

Security Measures & Best Practices for Safe Mail Handling at Jefferson Laboratory

Purpose

Mail is delivered two ways at Jefferson Lab. The US Postal Service sorts and delivers mail to administrative buildings not located within the accelerator security fence. All other mail (including misaddressed mail) is sorted and delivered by the Shipping & Receiving Department. The purpose of this procedure is to establish operational processes and training objectives for those Jefferson Lab Shipping and Receiving (S&R) Department employees that screen, sort and deliver the mail.

Training

Each S&R mail handler must understand the potential hazards and the best practices for safe handling of mail. To ensure they do the Shipping & Receiving Department shall arrange training in the following areas:

- Basic mailroom security procedures
- Recognizing and reporting suspicious packages and letters
- Responding to a biological threat
- Responding to a bomb threat

The training will consist of a minimum of 8 hours of class room instruction

General Requirements

All S&R employees that routinely sort and deliver mail will complete the mailroom security training. Others may sort and deliver mail only if working in the presence of an S&R employee whose mail room security training is current.

Access to the mail sorting area located in building 90 shall be limited to S&R staff only.

A “quick action” emergency response plan will be posted in the mail sorting area outlining actions to take for specific hazards and providing contact numbers for emergency responders.

Jefferson Lab staff handling mail shall be encouraged to wash their hands regularly. Jefferson Lab will provide disposal gloves for handling the mail, S&R employees are encouraged but not required to wear protective gloves when sorting the mail. However, the use of protective gloves and frequent hand washing shall be mandatory when Jefferson Lab security manager or senior management so directs.

In the event of an emergency the S&R manager or any trained S&R employee may initiate the actions listed below (also included the posted response plan).

Protocol for a Suspicious Letter or Parcel

What to watch for:

- Distorted or poor handwriting
- Homemade labels particular if done with “cut-and-paste” lettering
- Restrictive address enhancements such “Personal” or “Private”.
- Unusual noise, odors, stains or leaking material
- Excessive postage – especially stamps.

Actions:

- Notify Mail Services Supervisor and Jefferson Lab Security (X4444)
- If holding item gently put it down
- Avoid touching the suspicious item
- Isolate the immediate area
- Do not open the item
- Do not bump or shake the item
- Ensure that all persons who have touched the item wash their hands with soap and water.
- List all persons who have touched the item, include contact information and have this information available for the authorities.

Protective Measures for Suspicious Letter or Parcels with Visible Liquid or Powder Residue

- Do NOT clean up the residue.
- Cover the spilled contents immediately and very gently with anything (e.g. clothing, paper, trash can, etc.). **DO NOT REMOVE THIS COVER!!!**
- Secure and fans or ventilation units, leave the room and close the door, but stay in immediate area to avoid spreading contamination
- Do not let others enter the potentially contaminated room.
- Ask someone to call Facility & Logistics Department X7400 to get building air handling equipment secured ASAP
- Avoid touching mouth, nose or eyes with your hands.
- Have a non-contaminated person call 911 and notify Jefferson Lab Security (X4444)
- Do not eat, drink or smoke until cleared by emergency response personal.
- Remove contaminated clothing as soon as possible. If directed by emergency responder, law enforcement or Jefferson Lab security --- place clothing in a plastic bag so it can be sealed for proper handling.

- Shower with soap and water as soon as possible. DO NOT USE BLEACH OR OTHER HARSH DISINFECTANTS ON YOUR SKIN.
- Provide emergency responders and Jefferson Lab security with names of all people who were in the room or area, especially those who had actual contact with the powder or liquid.
- Jefferson Lab Security Manager shall ensure that the list of names is provided to both the local public health authorities and law enforcement officials.
- If any medical symptoms develop within a week of the incident (rash, blistering, tremors, fever, dizziness, pain, blurred vision, chills, nausea, unusual discharge, etc.) immediately contact your Doctor and call Jefferson Lab security.

Protective Measures for Air Contaminants

- Leave room immediately
- Turn off fans or ventilation units in the area
- Close the door, but stay in the immediate area and prevent others from entering.
- Have someone call 911 and Jefferson Lab Security (X4444)
- Jefferson Lab Security shall contact Facility & Logistic Department to have air handling system in the building shut down.

Protective Measures for Suspected Letter or Package Bombs

Watch for the following characteristics:

- Distorted or poor handwriting
- Homemade labels particular if done with “cut-and-paste” lettering.
- Rigid hard internal structures, uneven or lopsided envelopes or packages
- Excessive taping
- Protruding wires
- Restrictive address enhancements such “Personal” or “Private”.
- Unusual noise, odors, stains or leaking material
- Excessive postage – especially stamps.

Actions:

- Do not open it.
- Treat it as suspect.
- If holding item very gently place it down
- Clear area immediately and call Jefferson Lab Security (X444)

Contacts:

For a Bomb or Radiological Threats call Jefferson Lab Security (X4444)

For Biological or Chemical Threats call 911 and then Jefferson Lab Security

6. Additional Resources

- Centers for Disease Control and Prevention (www.cdc.gov/)
- Federal Bureau of Investigations (www.fbi.gov)
- Federal Protective Service/ISC Portal (<https://fps.esportals.net>)
- FEMA's Rapid Response Information System (RRIS). This web site provides descriptions and links to eight major chemical and biological agent resources. (www.fema.gov/hazard/hazmat/index.shtm)
- General Services Administration (www.gsa.gov/mailpolicy)
- 41 CFR Parts 101-9 and 102-192 for Mail Management (www.gsa.oca.gov)
- Occupational Safety and Health Administration (www.osha.gov) and (www.osha.gov/SLTC/bioterrorism/pkghandling.html)
- Office of Compliance (www.compliance.gov/emergency/safemailhandling.html)
- U.S. Postal Service (www.usps.com)

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