Information
Suspicious Mail or Packages

Effective
January 2003

Applicability
This procedure applies to the University Community (administrators, faculty, staff, and students).

Administrative Authority
Chief of Police

Responsible Unit
University of Louisville Police
Floyd Street Parking Garage
Louisville, KY 40292
502.852.7236
uoflpolicechief@louisville.edu

History
Revision Date(s): June 30, 2016; September 14, 2021, March 10, 2025
Reviewed Date(s): June 2014, March 10, 2025

Categories

Reason for Procedure:
Suspicious mail or packages should be handled differently than normal mail or packages because they could pose a danger to the recipient.

Statement:
If you receive a suspicious parcel in the mail:

- Do not open the parcel.
- Isolate the piece of mail.
- Call Public Safety (502-852-6111) for additional instructions.
- Do not pass the letter/parcel to others.
- Deny everyone access to the letter except emergency responders.
- Move to an area that minimizes exposure to others and to the parcel.
- If possible, wash your hands and face with soap and water.

If you open a parcel that appears to be contaminated:

- Do not move the parcel.
- Call Public Safety (852-6111).
- Turn off any fans, window air conditioners and/or small area heaters.
- Isolate the area.
- Evacuate the adjoining areas.
- Everyone who is evacuated should report to the building's pre-planned assembly area.
- Do not pass the letter/parcel to others. Deny everyone access to the letter except emergency responders.
- The individual who opened the parcel and anyone else who has come in contact with the parcel should remain isolated, in an area adjacent to the original location, and wait for additional instructions from responding emergency personnel.
- If possible, the individuals who had contact with the parcel should wash their face and hands with soap and water.

Related Information:

The following characteristics may identify suspicious mail or parcels:

- Unexpected or from someone unfamiliar to you.
- Addressed to someone no longer with your organization or otherwise outdated (e.g., improper title).
- No return address, or one that can't be verified as legitimate.
- Has any powdery substance on the outside.
- Of unusual weight, given its size, or lopsided.
- Marked with restrictive endorsements, such as Personal or Confidential.
- Protruding wires, strange odors or stains.
- Has an unusual amount of tape.

- Has excessive postage applied to the parcel.
- A city or state in the postmark that doesn't match the return address.