



RESPONDING TO A BOMB THREAT OR SUSPICIOUS PACKAGE

It is the practice of LADD to provide a safe environment for persons supported and employees. In the event of a bomb threat to LADD in general or to a specific home/location steps will be taken to evacuate the people and employees from the affected home/location immediately.

After a notification of a bomb threat to the facility is received:

1. Employees will immediately evacuate, moving people and themselves to a safe and secure location outside of the home/location.
2. Once at safe location employees will contact 911 and follow directions.
3. Staff are then responsible to ensure everyone is present and accounted for. All people should be made as comfortable as possible.
4. Employees will contact Management using the Emergency Procedures-Responsible Person List.

Suspicious Letter or Package:

A suspicious letter or package will not be opened or handled by employees. If a package or letter of a suspicious nature has been received at a home/location Management will be contacted immediately.

1. If a suspicious letter or package is delivered to a home/location by someone other than a known delivery service the employee should note the description of the person delivering the package / letter, a description of their vehicle (including license plate number and state), the direction the vehicle left, if the person leaves walking then the direction they went.
2. The employee is at no point to attempt to stop, interfere with or engage the delivery person or person phoning in the threat. The employee's role is to gather information or observe.
 - ⇒ Do not touch the package or object.
 - ⇒ Do not tamper with the package or object.
 - ⇒ Do not attempt to move the package or object.
 - ⇒ Do not open the package or object.
 - ⇒ Isolate the package and evacuate the immediate area.

Phone Threat

If an employee receives a bomb threat by telephone they should take the following action steps:

1. Remain Calm.
2. Write down the number from where the call is coming from if possible.
3. Write down the exact time of the call.
4. Note information regarding the person phoning in the threat such as male/female, approximate age, speech characteristics, background noise and the information given by the person on the phone.
5. Try to signal for someone else to listen in with you, if possible.
6. Keep the caller talking, and ask as many questions of the caller as you can. Such as:
 - ⇒ When will the bomb go off?
 - ⇒ How much time remains?
 - ⇒ Where is the bomb located?
 - ⇒ What does it look like?
 - ⇒ What kind of bomb is it?
 - ⇒ How do you know about this bomb?
 - ⇒ Why was it placed here?
 - ⇒ Who are you?
 - ⇒ What is your name?
7. Once the caller hangs up call 911 immediately and follow steps given by local authorities.

In all instances, Management will immediately ensure that Police and Emergency Personnel are contacted and instructions are followed.