General Information:
A bomb threat can be received many ways:
- written
- delivered electronically (email/tweet/FB, etc)
- face-to-face
- telephone

The receiver (receptionist or other staff member) should:
- gather as much information as possible using the Bomb Threat Response Report form (see attached)
- record the call
- notify the CEO or designee
- call 9-1-1, as directed

If evacuating, sound the Fire Alarm and follow Fire Evacuation procedures.

Guidelines for Decision-Maker(s):
Threat is received (verbal, written, package)
1. Notify 9-1-1 and complete Bomb Threat Response Report
2. Mobilize the Emergency Response Team (Wing Marshals)
3. Determine if evacuation of the building is to occur using the Threat Assessment Grid
   a. High Risk - Specific and Realistic: a threat that appears to pose an immediate and serious danger to the safety of others.
      i. May provide names of possible victims.
      ii. Caller identifies him/herself.
      iii. Suggests concrete steps taken toward carrying out the threat.
      iv. Statements indicate they have practiced with a weapon or had the intended victim under surveillance.
   b. Medium Risk – Increased Level of Realism: a threat that could be carried out, although it may not appear entirely realistic.
      i. Threat is more direct and more feasible.
      ii. Wording in the threat suggests thought given on how the act will be carried out.
      iii. There may be general indication of a possible place and time.
      iv. There is no strong indication of preparatory steps being taken, although there may be indirect reference made to that possibility.
      v. Indication that the caller may have ability to obtain components needed to construct a bomb.
      vi. Increased specificity to the threat: “I’m serious” or “I really mean this.”
c. **Low Risk** – Lacks Realism: a threat that poses a minimum risk to the victim and public safety.
   i. Threat is vague and indirect.
   ii. Information within the threat is inconsistent, implausible, or lacks detail.
   iii. Caller is definitely known and has called numerous times.
   iv. Threat was discovered on the wall and/or the note with the threat was discovered.
   v. Threat was made by a young child and there is laughter in the background.

4. If conducting a search:
   a. Each employee should conduct a visual assessment of his/her work area, noting if anything is out of place or does not belong.
   b. Do not touch or move item(s) in question.
   c. Notify law enforcement and/or the Emergency Response Team Leader.
   d. Do not use radio/cell communications unless the area has been cleared.

5. If evacuating, follow the Fire Evacuation procedures.

**Emergency Response Team (Wing Marshals):**

1. Determine Threat Risk (see above).
2. After assessing risk, consider:
   b. Full Evacuation.
   c. Partial Evacuation.
3. If Full Lockdown is called:
   a. Control access to the building.
   b. Restrict movement until the search has been completed.
   c. Limit radio/cell communication until the area/room has been searched.
   d. Know who is in the building at all times; account for staff/visitors/vendors.
   e. Prior to evacuation, search the evacuation route and reunification site.
BOMB THREAT REPORT

DATE ____________  PERSON RECEIVING CALL ____________________

TIME OF CALL ______________________________

PHONE NUMBER AT WHICH CALL WAS RECEIVED ________________

INFORMATION GIVEN BY CALLER:

1) WHEN IS IT TO GO OFF? __________________________________________
2) WHERE IS THE BOMB PLACED?___________________________________
3) WHAT DOES IT LOOK LIKE? ______________________________________
4) WHAT TYPE OF EXPLOSIVE? ______________________________________
5) WHY WAS IT PLACED? ___________________________________________
6) OTHER INFORMATION ___________________________________________
___________________________________________________________________

VOICE CHARACTERISTICS: _________________________________________
(loud, soft, raspy, high-pitched, deep, pleasant, calm, excited)

MANNERISM: ______________________________________________________
(calm, angry, rational, irrational, coherent, incoherent, deliberate, emotional, laughing)

SPEECH: _________________________________________________________
(slow, fast, distinct, distorted, nasal, stutter, slurred)

BACKGROUND NOISES: _____________________________________________
(machines, trains, animals, music, quiet, laughter, bells, sirens, voices, office sounds)

CALLER’S ID: _____________________________________________________
(male, female, adult, juvenile, approximate age)

LANGUAGE: _______________________________________________________
(excellent, good, fair, poor, foul, slang)

ACCENT: _________________________________________________________
(local, foreign, ethnic)

OTHER COMMENTS: ________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________