FAQ – Faculty and Staff: Mailroom and Shipping & Receiving COVID-19 Reopening

# **What are the mailroom’s hours of operation**

## INSERT CAMPUS INFORMATION

# **What are shipping & receiving’s hours of operation?**

## INSERT CAMPUS INFORMATION

# **Are mail and packages disinfected when they come to campus?**

## Mail and packages are not disinfected when they come to campus. Neither SUNY or CDC guidance recommends this action. Mail and packages may be held for 24 hours to reduce the spread of COVID-19.

# **What precautionary steps are mailroom and shipping & receiving staff taking to protect themselves and mail/packages?**

## Mailroom and Shipping & Receiving staff wear gloves when handling mail and packages. They have masks on their person and wear them when they are making rounds on campus and are unable to maintain a 6-foot distance from other people. The central Mailroom and Warehouse areas are equipped with disinfectant and microfiber cloths. These spaces are disinfected frequently each day. Mailroom and Shipping & Receiving staff also travel campus with disinfectant and microfiber cloths. If a surface is touched, they will disinfect the area prior to leaving a space.

# **Have mail delivery procedures changed due to COVID-19?**

## The goal of mail delivery in our COVID-19 reality is to minimize contact with people and spaces on campus. Fortunately, the mailroom was following these best practices prior to the pandemic. Mail is delivered to and picked up from limited locations in each building. Some buildings have one mailroom drop-off/ pickup spot for the entire building. Others have a drop-off/pickup spot/s on each floor. Mailroom staff will wear masks and gloves when entering each drop-off/pickup location on campus. Some campuses may choose to disinfect any surfaces that are touched during mail delivery/pickup. Please contact INSERT CAMPUS INFORMATION, with questions or concerns about mail delivery/pickup.

# **Have package delivery procedures changed due to COVID-19?**

## The goal of package delivery in our COVID-19 reality is to minimize contact with people and spaces on campus. This is difficult to achieve, as Shipping & Receiving staff deliver packages throughout campus. Shipping & Receiving staff will wear masks and gloves when entering spaces on campus and will have disinfectant and microfiber cloths on them. Some campuses may choose to disinfect surfaces that are touched during package delivery/pickup. If you have questions or concerns, please contact INSERT CAMPUS INFORMATION.

# **Have outgoing mail procedures changed due to COVID-19?**

## Outgoing mail may be held for 24 hours before being processed and taken down to the post office every day at INSERT CAMPUS INFORMATION. Delivery times may be delayed with carriers due to COVID-19.

# **Will there be any changes to my specific mailroom/mail delivery?**

## Any changes to established mail routes will be distributed through the normal campus communication channels. Any questions please contact INSERT CAMPUS INFORMATION.