BOMB THREAT PROCEDURE

This checklist is designed to help employees and other decision-makers at Illinois State University respond to a bomb threat in an orderly and controlled manner. For more details, visit www.dhs.gov/what-to-do-bomb-threat

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information by using the checklist on the right side of this page.

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 from another phone.
5. If your phone has a display, copy the number and/or any letters from the Caller ID on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, CALL 911 immediately with information and await instructions.

If a bomb threat is received by handwritten note:
- Call 911
- Handle note as minimally as possible

If a bomb threat is received by email:
- Call 911
- Do not delete the message

If a package/delivery seems suspicious:

DO NOT USE TWO-WAY RADIOS OR CELLULAR PHONES—RADIO/CELLULAR SIGNALS MAY DETONATE

<table>
<thead>
<tr>
<th>Signs of a suspicious package:</th>
</tr>
</thead>
<tbody>
<tr>
<td>No return address</td>
</tr>
<tr>
<td>Excessive postage</td>
</tr>
<tr>
<td>Stains</td>
</tr>
<tr>
<td>Strange odor</td>
</tr>
<tr>
<td>Strange color</td>
</tr>
<tr>
<td>Strange sounds</td>
</tr>
</tbody>
</table>

Information about caller:

Estimated age: _______ Is voice familiar? _______

Caller’s voice:
- Female
- Male
- Accent
- Calm
- Clearing Throat
- Coughing
- Cracking Voice
- Deep
- Deep Breathing
- Disguised
- Distinct
- Excited
- Laughing
- Lisp
- Loud
- Nasal
- Normal
- Ragged
- Animals
- Household
- Kitchen
- Bar/Restaurant
- Booth
- PA System
- Conversation
- Music (kind)
- Motor/Engine
- Static
- Office Equipment
- Factory Machinery

Other Information:

<table>
<thead>
<tr>
<th>Background Sounds</th>
<th>Threat Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incoherent</td>
<td>Reading from Script</td>
</tr>
<tr>
<td>Taped/Recorded</td>
<td>Irrational</td>
</tr>
<tr>
<td>Profane</td>
<td>Well-Spoken</td>
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<tr>
<td>Static</td>
<td></td>
</tr>
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Inbox: