

## Standards for the Treatment of Customer Mail

### What is Sisters mail service?

- We are a 'mail depot'. We are not a post office or tied to the post office in any way.
- What this means is that we all 'share' this address, the same way that several members of a family 'share' one house address.

### Starting mail service at Sisters of the Road

- You can use a Post Office change of address form to have your mail sent to Sisters
- Sisters does not keep lists or records of people receiving mail here. You do not need to sign up. You can just start having stuff sent here.

### Checking mail

- ID is not required to pick up mail.
- Mail hours are currently Monday through Friday, 10am-2pm
- Check hours are Monday through Friday, 9am-5pm
- Mail is kept in the Personalist Center (PC). It is handed out by the PC floor manager.
- People who want to pick up mail must come to the PC and wait for the floor manager to become available.
- Mail arrives in the late afternoon. If you are expecting a check, a medical card or medication, you can receive these items the same day they come in. All other mail will be available the following morning at 10am.
- Staff will not check for mail, packages or checks over the telephone. This is to ensure customer safety and confidentiality.
- If you wish to have another person check your mail, you must first come to the café and fill out a permission slip. Notes sent in or mailed are not adequate, because they are not verifiable.

### Forwarding mail

- If you wish to change your address, Sisters will forward your mail to the new location.
- You must notify us in person or in writing of your new address.
- We will forward all mail you receive for 30 DAYS from the date you notify us of your new address.
- After that time, we will stop forwarding mail and it will be returned to sender unless you pick it up within 60 days.
- It often causes problems to use a Post Office change of address form, due to the volume of mail received at the café. To ensure that your mail is sent to your new address, we recommend that you contact directly anyone who sends you mail and have them change your listed address.

### Returning mail

- Personal mail is held for 60 days.

- Bulk mail (catalogs, fliers, magazines, advertisements, etc) is held for 30 days.
- Packages are held for at least 60 days.
- Checks are held indefinitely. We do not return checks to sender.
- Unclaimed mail with Sisters of the Road as the return to sender address is held in a separate file.

#### Holding mail

- We will hold mail indefinitely if a customer is:
  - o in treatment
  - o in jail
- we will not hold bulk mail (catalogs, fliers, advertisements, etc.). This is due to lack of space.

#### Checks

- Check pick-up hours are from 9am-5pm, Monday through Friday.
- Checks are kept separate from regular mail, in a locked file drawer in the PC. A log is kept of all incoming checks. When you come to pick up your check you must sign the log, stating that you have received your check.
- If you are expecting a check that might not be recognizable to a staff person (payroll, personal, etc.), you may ask a staff person to look in the regular mail file for that specific piece of mail.
- If we recognize a piece of mail as a check, it will be held for at least three years before being returned to sender.
- We do not require ID in order to pick up checks.

#### Packages

- Packages are kept separate from regular mail, in a locked cabinet in the PC. A list is kept of all packages for customers. You should let the person checking your mail know if you are expecting a package so they can check the list.
- Package pick-up hours are 10am-2pm, Monday through Friday. If you have a package with medicine in it, you may pick it up between 9am and 5pm.
- Packages will be kept at least 60 days. After that time they may be returned to sender if space requires it.

#### If you are asked to leave the café for a period of time:

- You cannot come into the PC to pick up your mail while the café is open.
- You may pick up your mail between 3pm and 5pm, Monday through Friday.
- In rare cases, we may decide not to accept your mail any longer. If this happens, you will have an opportunity to forward your mail elsewhere or pick it up. After that time it will be returned to sender.