

# ORANGE COUNTY SHERIFF'S OFFICE



## GENERAL ORDER

<b>Effective Date:</b> October 4, 2023	<input checked="" type="checkbox"/> <b>Amends</b> - GO 20.1.5 (July 31, 2020)	<b>Number:</b> 20.1.5
<b>Distribution:</b> All Personnel	<b>Review Month:</b> January	<b>Reviewing Authority:</b> CSCD / Judicial Process
<b>Subject:</b> Postal And Inter-Office Mail		

This order consists of the following:

1. Purpose
2. Policy
3. Definitions
4. Procedures

1. **Purpose**

The purpose of this policy is to establish specific guidelines for receiving and sending postal mail and distributing inter-office mail, as well as to establish guidelines for the handling of items that may pose a potential Weapons of Mass Destruction (WMD) threat.

2. **Policy**

It is the policy of the agency to provide guidance and consistency to agency personnel who handle mail and to address the potential concerns regarding suspect envelopes, packages or parcels.

3. **Definitions**

- A. Inter-office Mail - in-house correspondence, or other official correspondence delivered by agency personnel.
- B. Postal Mail - authorized correspondence or items forwarded through the Mailroom personnel to the U.S. Postal Service for final delivery, or similar items received from the U.S. Postal Service for delivery to offices within this agency.
- C. Weapons of Mass Destruction (WMD) – any explosive or incendiary device or other weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors or any weapon involving a disease organism; or any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.

4. **Procedures**

- A. The inter-office and postal mail system will only be used for official agency business. Personnel shall not use the inter-office and postal mail system for private business or to conduct personal affairs.

- B. All inter-office and postal mail will be properly secured in an envelope.
- C. All inter-office mail will be properly addressed by the sender.
  - 1. The proper address will consist of the recipient's name, unit assignment and the work station location.
  - 2. Inter-office mail will not be placed in an agency letterhead envelope.
- D. All postal mail will be properly addressed and sealed in an agency letterhead envelope, with sender's name and unit assignment near the return address in upper left corner.
- E. The Mailroom personnel shall be responsible for receiving and delivering all authorized inter-office and postal mail for the agency. The Mailroom personnel shall be responsible for processing all State Attorney's Office issued subpoenas on the Pitney Bowes Inserter, Subpoena Tracking and Mail Processing System (STAMPS). The Mailroom personnel shall be responsible for general maintenance on all mailroom equipment to include refill sealant, refill ink/toner, refill envelopes and paper products as needed and monitoring proper funding and balance account on the presort mail machine.
- F. Personnel expecting to receive work related correspondence or packages from outside the agency shall direct the sender to utilize the official agency postal address of P.O. Box 1440 Orlando, Florida 32802, and to include receiver's name and assignment.
- G. All inter-office and postal mail is picked up daily by the mail personnel at various agency facilities and brought back to the Orange County Courthouse for sorting and distribution. All incoming mail is scanned by courthouse security personnel before it is permitted into the building. Examples of prohibited items that will not be sent via inter-office mail are firearms, knives, swords, multipurpose tools, handcuffs, or any type of aerosol spray; these types of items are subject to confiscation and disposal by Orange County Courthouse building security.
- H. All agency personnel handling mail shall make every attempt to locate and further assess any suspicious envelopes, parcels, or packages in accordance with the procedures indicated in this policy.
- I. In the event a suspicious package, parcel, or piece of mail is identified:
  - 1. Do not handle, shake, or smell the suspicious envelope, parcel or package.
  - 2. Leave the suspicious item in place and immediately notify a supervisor or appropriate personnel. Personnel who have been exposed to an unknown substance from a suspicious item should stay in place and summon assistance immediately. Movement of the item could further spread contaminants to other employees or areas.

3. The supervisor or appropriate personnel shall complete an initial assessment on the item by using the Hazardous Material Worksheet found in the Critical Incident Management Guide ([CIMG](#)).
4. In the event the suspicious item warrants further investigation, based upon the findings from the CIMG's Hazardous Material Worksheet, the following will be accomplished:
  - a. The supervisor or appropriate personnel shall call 911 and request HazMat personnel and Law Enforcement response.
  - b. The area will be immediately isolated and cordoned off.
  - c. Other than HazMat personnel, no one shall be allowed to enter the area containing the suspicious item(s).
  - d. No attempt will be made to clean up any spills. If possible, cover the spill and the suspicious item(s). Only HazMat personnel shall remove the covering.
  - e. Air circulation devices (i.e., fans, air-conditioning, heating systems, etc.) will be turned off immediately.
  - f. A list will be established and maintained of all personnel who touched or otherwise came into contact with the suspicious envelopes, parcels, or packages.
5. In conducting the initial threat assessment where there is a presence of a substance, the appropriate jurisdictional HazMat personnel shall be requested to finish opening any partially open envelope and see what, if any, note or other items are in the envelope.
6. A supervisor or above shall notify the Intelligence Section. If Intelligence determines that the incident is a credible threat, Intelligence shall notify the Federal Bureau of Investigation (FBI).
7. In the event the FBI does not respond, the Orange County Environmental Protection Division (EPD) shall be requested to respond to take possession of the item. It must be noted whether or not the item is being held for evidence so that Orange County EPD knows how to properly store the item.
8. If there is no further threat (to include notes or comments about anthrax, etc.) in the envelope, request the Orange County Fire Rescue Division personnel to "triple bag" the envelope and substance and leave it with the appropriate personnel. Confirm that either Law Enforcement or the Fire Department calls Orange County EPD at 407-836-1400 and request them to come and pick up the package for disposal.
9. If the suspicious item does not meet the criteria for further investigation, it will either be forwarded or disposed of appropriately.