



Employee-Owned

Paper Plan Processing Protocol

CSG protocols for processing of paper plan deliveries to our local office

The following are general guidelines to protect the health and safety of CSG employees and clients when processing paper plans submitted to CSG during this pandemic. The process outlined below can be modified if an agency sending paper plans has already established their own protocols for processing paper plans.

Procedures for GSO, FedEx, USPS, and Applicant Pickup and Drop Offs:

Beginning of Day:

- Label cart - 'GSO/ FEDEX Drop off'
- Label plastic carton – "Applicant Drop Off"
- Place cart and carton outside or inside front door of office
 - If the above is not available a designated area will be assigned

End of Day:

- Wear gloves, spray cart and plans with disinfectant spray or wipes, if available and practical
- Bring cart in and place all GSO bags, etc. in designated quarantine area for 48 hrs.
 - Notate receipt date
- Spray or wipe down cart
- Take off gloves and dispose in trash can
- Wash hands for 20 seconds with soap and warm water

After Plans have stayed in quarantine area for 48 Hours:

- Wear gloves, open bags and slide paper plans out
- Remove and dispose of gloves and all packaging in trash can
- Wash hands for 20 seconds with soap and warm water
- Log in Plans

Procedures for Pickup and Drop off of Plans to Clients:

- Keep social distance at a minimum of 6 feet
- Vehicles should have:
 - Gloves
 - Disinfectant wipes
 - Disinfectant spray if available
 - Masks if available
 - Trash bag placed in the trunk to dispose used gloves after each stop
- Wear gloves at all times when handling plans
- Touch only the plans (paper or plastic bag) with your gloves
- Place plans in trunk of vehicle
- Take off gloves upon placement of plans in trunk and place gloves in trash bag in trunk
- Use hand sanitizer if available
- Drop off plans in an agreed upon location with the public agency
- Repeat above for next pickup / delivery
- Using gloves, take plans from trunk of vehicle and place next to “GSO/ FEDEX Drop off” cart
- Follow the 48-hour quarantine rule similar to plans delivered to the office by GSO/FedEx
- Take off gloves and dispose in trash bag
- Wash hands for 20 seconds with soap and warm water