

IF YOU RECEIVE A TELEPHONE BOMB THREAT

1. **REMAIN CALM.** Remember, bomb threats addressed to government buildings are normally intended to disrupt operations.
2. Attempt to persuade the caller to tell you:
 - a) when the alleged bomb will go off;
 - b) where the bomb is located;
 - c) what kind of bomb is it;
 - d) how big is the bomb;
 - e) is there a possible way to identify it; and
 - f) what kind of container is it.
3. Note any identifying characteristics of the caller such as:
 - a) gender;
 - b) accent;
 - c) speech pattern;
 - d) age;
 - e) background noises; and
 - f) other characteristics which may assist in identifying the caller.
4. Immediately after the telephone call is completed, dial: ***884 (STAR EIGHT EIGHT FOUR)** in order to have the call traced. You will receive a Bell Canada message to the effect that, "The last call to your telephone has been traced. If you want to take action, contact your Police Department. Please hang up now." **Rather than you contacting the Police Department, please proceed to step 5 below.**
5. Report the threat immediately to the Building Fire/Safety Control Centre using a red emergency telephone or by calling the number 992-1150 or 992-5452. Advise that you initiated a telephone trace and provide your telephone number. If the caller's telephone number appeared on the display panel of your telephone during the call, also provide the telephone number which was displayed.
6. Complete a bomb threat check list form (in the pamphlet – *Bomb Threat telephone procedures*) as soon as you have reported the threat and submit it immediately to the Chief Building Fire Emergency Officer, Physical Security and Personal Safety Division (ISRG) Room BG 189.