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Guidelines for Suspicious Mail & Packages

If you receive a suspicious envelope or package:

- Don't open the envelope or package.
- Isolate the envelope or package.
- Handle with care. Don't shake or bump the envelope or package.
- Treat it as suspect, and call 911 to report the incident. There is no risk of a release of materials or risk of exposure to you if the envelope or package remains intact.

If you open an envelope or package and observe powder:

- Stay calm. Slowly and carefully place the letter back in the envelope, put the envelope in a plastic bag, and seal it.
- Do not touch or smell its contents.
- If a plastic bag is unavailable, place the envelope on a counter or floor, and cover the envelope with an empty garbage or recycling container.
- Wash your hands with soap and water.
- Call 911 to report the incident, and describe what steps you have taken.
- Remain in place. Do not show other people, as they may become exposed.

If any powder spills out of the envelope or package:

- Do not clean it up yourself, and prevent others from having contact with it.
- Wash your hands with soap and water.
- Call 911 to report the incident, and describe what steps you have taken.
- Remain in place.
- Do not brush off your clothes, as this will disperse the powder into the air. Carefully remove your clothing, and place them in a plastic bag.
- If possible, shower with soap and water, and put on fresh clothing.

If there is a small explosion or release of an aerosol spray from a package:

- Stay calm. Vacate the space immediately, and prevent others from entering the area.
- Call 911, and remain on the premises in a safe location.
- If possible, shower with soap and water and put on fresh clothing.
- People who may have been present in the room but did not directly have contact the letter or substance have minimal risk for exposure. People not in the room at the time when the letter or package was opened are generally not at risk.



SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

▪ **Stop. Don't handle.**

▪ **Isolate it immediately.**

▪ **Don't open, smell, or taste.**

▪ **Activate your emergency plan. Notify a supervisor.**



If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

- **Isolate area immediately**
- **Call 911**
- **Wash your hands with soap and water**

