#1 Rule

**Take All Threats Seriously**

**Examples of Common Types of Threats**

Direct:
- “I’m going to burn this place down”.

Conditional:
- “If I have to come down there to straighten this out, somebody is going to get hurt”.

Veiled:
- “You’ll be sorry you said that”.

**Tips for handling threats received over the telephone:**

- Stay calm.
- Keep the person on the phone as long as possible.
- Write down the information word for word on the Bomb Threat Checklist (It can be used for any type of threat).
- If you don’t understand what the caller means, then ask for clarification.
- If you have caller I.D. on your telephone, write down the caller’s phone number.
- Ask the caller to give details (location of bomb, detonation time, etc.).

- Note anything that might be significant about the caller’s voice (male/female, accent, etc.).
- If the voice sounds familiar, note who it sounds like.
- Pay attention to any background noises you might hear on the telephone (street sounds, public address systems, etc.).
- Ask the caller their name, location, and telephone number. (Oddly enough, there have been cases where the correct name and address have been given).
- Have someone notify police IMMEDIATELY.
- Do NOT use the telephone after receiving the call until you have been authorized to do so by police.

**What You Should Not Do**

- Do not pull the fire alarm pull station.
- Do not panic and encourage others not to panic.
- Do not touch or allow others to touch any suspicious packages.
- Do not make any general announcements without approval.

**Other Threatening Communication**

- Handle all letter threats as little as possible.
- Do not throw away the envelope.
- Do not erase an email threat from your computer, even if you don’t think it is intended for you.
- Immediately report the threatening communication to the police.

Know your emergency contact numbers and keep them posted in your workplace.

For the Division of Capitol Police call 786-HELP (4357)

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