

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 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 inform the site Command Centre, or if not possible, then inform them as soon as the caller hangs up.
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. Upon termination of the call, do not hang up, but place the phone down and proceed to the Command Centre and brief the Incident Commander.

If a bomb threat is received by handwritten note:

- Inform the site Command Centre as soon as possible.
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Inform the site Command Centre as soon as possible.
- 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
- Unattended out of place item.

NOTE:

- **DO NOT:** Use two-way radios or cellular phone; radio signals may detonate a bomb.
- **DO NOT:** Activate the fire alarm.
- **DO NOT:** Touch or move a suspicious package.

WHO TO CONTACT:

- 911

BOMB THREAT CHECKLIST

Date: Time of Call:

Time Caller Hung Up: Phone Number Where Call Received:

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

Other points:

Caller's Voice

- Accent
- Angry
- Calm
- Clearing Throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep Breathing
- Disguised
- Distinct
- Excited
- Female**
- Laughter
- Lisp
- Loud
- Male**
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

Background Sounds:

- Animal Noises
- House Noises
- Kitchen Noises
- Street Noises
- Booth
- PA System
- Conversation
- Music
- Motor
- Clear
- Static
- Office Machinery
- Factory machinery
- Local
- Long Distance

Language:

- Incoherent
- Message Read
- Taped
- Irrational
- Profane
- Well-spoken

Other Information:

CODE BLACK – BOMB THREAT CHECKLIST