



Safety Guideline

Bomb Threats and Suspicious Packages

August 2019

If you receive a telephone bomb threat

1. **Do not hang up** and leave your phone off the hook when the call is over so the call can be traced.
2. Remain calm.
3. Try to prolong the conversation.
4. Use the bomb threat checklist.
5. Call **(402) 559-5555, USING A DIFFERENT PHONE**, to report any threatening phone calls.
6. Do not evacuate the building; do not sound the fire alarm.

In the event of a bomb threat:

1. Report any unusual activity, suspicious objects, packages or devices to Security/Public Safety.
2. Since you are familiar with your area, you may be asked to assist in searching your area.
3. Clinical Staff in charge prepares a patient condition list for potential evacuation needs and a staff list. Non-clinical depts. create a staff list if possible, assign someone to answer the phone and relay messages. Send lists to the Incident Commander if requested.
4. Move visitors into their patient's rooms; visitors in the Lobbies may go outside to wait. Lockdown will NOT be activated.
5. Search only your area.
6. If patients and visitors are concerned, let them know "we are working with the Omaha Police Department in response to a threat. We believe the threat is not credible, and the police have advised us to shelter in place. We are taking all precautions for your safety."
7. If it is deemed necessary to evacuate, you will be notified by your manager or the overhead paging system. Evacuate via the primary route for your area, or by the alternate route, if so directed.
8. Move everyone out of the site of the suspicious package; "if you can see it, it can see you!"
9. Resume normal operations when "All Clear" is announced.

If you find a suspicious package, device or an envelope

Contact Security/Public Safety Dispatch at (402) 559-5555 and give them the location.

- Do not handle suspicious packages, devices, or envelope.
- Keep others away and alert anyone in the area about the suspicious package envelope. Leave the areas, close doors, and take actions to prevent others from entering the area.
- If you are handed the suspicious package, lower it gently to a table or stable surface.
- Do not shake it, drop it, toss it, sniff it, touch, taste, handle or look closely at it or at any of the contents that may have spilled.
- Do not use a cell phone directly over the suspicious item.
- If it is deemed necessary to evacuate, you will be notified by your manager or the overhead paging system. Evacuate via the primary route for your area, or by the alternate route, if so directed.
- If possible, create a list of persons who were in the room or area when this suspicious letter or package was recognized and a list of persons who also may have handled this package or letter. Give this list to security/public safety and local law enforcement officials.

Receiving a threat by handwritten note or email

1. Call Security/Public Safety Dispatch at **(402) 559-5555**, tell the Dispatcher you have a written bomb/terroristic threat.
2. Handle note as little as possible.
3. If the threat comes via email, do not delete the message.
4. Dispatch will notify 911 and the Hospital and UNMC Incident Commanders – On Call.
5. Notify your manager or direct supervisor.

Threatening Phone Call / Bomb Threat Checklist

The following is a checklist to be utilized by the person receiving a call which threatens the safety or security. Leave your phone OFF the hook and DON'T HANG UP when the call is over. The call can be traced if you don't disconnect.

Checklist: Complete all possible items immediately following the call.

1. **Ask for Caller's Name** _____
2. **Caller's Address** _____
3. **Sex** Male Female
4. **Age** Adult Child
5. **Bomb Facts** (Ask the caller the following)
6. When will it go off? _____
7. Building? _____
8. Exact Location? _____
9. Why are you doing this? _____
10. Nature of the Threat _____
11. **Call:** Local Long Distance Unknown

12. Voice Characteristics

Tone

- Loud
- Soft
- High Pitch
- Low Pitch
- Slurred
- Pleasant Manner

Speech

- Fast
- Slow
- Distorted
- Cursing
- Disguised

Language

- Lisp Excellent
- Nasal Good
- Raspy Fair
- Poor

Accent

- Local
- Not Local
- Other
- Message Read
- Laughing

Manner

- Poor Grammar
- Well Spoken
- Taped
- Rational

- Emotional
- Irrational
- Deliberate

Background Noise

- Office Machines Voices Trains
- Factory Machines Music Airplanes
- Bedlam/Commotion Radios Street Traffic
- Animals Party PA System
- Quiet Static