**Applies To:**

* All Wisconsin Veterans Home at King (WVH-K) staff, members, volunteers and visitors

**Policy:**

* Upon receipt of a bomb threat, it is impossible to know if it is real or a hoax. Therefore, precautions shall be taken for the safety of the members, visitors, and employees; and to improve the probability that the culprit is caught.

### Procedures:

1. In the event of a bomb threat staff will utilize the Bomb Threat Procedure form attached to this document.
2. Once the Police have arrived:
   1. Unlock all drawers and cabinets for search crews.
      1. Keys shall be available so that searchers can inspect all rooms. Employee lockers will be searched. If padlocked, padlock will be cut off.
   2. The Administrator or designee shall remain with the Search Commander during the entire search to provide assistance and counsel during the search.
      1. You can help by searching your immediate area and identifying any strange or misplaced objects.
      2. Do NOT touch anything – report suspect objects.
   3. If a suspected bomb is located within the building, the responsibility for investigation will be that of the law enforcement officials having jurisdiction over such matters.

**BOMB THREAT CALL PROCEDURE WVH-King**

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm & obtain information with the checklist.

**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 security at 2222 or, as soon as the caller hangs up, immediately notify them yourself from a different phone.
5. If your phone has a display, copy the number and /or letters 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.

**If a bomb threat is received by handwritten note:**

1. Call security at 2222 immediately.
2. Handle the note minimally. Do not let others handle the note.

**If a bomb threat is received by email:**

1. Call security at 2222 immediately.
2. Do not delete the message.

**Signs of a suspicious package:**

• No return address • Poorly handwritten

• Excessive postage • Misspelled words

• Stains • Incorrect titles

• Strange odor • Foreign postage

• Strange sounds • Restrictive notes

• Unexpected delivery

**DO NOT:**

* Use two-way radios or cellular phone: radio signals have the potential to detonate a bomb.
* Evacuate the building until security has arrived and evaluates the threat.
* Activate the fire alarm.
* Touch or move a suspicious package.

**WHO TO CONTACT**

Security at 2222

Police at 9-911

Adapted from Homeland Security 6/2014

Date: \_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_\_

BOMB THREAT CHECKLIST

Time Caller Hung Phone Number Where Call

Up: \_\_\_\_\_\_\_\_\_\_\_\_\_ 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 level of noise) |
|  |
| Estimated age: |
| Is the voice familiar? If so, who does it sound like? |
|  |
| Other points: |
|  |

**Male Female**

**Caller’s Voice: Background Sounds: Threat**

Accent Rapid Animal Noises **Language:**

Angry Slow House Noises Incoherent

Calm Slurred Kitchen Noises Message read

Clearing Soft Street Noises Taped

throat Stutter Booth Irrational

Coughing PA system Profane

Cracking voice Conversation Well-Spoken

Crying Music

Deep Motor

Deep breathing Clear

Disguised distinct Static

Excited Office Machinery

Laughter Factory Machinery

Lisp Local

Nasal Long Distance

Normal

Ragged