

# Mail Services

## Procedures

### Suspicious Mail

A. All Receiving staff that are involved with the handling of incoming mail shall be cognizant of the following guidelines which provide security awareness related to Biological, Chemical, and Radiological Threats (including Anthrax) and Mail Bombs.

### B. CHARACTERISTICS OF A SUSPICIOUS LETTER OR PARCEL

Some typical characteristics include letters or parcels that:

- Have any powdery substance on the outside.
- Are unexpected or from someone unfamiliar to you.
- Have excessive postage, handwritten or poorly typed address, incorrect titles or titles with no name, or misspellings of common words.
- Are addressed to someone no longer with your organization or are otherwise outdated.
- Have no return address or have one that can't be verified as legitimate.
- Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Have an unusual amount of tape on them.
- Are marked with restrictive endorsements, such as "Personal" or "Confidential."
- Have strange odors or stains.

### C. IF YOU RECEIVE A SUSPICIOUS LETTER OR PARCEL IN THE MAIL YOU SHOULD:

- Not try to open the mail piece! Handle with care!
- Isolate the mail piece immediately.
- Evacuate the immediate area.
- Call the University Police 9-1-1 to report that you've received a letter or parcel in the mail that may be a bomb, or contain biological or chemical substances.

### D. IF YOU RECEIVE A SUSPECTED ANTHRAX THREAT BY MAIL:

- Do not handle the mail piece or package suspected of contamination. Do not shake or empty the contents of any suspicious envelope or package;
- If possible, double bag the letter or package in zipper-type or zip-lock type plastic bags using latex gloves, or some other type of container to prevent leakage of contents; If you do not have a container, then COVER the envelope or package with anything (e.g., clothing, paper, trashcan, etc.). DO NOT REMOVE THIS COVER;
- Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering the area (i.e., keep others away);

- Notify Support Services Manager, who should immediately contact the University Police, who will arrange to collect the letter/package and assess the threat situation;
- Make sure that damaged or suspicious packages are isolated and the immediate area is cordoned off.
- Ensure that all persons who have touched the mail piece wash their hands with soap and water to prevent spreading any powder to their face;
- List all persons who have touched the letter and/or package. Include contact information and have this information available for the authorities. Provide the list to the University Police.
- Place all items worn when in contact with the suspected mail piece in plastic bags, and have them available for law enforcement agents. If possible change clothing in the workplace, and DO NOT let anyone else touch the clothing.
- As soon as practical, shower with soap and water.