

**Shepherd’s Table Mail Policy**

Thank you for your interest in receiving your mail at Shepherd’s Table’s Resource Center. To access the mail services program, you can fill out the form on the website and bring it in with you, or fill out the form on-site at the Resource Center. A picture ID is required to sign up.

In addition to mail services, the Resource Center provides prescription assistance, transportation assistance, pro bono lawyer services, referrals and toiletries. We also have a Clothes Closet and Eye Clinic.

When receiving mail services, please be respectful with staff and volunteers.

Here are the mail policies you should be aware of:

1. You may be required to show a picture ID or other proof of identity to retrieve your mail. If you do not have a picture ID, Shepherd’s Table will take your picture for identification purposes.
2. Your mail can be checked when the Resource Center is open, Monday-Friday. Please check the website or call the front desk to confirm the times when it will be open. You may also call the Resource Center during the hours it’s open to check your mail over the phone.
3. You must check your mail regularly. If you are unable to come to the Resource Center for 45 days or more, you must call to notify us when you will be in to pick up your mail.
4. If your mail is not picked up in 4 months, it may be returned to the sender, and all new incoming mail will be refused. Your mail service privileges may also be terminated.
5. Resource Center Staff may terminate your mail permission on the following grounds:
	1. Being disrespectful to anyone on the premises
	2. Not picking up your mail for 4 months
	3. Use of false information to get mail permission
	4. If you are banned from the premises, your mail service will be terminated after a 10-day grace period.

Note: If your mail has been terminated, you can reinstate the mail service by filling out a new form, along with valid identification.

1. Please notify the Resource Center staff if there is any inconvenience in picking up your mail. We have the ability to hold your mail, but a notification received on time is required.
2. Shepherd’s Table will not be responsible for any mail that is lost, stolen, or delayed by the US Postal Service or at Shepherd’s Table. Mail cannot be forwarded from Shepherd’s Table.
3. All mail, including Federal entitlement checks, may be picked up at 6:00 pm on the day that it arrives at this office. It will not be handed out before 6:00 pm.
4. Clients can use Shepherd’s Table’s address to apply for free cellphone services provided by the County or State.
5. The following types of mail are NOT ACCEPTED at this office:
	1. Magazines
	2. Catalogues
	3. Package mail order purchase deliveries like Amazon, Ebay, or other stores.
	4. Sweepstakes mail
	5. Advertisements and other junk mail
	6. Credit card applications
	7. Other types of mail that could be considered objectionable by Shepherd’s Table.
6. A client participating in case management that needs mail services can bring a letter from the case manager proving that they don’t have a place of their own, along with proof of ID.
7. Your mail may be picked up by another person ONLY if you are not physically able to come here yourself. This includes a documented illness, hospitalization, or incarceration.
	1. The person picking up the mail must provide the following documentation: a written authorization from the client that includes the reason why they cannot come, the name and date of birth of the person the client is authorizing, and the length of time this authorization will be valid. Attached to the letter should be a copy of the authorized person’s ID.
	2. Partners, spouse, case managers and family members are not authorized to pick up mail without the required permission from the client, along with supporting documentation.
8. Clients are advised to update their mail service permission if there any changes to their personal information. The Resource Center may make a photocopy of your new ID to be able to update its systems. This may include your ID, SSN or any other relevant information.
9. If a client has a complaint, they may submit a complaint form to Management.

**This service is a courtesy of the Shepherd’s Table Inc. and may be revoked at any time if you disregard these policies, or if you misbehave at Shepherd’s Table or elsewhere at Progress Place.**

**By signing this statement, I am agreeing to abide by the terms listed above. Failure to do so will result in my mail being returned, terminated, or refused.**

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**Name Signature Date**

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**Last Four Digits of Your Social Security # Date of Birth (DD/MM/YY) Telephone Number**