

Coronavirus (COVID-19) – Monday, March 23, 2020

Audience: Collection and Delivery employees

- We have a new updated process for handling Personal Contact Items.
- The process has been simplified.
- It will help increase our efforts around social distancing for you and for retail employees.
- The process is being called Knock, Drop and Go. You will scan the item, knock on the door, safe drop and proceed on your route.
- With the exception of Proof of Age, Proof of Identity and Customs-Owing items, we will now deliver all items as addressed.
- That means there are no longer restrictions on safe drop criteria or locations.
- For example, we will now safe drop in bad weather, at street front doors, in walk-through apartments, etc.
- “Do Not Safe Drop” items will be safe dropped.
- Registered Mail and Xpresspost Certified packets will be safe dropped.
- We are figuring out whether we can suppress the signature option to make things easier. But, for now, just follow the current practice.
- For items that are Proof of Age, Proof of Identity and Customs-Owing: These will be carded for pickup in the depot and transferred to retail.
- The Government of Canada has stopped sending passports to Canadians’ homes for the time being, so we will no longer be delivering them. Urgent or sensitive documents will be sent via Xpresspost Certified, which can be safe dropped.
- I know things are changing fast. I want to thank you again for your efforts and for your patience.