



Information About Bomb Threats

What Should Be Done Before A Threat Is Received

There are a number of steps that individuals and departments can take prior to ever receiving a bomb threat that will help protect them, their guests, and their property. These include:

- Have an emergency evacuation plan in place for the facility, with copies posted in key locations
- Regularly review the plan with employees, and make sure it is kept up-to-date
- Consider having a recorder attached to all main telephone lines to record telephone calls
- Have telephones with readout displays for all main telephone numbers
- Keep a "Telephone Bomb Threat Checklist" at all main telephones (see below)
- Practice good "housekeeping", to include:
 - Designate a central location for all incoming deliveries
 - Implement an "expected packages" list for all incoming deliveries
 - Collapse all boxes once a delivery has been received and unpacked
 - Do not leave boxes or packing material in hallways or outside of doors – place them in dumpsters as soon as you are finished with them
 - If something must be left in a hallway (such as for pickup by someone else), include both the supplier's name, the department's name, and the pickup person's name on the package, as well as a telephone number that can be called should the item be reported as suspicious
- Limit access to individual offices and keep doors closed and locked when the office is not occupied
- Encourage all users of common spaces to pick up after themselves and to report any suspicious items immediately

Why Someone Would Make A Threat

There are two main reasons someone may call with a bomb threat:

- The person knows of an explosive device that is in place, and wants to minimize injuries
- The person wants to create an environment of panic/confusion or to interrupt normal office/building functions

The latter reason is the most frequently encountered, especially in school settings (and particularly when major exams are scheduled or projects are due). Unfortunately, there is often no way to tell which is the motivation of the caller until after a thorough inspection of the building is conducted. This means that there will always need to be a response to the threat by emergency services personnel (police, fire, and medical).

What Should Be Done If A Threat Is Received

If a threat is received, the person answering the telephone should do the following:

- If a recorder is available, make sure it is running
- Note on the display where the call is coming from and the time on the display
- Note which line the call is coming in on
- Pay close attention to the exact words the caller is using
- Keep the caller on the line as long as possible, try to get as much detailed information as possible, to include:
 - Where is the bomb?
 - When is the bomb going to explode?
 - What does the bomb look like?
 - What kind of bomb is it?
 - What will cause it to explode?
 - Did you place the bomb? If so, why? If not, who did place it?
 - Where are you calling from?
 - What is your name?
 - What is your address?

- Note the following characteristics of the caller:
- Does it sound like a male or female voice?
- What is the caller's demeanor (calm, angry, rushed, laughing, crying, sincere, etc.)
- Does the caller have any special characteristics (accent, stutter, lisp, slur, nasal sound, high pitch, low pitch, squeaky, etc.)
- Does the caller speak fast, rushed, slow, deliberate, loud, soft, etc.
- Is the voice familiar? If so, who does it sound like?
- Are there any background noises?
- ❑ As soon as possible (or as soon as the call is completed, whichever is first), call 9-1-1 to report the threat. Provide the emergency dispatcher with as much of the above information as possible.
- ❑ Follow any special instructions provided by the emergency dispatcher.
- ❑ Look around for any suspicious packages in the immediate vicinity that are visible, and notify the dispatcher if you see something that does not belong.

What Emergency Response Personnel Will Do

Once a bomb threat call is received, the emergency response personnel will take a number of actions. These may include:

- ❑ Notifying the building monitor and/or dean responsible for the facility
- ❑ Evacuate the building if the information received is deemed credible
- ❑ Establish a perimeter around the facility to keep everyone at a safe distance until the scene is deemed safe
- ❑ Conduct a search using only emergency responders for any obvious devices
- ❑ Ask for volunteers that work in the facility to go in with responders on a second search to identify items that do not appear to belong
- ❑ X-ray or otherwise examine any suspicious packages or devices

Once the scene is deemed safe, the facility will be re-opened. People having questions about the progress of the operation can contact any of the police personnel on the perimeter and ask for information. Should the scene be large enough, there will be a public information center established that officers may refer people to.

What To Do If A Suspicious Package Is Found (Without A Threat Being Received)

If a suspicious package is found, even though a threat has not been received, there are several things that can be done:

- ❑ Do not touch the item
- ❑ Ask around the office to see if someone is aware of the item or its contents
- ❑ Ask if anyone is expecting anything that might be contained in the package
- ❑ Note any writing, names, or addresses that may be on the outside of the package
- ❑ Contact anyone listed on the package to see if they are aware of what it is
- ❑ Contact the Emergency Dispatch Center (9-1-1) if the item cannot be identified through the above means, and keep others away from the item until responders arrive

Bomb Threat Checklist

Exact Time of Call : _____

Exact words of caller: _____

Questions to ask:

1. Where is the bomb?

2. When is the bomb going to explode?

3. What does the bomb look like?

4. What kind of bomb is it?

5. What will cause it to explode?

6. Did you place the bomb? If so, why? If not, who did place it?

7. Where are you calling from?

8. What is your name?

9. What is your address?

About The Caller's Voice (circle):

MALE	FEMALE	
CALM	ANGRY	LAUGHING
CRYING	SINCERE	
ACCENT	STUTTER	LISP
SLURRED	NASAL	HIGH PITCH
LOW	SQUEAKY	
RUSHED	SLOW	DELIBERATE
LOUD	SOFT	

Is the voice familiar? If so, who does it sound like?

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