

GENERAL PRECAUTIONS:

For those who handle large volumes of mail:

Wash your hands with warm soap and water before and after handling mail.

Do not eat, drink or smoke around mail.

If you have open cuts or skin lesions on your hands, disposable latex gloves may be appropriate.

Surgical masks, eye protection or gowns are not necessary or recommended

SUSPICIOUS MAIL CHARACTERISTICS:

Some characteristics of suspicious packages and letters include the following:

Excessive postage

Poorly handwritten or typed address

Incorrect titles

Misspelling of common words.

Oily stains, discoloration, odor or crystallization on wrapper

No return address

Excessive weight

Envelope or package is rigid or bulky

Lopsided or uneven envelope

Protruding wire or aluminum foil

Excessive security materials such as masking tape, string, etc.

Visual distractions

Ticking sound

Marked with restrictive endorsements such as "Personal" or "Confidential"

WHAT TO DO IF A LETTER IS RECEIVED THAT CONTAINS A POWDER OR A WRITTEN THREAT

Do not open or shake the envelope.

Isolate the specific area of the workplace so that no one disturbs the item.

Call 9-1-1 and tell them what you have received and what you have done with it. Indicate if the item contains any visible powder or if the powder was released.

If parties have touched the material, immediately wash hands and affected area of the body with soap and warm water and wait for the arrival of emergency personnel.

Have persons leave the immediate area and remain in one spot until emergency personnel arrive.

When emergency personnel arrive, they will provide further instructions on what to do. It is important to remember:

Do not panic

Do not walk around with the suspect letter or shake it.

Do not merely discard the letter.

The risk of contracting any disease from an envelope is extremely low. General awareness of one's surroundings and suspicious mail is appropriate.

EMERGENCY CONTACTS

**Burlingame Emergency Dispatch Center: 9-1-1
or (650) 692-0310**

San Mateo County Environmental Health: (650) 363-4305

**San Mateo County Health Disease Control:
(650) 573-2346 Business Hours
(650) 363-4981 After hours**

**San Mateo County Bomb Unit
(24 hours)
(650) 363-4911**

Informational websites:

www.fbi.gov *(Mail advisory)*

www.bt.cdc.gov *(Center for Disease Control Bioterrorism)*

www.dhs.ca.gov/ps/dcdc/bt/index/htm
(CA Health Services Bioterrorism)

www.smhealth.org
(San Mateo County Health)

www.caoes.gov
(CA Governor's Office of Emergency Services)

CITY OF BRISBANE

Community Emergency Volunteers



GUIDELINES FOR HANDLING SUSPICIOUS MAIL

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