

Chapter:	Governance & General Administration		
Title:	Mail Handling		
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/>	Review Cycle: Triennial Author: Director of Operations	Adopted Date: 08.2020 Review Date: 09.2023	Related Policies: Visitors Security Confidentiality and Privacy

Purpose:

Hopeful Horizons (HH) has adopted a mail handling policy and procedure to ensure the efficiency, integrity and safety of the process. The policy and related procedure refer only to physical mail and are not applicable to any form of electronic or voice mail.

Scope:

This policy applies to

- All HH Staff Selected HH Staff, as specified:
 HH Board Members HH Volunteers
 Other:

Policy:

HH shall utilize a United States Postal Service post office (PO) box to limit the identification of service and treatment locations where victims of violence may be present. The PO box number shall be used as the organization’s address on all outgoing mail and all communications that could result in incoming mail. Employees and volunteers shall not disclose HHs’ PO box number for the receipt of personal mail.

Procedures for handling mail shall be adopted to ensure the:

- Safety of staff
- Integrity of finance procedures requiring the separation of duties
- The confidentiality and privacy of clients

Volunteers and clients are not permitted to pick up HHs’ mail.

Outgoing postal mail is intended for HH business operations. Employees/volunteers are not permitted to use HH postage for personal mail. Outgoing mail from clients shall be mailed with HHs’ mail.

Communication and Training:

The Board shall receive a copy of the policy at the time of periodic review and will have an opportunity to ask clarifying questions during the approval process. Employees and volunteers shall receive notice of the Board’s policy review and approval including notice of any substantive changes. The notice will provide a link to the policy located on the HH website.

Staff handling mail and deliveries shall be given additional training and special instructions to assist them in identifying and responding to suspicious packages.

Definitions:

NA

Other Related Materials:

Incoming and Outgoing Mail Procedure

Incoming Checks Procedure (6.1), HH Fiscal Policy and Procedure Manual

References/Legal Authority:

[Characteristics of a Suspicious Package, Response Checklist, Homeland Security, 2023](#)

Change Log:

Date of Change	Description of Change	Responsible Party
09.2023	Updates the policy to the new template; adds instructions for handling suspicious packages; adds communication & training, definitions, other related materials and references.	N. Miller, Prog. Eval. Consultant with J. Brown, Director of Operations