



## EAP Appendix 1 Guide on bomb and similar phone threats

### What Should Be Done If A Bomb 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.