

Operations Coordinator: _____

Time of call: _____

Protocols for answer and Bomb Threat telephone call

Information is taken from the Integrated Safe School Plan and BUL-6460.0

Bomb Threat - Telephone

Procedure

1. The call taker should attempt to keep the caller on the telephone as long as possible and alert someone else to call 911. The staff member calling 911 informs the operator of:
 - Nature of threat on phoneline
 - Name of school
 - Phone number of line receiving threat
 - Name and contact information of staff member
2. The person answering the threat call should immediately inform the principal, and then use the Bomb Threat Form to gather and record information about the call.

Bomb Threat Form Questions include:

- Where is the bomb (building, location)?
- When is it going to explode?
- What kind of bomb is it? What does it look like?
- Who set the bomb? Why was the bomb set?
- What can we do for you to keep the bomb from exploding?
- What is your name?
- How old are you?
- Where do you live?
- How can you be contacted?

In addition to the above questions, evaluate the caller's voice and background noise for characteristics such as:

Caller Characteristics:

- Gender
- Age
- Accent
- Slurred/impaired speech
- Recorded/disguised voice
- Familiarity
- Irrational/incoherent

Background Noise:

- Office
- Outdoors
- Traffic
- Other