

# OREGON STATE HOSPITAL

## POLICY ATTACHMENT

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| <b>PROCEDURES A:</b> | Provisions of Searching Mail and Processing Mail | <b>POLICY: 7.001</b> |
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| <b>POINT PERSON:</b> | Security Operations Manager |
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| <b>APPROVED:</b> | Director of Security | <b>DATE: 8/13/2025</b> |
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| <b>SELECT ONE:</b> | <input type="radio"/> New policy attachment                       | <input type="radio"/> Minor/technical revision of existing policy attachment  |
|                    | <input type="radio"/> Reaffirmation of existing policy attachment | <input checked="" type="radio"/> Major revision of existing policy attachment |

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### I. PROVISIONS OF SEARCHING MAIL

A. Staff or any person acting through or on behalf OSH may:

1. Open, search, and photocopy patient mail other than legal, journalist, and official mail, outside the patient's presence;
  - a. If mail is photocopied staff must provide the photocopy to the patient and securely retain the original document.
  - b. Upon patient discharge, OSH must provide original mail unless it has been identified and disposed of as contraband.
2. Open and search legal, journalist and official mail in the patient's presence;
  - a. If the original mail does not contain contraband, the patient may retain the original.
  - b. If contraband or an item that could risk the security and safety of OSH is found, OSH security must follow OSH policy 8.044 "Contraband Prohibited Items Limited Access Items" and applicable security protocols.
3. Scan any incoming ~~and outgoing~~ sealed mail, journalist, legal and official mail, or packages with non-invasive technology.
  - a. If staff believe mail is falsely identified as legal mail, they should return it to the sender without opening it. Indications that the mail is falsely labeled as legal mail include but are not limited to the name of the attorney or firm is not confirmed in a state bar listing, no return address, or discolorations.
4. Open and search packages for contraband, even if there is no reasonable cause to believe that it may contain such an item. Authorized packages may be opened outside of the patient's presence. Staff must follow procedures D for handling of unauthorized packages.

- B. Mail that has been screened by the security department checks mail for illicit substances and treated paper. Unit staff must remain diligent in checking patient mail for additional contraband or prohibited items.
- C. OSH Warehouse, Mailroom, Legal Services and Security staff may collaborate to resolve unique mail and package review and handling.

**II. PROCESSING AUTHORIZED MAIL AND PACKAGES**

| <b>RESPONSIBLE PERSON/GROUP</b> | <b>PROCEDURES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| Mailroom/<br>Warehouse Staff    | <p>Outgoing Mail</p> <ol style="list-style-type: none"><li>1. Review mail postage and ensure all postage has legible return name and address.</li><li>2. Deliver outgoing mail to the postal service on days of Standard USPS operation (Monday- Saturday, Reception to cover Saturday mail needs, except holidays).</li><li>3. Mail that does not have a return address or sufficient postage will not be sent. This mail must be scanned for illicit substances by security prior to return to the patient.</li><li>4. Outgoing mail that has illegible writing and no return address that can't not be identified to a patient will follow procedure D.</li></ol> <p>Incoming Mail and Packages</p> <ol style="list-style-type: none"><li>1. All incoming mail without a recipient name will be opened and verified. If the recipient can be identified and is still at OSH, the mail must be screened prior to distribution to the unit.<ol style="list-style-type: none"><li>a. If the patient is no longer at OSH, contact Director of Social Work for a forwarding address, if there is no forwarding address, return the mail or package to sender.</li><li>b. If the patient cannot be identified and there is no return address, follow procedures D.</li></ol></li><li>2. Work with Security to notify unit staff of any packages found to contain contraband or prohibited items.</li><li>3. Send incoming mail and authorized packages to Security to be screened.</li></ol> |

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|          | <ol style="list-style-type: none"><li>4. Following security screening, distribute mail to the mailroom (Junction City) or mail towers (Salem) for distribution to patients.</li></ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Security | <p>Outgoing Mail</p> <ol style="list-style-type: none"><li>1. Scan mail that is not able to be sent due to insufficient postage or address for contraband or prohibited items prior to return to patient.</li><li>2. If contraband is found, follow OSH policy 8.044 "Contraband Prohibited Items Limited Access Items."</li></ol> <p>Incoming Mail</p> <ol style="list-style-type: none"><li>1. Screen all incoming mail per security protocol 5.25</li><li>2. If contraband or prohibited items are found, follow OSH policy 8.044 "Contraband Prohibited Items Limited Access Items." Notify unit staff of any mail or packages found to contain contraband or prohibited items.</li><li>3. If no illicit substances are present, deliver the screened mail to the mailroom (Junction City) or warehouse (Salem) for delivery.</li></ol> <p>Packages</p> <ol style="list-style-type: none"><li>1. Scan, open and search all authorized packages.</li><li>2. If contraband or prohibited items are found, follow OSH policy 8.044 "Contraband, Prohibited and Limited Access Items."</li><li>3. If staff open a package or mail and determine the contents appear to contain Tribal artifacts or sacred items, staff must immediately close the package or mail and notify and provide the package or mail to Native Services.<ol style="list-style-type: none"><li>a. Support Native Services staff to confirm the package is as ordered and confirm there is no contraband or prohibited items present.</li></ol></li><li>4. Deliver the screened and approved package to the unit if no contraband or prohibited items are present with a package receipt.</li></ol> |