



# NVS COVID-19 Delivery Policy

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## OVERVIEW

According to the [World Health Organisation](#) the likelihood of contracting COVID-19 from packages that have been delivered is very low. However, the SARS-CoV-2 virus has been demonstrated to live on surfaces such as cardboard and plastic for several hours or days depending on the conditions. NVS delivery policy has been amended to protect employees from unnecessary exposure during the COVID-19 pandemic. A contactless system for accepting deliveries has been implemented.

A sign has been placed on the building door, asking couriers to contact the clinic on 9452 2933 to inform our receptionist that the delivery has arrived.

- When a delivery arrives, ask the courier to place the package(s) outside the clinic, near the patient secure drop off area.
- A staff member in PPE (see PPE protocol) will then go outside and count the number of boxes in the order and sign any necessary documentation (whilst maintaining 1.5m from the courier as per social distancing recommendations)
- The order is then moved into the hospital by the clinic team member (not the courier). If the delivery is heavy, use the trolley as per OH&S weight lifting guidelines.

## PROCEDURE

1. When an order is placed, the person who placed the order must message the animal attendants via Slack to inform them to anticipate the delivery (specifying a particular time frame if known).
2. When a delivery arrives, Reception must inform an animal attendant that a delivery has arrived and that the delivery needs to be collected from outside. Check with reception as above

3. The animal attendant must collect the delivery from outside as per the 'Accepting Deliveries' protocol and then move the delivery to the table marked 'Delivery Station' for unpacking. To streamline the delivery process and to reduce the chances of deliveries being lost during the COVID period, we have set up a table labelled 'Delivery Station' for all NVS and NEVS deliveries. If a delivery enters the clinic, it is the role of the person accepting the delivery to place the delivery in this designated area.
4. The animal attendant (when NVS hours) or NEVS staff member (when NEVS hours) accepting the delivery is then responsible for going through the delivery and appropriately storing any items which are perishable (eg drugs or laboratory supplies which require refrigeration).
5. The animal attendant or NEVS staff member must message the person who made the order for the delivery to inform them that the delivery has arrived  
Medicine orders – Chellan  
Chemo orders – Lara  
Idexx and laboratory orders – Clerinda  
General hospital stock – Kasey
6. It is the responsibility of the person who PLACED the order, to then find the order during their next scheduled shift and unpack it or task it to someone else to unpack if more appropriate.

### **How to handle a delivery**

1. Wash your hands before and after any deliveries and avoid touching your face.
2. Throw any packaging in the rubbish immediately after opening it, and then disinfect any benchtop or other surface the packaging has touched.

## **RESOURCES**

### **Here's How Long The Coronavirus Can Live In The Air And On Surfaces**

[Antonio Regalado](#)

Published 11/3/2020

<https://www.technologyreview.com/s/615348/heres-how-long-the-coronavirus-can-stay-in-the-air-and-on-packages/>

**NSW Health**

<https://www.health.nsw.gov.au/Infectious/alerts/Pages/coronavirus-faqs.aspx>

**World Health Organisation**

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>