BOMB THREAT RESPONSE ~ GUIDANCE & STRATEGIES

Bomb threats can be made against locations telephonically, via a package or note and through social media. While our hope is that your location never receives such a threat, there are steps your location needs to take so your location is prepared in the event of receiving a threat. Those preparations include the following:

1. Ensure the bomb threat checklist is kept accessible near the phones. Copies of the checklist can be downloaded from https://www.dhs.gov/publication/dhs-bomb-threat-checklist
2. Ensure the staff responsible for taking phone calls is familiar with and has reviewed the checklist and this guidance memo.
3. Determine the type of communication system used by your location and have this information recorded and available to provide to law enforcement.
4. Determine the communication service provider for your location and have this information available to provide to law enforcement.

Regardless of how the bomb threat is made if such a threat is received, your location is immediately to contact law enforcement to report the matter via 9-1-1.

Telephonic Threats

1. If the threat is telephonic, the call taker should use the bomb threat checklist. If the call taker is alone, they should gather as much information as possible and at the conclusion of the call immediately contact law enforcement. If another person is in the area, the call taker is to get his or her attention, while keeping the caller on the line, and write a note to the other person to contact law enforcement.
2. Key information to be provided to the responding law enforcement agency includes the following:
   - □ Location name, address, and the main telephone number.
   - □ Location telephone communication type: Voice over Internet Protocol (VOIP) or traditional communication service, as well as the service provider.
   - □ Date, time, and duration of bomb threat including time zone.
   - □ Type of bomb threat call - recorded, robotic voice, a human voice, or social media including the application used to deliver the threat.
   - □ Specific information on what the caller said or indicated and if the caller appeared to be a male or female.
   - □ Identification of the call-taker. If a checklist was used, ensure a copy is provided to law enforcement.
   - □ Status of the incoming phone number or IP address (VOIP) as to being captured

or blocked. If captured, it is imperative a request is made to the communication service provider for account holder information, as records may only be maintained for 24 to 48 hours.

- Status of the call as to being audibly recorded or not. If the call was recorded, ensure a copy of the conversation is provided to law enforcement.
- If the bomb threat was received via voice mail and/or email preserve a copy of the same for law enforcement. You can copy, photograph, or print a copy of the email threat. Also, obtain the full email header information and attempt to obtain all IP addresses to your location's website or email account where the threat was directed.
- Share whether or not the location was evacuated including the duration of the evacuation.
- Law enforcement should provide your location with the incident report/case number.

As soon as practical, your location is to notify the Office of Risk Management of the threat by contacting Tom Alban, Director of Risk Management at 410-547-5424. Risk Management will then promptly contact other Departments within the Catholic Center as required.

BOMB THREAT EVACUATION FACTORS

In addition to communicating the threat and as much information as possible to law enforcement, your location needs to begin assessing certain information to determine if the building is to be evacuated. This information is to be shared with law enforcement upon arrival to assist with the assessment. If, however, the law enforcement response time is delayed, you may need to make the decision on evacuating without law enforcement involvement.

Outlined below are factors for your location to consider relative to bomb threat evacuations.

- Your location needs to evaluate the specifics and totality of the circumstances of each bomb threat. This assessment should include law enforcement participation whenever possible.
- A non-specific/vague bomb threat may not warrant an evacuation.
- A threat with specific information such as device type, location, reason/motive for the threat, detonation time, and familiarization of the school may necessitate an evacuation.
- Bomb threat incident data indicates that in general, real bombers don't make bomb threats and bomb threat callers don't make and deliver bombs.