

# POLICY MANUAL

**Subject:** Bomb Threat Plan

**Effective Date:** 6/1/97

**Initiated By:** Environment of Care-  
Emergency Preparedness Team  
Russ Taylor, Team Leader

**Approved By:** James B. Moore  
Chief Executive Officer

**Review Dates:** 12/02, 07/10 RT/Committee, 7/11RT  
12/13 RT, 11/14 RT

**Revision Dates:** 6/99 CSF, 11/02 EOC,  
11/05RT 10/08RET

## POLICY:

Cumberland Heights maintains a Bomb Threat Plan in the event that such a threat is received.

## PROCEDURE:

### If receiving a bomb threat via phone:

1. Do not hang up. Remain calm and attempt to keep your voice at an even level. Immediately begin to write down everything the caller says using the BOMB THREAT CHECK LIST (see attached).
2. Attempt to quietly and quickly get someone's attention that you are receiving a bomb threat. This person is to notify those persons listed in #6.
3. Attempt to keep the caller on the phone as long as possible by asking questions; specifically, determine the location of the bomb and the time of detonation, if possible.
4. Pay particular attention to any background noises, such as running motors, music or any other clue as to the origin of the call. Listen closely to the voice (male, female); voice quality (calm, excited); accents or possible speech impediments.
5. Write down the exact time and estimate the amount of time you were on the phone with the caller.
6. Immediately notify (one of) Security, the Safety Director and on-call Manager who will make the decision if Metro Police Department is to be called and whether or not any evacuation is necessary. First person contacted will notify other persons.

**PHONE NUMBERS:** 911  
Metro Bomb Squad 862-7755  
Metro Dispatcher 862-8600

7. Remain where you are unless instructed to evacuate. Do not repeat the details of the call to anyone other than authorities of Cumberland Heights and Metro Police and Fire Department personnel.
8. Do not make any public address announcement concerning the bomb threat.
9. If someone tells you in person about a bomb, again try to get as many details as possible: where it is exactly, when it will go off, what kind is it, etc. Try to keep the person calm.
10. Notify as per step #6 as soon as possible and stay with the person if possible.
11. Security should notify Executive Management, on call manager and the Safety Director at once for further instructions.

(continued)

Cumberland Heights  
Bomb Threat Information Checklist

1. Date: \_\_\_\_\_ Time of call: \_\_\_\_\_ am / pm
2. Exact language used by caller (i.e., accents, dialect, stuttering) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. Demographics:                      Male ☐                      Female ☐  
   Adult ☐                      Youth ☐                      Child ☐  
   Age \_\_\_\_\_                      Race \_\_\_\_\_
4. Speech:                      Slow ☐                      Excited ☐                      Disguised ☐  
   Rapid ☐                      Loud ☐                      Sincere ☐  
   Normal ☐                      Broken ☐                      Accent ☐
5. Background Noise(s): \_\_\_\_\_
6. Name of Person Receiving Call: \_\_\_\_\_
7. Attempt to ask the following questions:
  - ☐ Exact location of bomb? \_\_\_\_\_
  - ☐ Time set for detonation? \_\_\_\_\_
  - ☐ What does the bomb look like? \_\_\_\_\_
  - ☐ What type of explosive? \_\_\_\_\_
  - ☐ Why was it placed here? \_\_\_\_\_
8. **NOTIFY THE FOLLOWING IMMEDIATELY: SAFETY DIRECTOR AND MANAGER ON CALL**
9. **THE SAFETY DIRECTOR OR MANAGER ON CALL WILL MAKE THE DECISION TO NOTIFY THE METRO POLICE BOMB SQUAD AND WHETHER OR NOT ANY EVACUATION IS NECESSARY.**

Bomb Squad #862-7755 or METRO POLICE #862-8600 OR 911