RESPONDING TO BOMB THREATS

A short guide on how to handle the call...

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There can be many reasons that someone would call in a bomb threat:

- The bomber could want revenge, to intimidate, to disrupt normal business or they could be calling in the threat as a joke.

- If the caller is a 3rd party they may have overheard or may see something suspicious and are calling out of concern for the community, concern for their safety or the safety of others.
No matter what the source is …

ALL THREATS SHOULD BE TAKEN SERIOUSLY
Bomb threats can be received by:

- E-mail
- In person
- Regular mail (Try not to handle the item)
- Phone

They can be an actual threat or in the form of a suspicious package.
Taking the call: **LISTEN**

- First and most important **STAY CALM**
- Listen to what is said and what is being relayed.
  - *Not all information is verbal-*
    - Is there background sound?
    - *Exact words*
    - *Particular speech pattern or accent*
    - *Etc…*
- If you have a co-worker pass them a note or flag them down for help. Have them place a call to Police so that we know what is going on and we can get needed resources.
If you have a caller ID screen on your phone, write down the number the caller is calling from.

Stay on the line with the caller, see how much information you can get from them:

• Where is the bomb? (Building, Floor, Room, location in the room)
• When will it go off?
• What will make it go off?
• What does the bomb look like?
• Who is the caller?
• Did the caller place the bomb? Why?
Sometimes the caller will deliver the message and just hang up, other times they will stay with you on the line and answer the questions you ask.

Whatever you do, try not to be confrontational, rude or dismissive. Be polite and show interest. Try to keep them engaged and talking to you so that you can get more information from them.

Keep a printed card (end of the slide show) near your phone. Use them as a guide to work through the call.
The Dispatcher will gather all of the information that we need. This is where the card will come in handy! Police will send the appropriate agency to address the problem.

Depending on the information given; police officer(s), fire department, medical services or a combination of the above **MAY** be sent to the location.

If an evacuation is necessary, occupants of the building will be moved outside. No one will be allowed back in.

**IN THE EVENT OF AN EVACUATION- TAKE YOUR CELLPHONE, PERSONAL KEYS, BAGS ETC…**

**WHENEVER** you evacuate a building **ASSUME YOU WILL NOT BE RETURNING TO THE BUILDING FOR AT LEAST A DAY!**
If the threat is non-specific the police will investigate further.

During this time you, as the initial call taker, may be asked to speak to an officer either by phone or in person about the call.
BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse side of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. Do NOT hang up, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact POLICE SERVICES immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call POLICE SERVICES
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call POLICE SERVICES
- Do not delete the message.

Signs of a suspicious package:
- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

BOMB THREAT CHECKLIST

Date: ___________________________ Time: ___________________________

Time Caller Hung Up: Phone Number Where Call Received: ___________________________

Ask Caller:
- Where is the bomb located? (Building, floor, room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Information About Caller:
- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

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<th>Caller's Voice</th>
<th>Background Sounds</th>
<th>Threat Language</th>
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<td>Accent</td>
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<td>Incoherent</td>
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<td>Calm</td>
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<td>Well-spoken</td>
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<td>Crying</td>
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