

BOMB THREATS

INDIVIDUAL RESPONSE GUIDELINES

Any person receiving a bomb threat call should do the following:

1. Remain calm! Do not transfer the call or put the call on hold!
2. Keep the caller on the line. Ask the questions listed on the Bomb Threat Check List. (See Next Page)
3. Check caller ID. Record the number.
4. Ask the caller the location of the bomb and the time of detonation.
5. Tell the caller the building is occupied and detonation would result in death and serious injury to innocent people.
6. Pay attention to background noises.
7. Listen closely to the caller's voice.
8. While on the phone with the caller, have someone immediately notify the Police 6911.
9. ADVISE EVERY PERSON TO TURN ALL RADIOS AND CELL PHONES OFF UNTIL LAW ENFORCEMENT PERSONNEL GIVES AN "ALL CLEAR."

NOTE: ADVISE EVERY PERSON TO TURN ALL RADIOS AND CELL PHONES OFF UNTIL THE CAMPUS SAFETY GIVES AN "ALL CLEAR."

Coordination between Campus Safety and the Crisis Response Team Coordinator should be face-to-face or by messenger.

BOMB THREAT CHECKLIST

TRY TO KEEP THE CALLER ON THE PHONE AS LONG AS POSSIBLE:

QUESTIONS TO ASK:

- When is the bomb going to explode? _____
- Where is bomb right now? _____
- What does it look like? _____
- What Kind of bomb is it? _____
- What will cause it to explode? _____
- Did you place the bomb? _____
- Why? _____
- What is your name? _____
- What is your address? _____
- What is the phone number you are calling from? _____

EXACT WORDING OF THE THREAT

TIME RECEIVED _____
TIME CALLED ENDED _____

DATE _____
YOUR PHONE# _____

CALLERS VOICE

Male _____ Female _____
Age _____ Accent _____

BACKGROUND SOUNDS

Voices _____ Clear _____
Other _____

Other identifiable voice characteristics (speech pattern, emotional, state, etc.) _____

If voice is familiar, who does it sound like? _____

CALL CAMPUS SAFETY (423-869-6911) OR 9-911 IMMEDIATELY

SUSPICIOUS MAIL

SUSPICIOUS MAIL INDIVIDUAL RESPONSE GUIDELINES

If you receive or open suspicious mail:

- Don't Panic!
- Do not shake or empty the contents of the package.
- Place the mail in a plastic bag or some other container. If you do not have a container, cover the mail and do not remove the cover.
- If the package spills, do not attempt to clean it up.
- Get out of the area and keep others away.
- Close the door if in a room.
- Wash your hands with soap and warm Water.
- Call Campus Safety at 423-869-6911 or ex. 6411

Characteristics of Suspicious Mail

- Unexpected or from someone unfamiliar to you
- Foreign mail, Air Mail, and Special Delivery
- Insufficient or excessive postage
- Incorrect titles
- Misspellings of common words
- Handwritten, poorly typed, or cut-and-paste lettering
- Oily stains, discolorations, or odor
- No return address or address that cannot be verified
- Return address and postmark not from same area
- Excessive weight
- Lopsided, uneven, or rigid envelope
- Protruding wires or aluminum foil
- Excessive masking tape, string, etc.
- Sloshing, buzzing, or ticking sound
- Restrictive markings such as Personal, Confidential, Rush Delivery, etc.

NOTE: SEE FOLLOWING PAGE FOR EXAMPLE

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

• Stop. Don't handle.

• Isolate it immediately.

• Don't open, smell, or taste.

• Activate your emergency plan. Notify a supervisor.



If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

• Isolate area immediately • Call 911 • Wash your hands with soap and water



UNITED STATES POSTAL SERVICE

