

# TERRORISTIC THREATS PROTOCOL

## PURPOSE

We all are familiar with the aftermath of terrorist incidents and therefore must remain vigilant, responding to each threat as a potential crisis in an expedient and professional manner. The following information is provided as a guideline for employees to follow. Each incident will be motivated by various factors known only to the caller. At the very least, these guidelines can aid the recipient of the terroristic call in establishing an avenue of communication with the caller, obtaining vital information for authorities and university personnel. The intent is to ensure, as much as possible, the safety of people and the protection of property.

## GUIDELINES

### A. Duties of Employee Receiving the Call

If a terroristic threat (bomb, biological, chemical or radiological threat) is phoned in to any Department, pull out the telephone terroristic threat form, which should be located under each telephone. The employee receiving the call should immediately check the telephone caller ID if the phone has one and write down any telephone number that is displayed on it as being from the caller. Begin asking the questions of the caller. The first three items (**Time of detonation, Location of bomb(s), Type of bomb,**) are crucial. **In case of a biological, chemical or other threat, what kind of agent was used and how was it introduced?** The employee will attempt to keep the caller on the line as long as possible and fill in the items listed on the form. This information needs to be obtained before the caller hangs up. The remainder of the form can be filled in as you talk with or listen to the caller. Each caller will react differently. **Some callers may not allow you to talk, so listen carefully.**

**If possible, while talking or listening to the caller, signal or motion to another employee by displaying a raised, clenched fist.** This will tell coworkers you have a terroristic threat on the phone. **DO NOT CALL OR TALK TO ANOTHER EMPLOYEE AS THIS MAY CAUSE THE CALLER TO HANG UP.**

The second employee should immediately notify a supervisor regarding the terroristic threat. If this is not possible, the employee receiving the call will contact a supervisor after the caller hangs up.

Contact the following individuals in the priority listed:

1. Police Department by calling 9-911
2. Your Supervisor
3. Campus Security by calling Extension 830 or cell phone 649-1188

Remember to keep the phone line open that the caller phoned in on should the individual want to call back.

**B. Declaration State of Emergency**

Only the President or in the absence of the President, the next ranking administrator within the chain of command, can declare or end a state of emergency, if the President is absent and cannot be reached. Refer to UHV Campus Safety Manual Emergency Business Contingency Plan on the web for emergency protocol at <http://www.uhv.edu/fin/safety/BCPlan/plan.pdf>

**C. Employee Responsibility**

*No employee is obligated to participate in any building or premise search.*

Employees, however, may volunteer to assist in searches.

**D. Duties of the Safety Officer**

The Safety Officer when notified of a terroristic threat should follow the protocol outlined in the Emergency Business Contingency plan including:

1. Verifying evacuation of all affected facilities
2. Liaison with campus and emergency authorities
3. Administrative follow-up – police reports, incident reports, insurance claims, etc.

**E. Evacuation Procedures**

If the building alarm system is sounded or if you receive notification by other means, stop what you are doing, pickup any personal belongings and evacuate according to the evacuation plan posted in your departmental area. The last person leaving should close, but not lock the door. If your designated exit is blocked, use the nearest alternate exit. If you are working in an area away from your regular work station, follow the evacuation route posted in that area. **Do not use the elevator during an emergency.** Once at the designated area, stay there until further directions are received. Do not re-enter the building until the all clear is given.

If an evacuation is ordered due to a bomb threat, you may be redirected to a point at least 300 feet from the nearest building and away from parking lots, vehicles, etc. in case a car bomb is set to go off in that area.

**1. Instructors in Class**

Instructors should:

- Instruct the students to take all personal items with them and evacuate using the emergency evacuation route posted in each room. All students must gather at the designated location for accounting. **DO NOT USE ELEVATORS.**
- Do not turn off equipment, computers, and lights. (Electrical or signal interruptions may trigger an explosion.)
- **Instructors are not required to search the classroom. Do not allow students to search the room.**

- As students begin evacuating, visually scan the room to see if suspicious items are left in the room (backpacks, briefcases, boxes, etc.).
- Do not lock the classroom upon leaving. Ensure no one remains in the room.
- Account for your students and report to Grounds Captain nearest your designated area and if necessary only those students may be dismissed.
- Report suspicious or remaining items in your room or hallway to the authorities or University personnel immediately.

## 2. Other Employees

- Evacuate your office; take personal belongings, i.e. purse, briefcase and close all doors **BUT DO NOT LOCK** when leaving. **YOU ARE NOT REQUIRED TO SEARCH YOUR OFFICE.**
- Personnel located on the second floor should evacuate by stairwell, meet at the designated area and wait for further instructions. **DO NOT USE ELEVATORS.**
- Report anything suspicious to emergency authorities or University officials immediately.

## F. Search Procedures

- The Victoria Police Department. The police and fire department may request the use of employee volunteers to conduct the search since the employee is most familiar with the facility. Employees are not obligated to participate in searches but may volunteer their assistance if requested by the authorities.
- Search Instructions. Emergency officials will usually set up a temporary Command Center on campus and then conduct a brief search of facilities possibly using volunteers. If you have volunteered to assist in a building search, all public access areas should be checked first. This includes all restrooms, lounges, snack areas, study areas, trash receptacles, bathroom stalls, towel holders, etc. **SUSPICIOUS ITEMS MUST NOT BE HANDLED, TOUCHED, OR TAMPERED WITH. NOTIFY THE AUTHORITIES IMMEDIATELY.**
- If a search of the building(s) is required, all offices and areas are subject to search and will be entered. **NO AREA IS OFF LIMITS.**