods.
6. Dispose of any bags/boxes in a garbage bag or recycling.
7. Disinfect: taps, light switches, surfaces (including what you put the delivery on), door handles, garbage/recycling bins that you may have touched.
8. Wash or sanitize your hands.
9. Put your groceries and medication away.
10. Wash or sanitize your hands.

Picking up a returning traveller

If a returned traveller has no symptoms and is well, it is best to use a private car and to avoid public transportation. If a private car is not available, the person should use a taxi.

All returning travellers with symptoms or who appear ill should report these while going through customs in the airport.

Source: N van Doremalen, et al. Aerosol and surface stability of HCoV-19 (SARS-CoV-2) compared to SARS-CoV-1. The New England Journal of Medicine. DOI: 10.1056/NEJMc2004973 (2020).

Source: G.Kampf, et al. Persistence of coronaviruses on inanimate surfaces and their inactivation with biocidal agents, The Journal of Hospital infection society. DOI: <https://doi.org/10.1016/j.jhin.2020.01.022>

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