

<b>SCOTTS VALLEY FIRE PROTECTION DISTRICT</b>		
<b>STANDARD OPERATING PROCEDURE</b>	<b>ARTICLE: II</b>	<b>SOP: 2113</b>
	<b>SECTION: 2100 SAFETY</b>	
	<b>SUBJECT: Handling of Mail and Other Delivered Items</b>	

**Purpose:** To provide guidelines for handling and processing District mail.

**Scope:** To be followed by all personnel involved in handling and processing District mail.


All persons handling mail should exercise caution in regards to confidentiality and contents of the enclosed material. Unless given direction to do so by a supervisor, members should respect the privacy of who the mail is intended and not open the contents.

**It is the responsibility of any person handling mail to report any suspicious items.**

The United States Postal Service provides the following information.

Examples of mail that may cause suspicion could be:

- Envelopes and packages bearing a strange return address or no return address.
- Excessive Postage, no postage, or non-cancelled postage.
- Handwritten or poorly typed address.
- Misspellings of common words.
- Addressed to incorrect titles or title without a name.
- Marked with restrictions such as confidential, personal, or do not x-ray.
- Marked with any threatening language.
- Postmarked from a city or state that does not match the return address.
- Envelopes or packages that have a suspicious appearance such as:
  - Powdery substance felt through or appearing on package or envelope.
  - Oily stains, discoloration, or odor.
  - Lopsided or uneven envelope.
  - Excessive packaging material such as masking tape, string, etc.
- Other suspicious signs:
  - Excessive weight.
  - Ticking sound.
  - Protruding wires or aluminum foil.

<b>DATE:</b> 10/01/04	<b>APPROVED:</b> 	<b>PAGE 1 OF 2</b>
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\* IF A PACKAGE OR ENVELOPE APPEARS TO BE SUSPICIOUS \*


\* DO NOT OPEN IT \*

General Precautions For Handling Mail

- Examine unopened envelopes and packages and look for suspicious features.
- Avoid touching skin, eyes, or other mucus membranes.
- Use letter opener to open mail.

What To Do If You Receive Suspicious Mail

- Do not shake or empty contents.
- Do not carry package or envelope.
- Put package or envelope on a steady surface; do not sniff, touch, or taste it or any contents that may have spilled.
- Alert others in the area of the suspicious package or envelope. Leave the area, close any doors, and take actions to prevent others from entering the area. If possible shut off the ventilation system.
- Wash hands with soap and water to prevent spreading potentially infectious material to face or skin. Seek additional instructions for exposed or potentially exposed persons.
- Notify a supervisor, and/or law enforcement official.
- If possible create a list of people who were in the room or area when the suspicious letter or package was recognized and a list of persons who also may have handled the letter or package. Give this list to your supervisor, public health department and law enforcement officials.

<b>DATE:</b> 10/01/04	<b>APPROVED:</b> 	<b>PAGE 2 OF 2</b>
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