DC | HEALTH

District of Columbia Department of Health Mailroom Operations		**PROCEDURE 902.000** Implementing Office: Office of the Director/Office of Facilities Management Training Required: Yes Originally Issued: Revised/Reviewed: APR 0 8 2020
Approved by: LaQuandra S. Nesbitt MD, MPH; Agency Director	**Review by Legal Counsel:** Phillip Husband, Esq.; General Counsel	**Effective Date:** APR 0 8 2020 **Valid Through Date:** APR 0 8 2023

I. Authority	Reorganization Plan No. 4 of 1996; Mayor's Order 1997-42;
II. Reason for the Policy	DC Health both sends and receives a high volume of mail. To ensure that all mail reaches the intended recipient in a timely manner, internal controls are necessary. This includes documenting all mail sent and received, and a clear and consistent procedure for mail to be delivered to, or retrieved by, employees throughout the Department.
III. Applicability	This SOP shall apply to all DC Health employees, contractors, interns, and summer youth employees. These individuals are referred to collectively herein as "employees" or "DC Health employees."
IV. Policy Statement	Mailroom operations are part of the portfolio of the Office of Facilities Management within the Office of the Director. The Facilities Manager is the accountable manager over all tasks assigned to that office. All employees assigned to work in the mailroom by the Facilities Manager ("mailroom staff") will complete a training at the Metropolitan Police Department (MPD) on recognizing a suspicious package. Mailroom staff will complete the training within 90 days of hire (or of being assigned to the mailroom), or as quickly as available training dates allow.

	Mailroom employees will wear gloves at all times while handling incoming mail. The Facilities Manager will ensure that the supply of gloves is replenished as needed. Mailroom employees are responsible for preparing all incoming mail for pickup/delivery by 1:00 pm each business day. This consists of: 1. Sorting all incoming mail into the following categories: a. Certified Mail; b. Priority Mail; and c. All other mail 2. Within these categories, sorting the mail by the floor where the recipient is located; 3. Documenting all incoming mail into the tracking spreadsheet; 4. Printing a hard copy of the tracking spreadsheet that includes all incoming mail received for delivery/pickup since the previous business day. Mailroom staff shall refrain from opening any piece of mail except in cases where the address label does not indicate a specific recipient, DC Health program, floor, or any other identifying information necessary to route the item to the intended recipient. Mailroom staff will do a daily delivery, bringing all Certified and Priority Mail to the reception area on each floor. The employee staffing the reception area is responsible for verifying receipt and arranging distribution to individual recipients. Designated pickup hours are 1:00-3:00 pm each business day. The Facilities Manager will ensure the mailroom is staffed during these hours. The Deputy Director for Operations of each administration will authorize 1-3 employees to pick up incoming mail ("authorized employees"). Authorized employees, and employees within the Office of Facilities Management, are the only employees who may have electronic access to the mailroom through their key fobs. Incoming mail may only be received from mailroom staff via pick up or delivery. No other employee may enter the mailroom and

	remove incoming mail. Incoming mail that is delivered to DC Health after designated pickup hours will be prepared for pickup/delivery the following day, and be available by 1:00 pm. Authorized employees are responsible for coordinating outgoing mail for their respective floor/administration each business day. Outgoing mail can be dropped off in the mailroom before 2:30 pm each business day. Authorized employees will complete an Outgoing Mail Form for that day's outgoing mail. Only outgoing mail received by mailroom staff by 2:30 pm is guaranteed to be sent the same day. Mail received in the mailroom any later may be sent the following day. Mailroom staff will use the Postage Meter to assign postage to all outgoing mail, and organize it for pickup. If mailroom staff receive a suspicious package (mailroom staff will broadly defer to their MPD training to determine if a piece of mail is a suspicious package), they are to isolate the package from all other incoming mail, call 911, and inform the Facilities Manager immediately. At the conclusion of any onsite investigation of a suspicious package, the Facilities Manager will submit an Unusual Incident Report to the DC Health Risk Manager within 24 hours, or by the following business day. The Facilities Manager is responsible for preparing a quarterly report with each administration's postage expenditures, and balance of funds allocated for postage. The Facilities Manager shall submit the quarterly report to the DC Health Chief Operating Officer, and each Senior Deputy Director. The Deputy Director for Operations of each administration is responsible for replenishing funds for postage as needed, and ensuring that postage funds do not lapse. Any employee in violation of any part of this SOP may be subject to commensurate disciplinary action.
V. Definitions & Acronyms	**MPD-** Metropolitan Police Department **OD-** Office of the Director

	Postage Meter- A machine that prints postage directly onto mailpieces or on to meter tape, which is then affixed to mail. **Suspicious package-** A general term to cover a number of articles that could pose a potential threat, to include letters, packages or parcels. Potential threats include, but are not limited to, improvised explosive devices that take any form and can be any size and may contain biological hazards such as anthrax, chemical hazards, and radiological hazards.
VI. Procedures	**Procedure A: Incoming Mail** 1. Mailroom staff will take in all incoming mail from the carrier. 2. Mailroom staff will sort all mail into the following categories: a. Certified mail; b. Priority mail; c. All other mail. 3. Within each above category, mailroom staff will sort mail by floor and by recipient. 4. Mailroom staff will log all incoming mail into the tracking spreadsheet. 5. Mailroom staff will print a hard copy of the tracking spreadsheet. 6. Mailroom staff will deliver all Certified and Priority Mail to the reception area on the recipient's floor. 7. The employee staffing the reception area will sign the hard copy of the tracking spreadsheet to verify receipt. 8. The employee staffing the reception area will distribute the Certified and Priority Mail to the intended recipients. 9. An authorized employee from each administration will pick up all other mail between 1:00 and 3:00 pm.

	10. The authorized employee will sign the hard copy of the tracking spreadsheet to verify receipt. 11. The authorized employee will distribute the mail to the intended recipients **Procedure B: Outgoing Mail** 1. An authorized employee will bring all outgoing mail for that administration/floor to the mailroom prior to 2:30 pm. 2. The authorized employee will complete the Outgoing Mail Form. 3. Mailroom staff will use the DC Health Postage Meter to print postage, or affix postage labels. 4. Mailroom staff will organize all mail received by 2:30 pm for pickup in advance of the carrier's expected arrival time. **Procedure C: Suspicious Package** 1. Mailroom staff will call 911 immediately. 2. Mailroom staff will move all other mail away from the suspicious package, refraining from opening or moving the suspicious package. 3. Mailroom staff will observe all precautions, and take all steps, per the most recent MPD training and protocol. 4. Mailroom staff will inform the DC Health Facilities Manager. 5. Mailroom staff will cooperate fully with any onsite investigation by first responders. 6. The DC Health Facilities Manager will complete an Unusual Incident Report and submit to the DC Health Risk Manager within one business day of the incident.
VII. Contacts	Facilities Manager

VIII. Related Documents, Forms and Tools	None