1.4.7.2 Telephone Threats

Receipt of a Telephone Threat:

- Get as much information about the caller as possible
- Keep the caller on the phone as long as possible
- Tell a nearby coworker to contact the Suffolk University Police Department (SUPD) at (617) 573-8111 and indicate that a threat (bomb/bio-chemical, chemical, etc.) is being received via telephone
- If possible, transfer the call to SUPD Dispatch at (617) 573-8111. To do this with an NEC phone, press the transfer (TRF) button and the caller will be put on hold, dial 8111, tell the dispatcher what you have and that you are transferring the call to them and hang up. *If the extension is busy or the dispatcher does not want to take the call, press (TRF) to get the call back*
- SUPD will contact the Emergency Manager who will notify the Incident Support Team as necessary
    - See **Section 8.1 Threat Call Protocol**. Complete the checklist to the "greatest extent possible". If an area of threat is specified, be prepared to evacuate specified floor, floor above, and floor below at SUPD discretion

Response to a Bomb Threat:

- Stay calm
- Contact SUPD at (617) 573-8111. They will contact the Boston Police Department
- SUPD will contact the Emergency Manager who will contact the Incident Support Team as necessary
- All incidents will be addressed on a case-by-case basis

Bomb Threat Protocols:

- Remain calm, be courteous, do not interrupt the caller
- Do not discuss the threat in public
- Do not touch suspicious packages, letters or objects
- Do not start or repeat rumors
- The risk will be evaluated and further measures taken if necessary. SUPD will evaluate the risk in conjunction with University leadership. Based upon that risk assessment, further emergency measures may be implemented as necessary. If the risk is found to be minimal, other areas of the facility will not be disrupted and any necessary actions to return the area involved to normal activity will begin as soon as possible

SUPD or other threat respondents will take responsibility for further action and will contact you if they need additional information.

Reviewed by	Date
Incident Support Team	10/7/2015