



BOMB THREAT RECEPTIONIST PROTOCOLS

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Director of Safety and Campus Operations
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REMAIN CALM

and try to keep the
caller talking!

IMPORTANCE OF THE PROTOCOLS

Following the protocols consistently allows us to:

- Gather information for the threat assessment team (wording, tone, motive, emotions, actions)
- Gather information for use in the search and evacuation procedures (location of device, target, time of explosion)
- Gather information for use in the investigation (originating phone number, background noises)
- Detain or identify the person responsible, if possible

SITE DECISION MAKER

- The Campus Director is our Site Decision Maker. Whenever a protocol indicates to report an event to the Site Decision Maker, The Campus Director is the person you contact. If this person is not available, contact Joe Linville or Dr. Pam Alderman instead.
- Hierarchy
 - Campus Director
 - Chief Facilities Management Officer
 - President
 - Director of Safety

HOW BOMB THREATS CAN BE COMMUNICATED

- Phoned
- Written
- E-mailed
- Verbal
- Rumor

PHONED THREATS

- Phones that receive incoming calls
- All Phones are equipped with Caller ID
- Bomb Threat Data Sheets are kept
- We currently don't record phone calls
- Call tracing is currently not available

PHONED THREATS

Remember these essential steps:

- Take notes and/or complete the checklist.
- Signal another staff member to listen, if possible.
- Transcribe the threat.
 - Fill out as much of the **Bomb Threat Data Sheet** as possible, including detailed questions.
 - When caller hangs up, **DO NOT HANG UP THE PHONE**. Leave the line open.
- Notify the Site Decision Maker of the threat.
- Complete any unanswered questions on the **Bomb Threat Data Sheet**.
- Be available after the call for the Campus Crisis Management Team and law enforcement to interview you.

WRITTEN THREATS

- Handle the item as little as possible.
- On a separate piece of paper, re-write the threat exactly as it reads. On this copy, also record:
 - Where the item was found
 - The date and time you found the item
 - Any situations or conditions surrounding the discovery
 - Any other person you are aware of who saw the threat
- Secure the original item. If small, place in a bag or envelope. DO NOT fold, crumple, tear, or mark the item in any way. If on a large object, secure the location.
- Notify the Site Decision Maker of the threat.

E-MAILED THREATS

Remember these essential steps:

- Leave the e-mail message open on the computer.
- Notify the Site Decision Maker and Tom Cook, of the threat
- Print, photograph, or copy down the message. Include the header of the e-mail.
- Save the e-mail.
- Leave the e-mail open until assistance arrives.

RUMORS

- If you overhear a rumor about a bomb or explosive device threat or incident, write down exactly what you heard, from whom you heard it, and then report the rumor to the Site Decision Maker.

SUSPICIOUS ITEMS

- College employees know what belongs in our building and what doesn't. If you see an item that you feel does not belong or makes you suspicious in any way:
 - DO NOT TOUCH IT.
 - If possible, secure the area (such as locking the door to the room where the item is).
 - Notify the Site Decision Maker.

if you
SEE | **SAY**
something | something

SUSPICIOUS PACKAGES

- Many bombs are mailed to the target. All staff who receive mail should be aware of the possible signs of a suspicious package. The presence of a few or many of these items should activate the suspicious item protocol.
 - Foreign postmark, airmail, or special delivery markings.
 - Postage irregularities, including excessive postage, no postage, or unusual stamps.
 - Return address irregularities, including no return address, a return address that does not match the postmark, or a return address that is not familiar to the person the package is addressed to
 - Delivery address irregularities, including a title with no name, the wrong title with a name,
 - Badly typed or poorly written addresses
 - Misspelled words
 - Restrictive markings or special handling instructions, such as "Personal," "Confidential," "Special Delivery," "Open By Addressee Only"

SUSPICIOUS PACKAGES/MAIL

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



To order this poster call 1-800-122-0201

Revised 04/01
Supersedes 03/01
May 1999 or later date

U.S. Department of Justice
Federal Bureau of Investigation



If you receive a suspicious letter or package What should you do?

1. Avoid handling Don't shake or bump
2. Isolate and look for indicators
3. Don't Open, Smell, or Taste
4. Treat it as Suspect! Call 911

If you suspect a letter or package contains a bomb, radiological, biological, or chemical threat:
Isolate area immediately, Call 911, Wash your hands with soap and water.

Indicators:

Addressed to title only or incorrect title with name.
Lopsided or uneven.
Rigid or bulky.

No return address, or restrictive markings.
Unknown powder or suspicious substance.
Possibly mailed from a foreign country.



Police Department: _____
Fire Department: _____
Local FBI Office: _____
(ask for the duty agent, special agent bomb technician, or weapons of mass destruction coordinator)

GENERAL INFORMATION BULLETIN 2000-3 (revised 6/11/2010)
Produced by Bomb Data Center
Weapons of Mass Destruction Operations Unit

SUSPICIOUS PACKAGES

- Suspicious package indicators (continued)
 - Visual distractions on the package such as drawings, statements, or handmade postage
 - A rigid or bulky envelope
 - An oddly shaped, unevenly-weighted, lopsided, or lumpy package
 - A strange odor coming from the package
 - Oily stains or discoloration on the package
 - Protruding wires or tinfoil
 - Over-wrapping with excessive securing material such as tape or string
 - A package that is not expected by the addressee
 - A package left by unknown person

SUSPICIOUS PACKAGES

- Although the presence of one of these conditions does not mean, for certain, that there is a bomb in the package, check further if any of these indicators are present. Find out if the recipient is expecting the package, recognizes the return address, and if the package is the right size for the item expected. Verify the return address. If any of these items come up a "no," investigate further and alert police.
- Most importantly, DO NOT OPEN ANY SUSPICIOUS PACKAGES. Many mail bombs are triggered by the act of opening the box or envelope. Leave the package where it is, evacuate the area, and call the bomb squad.

EMERGENCY FLIP CHART

SOUTHERN WV COMMUNITY & TECHNICAL COLLEGE	
EMERGENCY NUMBERS ON BACK Wyoming/McDowell Campus	UPON RECEIPT OF BOMB THREAT 1. Use bomb threat checklist form. 2. Evacuate building(S) to destination point if requested by Campus Director OR Crisis Management Team Member. 3. Do not handle, move, or approach any suspect explosive device, in any way, for any reason. If found, contact Campus Director or Crisis Management Team Member.
EMERGENCY NUMBERS • WEAPONS WEAPONS • GUNSHOTS • WEAPONS ATTACK INTRUDER • SHOOTINGS/WOUNDINGS/ATTACKS ATTACKS • FIRE • DEATH/INJURY DEATH/INJURY • HOSTAGE SITUATION • EVACUATION GAS LEAK • SHELTER IN PLACE TORNADO • MEDICAL EMERGENCY MEDICAL EMERGENCY • BIOLOGICAL ATTACK BIOLOGICAL ATTACK • BOMB THREAT BOMB THREAT • QUESTIONS TO ASK CALLER NATURAL DISASTERS*EARTHQUAKES, FLOODS, LANDSLIDES, WILDFIRES	BOMB THREAT CHECKLIST Exact time of call: _____ a.m./p.m. Phone number where call was received: _____ Person receiving the call: _____ Exact words of caller: _____ QUESTIONS TO ASK CALLER: When is the bomb going to explode? _____ Where is the bomb? _____ What does the bomb look like? _____ What kind of bomb is it? _____ Who placed the bomb? _____ Why was the bomb placed? _____ From where are you calling? _____ What is your name? _____ What is your address? _____ BOMB THREAT • QUESTIONS TO ASK CALLER NATURAL DISASTERS*EARTHQUAKES, FLOODS, LANDSLIDES, WILDFIRES
	BOMB THREAT CHECKLIST BOMB THREAT CHECKLIST CALLER'S VOICE: ____ Accent ____ Angry ____ Broken ____ Calm ____ Crying ____ Deep ____ Disguised ____ Excited ____ Giggling ____ Lisp ____ Loud ____ Nasal ____ Normal ____ Rapid ____ Sincere ____ Slow ____ Slurred ____ Squeaking ____ Stressed ____ Stutter Other Information: Describe all background noises: _____ _____ _____ _____

CAMPUS EMERGENCY PLAN

- **7.11 Bomb Threat**
- In the event of a bomb threat:
- **DO NOT HANDLE THE OBJECT!**
- Clear the area and immediately call 911.
- Any person receiving a telephone call bomb threat should ask the caller:
 - When is the bomb going to explode?
 - Where is the bomb located?
 - What kind of bomb is it?
 - What does it look like?
 - Why did you place the bomb?
- Keep talking to the caller and record the following:
 - Time of call
 - Age and sex of caller
 - Speech pattern, accent, possible nationality, etc.
 - Emotional state of the caller
 - Background noise
- **IMMEDIATELY notify the local law enforcement at 911 and report the incident.**
- The director of campus operations will evacuate the building and or campus.
- The local law enforcement officers will conduct a detailed search. Employees are requested to make a cursory inspection of their area for suspicious objects and to report the location to the Director of Campus Operations. **DO NOT TOUCH THE OBJECT!** Do not open drawers, cabinets or turn lights on or off.
- Assist the disabled person in exiting the building! Remember that elevators are reserved for disabled persons. Do not use elevators in case of fire. Do not panic.
- Once outside, move to a clear area at least 500 feet away from the affected area. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- If requested, assist emergency crews as necessary.
- **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a College official.
- The incident commander on the scene will notify the local enforcement agencies of the situation.

THANK YOU

It is vitally important that all staff understand how to document bomb threats. The information you gather is invaluable in the threat assessment and investigation. Thank you for practicing these protocols.