

ANNEX 13: BOMB THREAT/SUSPICIOUS LETTER OR PACKAGE

GENERAL INFORMATION

If you are in receipt of a bomb threat, first and foremost, remain calm, and be prepared to collect as many details about the threat as possible. Bomb threats are made for various reasons, but most are designed simply to be disruptive to some college function.

Helena College treats all bomb threats seriously, yet the total disruption or interruption of the educational mission of a college must be considered when evaluating these threats. **If reasonable, threatened areas may be searched without evacuation and with as little disruption as possible.** The more specific the threat received, or as a threat's credibility increases, the more likely an accompanying emergency notification will be issued.

Most bomb threats are received by telephone, however emailed threats are increasing. These threats are sometimes reported by people who want to create an atmosphere of anxiety or panic, which could possibly result in the disruption of normal activities at a specific location(s). Terrorists or politically motivated bombers usually select targets that will bring publicity and political gain. Criminally motivated bombers select targets for reasons related to revenge, intimidation, extortion, etc.

Please be aware that an evacuation decision will be based upon the specificity of the threat and the totality of circumstances.

CONSIDERATIONS FOR DECISION-MAKERS		
LOW RISK	MODERATE RISK	HIGH RISK
<ul style="list-style-type: none">• Lacks Realism• Ability to carry out threat is questionable	<ul style="list-style-type: none">• Feasible and Sufficiently detailed• Includes time and place	<ul style="list-style-type: none">• Highly specific location or names• Threat is related to recent events

All bomb threats (even if considered to be a hoax) must be reported to the Helena Police Department. If the Helena Police Department or other authorities determine that an affected area needs to be searched, it is highly likely that Helena College personnel assigned to the affected work area will be asked to assist in identifying any suspicious items in the area. This is necessary because those personnel who spend the most time working in the area will be best equipped to identify items that may appear to be suspicious or out of place.

While it is natural to assume that an evacuation will follow any bomb threat, best practices as advised by bomb threat experts, as well as the Department of Homeland Security and the Federal Bureau of Investigation, recommend that it is generally safest for personnel to shelter-in-place, until a decision to evacuate is reached by administration in concert with the Helena Police

Department and/or other public safety agencies. **If a decision is made to evacuate, it still may only be necessary to evacuate that specific area or building, while other areas are advised to remain sheltering-in-place.**

If an evacuation is necessary, all designated evacuation facilitators (Building Sweepers) will be notified and directed to report to their assigned areas of responsibility to direct all building occupants in the evacuation. Helena College administration will send out a Regroup Emergency Alert Notification, to activate the evacuation process.

RECOGNIZE THE THREAT

- **Telephonic Threat:** If you receive a bomb threat via phone, remain calm and try to gather as much information as possible from the caller. Using a display phone with **Caller ID** can help you quickly identify the caller. Pay attention to the caller's voice, accent, and background noise. Ask the caller about the location of the bomb, how and when the bomb will detonate, as well as the reason for the threat. Remember, during a telephonic threat, maintaining a composed demeanor and engaging the caller in conversation can potentially yield valuable information. Contact law enforcement.
- **Email Threat:** In case of an email threat, do not delete the email and avoid replying to it. Preserve the email as it can serve as important evidence. Analyze the sender's email address and note the time it was received. Be cautious of any attachments in the email and refrain from clicking on them. Inform your IT department and local law enforcement about the threatening email.
- **Handwritten Note/Letter Threat:** If a bomb threat comes in the form of a letter or handwritten note, handle it as little as possible to maintain any fingerprints or evidence on the note. Once you have read the note, secure the note, letter, and envelop in a safe place and contact your supervisor and/or local law enforcement. Pay attention to the handwriting, language, and any distinctive marks or characteristics that may offer clues about the sender. It is essential to be attentive in recognizing bomb threats through different channels, such as a phone call, email, or written note, and respond accordingly to protect yourself and others in your surroundings.
- **Suspicious Package Threat:** A suspicious package could be an envelope, box, or any other object that raises concerns due to characteristics such as a lack of return address, protruding wires, excessive postage, stains, or emitting a strange odor. If a suspicious item/package is identified, individuals should refrain from handling the package, moving it, or attempting to open it. These actions could potentially trigger an explosive or harmful substance within the package. Instead, they should maintain a safe distance from the suspicious object and encourage others to do the same. Once at a safe distance,

individuals should immediately notify their supervisor, if available, and call 911. They should provide information about the item's appearance and location, and follow any instructions given by the authorities.

As a safety precaution, it is advisable to evacuate the area surrounding the suspicious package. Additionally, individuals should keep their phone lines open and available for communication with the authorities. This will allow for the swift exchange of information and updates on the situation.

- **Contacting Authorities:** if in the event of receiving a bomb threat, it is crucial to contact the appropriate authorities. The first point of contact should be the Helena Police Department, by dialing 911. Do not hesitate to dial 911, as they are trained to handle such situations and will provide immediate assistance. Ensure to provide them with as much information as possible, including the location and any specific details from the threat. Again, staying calm and providing accurate information will help law enforcement officers respond quickly and efficiently. Follow any instructions given to you over the phone by the police.

30 Minute, 3 Hour, 3 Day Response

Bomb Threat

30-MINUTE RESPONSE

Anyone receiving a BOMB THREAT should do the following

- **Dial 911 (PRIORITY)**
- Campus Administration (2nd Priority)
 - If at Donaldson Campus
 - Call (617) 446-3691 (Kelley Turner – Executive Director of Operations)
 - Call (406) 594-3419 (Tommi Haikka – Asst. Director of Facilities)
 - Call (406) 461-0635 (Jason Grimmis – Director of Crisis and Emergency Management)
 - If at Airport Campus
 - Call (617) 446-3691 (Kelley Turner – Executive Director of Operations)
 - Call (406) 594-3419 (Tommi Haikka – Asst. Director of Facilities)
 - Call (406) 461-0635 (Jason Grimmis – Director of Crisis and Emergency Management)
 - Call (208) 305-1042 (Stephanie Hunthausen- Executive Director of CTE)
- Obtain as much information as possible. (Refer to Bomb Threat Checklist Below)
 - Where is the bomb located? (building, floor, room, etc.)
 - When will the bomb/device go off?
 - What does the bomb/device look like?
 - What kind of bomb/device is it?
 - What will make the bomb/device explode?
 - Did you place the bomb?
 - How many bombs/devices are there? Where?
 - Why?
 - What is your name? Where are you?
- Listen Carefully for details about the caller
 - Callers voice
 - Estimated age of person's voice?
 - Is the voice familiar?
 - Does the voice have an accent?
 - Does the person sound angry?

- Male or female?
- Listen for background sounds (i.e., street noise, bells, trains, machinery, etc.)
- Threatening language (i.e., taped, irrational, profane, well-spoken, etc.)
- Observe your surroundings (i.e., unusual or suspicious items)

Executive Personnel

- Verify that 911 has been called
- Ensure First Alert Team has been notified
- Ensure Dean/CEO has been made aware of situation
- Determine the validity of the threat/location of the threat
 - Consider following law enforcement direction
 - "Lockdown and Sheltering-in-Place" (Follow Lockdown/Shelter-in-Place Procedures)
 - "Evacuating" the area/building (Follow Evacuation Procedures) (300-500 feet distance)
 - Communicate the decided action
 - Regroup Emergency Alert Notification System
 - Classroom Clock/Monitor Emergency Messaging
 - Building Sweepers ensure the building(s) are empty of students, faculty, staff, and visitors.
- Notifications
 - OCHE
 - UM-Missoula President

3-HOUR RESPONSE (STABILIZE)

Executive Personnel

- Assign a Law Enforcement Liaison.
- Organize your Emergency Response Team.
- Establish goals and objectives for current operational period;
 - Academic Schedule (Postpone/Cancel).
 - Human Resources.
- Continue to support law enforcement efforts and direction;
 - Provide a fob and hard keys for full access for building searching.
 - Consider providing maps of the building(s).
 - Depending on the situation, custodians or maintenance personnel may be asked to accompany law enforcement during building searches to help identify suspicious objects/items.
- On-going communications with students, staff, faculty.

- Issue an "All Clear" Regroup Emergency Alert Notification to campus community after law enforcement has deemed the property safe to occupy.
- Direct media relations to Dean/CEO and Director of Director of Marketing, Communications, & Alumni Relations.
- On-going updates;
 - UM-Missoula President.
 - OCHE.
- Consider what the next couple days will look like;
 - Academic Schedule.
 - Human Resources.
 - Counseling Services.

3-DAY RESPONSE (RECOVERY)

Executive Personnel

- Communications;
 - Messaging to stakeholders (students, staff, faculty).
 - Messaging to greater Helena Community.
- On-going counseling services.
- Consider Critical Incident Stress Debriefing for Leadership Team.

BOMB THREAT CHECKLIST

QUESTIONS TO ASK DURING THE THREAT:

1. What kind of a bomb is it?
 - ☐ time bomb
 - ☐ barometric altitude bomb
 - ☐ anti-handling bomb

Where is it right now?

When is it going to explode?

What does it look like?

Where did you place the bomb?

Why?

What is your name?

What is your address?

EXACT WORDING OF THREAT

Sex of caller:	
Age:	Length of call:
Number at which call was received:	
Number on caller ID:	
Date:	Time:

Report calls immediately to:
Helena Police Dept./Sheriff Office. (911)

DESCRIPTION OF CALLER'S VOICE

Mark all applicable items:

<input type="checkbox"/>	Calm	<input type="checkbox"/>	Nasal
<input type="checkbox"/>	Angry	<input type="checkbox"/>	Stutter
<input type="checkbox"/>	Excited	<input type="checkbox"/>	Lisp
<input type="checkbox"/>	Slow	<input type="checkbox"/>	Raspy
<input type="checkbox"/>	Rapid	<input type="checkbox"/>	Deep
<input type="checkbox"/>	Soft	<input type="checkbox"/>	Ragged
<input type="checkbox"/>	Loud	<input type="checkbox"/>	Clearing throat
<input type="checkbox"/>	Laughter	<input type="checkbox"/>	Deep breathing
<input type="checkbox"/>	Crying	<input type="checkbox"/>	Cracking voice
<input type="checkbox"/>	Normal	<input type="checkbox"/>	Disguised
<input type="checkbox"/>	Distinct	<input type="checkbox"/>	Accent
<input type="checkbox"/>	Slurred	<input type="checkbox"/>	Familiar

If the voice was familiar, who did it sound like?

BACKGROUND SOUNDS

<input type="checkbox"/>	Street noises	<input type="checkbox"/>	Animal
<input type="checkbox"/>	Crockery	<input type="checkbox"/>	Clear
<input type="checkbox"/>	Office machinery	<input type="checkbox"/>	Factory machinery
<input type="checkbox"/>	Voices	<input type="checkbox"/>	Static
<input type="checkbox"/>	PA system	<input type="checkbox"/>	Local
<input type="checkbox"/>	House noises	<input type="checkbox"/>	Long Distance
<input type="checkbox"/>	Motor	<input type="checkbox"/>	Booth
<input type="checkbox"/>	Music	<input type="checkbox"/>	Children

THREAT LANGUAGE

<input type="checkbox"/>	Well spoken (educated)	<input type="checkbox"/>	Message read by threat maker
<input type="checkbox"/>	Foul	<input type="checkbox"/>	Incoherent
<input type="checkbox"/>	Irrational	<input type="checkbox"/>	Taped

Remarks:

Person making report:

Tel. No.:

Date:

30 Minute, 3 Hour, 3 Day Response

Suspicious Package

30-MINUTE RESPONSE

Anyone who finds or receives a SUSPICIOUS PACKAGE/LETTER should do the following;

- Do NOT TOUCH or MOVE IT!
- **Dial 911 (PRIORITY)!**
- Campus Administration (2nd Priority).
 - If at Donaldson Campus.
 - Call (617) 446-3691 (Kelley Turner – Executive Director of Operations)
 - Call (406) 461-0635 (Jason Grimmis – Director of Crisis and Emergency Management)
 - If at Airport Campus.
 - Call (617) 446-3691 (Kelley Turner – Executive Director of Operations)
 - Call (406) 461-0635 (Jason Grimmis – Director of Crisis and Emergency Management)
 - Call (208) 305-1042 (Stephanie Hunthausen- Executive Director of CTE)
- Be familiar with the following “Letter or Parcel Bomb Recognition Points”;
 - Foreign mail, airmail, unexpected delivery, and/or special delivery.
 - Restrictive markings, such as “confidential” or “personal”.
 - Excessive postage.
 - Handwritten or poorly typed addresses.
 - Incorrect titles.
 - No names or just titles.
 - Misspellings of common words.
 - Oily stains or discoloration.
 - No return addresses.
 - Excessive weight.
 - Rigid envelope.
 - Lopsided or uneven envelope.
 - Protruding wires or tinfoil.
 - Excessive securing material, such as masking tape or string.
 - Strange odor.
 - Strange sounds.
- Evacuate the Area/Building (Follow Evacuation Protocols).
- Personnel should not transmit on any equipment that is capable of producing radio frequency energy within the evacuation area around the suspected device. This includes:

- Two-Way Radios
- Cell Phones (Set cell phones to “airplane mode”)
- Other Personal Communication Devices

Executive Personnel

- Verify that 911 has been called.
- Ensure the First Alert Team has been notified.
- Ensure Dean/CEO has been made aware of situation.
- Isolate the location of suspicious package/letter.
- Following law enforcement directions.
 - Communicate the decided action- Regroup Emergency Alert Notification System.
 - Consider searching or allowing law enforcement to search for secondary devices.
- Notifications.
 - OCHE.
 - UM-Missoula President.

3-HOUR RESPONSE (STABILIZE)

Executive Personnel

- Assign a Law Enforcement Liaison- Safety, Security, and Investigative Purposes.
- Organize your Emergency Response Team.
- Establish goals and objectives for the current operational period;
 - Academic Schedule (Postpone/Cancel).
 - Human Resources.
- Continue to support law enforcement efforts and direction.
- On-going communications with students, staff, and faculty.
- Issue an “All Clear” Regroup Emergency Alert Notification to the campus community after law enforcement has deemed the suspicious package/letter to be safe or disposes of the package/letter.
- Direct media relations to Dean/CEO and Director of Director of Marketing, Communications, & Alumni Relations.
- On-going updates;
 - UM-Missoula President.
 - OCHE.
- Consider what the next couple of days will look like;
 - Academic Schedule.
 - Human Resources.
 - Counseling Services.

3-DAY RESPONSE (RECOVERY)

Executive Personnel

- Communications;
 - Messaging to stakeholders (students, staff, faculty).
 - Messaging to greater Helena Community.
- On-going counseling services;
- Consider Critical Incident Stress Debriefing for Leadership Team.
- Cooperate with ongoing law enforcement investigations.