

BOMB THREAT

Bomb threats can come in many forms. According to the Department of Homeland Security, the most common way such threats are received is by phone. Threats may also be made verbally, via email, written note, social media, or other means.

Remember that every bomb threat is unique and may need to be handled differently from previous threats, depending on the nature of the threat and the facility/environment in which it occurred. Your role is to notify the UNT Police Department as soon as possible, along with your supervisor, building staff, or professor. The UNT Police Department will evaluate the threat and determine the next course of action.

IN-PERSON THREATS

The first, and possibly the most important step, is to stay calm. Your job at this point is to gather and communicate as much information as possible to share with the UNT Police.

Immediately after receiving an in-person threat, follow these steps:

1. Note which direction the person went (if they have left). If the individual remains in the building, carefully keep an eye on them.
2. Write down the threat exactly as it was communicated
3. Call **911** and notify your supervisor
4. Note the description of the person who made the threat:
 - a. Name (if known)
 - b. Gender
 - c. Body size (height/weight)
 - d. Distinguishing features
 - e. Race
 - f. Type/color of clothing
 - g. Hair and eye color
 - h. Voice (loud, deep, accent, etc.)
5. Follow all instructions from first responders

Do NOT tell others about the threat, as doing so could cause extreme anxiety. Additionally, do NOT initiate a building evacuation unless specifically directed to do so by first responders.

WRITTEN THREATS

Written bomb threats may be posted via social media, sent via email, or mailed. No matter how it is received, it is important to take the threats seriously and report them right away. If you ever receive a written bomb threat, follow these steps:

1. If the threat is handwritten or printed, handle the document as little as possible, rewrite the threat exactly as it is on another sheet of paper, secure the original threat in a bag/envelope or a safe location
2. If the threat is on your computer (email or social media), take a screenshot of the threat and print it out
3. Take note of the following information:
 - a. Name and/or username of individual who made the threat (if known)
 - b. Date and time of the threat
 - c. Where and when the threat was found
 - d. Names of any other personnel who saw the threat
 - e. Any other pertinent information about the threat (e.g. subject line)
4. Notify the UNT Police Department (940-565-3000) and your supervisor
5. Follow all instructions from first responders

THREATS BY PHONE

The Department of Homeland Security has created Bomb Threat by Phone Checklist. This checklist is a valuable tool and can help you as a call-taker to ensure you are collecting the critical information that will assist law enforcement personnel in assessing and addressing the incident.

[Download the checklist here.](#) Print a copy out and keep it near your workstation.

If you receive a bomb threat by phone, implement the following procedure:

1. Take the caller seriously and remain calm
2. Write a note or motion to a coworker, alerting them to “Call **911** to report a bomb threat,” if safely possible
3. Retrieve a notepad and pen, if safely possible without hanging up the phone—**take notes throughout the phone call**
4. Try to keep the caller on the phone by asking questions:
 - When will it explode?
 - Where is it right now?
 - What does it look like?
 - What kind of bomb is it?
 - Where did you leave it?
 - Did you place the bomb?
 - Who is the target?
 - Why did you plant it?
 - What is your address?
 - What is your name?

NOTE: Do NOT interrupt the caller or hang up.

1. Take note of:
 - The caller's speech patterns, including accent and tone
 - The caller's emotional state (i.e. is the caller angry, agitated, calm, etc.)
 - The background noise, including traffic sounds, people talking, accents, music, and so on
 - The caller's age and gender
2. Immediately upon termination of the call **DO NOT HANG UP**
3. Call **911** immediately from **a different phone** line after the caller has hung up

Report all details of the call and comply with police instructions

TIPS FOR ANY BOMB THREAT SITUATION

- Do NOT use 2-way radios or cell phones – only use landlines
- Secure the area if possible (ask students, staff, faculty, and visitors to leave the area when the threat was made), allowing entry to emergency responders only
- Wait for guidance from the UNT Police before initiating a full building evacuation
- If ordered to evacuate...
 - Leave doors and windows open— **Do NOT turn light switches ON or OFF**
 - Use stairs only—**Do NOT use elevators**
 - Once outside, follow the directions of first responders
 - Wait for emergency response personnel to say it is safe to re-enter the affected area