

Chapter:	Contingency Plans	Classification:	Public Document
Subject:	Suspicious Mail and Packages		
For:	Entire Division	 Authorized by Executive Director	

1. Policy

1.1 Correctional Services recognizes the potential for suspicious mail to be delivered to a facility, community corrections office or Head Office. Local contingency plans will be developed to respond to suspicious mail and packages and outline the responsibilities for staff in such a circumstance.

2. Workplace Violence Prevention Plan

2.1 This policy and procedures, in addition to any associated contingency plans and facility Standard Operating Procedures (SOP), is part of the Correctional Services Division’s overall workplace violence prevention plan as required by section 7 of the Violence in the Workplace regulations.

3. Definition – Suspicious Mail and Packages

3.1 Suspicious mail and packages such as letters and packages found or received, by mail, courier or delivered in person, that arouses the suspicion of the receiver because of one or more of the following indicators

- 3.1.1 unfamiliar return address, e.g., international
- 3.1.2 strange odour or noise
- 3.1.3 loud ticking sounds
- 3.1.4 protruding wires
- 3.1.5 excessive postage
- 3.1.6 addressed to a business title only, e.g., superintendent
- 3.1.7 restrictive markings, e.g., do not x-ray
- 3.1.8 lopsided or uneven
- 3.1.9 excessive wrapping, tape or string
- 3.1.10 oily stains, discolouration or crystallization on wrapping
- 3.1.11 leaking
- 3.1.12 powdery substance observed on the exterior
- 3.1.13 contains a threatening note
- 3.1.14 shaped like an object you cannot identify

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4. Immediate Actions

- 4.1 Correctional staff receiving mail or finding a package identified as suspicious will
 - 4.1.1 not handle, shake or smell the package
 - 4.1.2 leave the package where it is
 - 4.1.3 wash hands with soap and water if handled the package

- 4.2 Correctional staff that have opened mail or a package, and as result have come into contact with an unidentified substance will
 - 4.2.1 implement requirements identified in 4.1
 - 4.2.2 remove any clothing that has powder or liquid on it and seal it in a plastic bag
 - 4.2.3 evacuate and secure the immediate area
 - 4.2.4 shower with soap and water if required

- 4.3 In correctional facilities, the person receiving or finding the suspicious mail or package will advise the supervisor or officer-in-charge of the facility immediately, communications will be done in person or via phone in order
 - 4.3.1 not to compromise intelligence information
 - 4.3.2 to allow for an appropriate and measured response to the potential emergency situation

5. Contingency Plans

- 5.1 The community corrections office staff or the correctional facility officer-in-charge or supervisor will activate the appropriate Policy and Procedures, Chapter 6 contingency plan including
 - 5.1.1 6.00.00 [General Requirements](#)
 - 5.1.2 6.06.00 [Evacuation Plan](#)
 - 5.1.3 6.04.00 [Bomb Threats](#)