

# BOMB THREATS/TELEPHONE THREATS

## Action to take during call

1. Instructions: Be calm, courteous. Listen. Do not interrupt the caller. IF POSSIBLE, notify office mate to contact campus security.
2. Keep the caller on the line as long as possible. Pretend difficulty in hearing; keep caller talking. Try to document the date, time and exact wording of the caller's message.
3. Questions to ask:
  - a. When will the bomb go off? \_\_\_\_\_
  - b. Where is the Bomb? Building \_\_\_\_\_ Area \_\_\_\_\_
  - c. What kind of Bomb? \_\_\_\_\_
  - d. Where are you? \_\_\_\_\_
  - e. What is your name and address? \_\_\_\_\_
  - f. How do you know so much about the bomb? \_\_\_\_\_

## Actions to Take immediately After Call

1. Notify Campus Security at (757)569-6721, (757)802-0325 or the Emergency Coordination Officer at (757)569-6744 they will begin the process of building evacuation.
2. Notify first responders by calling 9-911 from a college telephone or 911 from a personal device.
3. As soon as possible after the call, document the threat using the list provided below.

Date; \_\_\_\_\_ Time: \_\_\_\_\_

Office number that received the call:- \_\_\_\_\_

Phone number on caller ID: \_\_\_\_\_

Caller's Voice Identity (male, female, etc.) \_\_\_\_\_

Caller's voice characteristics (Loud, accent. Soft, lisp etc.) \_\_\_\_\_

Caller's grammar (poor, excellent, etc.) \_\_\_\_\_

Caller's manner (calm, incoherent, laughing) \_\_\_\_\_

Caller's speech (fast, hesitant, stutter, lisp, slurred, etc.) \_\_\_\_\_

Caller's accent (foreign, regional) \_\_\_\_\_

Background noises (street traffic, trains, planes, PA system) \_\_\_\_\_

Did the caller seem familiar with the inside of the facilities? \_\_\_\_\_ yes \_\_\_\_\_ NO

On a separate piece of paper or computer, write out the caller's message and any other comments.

