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.