

MODEL POLICY

Set Package Delivery Policy for Staff

We drafted this Model Policy with the help of manager Doug Chasick and Atlanta attorney Robert P. Hein. It tells your staff to keep a log of every package that they get, keep the packages in a safe place, get proof of identity from residents claiming packages, and have residents sign for packages they pick up. Talk to your attorney about adapting this policy for your own use.

PACKAGE RECEIPT & PICK-UP

As a courtesy to our residents, we will accept packages that arrive for them while they are not at home. When accepting deliveries for residents, you must adhere to the following rules:

- 1. Keep residents' packages in the package closet.** Do not leave packages on the front desk or in the lobby. As soon as you receive and log in a package, place it in the package closet and lock it.
- 2. Log in every package that you receive.** Use our package log book to record every package we have in our possession. Never accept or store a package without logging it in first. Be sure to fill in the first four columns on the log. You'll fill in the other four when the resident comes to claim his or her package.
- 3. Get proof of identity from people picking up packages.** Before releasing a package, check the identification of the person requesting it and ensure that the person is the intended recipient. Never give a package to anyone other than the intended recipient.
- 4. Write date, time, and initials when releasing packages.** When you release a package to a resident, write the date and time on the form. Then initial where indicated.
- 5. Have residents sign for packages.** When a resident picks up a package, print the resident's name on the line next to the entry for that package, and have the resident sign next to his or her name. Never release a package without printing the recipient's name and getting his or her signature.