



**DEPARTMENT OF CORRECTIONS
Administration**



Title: Bomb Threats/Suspected Bomb Threats/Suspicious Packages	DOC Policy: 10.3.2
Effective: 03/08/18	Supersedes: Policy 40.1.5, Bomb Threats/Suspected Bombs dated 7/1/99
Applicability: All Employees	
Directives Cross-Reference: Rule: Release of Public Information - Div 039 Policy: Unusual Incident Reporting Process - 40.1.6, Fire Safety-20.6.6	
Attachments: Attachment A – Bomb Threat Checklist	

I. PURPOSE

The purpose of this policy is to ensure a safe and orderly response to a bomb threat received by any Department of Corrections employee and to establish the process for handling incoming mail, packages, or other deliveries in which a suspected bomb may be contained.

II. DEFINITIONS

A. Functional Unit Manager: Any person within the Department of Corrections who reports to the Director, Deputy Director, an Assistant Director, or an administrator and has the responsibility for the delivery or coordination of program services.

III. POLICY

A. Responsibilities

1. Functional unit managers are responsible for ensuring that employees who routinely receive incoming telephone calls or who routinely handle incoming mail or other deliveries are aware of the location of this policy and provided a copy of the Bomb Threat Checklist.
2. Functional unit managers are responsible for ensuring office and building evacuation plans are posted for the building or office for which they are responsible.
3. Emergency Action Monitors will be designated in each work area by the functional unit manager. No specific number of monitors is required, but a ratio of one Emergency Action Monitor per fifty employees is recommended. Upon being notified, the Emergency Action Monitors will:
 - a. Notify all persons in the area of the alert;

- b. Discourage running to exits;
- c. Direct co-workers to the closest safe exit. Emergency Action Monitors should make certain the designated exits are evenly distributed to avoid crowding in specific stairwells or exits;
- d. Quickly check restrooms, vaults, or other areas where people may fail to hear alarms; and
- e. Attempt to alleviate fear and panic by providing clear directions.

4. Bomb Threats:

- a. An employee receiving a telephoned bomb threat will do the following, utilizing the attached Bomb Threat Checklist as a guide:
 - (1) Keep the caller on the line for as long as possible. **Do not hang up**, even if the caller does.
 - (2) Listen carefully.
 - (3) Keep the caller talking. Try to receive as much information from the caller as possible by using the checklist.
 - (4) If possible, write a note or message to a co-worker to call the authorities, or as soon as the caller hangs up, notify the authorities yourself from a different phone.
 - (5) If the phone has a display, copy the letters and/or numbers displayed.
 - (6) Complete the Bomb Threat Checklist. Write down as much detail as possible. Try to get exact words.
 - (7) Notify your immediate supervisor, functional unit manager or designee as soon as possible.
- b. The supervisor, functional unit manager or designee shall:
 - (1) Initiate on scene command by utilizing the Incident Command System.
 - (2) Decide to evacuate or coordinate with law enforcement to determine if the office/building or part of the building should be evacuated.
 - (3) Serve as a contact for law enforcement. Document any information that may be of value in an investigation.
 - (4) Establish a method to communicate information to employees.

(5) Immediately notify their Assistant Director or designee.

5. Suspicious Packages/Mail:

a. All employees routinely handling incoming mail, packages, and/or other deliveries are responsible for being aware of the characteristics of potentially hazardous mail as described below:

No return address;

(1) Excessive postage;

(2) Stains;

(3) Unknown substances;

(4) Strange odor;

(5) Strange sounds;

(6) Poor handwriting;

(7) Misspelled words;

(8) Incorrect titles;

(9) Foreign postage; and

(10) Restrictive notes.

b. A letter, package, or any other item delivered in an unusual way should be viewed with suspicion.

c. Employees shall NOT OPEN a package or letter that has been deemed potentially hazardous based on the warning signs listed above. The employee shall CONTACT THE SUPERVISOR AT ONCE.

d. The supervisor will follow the steps outlined above in 4b.

B. Reporting

The functional unit manager or designee receiving a telephoned bomb threat or a suspicious package will report such information following the procedure outlined in the Department of Corrections rules on Release of Public Information (OAR 291-029) and the policy on Unusual Incident Reporting Process, #40.1.6.

C. Evacuation

If evacuation is necessary, the functional unit shall follow the same evacuation procedure as outlined in the policy on Fire Safety Procedure, #20.6.6.

IV IMPLEMENTATION

This policy will be adopted immediately without further modification.

Certified: signature on file
Michelle Mooney, Rules Coordinator

Approved: signature on file
Brian Belleque, Deputy Director

BOMB THREAT CALL PROCEDURES

All threats should be considered serious until proven otherwise. Act swiftly, but remain calm and obtain information using 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 the authorities or, as soon as the caller hangs up, notify them yourself from a different phone. **DO NOT HANG UP.**
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 a handwritten note:

1. Call law enforcement per local practice
2. Handle the note as minimally as possible

If a bomb threat is received by e-mail:

1. Call local law enforcement
2. Do not delete the message

SIGNS OF A SUSPICIOUS PACKAGE

• No return address	• Poor handwriting
• Excessive postage	• Misspelled words
• Stains	• Incorrect titles
• Strange odor	• Foreign postage
• Strange sounds	• Restrictive notes

DO NOT:

- Use two-way radios or cellular phones. Radio signals have the potential to detonate a bomb.
- Activate the fire alarm.
- Touch or move a suspicious package

WHO TO CONTACT:

1. Contact law enforcement per local guidelines or dial **911**.
2. Report the threat to your supervisor.



Oregon

Department of Corrections

BOMB THREAT CHECKLIST

Date: _____ Time: _____

Time caller hung up: _____

Phone number where call was 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?

- Why?

- What is your name?

EXACT WORDS OF THREAT

INFORMATION ABOUT CALLER:

Caller's Voice	Background Noises:	Threat Language:
Accent	Animal Noises	Incoherent
Angry	House Noises	Message read
Calm	Kitchen Noises	Taped
Clearing Throat	Street Noises	Irrational
Coughing	Booth	Profane
Cracking Voice	PA System	Well-Spoken
Crying	Conversation	
Deep	Music	
Deep Breathing	Motor	
Disguised	Clear	
Distinct	Static	
Excited	Office Noises	
Female	Factory Noises	
Laughter	Local	
Lisp	Long Distance	
Loud	Other Info: _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____	
Male		
Nasal		
Normal		
Ragged		
Rapid		
Raspy		
Slow		
Slurred		
Soft		
Stutter		