

USDA Bomb Threat Call Procedures

Bomb Threats are serious until proven otherwise. Most bomb threats are received by phone, however, maybe received by other means as well. It is important to act quickly, but remain calm and obtain as much information as possible. Have a copy of your OEP on hand in case you are asked to coordinate any evacuation from the building.

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 to both the caller and background noises that might indicate the location of the caller. 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, but do not hang up the phone. Using a different desk phone, notify the authorities yourself.
5. Do not use a cell phone to make this call, contact FPS, Local Police (911), and Facility Security Guard Force immediately with information and await instructions.
6. If your phone has a display, copy the number and/or letters on the window display.
7. Complete the bomb threat checklist immediately. Write down as much detail as you can remember. Try to get the words exact.

If a bomb threat is received by handwritten

note:

1. Call the facility's Security Guard Force if your facility has one, FPS, and/or local Police.
2. Handle the note as minimally as possible.

If a bomb threat is received by e-mail:

1. Call the facility's Security Guard Force, FPS, and/or local Police.
2. Do not delete the message, and forward to you Physical Security Officer for further action.

Signs of a suspicious package:

1. No return address
2. Excessive postage
3. Stains
4. Strange odor
5. Unexpected delivery
6. Poorly handwritten
7. Misspelled words
8. Incorrect titles
9. Foreign postage
10. Restrictive notes

Do Not's:

1. Use two-way radios or cellular phones; radio signals have the potential to detonate a bomb.
2. Evacuate the building until police arrive and evaluate the threat.
3. Activate the fire alarm.
4. Touch or move a suspicious package.

Bomb Threat Checklist

Date:
Time:
Time Caller Hung Up:
Phone Number Where Call Received:

Ask Caller:

1. Where is the bomb located?
2. When will it go off?
3. What does it look like?
4. What kind of bomb is it?
5. What will make it explode?
6. Did you place the bomb?
7. Why?
8. What is your name?
9. Are you targeting a specific person/group or the Agency?
10. Is there someone specific you would like for me to notify of this action?
11. Is there anything I can do for you to prevent you from proceeding with this action?
12. Would you be willing to meet with me or someone else to discuss?
Where/When?

Exact Words of the Threat:

1. Try to remember as much detail as possible.
2. Try to record it if possible.

Information about Caller:

1. Where is the caller located?
 - a. (Background and level of noise)
2. Estimated Age?
3. Other/Additional Points?

Who to Contact:

1. Follow your local guidelines
2. Guard Force (if applicable)
3. Federal Protective Service (FPS) Police
 - a. 1-877-4-FPS-411 (877-437-7411)
4. Local Police/911
5. USDA OIG Hotline
 - a. 800-424-9121

Caller's Voice:

Accent	Angry
Calm	Clearing Throat
Coughing	Cracking Voice
Crying	Deep
Deep Breathing	Disguised
Distinct	Excited
Female	Laughter
Lisp	Loud
Male	Nasal
Normal	Ragged
Rapid	Raspy
Slow	Slurred
Soft	Stutter

Background Sounds:

Animal Noises	House Noises
Kitchen Noises	Street Noises
Booth	PA System
Conversation	Music
Motor	Clear
Static	Office Machinery
Factory Machinery	Local
Long Distance	

Threat Language:

Incoherent	Message Read
Taped	Irrational
Profane	Well-Spoken