

Annex E - Bomb Threat

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Purpose

Bomb threats need to be taken seriously until proven not to be a threat. Most bomb threats are received by telephone, called into the college itself or to law enforcement. Because of this, it is important that all BHCC staff be aware of bomb threat notification procedures within the campus. Bomb threat checklists and procedures should be easily accessible to all staff who may be answering incoming phone calls.

Supporting Annex – Campus Evacuation and Accounting and Reunification

Roles and Responsibilities

Individual receiving bomb threat	<ul style="list-style-type: none"> • Remain calm • Obtain information using the Bomb Threat procedure steps (Procedures) • Contact the BHCC Public Safety immediately (x2222). • Report details of threat
ALL BHCC Staff and Faculty	<ul style="list-style-type: none"> • Remain calm • Assist in Campus Evacuation procedures (Annex 1), as necessary • Refer all media questions to the PIO
Emergency Management Team	<ul style="list-style-type: none"> • Maintain this Campus Bomb Threat Annex • Schedule and conduct regular exercises and trainings • Conduct incident After Action Reports (Annex) following a bomb threat
EMT Chair	<ul style="list-style-type: none"> • Ensure awareness of the Bomb Threat Annex • Train all BHCC Faculty, Staff, and Students on bomb threat procedures and proper notification protocol • Coordinate with the Chief of Police in making the decision to evacuate/close the facility (Follow Campus Evacuation Annex) • Make the decision to re-open the building once all clear has been provided by first responders • Communicate all activities to the College President and Trustees • Manage the After Action Report and Improvement Plan process following an incident
Public Safety	<ul style="list-style-type: none"> • Ensure that all Public Safety staff are trained on determining if threat is credible • During normal business hours the Chief of Police will make the decision to evacuate/close the facility

	<ul style="list-style-type: none"> • After business hours, the BHCC Police/security personnel will make the decision to evacuate/close the facility • Evaluate situation with on-site staff responding to threat. Determine if event can be managed from off-site or if the EMT should mobilize an Incident Command Post as necessary • Notify and liaise with local police department and Massachusetts State Police Bomb Squad • Assist in evacuation procedures, as necessary • Maintain perimeter and restrict unauthorized access to the facility
Operations and Logistics	<ul style="list-style-type: none"> • Provide support to Public Safety and the EMT Chair as directed.
Planning and Finance	<ul style="list-style-type: none"> • Provide support to Public Safety and the EMT Chair as directed
Public Information	<ul style="list-style-type: none"> • Coordinate all emergency communication platforms • Liaise with the media • Implement the EMT communications strategy • Evaluate communications and record for future reference

Scope

The procedure applies to all BHCC faculty and staff. When a bomb threat is received, it is important that all faculty and staff understand the necessary procedures to follow when receiving a bomb threat and subsequent response procedures for evacuation, if necessary.

Requirements

All newly hired employees should be made aware of this policy. Contractors and subcontractors should be made aware of evacuation procedures, should they become necessary.

References

- Massachusetts General Law – Chapter 269, Section 14
- Massachusetts Department of Fire Services – Bomb Threat Guidance
- Department of Homeland Security – Bomb Threat Guidance Procedures

Procedures

<i>Bomb Threat Response</i>		Who
1. If you receive a bomb threat by phone: <ul style="list-style-type: none"> • Remain calm and keep the caller on the line as long as possible, DO NOT HANG UP, even if the caller disconnects the call. 	BHCC Faculty and Staff	

<i>Bomb Threat Response</i>	Who
<ul style="list-style-type: none"> • Listen carefully and try to keep the caller talking to learn more information. • Ask the caller: <ul style="list-style-type: none"> ○ Where the bomb is located? ○ When will it go off? ○ What kind of bomb is it? ○ What does it look like? ○ What will make it explode? ○ Did you place the bomb? ○ Why? ○ What is your name? • If possible, attempt to discreetly contact a colleague (via note) to call Public Safety; or after the caller disconnects, DO NOT HANG UP, use a different phone to contact Public Safety immediately. • If the phone has a caller id, note the number and/or name on the window display. • Complete the Bomb Threat Checklist immediately, noting as much detail as you can remember and using the exact terms or words used by the caller. (the Bomb Threat Checklist is provided at the end of this SOP) <p>2. If you receive a bomb threat by note:</p> <ul style="list-style-type: none"> • Handle the note as minimally as possible. • Contact Public Safety immediately. • Complete the Bomb Threat Checklist to document what the person who handed you the note looked like or if they said anything to you. <p>3. If you receive a bomb threat by email, voice mail message or text:</p> <ul style="list-style-type: none"> • DO NOT delete the message. • Contact Public Safety immediately. 	
<ol style="list-style-type: none"> 1. Establish Emergency Operation Center to support response, as needed. 2. Support Public Safety and law enforcement response. 3. Follow Evacuation Annex procedures. 4. Follow Accounting and Reunification Annex procedures. 	EMT
<ol style="list-style-type: none"> 1. Respond to a report of a bomb threat immediately. 2. Follow public safety Bomb Threat procedures. 3. Assess the viability/likelihood of the threat. 4. Contact local and state bomb squads (508 820-2121 – MSP GHQ), as needed. 5. Contact the EMT Chair. 6. Work with law enforcement to evaluate the threat and determine if an evacuation is necessary. 7. Assist in evacuation procedures of the facility, if necessary. 8. Assist bomb squad(s) in searching the facility for the bomb, as requested. 	Public Safety

<i>Bomb Threat Response</i>	Who
9. Direct evacuation procedures as directed by Law Enforcement. 10. Ensure that all BHCC faculty, staff, students, contractors and visitors have evacuated the building and maintain a safe distance from the facility. 11. Establish a perimeter.	

<i>Follow-up and Review</i>	Who
1. Report any irregular, suspicious, or abnormal occurrences before, during, or after the incident 2. Participate, as needed in any follow-up or review	All Staff and Faculty
1. Conduct or support criminal investigation, as needed.	Public Safety

Public Guidance

1. If you receive a bomb threat by phone:
 - Remain calm and keep the caller on the line as long as possible, DO NOT HANG UP, even if the caller disconnects the call.
 - Listen carefully and try to keep the caller talking to learn more information.
 - Ask the caller:
 - Where the bomb is located?
 - When will it go off?
 - What kind of bomb is it?
 - What does it look like?
 - What will make it explode?
 - Did you place the bomb?
 - Why?
 - What is your name?
 - If possible, attempt to discreetly contact a colleague (via note) to call Public Safety; or after the caller disconnects, DO NOT HANG UP, use a different phone to contact Public Safety immediately.
 - If the phone has a caller id, note the number and/or name on the window display.
 - Document everything that you remember about the person and the phone call, noting as much detail as you can remember and using the exact terms or words used by the caller.
2. If you receive a bomb threat by note:
 - Handle the note as minimally as possible.
 - Contact Public safety immediately.
 - Document what the person who handed you the note looked like or if they said anything to you.
3. If you receive a bomb threat by email, voice mail message or text:
 - DO NOT delete the message.
 - Contact Public Safety immediately at ext. 2222 (617-228-2222).

Attachments

- DHS - Bomb Threat Call [Checklist](#)
- DHS Office of Bombing Prevention - [Guidance](#)

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 call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
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. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call _____
- 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

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: Time:

Time Caller Hung Up: Phone Number Where Call Received:

Ask Caller:

- 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 voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice	Background Sounds:	Threat Language:
<input type="checkbox"/> Accent	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Angry	<input type="checkbox"/> House Noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Calm	<input type="checkbox"/> Kitchen Noises	<input type="checkbox"/> Taped
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Coughing	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Crying	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Deep	<input type="checkbox"/> Music	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Motor	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Clear	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Static	
<input type="checkbox"/> Excited	<input type="checkbox"/> Office machinery	_____
<input type="checkbox"/> Female	<input type="checkbox"/> Factory machinery	_____
<input type="checkbox"/> Laughter	<input type="checkbox"/> Local	_____
<input type="checkbox"/> Lisp	<input type="checkbox"/> Long distance	
<input type="checkbox"/> Loud		
<input type="checkbox"/> Male		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information: _____

