



Lacey Veterans Services Hub Mail Policy



1. Purpose

This policy establishes clear guidelines for the management, storage, and distribution of client mail received at the Lacey Veterans Services Hub (LVSH). This policy ensures that mail handling procedures are secure, consistent, and respectful of client privacy, while also maintaining operational accountability and alignment with City of Lacey standards.

2. Scope

This policy applies to all LVSH clients who request mail to be sent to the LVSH address because they do not have a physical or permanent mailing address. It also applies to LVSH staff, volunteers, and providers who are involved in receiving, securing, and distributing mail within the LVSH.

3. Policy

a. Eligibility:

Clients without a physical or permanent mailing address may have mail sent to the LVSH, located at 4232 6th Avenue SE, Suite 101, Lacey, WA 98503.

b. Mail Holding and Retention:

Mail received on behalf of a client will be held for a maximum of 14 calendar days from the date of delivery. After this period, unclaimed mail will be returned to the U.S. Post Office for standard processing.

c. Mail Log and Marking:

Upon receipt, all client mail will be logged in to the mail log (Appendix A). The mail will then be marked with a sticky note indicating the date of arrival by the Front Desk Specialist or LVSH Coordinator, or designee. This ensures accurate tracking of retention timeframes and facilitates proper mail management. The mail log will include:

1. Date Received
2. Name on Mail and/or Alias
3. Mail From
4. Date retrieved by Client
5. Client Signature
6. Staff or volunteer initials of retrieval

d. Notification:

The LVSH will not contact clients when mail arrives. Clients are responsible for checking the status of their mail by either calling the LVSH front desk at (360) 456-3850 or visiting the LVSH in person during regular business hours. Signature on the mail log is required by the client before mail is released. Identification may be required to verify ownership before mail is released.

Effective Date: 22 October 2025



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e. Mail Security and Storage:

All client mail will be securely stored in Office 133, located above the filing cabinets, to ensure confidentiality and protection from unauthorized access. Only authorized LVSH staff may access this storage area for the purpose of securing or distributing mail.

f. Privacy and Handling:

No mail will be opened, read, copied, or tampered with by LVSH staff, volunteers, or providers. All client mail will remain sealed and handled in accordance with federal postal privacy regulations and City of Lacey ethical standards.

g. Responsibility for Accuracy:

Clients are responsible for ensuring that senders include their full name on all mail to avoid misdirected delivery or return. LVSH is not responsible for lost, damaged, or misdirected mail resulting from incomplete or incorrect addressing.

4. Oversight and Accountability

The LVSH Coordinator is responsible for ensuring compliance with this policy and for guiding staff regarding mail handling procedures. Report incidents involving mail mishandling, lost items, or privacy concerns to the LVSH Coordinator.

5. Policy Modification

This policy is intended to provide structure and guidance for effective mail handling. However, as needs and circumstances evolve, policies may be modified, updated, or amended to ensure continued alignment with the LVSH mission and operational effectiveness. The LVSH Coordinator holds the authority to make changes to this policy, with oversight and final review provided by the Assistant City Manager for the City of Lacey.

6. Contact Information

For questions or concerns about this policy, please contact:

Brian Waananen
LVSH Coordinator
360-239-3463
brian.waananen@cityoflacey.org

A blue ink signature of Brian Waananen, consisting of stylized initials "BW" followed by a horizontal line.

Brian Waananen
LVSH Coordinator
360-239-3463
brian.waananen@cityoflacey.org

A blue ink signature of Shannon Kelley-Fong, written in a cursive style.

Shannon Kelley-Fong
Assistant City Manager
360-412-2891
shannon.kelley-fong@cityoflacey.org

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