

CORPORATE PROCEDURE

PROCEDURE NUMBER: ERP808

PROCEDURE TITLE: Bomb Threats

OWNER: Vice President, Finance & Administration

APPROVED BY: Senior Leadership Team

EFFECTIVE: June 18, 2008

REFERENCE:

**LINKS TO OTHER PROCEDURES/POLICY: ER801 - Emergency Response Policy
Emergency Response Plan**

BACKGROUND

In the event that a bomb threat or actual bombing occurs at Mohawk College, it is important that each person in a position of authority understands and fulfils his or her responsibilities. The utmost consideration is the protection of life, and therefore no bomb threat should be ignored. Emergency personnel will make a risk/threat assessment and order evacuation of any implicated building whenever they determine that such action is warranted. Every reasonable effort will be made to ensure that the evacuation is carried out in a controlled orderly manner. Mohawk College staff in the building are urged to be cooperative and when necessary assist in evacuation or searches.

PROCEDURES

1. Written Threat

It is vital that a document containing a bomb threat be handled by as few people as necessary in order to preserve evidence for the police investigation.

- After the document has been opened and read, and a determination is made to call Security or the Police, handle the document by the edges only and insert into a clear plastic sleeve. Do not show the document around the office to avoid generating panic.
- If the information is received by email, keep the message saved on your computer; do not send it to anybody else until directed to do so by the Manager of Security or Police.

2. Telephone Threat

In the event that a threat is received by phone, it is important to compile as much information as possible about the caller, using the following protocol:

- Remain calm; do not panic.
- Refer to the bomb threat check list included as **Attachment A** to this Procedure.
- Look at the phone display (if there is one) and record this information.
- Try to keep the caller talking to get as much information as possible
- Do not interrupt the caller.
- Pay attention to the background noises to pick up distinctive noises such as traffic, television, music, voices.
- Note characteristics of the caller's voice, gender, age, accent etc.
- Notify Security quickly and quietly, without tipping off the caller that you are seeking assistance.
- Try to get information about the bomb, its location and the time of detonation.
- Immediately after the call, notify Security if you haven't already done so.
- Notify your supervisor as soon as possible.
- Do not sound the Fire Alarm.
- Provide Security with the completed bomb threat checklist.

If the threat is on your voice mail, do not erase it. Notify the Manager of Security or the Police immediately.

3. Threats Received During Day-time Business Hours

- Security will contact Police Services
 - Security will contact the Executive Director, Facilities Management who will proceed to the Security Control Centre and evaluate if the bomb threat is specific or non-specific. Consideration must be made as to the:
 - i) Type of threat
 - ii) Caller information
 - iii) Past history of threats
 - iv) Patterns of threats in surrounding areas
- The Executive Director, Facilities Management will inform the Vice President Finance and Administration, the President, or his/her designate.
- The President's Office will contact HR Staff Services.
 - The President or his/her designate will:
 - Make a decision to evacuate or not to evacuate based on information given.
 - Inform the Senior Management Team and Campus Managers.

- If an evacuation is required, the Vice President - Marketing, Communications, Alumni & Government Relations will script an urgent message for students, parents, the public and the media.

Please refer to **Attachment B** – Bomb Threat Response.

4. **Threat Received After Day-time Business Hours**

- Security will notify Police immediately.
- Security will notify the Executive Director, Facilities Management who will be responsible for notifying the President, and the VP Finance and Administration, or designate and proceed to the Security Control Centre.
- The President's Office will contact HR Staff Services.
- The VP, Finance and Administration will proceed with the bomb threat action plan (**Attachment B**) in conjunction with Police. He/she will make a decision concerning additional staffing and a staff member to contact additional personnel.

5. **Decision to Evacuate**

The decision to evacuate will be made after a thorough evaluation of all the known information. A threat evaluation considers, but is not limited to:

- The nature of the threat
- The specificity of the location and time of detonation
- The circumstances leading to the threat
- The discovery of a device or unusual package

Not all threats will result in evacuation. This information will be discussed with Police and the decision to resume normal activity will be made by Police and the Vice President, Finance and Administration.

6. **Staff Assistance**

Staff may be asked to assist searchers and identify property in an office or lab because they are most familiar with the area. Search procedures will be given by Police or Security. If an unknown package or device is discovered, **do not touch it**; call Security immediately.

Staff may also be asked to assist with the evacuation. Use the designated stairways for orderly evacuation. **Do not use elevators under any circumstances.** Once the evacuation of an area is completed, notify Security and refuse entrance to any unauthorized personnel.

7. Communication with the Media

All communication with the media about the nature of the emergency should be handled by the VP - Marketing, Communications, Alumni & Government Relations or his/her designate.

REVISION DATE

ATTACHMENTS

Attachment A – Bomb Threat Checklist

Attachment B – Diagram 1 – Bomb Threat Response

SPECIFIC LINKS

ATTACHMENT A

Bomb Threat Checklist

Place this list under your telephone for easy reference.

1. Exact wording of the threat:

Remain calm and keep the caller on the line as long as possible. Ask to have the message repeated.

2. When is the bomb going to explode?

Where is the bomb right now?

What kind of bomb is it?

What will cause it to explode?

Did you place the bomb?

Why?

What is your address?

What is your name?

3. Report the threat immediately to Security, your Manager and 911

4. Be prepared to describe the threat in as much detail as possible to the Police. Record information here:

a): Gender of Threat maker:

Approximate Age:

Voice characteristics: (Circle all those that apply)

Calm	Loud	Distinct	Nasal	Angry	Laughing
Slurred	Stuttering	Excited	Crying	Lisping	Cracking
Slow	Normal	Raspy	Disguised	Rapid	Deep
Clearing Throat		Accent	Soft	Ragged	Deep Breathing

Familiar (Who?)

b) Background Noises: (circle all that apply)

Street Noises	Music	Restaurant	Household Noises
Long Distance	Motor	Factory Machinery	Animal Noises Clear
PA System	Static	Office Machinery	Voices

Other:

c) Demeanour: (circle all that apply)

Well spoken	Incoherent	Irrational	Foul
Taped	Message read		

Remarks:

Phone number where threat was received:

Date and Time of Threat:

Your Name, Campus and Room No:

ATTACHMENT B – BOMB THREAT RESPONSE

