
1. INTRODUCTION

Suspicious packages may be biological or chemical threats targeting individuals or departments. Letters containing threatening information, hate mail, potentially explosive, or contaminated with infectious substances need to be handled with care. Identifying suspicious packages prior to opening minimizes the threat of exposure and increases the potential for evidence. Everett Community College Mail Services initially handles most mail sent to the college and is alert to the hazards associated with letters and packages. However, each individual should take care when handling and opening mail.

2. COMMON FEATURES OF SUSPECT LETTERS AND PACKAGES

- A. Unprofessionally wrapped with excessive tape or several types of tape.
- B. Special handling endorsements such as “Confidential”, “Handle with Care”, “Rush Order”, or “Personal”.
- C. No return address, fictitious return address, or return address different than postmark.
- D. Misspelled words, badly written or typed address.
- E. Addressed to title only or wrong title with name.
- F. Strange odor, oily stains on package, or protruding wires.

3. ACTIONS – WHAT TO DO

- A. Do not move or open any suspicious mail.
- B. Leave the mail where it is, leave and secure the room. If possible, shut down the ventilation systems.
- C. Inform your supervisor and notify Campus Security.
- D. If a bomb is suspected:
 - 1. Evacuate the area immediately and notify security from a safe distance
 - 2. Do not use a cell phone or radio to make a call or any notifications.
- E. If a biological or chemical agent is suspected:
 - 1. Put the package down and minimize all contact with the substance
 - 2. Cover the envelope, package or spill with an empty wastebasket.
 - 3. Examine your clothing. If an outer garment is contaminated with the substance, remove it, place it in a plastic garbage bag, and seal the bag.
 - 4. Wash your hands gently with soap and water.

5. Immediately contact campus Security from a safe distance.
 6. Isolate individuals that may have been exposed and start a list of names and telephone numbers. Exposed individuals and their clothes may need to be decontaminated. They will also be monitored by local public health to ensure appropriate treatment and follow-up.
- F. If the public safety agency determines that there is no credible threat the spill may be cleaned up by custodial personnel following established protocols for cleaning spills. Facilities without a protocol should wet powders before disturbing them before clean-up. Use a 10% solution of household bleach in water for a final decontamination.