


LDH Bienville Building Mail Handling Policy

	Louisiana Department of Health (LDH)	
	Policy Number	106.4
	Content	Mail Handling Policy and Procedures for the LDH Administration
	Effective Date	May 5, 2021
	Inquiries to	Division of Safety/Security & Administrative Services P. O. Box 629, Bin 13 Baton Rouge, Louisiana 70821-0629 Phone: (225) 342-3501 Fax: (225) 342-2467

If there is a discrepancy between an LDH Policy and a Program Office or facility policy, the LDH Policy shall govern/overrule/supersede the conflicting section of the Program Office or facility policy.

I. POLICY STATEMENT

This policy provides for a uniform system of mail handling within the LDH Administration Building (Bienville Building) as it relates to mailroom operations and courier services.

In order to ensure that the Louisiana Department of Health (LDH) mail is correctly processed, sorted, and routed in an efficient and timely manner, LDH has adopted the following basic policies for the LDH Administration Building (Bienville Building) mail handling. LDH Division of Administrative Services shall be responsible to ensure all mail is received, handled, and picked up in a timely manner. All agencies, employees, and contractors of LDH that utilize the mailroom and the PelicanPost Smart Locker System located in the LDH Administration Building (Bienville

Building), for the receipt of and/or processing of their mail or packages, shall be responsible for understanding and following the mail and package handling procedures described below.

II. APPLICABILITY

This policy applies to all offices located in the LDH Administration Building (Bienville Building) at:
628 N. 4th Street
Baton Rouge, LA 70802

for mail handling procedures. This policy is applicable to all agencies/sections housed within the Bienville Building, and personnel that receive and disseminate mail for personnel assigned to the Office of Technology Services-Printing Support Services Section (OTS/PSS).

Particular attention should be exercised when opening mail. The guidelines, though applicable to a wide variety of circumstances, are particularly oriented in response to current and future suspected letters and packages, which could possibly be contaminated with Anthrax. (Anthrax may be contracted by inhalation, ingestion, or breaks in the skin. Detected exposure, anthrax is an easily treatable disease.)

III. POLICY PROVISIONS

A. HANDLING PROCEDURES FOR SUSPICIOUS PACKAGES OR LETTERS

1. Suspicious packages and letters are typically those:
 - i. That are unusual in appearance or appear different from mail normally received by an individual recipient, unit, or section.
 - ii. Shown addressee is no longer employed at address or has inaccurate or incorrect information on the letter or package.
 - iii. With sizes not customarily received by a particular office.
 - iv. Posted with numerous stamps.
 - v. Leaking, stained, or emitting a strange or unusual odor.
 - vi. Having a powdery residue.
 - vii. Having handwritten address, missing or illegible return address, especially if postmarked out of state.
 - viii. Having a city and/or state postmark that is different from the return address.
 - ix. Received where the return address is not known, nor shown, or unidentified.
2. Action to be taken by employee if a suspicious/threatening package or letter arrives by mail:
 - i. Do not open.
 - ii. Notify immediate supervisor.

- iii. Supervisor is to notify the LDH Safety/Security & Administrative Services Director who will then activate the Threat Management Plan.
- iv. Contain the letter. Options include, placing the envelope in a plastic zip lock type bag (triple bag); steel can; poly containment vessels, or simply cover with available material, et c.
- v. Evacuate and seal off the immediate area.
- vi. Do not evacuate the Bienville Building unless there is corroborating evidence or reason to believe the threat is credible.
- vii. Wash hands with soap and water.

B. MAILROOM ADMINISTRATIVE PROCEDURES

1. The Bienville Building Mailroom procedures are addressed through administrative memorandum(s) that cover:
 - i. Receiving Mail through the LDH Bienville Building Mailroom
 - ii. Mail that is not routed through the LDH Bienville Building Mailroom
 - iii. Sorting of Mail
 - iv. LDH Departmental Personnel Collecting Mail from the Mailroom or Pelican Post Smart Locker System
 - v. Outgoing Mail Procedures
 - vi. Special Services
 - vii. Processes to Acquire a Post Office Box
 - viii. Postage/Fees Due
2. Agency designated mailroom contacts will be notified of any changes to mailroom administrative procedures, and those designated contacts are responsible to disseminate the information to their alternate/back up agency representatives.

C. MAILROOM SECURITY

1. The Bienville Building Mailroom shall be locked at all times even when there is an LDH Administrative Services employee in the mailroom.
2. The Bienville Building Mailroom hours are between 8:00 a.m. and 4:00 p.m. weekdays. The mailroom is not open on State Declared Holidays or when the Bienville Building offices are closed for any reason.

IV. RESPONSIBILITIES

A. PROCEDURES FOR POSSIBLE EXPOSURE OR CONTAMINATION BY ANTHRAX:

1. Employees' Responsibilities:
 - i. Remain calm.
 - ii. Contact immediate supervisor.
 - iii. Thoroughly wash hands with soap and water.

- iv. Do not clean or brush clothes.
 - v. If possible, carefully remove contaminated clothing, jewelry, etc. unless doing so would add to contamination, and place it into appropriate sealable plastic bags.
 - vi. Do not attempt to clean or collect powder.
 - vii. Upon release by appropriate authorities, shower with soap and water at home as soon as practical.
 - viii. Change into fresh clothing and seek medical attention from family doctor or nearest available health care provider.
2. Supervisor Responsibilities:
- i. Evacuate immediate work area but do not evacuate from the Bienville Building unless there is corroborating evidence or reason to believe the threat is credible.
 - ii. Immediately contact the LDH Safety/Security & Administrative Services Director to activate the Threat Management Plan.
 - iii. Isolate contaminated individuals from other employees. Do not have the contaminated individual leave the premises until appropriate emergency response personnel have released them.
 - iv. Isolate suspicious packages and restrict access to affected area.
 - v. Make a list of all persons either directly affected or in immediate area of exposure.

V. VIOLATIONS

Violations of this policy may result in corrective action or disciplinary action. Corrective action includes Improvement Letters (Civil Service Rule 12.9), verbal counseling, documented counseling, and/or reprimand. Letters issued for corrective action are at the sole discretion of the Appointing Authority. Disciplinary actions are Suspension without Pay, Reduction in Pay, Involuntary Demotion, and Dismissal (Civil Service Rule 12.3). Any disciplinary action taken is at the sole discretion of the Appointing Authority.

VI. REVISION HISTORY

Date	Revision
May 14, 2016	Policy created
December 14, 2016	Policy revised (housekeeping changes)
October 22, 2018	Policy revised
May 5, 2021	Policy Updated (Pelican Post Change and Remove procedures to an administrative memorandum)
July 10, 2024	Policy reviewed
May 29, 2025	Policy reviewed

May 20, 2026

Policy reviewed