

Bomb Threat & Suspicious Package/Letter

Purpose

Responding to a bomb threat, suspicious package/letter or an explosion on campus

Bomb Threat — Receiving a Phone Call

- **Receiving and reporting a threat:**
 - Remain Calm and Professional
 - Avoid a panic situation
- **While Speaking to a Caller:**
 - Immediately upon receiving a call, try to remain calm and courteous.
 - Listen, do not interrupt the caller.
 - If you have Caller ID on your telephone, make note of the telephone number.
 - If possible, get someone's attention having them immediately contact Campus Police via call button on campus phone, Ext. 1453, (419) 267-1452 or call 911 Have them make this call outside of hearing range from the caller.
 - If no one is in the area, contact Public Safety IMMEDIATELY after the caller hangs up.
 - To keep the caller talking, ask questions. If the caller seems agreeable to further conversation, jot down his or her responses on the Bomb Threat Checklist.
 - Document the call as outlined in the Bomb Threat Checklist for Phone Threats. Use the questions on the Bomb Threat Checklist.
 - Pay particular attention to background noises, such as motors running, music playing, vehicle traffic and any other noise which may give a clue as to the location of the caller.
 - Listen closely to the voice (male, female), the mood of the caller (calm, excited, despondent), accents or speech impediments.
 - Record the time and the exact words of the message with particular emphasis on the description and the possible location of the device.
- **After Receiving The Threatening Call**
 - If done previously, contact Campus Police IMMEDIATELY via call button on campus phone, Ext. 1453, (419) 267-1452 or call 911.
 - Complete the Bomb Threat Checklist to the best of our knowledge.
 - Work with Public Safety in evaluating the situation.
 - Assist with search of your work area (if you are requested to do so).
 - Follow Fire evacuation procedures but only when ordered to do so by Campus Police or other emergency personnel (police, fire, etc.).

BOMB THREAT CHECKLIST

BOMB THREAT CHECKLIST

Time Rec'd _____ Ended _____

Date: _____

Exact Wording of Threat: _____

Questions to Ask:

1. When is the Bomb Going to Explode?

2. Where is it Right Now?

3. What Does it Look Like?

4. What Kind of Bomb is it?

5. What Will Cause it to Explode?

6. Did You Place the Bomb? _____

Caller's Voice:

☐ Calm

☐ Crying

☐ Raspy

☐ Angry

☐ Normal

☐ Deep

☐ Excite

☐ Distinct

☐ Ragged

☐ Slow

☐ Blurred

☐ Clearing Throat

☐ Rapid

☐ Whispered

☐ Cracking Voice

☐ Soft

☐ Nasal

☐ Disguised

☐ Loud

☐ Stutter

☐ Accent

☐ Laughter

☐ Lisp

☐ Familiar

If voice is familiar, whom did it sound like? _____

Background Sounds:

☐ Street

☐ House Noises

☐ Clear

☐ Crockery

☐ Motor

☐ Static

☐ Voices

☐ Office Machinery

☐ Local

☐ PA System

☐ Factory Machine

☐ Long Distance

☐ Music

☐ Animal Noises

☐ Booth

☐ Other _____

Receiving a Written Threat, Suspicious Package/Letter, or Unknown Substance

- Immediately report the incident to the Campus Police via call button on campus phone, Ext. 1453, (419) 267-1452 or call 911. Campus Police will decide if a building evacuation is necessary. If so, follow Evacuation Protocols.
- Advise your supervisor of your concerns.
- Do not raise a general alarm.
- Save all material for forensic examination by Police, including the envelope or container.
- Avoid unnecessary handling.
- Do not use a cell phone within 300 feet of a suspicious package.

Letter and Parcel Bomb Recognition Points

- The following are letter and parcel bomb recognition points:
- Mailed from a foreign country.
- Excessive or no postage.
- Unusual amount of tape on letter or parcel
- Rigid or bulky package
- Protruding wires
- Unusual weight for the size of the package
- Strange odor
- Lopsided package
- Oily stain on wrapper
- Restrictive markings and address issues such as:
 - Marked Confidential
 - Misspelled name and address
 - Badly typed or written address
 - Marked Personal
 - Title with no name
 - Wrong title with name

Precautions:

- Handle with care. Do not move, shake or bump the parcel.
- Don't open, touch or smell.
- Isolate the package or parcel immediately.
- Turn off fans, window air conditioners or space heaters.
- Remember: IT MAY BE A BOMB — treat it as suspect.

Unknown Powdery Substance (inside or outside of package)

If the package contains any type of unexplained substance:

- Report the incident to the Campus Police via call button on campus phone, Ext. 1453, (419) 267-1452 or call 911.
- Leave the package in place and isolate it. If you haven't fully opened it yet, don't.
- Move everyone away from the immediate area or room where it is located.

- Vigorously wash your hands with soap and water (this applies to anyone who may have come into contact).
- Keep anyone who may have been exposed in the general area until authorities arrive.

Suspicious Object

If a suspicious object is found during the visual search of your area follow these procedures:

- Immediately report the suspicious object to Campus Police.
- Advise your supervisor of the situation.
- Do not touch or move the suspicious object or package under any circumstances.
- Do not operate cellular telephones or 2-way radios.

In the event of an explosion, use these additional procedures:

- Determine the location and extent of the explosion.
- Contact the Campus Police via call button on campus phone, Ext. 1453, (419) 267-1452 or call 911. Campus Police will contact required agencies.
- Help evacuate the area.
- Assist with any wounded or injured.

Note: Exercise extreme caution in an explosion situation. Remember the possibility of a secondary device. The explosion situation most likely will be a crime scene, as well as a bio-hazard area.

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



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Campus Police

- Notify Command Center Staff (President, Chief Fiscal Officer, Vice President of Academics, Director of Facilities to respond to the Command Center to direct operations. **PROHIBIT THE USE OF CELL PHONES AND RADIOS!**
- All communications will be conducted via Land Line or In Person.
- Evaluate the threat and suspicious device or package, and determine the best course of action.
- If necessary, begin evacuations of the building. Follow same evacuation as Fire, staging points will be a further distance from the building.
- Contact Dispatch-911 for mutual aid from Ridgeville Township Fire Department and Henry County Sheriff's Office
- Building Search will be conducted by Emergency Response Personnel
- If a suspicious package or device is located, Emergency Personnel will fall back. Contact will be made with the Toledo Bomb Squad and/or Lima Bomb Squad for assistance via 911-dispatch.
- In the event of an explosion: Follow Fire Evacuation Protocol
 - Notify 911 Dispatch and request additional aid
 - Search for any additional devices
- Will notify Command Center when the building is clear and give the directive to re-enter the college

Command Center

- The Command Center Staff will include the: President, Chief Fiscal Officer, Vice President of Academics, Director of Facilities, and the Chief of Police or the Police Officer on duty. All members will respond to the Command Center to direct operations.
- The initial Command Center will be located at the Maintenance Building Office or other safe location, away from the threat.
- The Command Center will have a Rave Alerts Sent, the website updated, and field media calls through a designated representative such as the Executive Vice President Assistance-CFAO.
- The Chief Fiscal Officer or the Vice President of Academics will contact Four County Career Center and alert them to the current situation and request shelter for evacuees if necessary. Evacuees will then be directed to take shelter in a designated area at Four County Career Center.
 - *Four County Career Center Superintendent 419-267-3331 ext 2210 or 2216*
- The Command Center will give the directive to re-enter the college once there is verification that there is no further threat.
- The Fire Department will establish an Incident Command on site and they are the controlling authority during the fire event. Representatives from NSCC Command Staff will need to be in contact Incident Command or the Fire Department responding.

Floor Captains

- Will direct evacuations of their designated areas
- Will direct those who may be enlisted to assist with evacuation
- Will ensure that any handicapped person is assisted
- Will ensure that their area of responsibility is clear of people.
- Do not turn off lights or close doors in your assigned areas.
- Notify the Command Center via emergency phones only, that their area and/or building is clear.
- Will exit the building and assist moving evacuees to a safe distance from the building or an assigned location, not in conflict with emergency personnel.
- Will provide information to evacuees when it is safe to return to the building upon the direction of the Command Center.

Welcome Center

- Will work directly with the Command Center to assist with communications.

Maintenance Personnel

- Will assist in the investigation of the threat
- Will inform the Command Center of the status and nature of their findings.
- Will assist the Command Center in meeting with the responding mutual aid agencies

Faculty/Staff

- If capable, assist Floor Captains in the evacuation of the building
- Will assist with the evacuees outside of the building in the designated areas.
- Will assist with re-entry into the building, once been given the all clear.
- Will need to take attendance of the evacuees for documentation for the Fire Department.

Custodial Staff

- Will assist evacuating the building and help direct evacuees to the designated areas, where they will not be in conflict with responding emergency personnel.
- Will assist in directing evacuees to Four County Career Center if necessary.
- Will assist with the re-entry into the building, once the all clear has been given by the Command Center.

After Action Report

- After the incident and as soon as practical, the response to the incident should be accessed and documented by the Emergency Response Team.