

City of Foster City



GUIDE FOR IDENTIFYING, HANDLING AND REPORTING SUSPICIOUS LETTERS AND PACKAGES

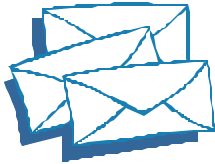
Foster City Police and Fire Departments have developed this flyer to assist residents and businesses to take common sense precautions to reduce the threat from hazardous materials sent through the mail. Although the risk of contracting a disease from an envelope is extremely low, general awareness of one's surroundings and suspicious mail is appropriate.

DO NOT PANIC!

What should make me suspicious?

The United States Postal Service (www.usps.gov) offers the following tips for identifying suspect mail:

- It is unexpected or from someone you don't know.
- It is addressed to someone no longer at your address.
- It is handwritten and has no return address or bears one that you can't confirm is legitimate
- It is lopsided or lumpy in appearance.
- It is sealed with excessive amounts of tape.
- It is marked with restrictive endorsements such as "Personal" or "Confidential."
- It has excessive postage.



REMEMBER THE THREE C's

- Stay **Calm** – There is no need for panic.
- Be **Cautious** – Observe your surroundings and report unusual circumstances to the Police.
- Use **Common Sense** - Stay informed and use good judgement in evaluating risks to your family, your business or employer and yourself.

QUESTIONS?



For additional information, visit www.fostercity.org or contact Kristi Chappelle, Assistant City Manager at (650) 286-3213 or kchappelle@fostercity.org.

What should I do with suspicious mail?

The Governor's Office of Emergency Services (www.oes.ca.gov) provides the following instructions:

- Do not shake or empty the envelope.
- Cover the suspicious envelope with something (clothing, paper, trashcan, etc.) or seal it in a plastic bag.
- Isolate the specific area of the residence or workplace so that no one disturbs the item.
- Evacuation of the residence or workplace is not necessary at this point.
- Call 9-1-1 and tell them what you have received and what you have done with it. Indicate whether the envelope contains any visible powder or if powder was released.
- Wash your hands with warm water and soap for one minute.
- Do not allow anyone to leave the residence or workplace that may have touched the envelope.
- When emergency responders arrive, they will provide further instructions on what to do.

Remember!

Do not bring the suspicious package or envelope to the Police or Fire Departments. Dial 9-1-1 and properly trained and equipped emergency responders will come to you.