

Infection Control for Deliveries

“If in Doubt, Don’t go Out”

General:

1. **STAY AT HOME.** If you, a member of your household, or someone you have been in contact has been unwell within the last 14 days please do not put others at risk. Stay at home! Symptoms may not be obvious; if in doubt; don’t go out.
2. **GO ALONE.** Only one person should handle delivery items. In order to minimise contact, as few people as possible should enter shops, pharmacies or deliver items to people’s doorsteps.
3. **WASH YOUR HANDS.** Prior to handling any delivery item, you must wash your hands with soap and water for 20 seconds and if available use hand sanitiser. Avoid touching your face between washing hands.
4. **TRANSPORT.** Public transport should not be used. Use private transport. If walking or cycling; avoid busy routes.
5. **CONTACT-FREE DELIVERY.** Don’t enter any properties. Leave items on the doorstep and maintain a 2 metre distance from people at all times. Payments should be contact free (bank transfer, paypal, paym, etc).
6. **GLOVES.** If possible use gloves. Make sure gloves are in good condition and replace them regularly. You should still wash your hands regularly. Avoid touching your face when wearing gloves.
7. **FOOD TEMPERATURE.** If transporting food items, hot food and cold food should be kept at an appropriate and safe temperature throughout the delivery. Keep distances short and where possible ensure the time between collection and delivery less than 30 minutes.
8. **EMERGENCY NUMBERS.** Make sure you take with you emergency phone numbers in case you come across a vulnerable person who needs help. If you are delivering you should ideally call for a different helper to assist with other issues.

Packing the Items:

1. **INFECTION CONTROL.** Suppliers should all have their own Infection Control plans to reduce the risk of transfer on any of the items you collect. You should ask to see a copy of this plan. Don’t be afraid to ask if the plan has been followed, to ensure everybody’s safety.
2. **WIPE DOWN.** If you have to get involved in packing items; Wash your hands and use anti-bacterial gel if possible. Wipe each and every surface of wrapped products with antibacterial spray and dry with kitchen towel before disposing of the towel in a sealed bin.

Collecting the Items:

1. **PLAN AHEAD.** Make sure you know what you need to collect before arriving. Plan for contact-free payments.
2. **WASH YOUR HANDS.** Wash hands prior to collecting an item to avoid spreading the virus.
3. **CLEAN AND DISINFECT.** If using a trolley disinfect the handle using cleaning products.
4. **KEEP YOUR DISTANCE.** Ensure you maintain at least 2 metres from other people at all times.
5. **BAGS.** Consider the weight of the bags and if in doubt use more bags and keep them light.
6. **STORAGE.** Store items in a box or confined space that can be easily cleaned between deliveries.
7. **WASH YOUR HANDS.** Wash hands after being in a public place to avoid spreading the virus.

Delivering the Items:

1. **WASH YOUR HANDS.** Wash hands with hand sanitiser before handling the delivery if possible.
2. **CONFIRM LOCATION.** Check that the item you are delivering is correct and that you have the right address.
3. **CHECK THE DOOR IS CLEAR.** Check that the door is clear and if someone is waiting ask them to move 2 metres away while you place the items down. Do not approach a door with people in close proximity to it.
4. **PLACE ON THE DOORSTEP.** Place items close to the door, within easy reach.
5. **TAKE 3 BIG STEPS BACK.** It is critical to stand at least 2 meters back from the door before the receiver comes to the door.

6. **CONFIRM RECEIPT.** Alert the receiver by phone or by shouting if possible. If you must touch a doorbell, knocker or door remember that you should wash your hands and/or use hand sanitiser. Inform them that the item is waiting for them outside and that you will be standing back from their door to ensure the item has been received. The receiver may be vulnerable so if they sound uncomfortable consider moving back further or returning to your transport (if in proximity to the door). Stay at least 2m away at all times.
7. **DO NOT ENTER.** Even if the receiver is vulnerable or is having real difficulties **DO NOT ENTER** the property. You should call a local or national emergency number. 111 or 999 if necessary. Keep at least 2m distance.
8. **ADDITIONAL INFECTION CONTROL STEPS:** Advise the receiver that you are delivering only and you have used all reasonable steps to minimise any contamination or infection. Advise that they should consider:
 - Washing their hands before handling the items and before putting them away.
 - Wiping down all items with antibacterial spray or wipes
 - For items that come in packs, remove from the pack before storing, and throw the packet away e.g. toilet roll plastic wrapper.
 - Consider pouring food items such as rice, pasta etc. into a clean Tupperware boxes or takeaway boxes.
 - Medication. Ask the receiver to confirm the medication is correct and for them. Take medication back if it's wrong or not the correct addressee.
9. **WASH YOUR HANDS.** Wash hands prior to another delivery to avoid spreading the virus.
10. **ESCALATE.** Report any concerns you have to the appropriate authorities . If urgent call 111 or 999.

Periodically (at least after 5 deliveries):

1. **CLEAN AND DISINFECT.** Surfaces that are touched regularly should be cleaned and disinfected using standard cleaning products. This should include as a minimum:
 - a. Steering wheel, gear stick and other controls and buttons. Interior and exterior door handle, car keys seat belt retainer.
 - b. Boxes used to store deliveries.

When you get home

1. **REMOVE OUTERWEAR.** Leave outdoor shoes and clothing outside or near the door.
2. **WASH YOUR HANDS AND FACE.** Wash your hands with soap and water for at least 20 seconds
3. **CLEAN AND DISINFECT.** Surfaces that are touched regularly should be cleaned and disinfected using standard cleaning products.
4. **CHANGE CLOTHES.** Prior to continuing with your daily life please consider changing your clothes to avoid the spread. For additional caution, put clothes worn during delivery in washing machine and wash immediately.