

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

Signs of a suspicious package:

No return address	Unexpected delivery
Excessive postage	Poorly handwritten
Stains	Incorrect titles
Strange odor	Foreign postage
Strange color	Restrictive notes (such as,
Strange sounds	"Only to be opened by...")

If a package is determined to be suspicious:

- Call 911 from land line/VOIP phone
- Refer to Emergency Guide in the Safe Redbirds App
- Refer to Department Emergency Response Plan
- Enact evacuation protocols as directed in Department ERP

PHONE THREAT CHECKLIST

DATE: _____ TIME OF HANGUP: _____

TIME: _____ CALLER ID # : _____

NUMBER/AREA CALLED: _____

ASK CALLER:

Where is it located? _____

When will it go off? _____

What does it look like? _____

What kind of device is it? _____

What will set it off? _____

Did you place it? [YES] [NO]

Why? _____

What is your name? (and/or) Whom do you represent?

EXACT WORDS OF THREAT:

INFORMATION ABOUT CALLER:

Estimated age: _____ Is voice familiar? _____

Whom does it sound like? _____

Caller's Voice

- Female
- Male
- Accent
- Calm
- Clearing Throat
- Coughing
- Cracking Voice
- Deep
- Deep Breathing
- Disguised
- Distinct
- Excited
- Laughing
- Lisp
- Loud
- Nasal
- Normal
- Ragged

Background Sounds

- Animals
- Household
- Kitchen
- Bar/Restaurant
- Booth
- PA System
- Conversation
- Music (kind)
- Motor/Engine
- Static
- Office Equipment
- Factory Machinery

Threat Language

- Incoherent
- Reading from Script
- Taped/Recorded
- Irrational
- Profane
- Well-Spoken

Other Information:



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