



Great Lakes  
COMMUNITY ACTION  
P A R T N E R S H I P

## Critical Incident Plan

Effective: September 17, 2018

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## Record of Changes and Revisions

The Critical Incident Plan, including appendices, will be reviewed by the President/CEO or his/her designee and approved on an annual basis. All updates and revisions to the plan, excluding minor typographical and grammatical errors, will be tracked and recorded in the following table. This plan is a “living document” and will be continuously updated as conditions change. This plan may be updated as a result of lessons learned from actual incidents or training exercises, as new guidelines are distributed and as needed.

Revision Number	Date	Summary of Changes

# Purpose, Scope and Definitions

## Purpose

The purpose of the GLCAP Critical Incident Plan is to identify and respond to incidents by outlining the responsibilities and duties of GLCAP and its employees. Developing, maintaining, and exercising the plan empowers employees involved in an incident to act quickly and knowledgeably. In addition, the plan educates staff and other key stakeholders on their roles and responsibilities before, during, and after an incident.

The developed guidelines and procedures for dealing with existing and potential incidents are defined in the plan that follows. The plan outlines an organized, systematic method to mitigate, prevent, prepare for, respond to, and recover from incidents. Staff have been trained to assess the seriousness of incidents and respond according to these established procedures and guidelines. GLCAP regularly schedules in-service training for staff.

Lastly, developing, maintaining, and exercising the Critical Incident Plan increases GLCAP's legal protection. While no set of policies rules out the potential for legal problems, establishing procedures and guidelines on the best professional practices provides a margin of protection against liability.

## Scope

The GLCAP Critical Incident Plan outlines the expectations of staff; roles and responsibilities; direction and control systems; internal and external communications plans; training and sustainability plans; common and specialized procedures; and responses/recovery.

## Definitions

**Incident:** An incident is an occurrence – natural, technological, or human-caused – that requires a response to protect life or property. The President/CEO or his/her designee shall have the authority to determine when an incident has occurred and to implement the procedures within this Critical Incident Plan.

**Hazards:** Hazards shall include situations involving threats of harm to personnel and/or facilities. Hazards include but are not limited to natural, technological, and human-caused incidents. Hazards may require an interagency response involving law enforcement and/or emergency services agencies depending on the size and scope of the incident.

# Planning Assumptions, Limitations and Training

## Planning Assumptions

Stating the planning assumptions allows GLCAP to deviate from the plan if certain assumptions prove not to be true during operations. The Critical Incident Plan assumes:

A major disaster could occur at any time and at any place. In many cases, dissemination of warning to the public and implementation of increased readiness measures may be possible; however, some emergency situations occur with little or no warning.

A single site incident (e.g., fire, gas main breakage) could occur at any time without warning and the employees of GLCAP affected cannot, and should not, wait for direction from local response agencies. Action is required immediately to save lives and protect property.

There may be a number of injuries of varying degrees of seriousness to staff. Rapid and appropriate response will reduce the number and severity of injuries.

Outside assistance from local fire, law enforcement, and emergency managers will be available in most serious incidents. Because it takes time to request and dispatch external assistance, it is essential for GLCAP to be prepared to carry out the initial incident response until responders arrive at the incident scene.

Maintaining the Critical Incident Plan and providing frequent opportunities for stakeholders (staff, first responders, etc.) to exercise the plan can improve the organization's readiness to respond to incidents.

## Limitations

It is the policy of GLCAP that no guarantee is implied by this plan of a perfect incident management system. As personnel and resources may be overwhelmed, GLCAP can only endeavor to make every reasonable effort to manage the situation, with the resources and information available at the time.

## Training

Drills will be conducted on a quarterly basis. Any revisions to the plan that would require training or a drill will be conducted within 90 days of the change. New employees will receive the Critical Incident Plan at their orientation.

## Incident Management

Responding to an emergency is a group process. However, each incident needs an individual who is charged with making rapid decisions. GLCAP Emergency Response Team (ERT) will be comprised of employees who will have specific roles and responsibilities as listed below. Being a member of the ERT will be voluntary, but those persons on the ERT will be appointed by the President/CEO. See Appendix A for a complete list of names and contact information of the ERT. The ERT will assist the President/CEO or his/her designee in the management of the crisis.

Roles and Responsibilities of the ERT are:

- Collaborate to develop and maintain the information in the GLCAP Critical Incident Plan.
- Meet annually to update the Critical Incident Plan.
- Assist in arranging related staff safety education and training.
- Know emergency procedures within the Critical Incident Plan.
- Assist other staff and occupants of the building with implementing the correct procedure during an emergency, **if safe to do so**.
- Conduct attendance at assembly areas or rally points.
- Work with local emergency responders in regards to managing the incident after the initial emergency has been mitigated.

## Communications

Communication is a critical part of incident management. This section outlines GLCAP's communications plan and supports its mission to provide clear, effective internal and external communication between the staff, first responders and media.

### Communication Between Staff

Staff will be notified when an incident occurs and kept informed as additional information becomes available and as plans for management of the situation evolve. The following practices will be utilized to disseminate information **internally** when appropriate. Staff will be notified via the telephone intercom system: *"We have an emergency in the building and must evacuate immediately according to our plan. This is not a drill."*

### Communication with the Media

In the event of an incident, the President/CEO or his/her designee will:

- Designate a Public Information Officer that will assist in coordinating messages with the President/CEO and the Emergency Response Team.
- Establish an off-campus briefing area for media representatives.
- Determine the need to establish or participate in a Joint Information Center.

All GLCAP employees are to refer all requests for information and questions to the designated spokesperson.

## Handling Rumors

In addressing rumors, the most effective strategy is to provide facts as soon as possible. To combat rumors, GLCAP will:

- Provide appropriate information to all staff. Staff are primary sources of information and are likely to be contacted in their neighborhoods, at grocery stores, etc.
- Hold a staff meeting before staff members are allowed to go home so that what is (and is not) known can be clearly communicated.
- Designate and brief personnel answering calls to help control misinformation.
- Conduct briefings for community representatives directly associated with GLCAP.

## Communication with First Responders

The President/CEO or his/her designee will maintain communication with first responders during an incident. Transfer of command will occur when first responders arrive on the scene to assume management of the incident under their jurisdiction.

## Communication Tools

Some common internal and external communication tools that GLCAP may use include the following:

- **Telephone Intercom System:** All desk phones are equipped with an *Emergency* button. When pressed, you are able to broadcast through the phones throughout the entire facility. It is located in the middle of the phone immediately to the left of the numbers. It is labeled EMERGENCY.
- **Cellular/Mobile Telephones:** This may be the only tool working when electric service is out; they are useful to staff during an emergency.
- **Email:** This is a useful tool to provide updated information for staff and other community stakeholders. Everyone receives the same information.
- **Alarm Systems:** A fire alarm system is in place and will sound to signal for a fire. All employees will be trained on what the sounds mean and how to respond. The receptionist desk has a panic button that will alert local law enforcement.

# Emergency Procedures

## Evacuation

In the event of an alert to evacuate, whether a fire alarm or verbal via the telephone intercom system, *"We have an emergency in the building and must evacuate immediately according to our plan. This is not a drill."* and if the threat is a fire, bomb, etc., all building occupants should do the following:

- Responsible for maintaining calm and order as much as possible for fast and efficient evacuation.
- Proceed along designated routes to the meeting area in the parking lot east of the building, unless otherwise instructed
- Ensure assistance is provided to people with disabilities and/or special needs. If you are unable to provide assistance, ask a co-worker or notify law enforcement.
- Remain at the assembly area until advised by our Administration & IT Director **Or** Staff Services Specialist and/or emergency personnel that it is safe to return to the premises
- **DO NOT REENTER THE BUILDING UNTIL TOLD TO DO SO**

The Receptionist will collect the staff roster and visitor sign-in information. He/she, in collaboration with the ERT, will check attendance at the assembly area.

### Evacuation Routes

Evacuation route maps have been posted in each work area near the exits. The following information is marked on the evacuation maps:

- All exits
- Locations of fire extinguishers
- Locations of fire alarm pulls

Employees should know at least two evacuation routes. **Note:** See Appendix B for the floor plans.

### Evacuation of a Disabled Person

GLCAP requires that all persons in the building evacuate any time an emergency message/alarm is sounded. Persons with a disability may not be able to evacuate unassisted due to special needs. If you need assistance, notify a co-worker or law enforcement. If persons with disabilities cannot safely evacuate the building, assist them to the nearest stairwell away from the emergency area. Alert emergency personnel of their location.

### "Buddy System"

During the first week of employment, make several acquaintances with fellow co-workers. Inform them of any special assistance that may be required in the event of a fire alarm (i.e., hearing the alarm, guidance during evacuation, etc.). Be aware of your surroundings at all times throughout the day. If an emergency would occur, after following the evacuation instructions, report to the receptionist or an ERT member the status of your co-worker(s), i.e., was not in the office that particular day; was in the office, but cannot be found, etc.

## Plan in Advance

Individuals who need assistance during an evacuation, even temporarily (due to broken leg, illness, medications, etc.) should plan in advance. It is important to be aware of your own capabilities and limitations.

## Active Threat

GLCAP utilizes the “ALICE” protocol for responding to an active threat. ALICE is an acronym for five steps you can utilize in order to increase your chances of surviving. It is important to remember that the ALICE response does not follow a set of actions you “shall, must, will” do when confronted with an active threat. Your survival is paramount in this situation. Deal with known information and don’t worry about unknowns. You may use only one or two parts of the response protocol or you may have to utilize all five. In this type of incident, your perception is the reality and you will be deciding the appropriate action for you to take.

1. **A**lert - Can be anything.
  - Gunfire
  - Witness
  - Phone Alert
  
2. **L**ockdown - This is a semi-secure starting point from which to make survival decisions. If you decide to not evacuate, secure the room.
  - Lock the door
  - Cover any windows in the door if possible
  - Tie down the door, if possible, using belts, purse straps, shoe laces, etc.
  - Barricade the door with anything available (desks, chairs, etc.)
  - Look for alternate escape routes
  - Call 911
  - Move out of the doorway in case gunfire comes through it
  - Silence or place cell phones on vibrate
  - Once secured, do not open the door for anyone. Police will enter the room when the situation is over.
  - Gather weapons (coffee cups, chairs, books, pens, etc.) and mentally prepare to defend yourself or others
  - Put yourself in position to surprise the active threat should they enter the room
  
3. **I**nform - Using any means necessary to pass on real-time information
  - Give in plain language
  - Can be derived from 911 calls, video surveillance, etc.
  - Who, what, where, when and how information
  - Can be used by people in the area or who may come into it to make common sense decisions
  - Can be given by the telephone intercom system

4. **Counter** - This is use of simple, proactive techniques should you be confronted by an Active Threat. This is an act of LAST RESORT, when no other option is available and you are directly confronted by the assailant.
  - Anything can be a weapon
  - Throw things at the assailant's head to disrupt their aim
  - Create as much noise as possible
  - Attack in a group (swarm)
  - Grab the assailant's limbs and head and take them to the ground and hold them there
  - Fight dirty - bite, kick, scratch, gouge eyes, etc.
  - Run around the room and create chaos
  - If you have control of the assailant, call 911 and tell police where you are and listen to their commands when officers arrive on scene.
  
5. **Evacuate**- Remove yourself from the danger zone as quickly as possible
  - Decide if you can safely evacuate
  - Run as fast as you can
  - Do not stop running until you are far away from the area
  - Bring something to throw with you in case you would encounter the assailant
  - Break out windows and attempt to quickly clear glass from the frame
  - Consider using belts, clothing or other items as an improvised rope to shorten the distance you could fall
  - Hang by your hands from the window ledge to shorten your drop
  - Do not attempt to drive from the area

## Bomb Threat

Bomb threats are generally hoaxes which are made in an effort to disrupt normal business operations. However, NO bomb threat should be treated as a hoax. The following procedures are to be used if you are the recipient of a bomb threat over the telephone.

- Stay calm.
- DO NOT hang up.
- Be kind and courteous to the caller on the line.
- Note all information you are given as best as possible. See Appendix C for the Bomb Threat Checklist.
- Try to get as much information as possible.
- If possible, gain the attention of a co-worker and have them notify the Fremont Police Department (911) of the incoming bomb threat as well as the Administration & IT Director **OR** Staff Services Specialist. This can be done through the use of writing or gestures. Do not allow the caller to know that the police are being informed while you speak.
- The Fremont Police, in conjunction with management staff, will decide if a sweep and/or evacuation is necessary. Example: If the caller is a six-year-old giggling child calling versus an adult calling stating there is 20 minutes before the bomb goes off, this may influence the decision on evacuation.
- If instructed to evacuate, an announcement will be made through the telephone intercom system to all occupants of the building. The announcement will be similar to, "*We have an*

*emergency in the building and must evacuate immediately according to our plan. This is not a drill."*

- Follow the procedures for evacuation.

#### **In the event of a suspicious device:**

- Do not disturb, move or touch the package, if possible.
- Contact Fremont Police Department (911) notifying them of the suspicious device. They will determine if evacuation is required.
- Follow the procedure for evacuation.

## **Fire/Smoke**

If you are the first to notice fire, pull the fire alarm. Pull stations are located throughout the building by stairwells and exits. Horns will sound, strobe lights will be activated and the fire department will be notified automatically.

Make sure you have an unobstructed escape route. Stay low and try not to breathe in heated smoke or fumes. Do not block entrances, roadways, walkways, or fire hydrants. **Reminder- Never use an elevator.**

If the fire is small and contained and you are confident with your abilities in using a fire extinguisher, please follow the points below. (If you do not know what is burning leave the fire fighting for emergency responders.)

- Do not try to use a fire extinguisher if the handle pin has been tampered with, the cylinder is damaged, or if the pressure gauge pointer is in the red "RECHARGE" zone.
- Proceed with the PASS method.
  - Pull the pin in the handle
  - Aim at the base of the fire
  - Squeeze the nozzle
  - Sweep back and forth
- Start from a safe distance, approximately eight feet away and move towards the fire, only if it appears the extinguisher agent is working to control the flames. **If the fire cannot be controlled, evacuate immediately to safety.**
- Once you have safely exited the building, if you have any information call 911 to provide the location of the fire

## Gas Leak

If you smell natural gas and suspect a large/significant gas leak, do the following:

- Activate the fire alarm closest to you and follow the procedures for Evacuation.
- DO NOT SWITCH ON OR OFF ANY LIGHTS OR ELECTRICAL EQUIPMENT.
- DO NOT USE ELEVATORS.
- Keep walkways clear for emergency vehicles and crews.
- Call 911 as soon as it's safe to do so.
- Once evacuated, eliminate sources of ignition such as cigarettes.

## Hazardous Chemicals

### **If the chemical incident is outdoors: Shelter-In-Place**

- An announcement will be made through the telephone intercom system for all occupants of the building. The announcement will be similar to, *"We have an emergency in the building and we are in a lock down. This is not a drill."*
- Take shelter indoors and shut all windows and doors.
- Shut off the heating/air-conditioning unit(s).
- Seal any gaps in windows and doors with duct tape and/or plastic sheeting, such as trash bags.
- Guard doors to prevent contaminated persons from entering.
- Await instructions from the fire department, law enforcement or the Administration & IT Director or Staff Services Specialist

### **If you were directly exposed to chemicals:**

- IMMEDIATELY remove and isolate your clothing. (Place in a plastic bag if possible.)
- Avoid touching your eyes, nose and mouth.
- Decontaminate any exposed clothing or skin. Thoroughly flush with water.
- Seek fresh air and go upwind of the incident.
- Avoid contaminating others.
- Seek medical attention.
- Do not enter a medical facility without being decontaminated.

## Lockdown Protocols

### Stay Put

This is used when there may be danger to the building and is generally a precautionary measure. The location of a possible threat may not be known but is considered to be near the building.

- Exterior doors are locked and access to the building is restricted. No one goes outside until an all-clear message is received from law enforcement.
- Business can generally continue within the building with heightened awareness of surroundings
- Example: *Law Enforcement is looking for dangerous person/suspect in the vicinity.*

### Lockdown

Lockdown will be used to secure the building during incidents that pose an immediate threat of violence in or around GLCAP, such as a violent intruder. The threat is believed to be inside GLCAP.

The primary objective of a lockdown is to quickly ensure all staff and visitors are secured in rooms away from immediate danger. Lockdown is not a stand-alone defensive strategy and may be just one option as part of a number of emergency action plans.

### Lockdown consideration

1. During a threat or potential threat, staff are instructed to proceed to the nearest office, or conference room where they should lock and or barricade the door and stay away from the windows.
  - Cell phones should be silenced.
  - Lights, electronics, and other equipment should be turned off.
  - Everyone should stay low and away from the windows.
  - Everyone should remain silent.
  - It is essential that everyone stays calm and stand by for further information.
  - If the threat is in your immediate area take appropriate action based on established ALICE protocols.
  - If you are in a hallway or common area go to the nearest room that can be secured, locked or barricaded.
  - Calls to police should be made only if you have specific information regarding the location or conduct of the intruder.
  - DO NOT respond to anyone at the door until a law enforce officer tells you it is okay.
  - If you are directed by police to leave your secured area, do exactly what you are told
  - Do not sound the fire alarm in the building unless there is a fire.
  - If a fire alarm sounds during a lockdown, use your senses. Can you smell smoke or see fire in your area?
  - If you decide to evacuate, do NOT try to drive a vehicle from the parking lot.
  - If injured, call 911 immediately and provide your location.

## Tornado/Severe Weather

Conditions that are favorable for a tornado to develop is considered a tornado watch. When a tornado has been spotted in your area, there will be a tornado warning announced.

- If a tornado warning is issued, an announcement will be made through the telephone intercom system to alert you to seek shelter. *"We have a tornado emergency, please go to the basement and do not use the elevator."*
- Remain calm.
- Go to basement and take cover near an interior wall, bathroom, etc..
- Do not use the elevator.
- Kneel down and put hands over the neck/head area when a tornado strikes.
- Make sure everyone is accounted for.
- Remain in place and wait for instructions for all clear.
- The Administration & IT Director OR Staff Services Specialist will give the all clear.
- If there is damage to the building or injuries, dial 911 and follow the evacuation plan.

## Disruptive, Threatening, or Violent Behavior

GLCAP staff have the right to be free from acts or threats of disruptive behavior and/or physical violence, including intimidation, harassment and/or coercion, which involve or affect the organization. GLCAP does not tolerate any employee, acting individually or in concert with others, who clearly obstructs or disrupts any workplace activity.

**Disruptive behavior** is inappropriate behavior that interferes with the functioning and flow of the workplace. It hinders or prevents staff members from carrying out their professional responsibilities. It is important that staff and supervisors address disruptive behavior promptly. If left unaddressed, disruptive behavior typically continues to escalate, resulting in negative consequences for the individual as well as others. Examples include yelling, using profanity, waving arms or fists, or verbally abusing others.

**Threatening behavior** includes physical actions short of actual contact/injury (e.g., moving closer aggressively), general oral or written threats to people or property ("You better watch your back" or "I'll get you") as well as implicit threats ("You'll be sorry" or "This isn't over").

**Violent behavior** includes any physical assault, with or without weapons; behavior that a reasonable person would interpret as being potentially violent (e.g., throwing things, pounding on a desk or door, or destroying property), or specific threats to inflict physical harm (e.g., a threat to shoot a named individual).

Below is a list of signs that may be indicators of disruptive behavior. If you observe a pattern or change in behavior and attitude that causes you concern, please notify your supervisor.

- Repetitive verbal abuse, including sarcasm or poor relationship with participants, co-workers, supervisors, or others
- Very controlling
- Blaming others for problems in life or work; being suspicious, holding grudges

- Persistent complaining
- Challenging or resisting authority
- Destruction of property
- Becoming unusually upset over recent event(s) (work or personal crisis)
- Withdrawing from normal activities, family, friends, and co-workers
- Making a major change in lifestyle, demeanor, or appearance

**Specific examples of disruptive behavior:**

- Numerous conflicts, verbal abuse, or poor relationships with participants, co-workers, supervisors, or others
- Inappropriate reaction to criticism of conduct or job performance
- Persistent complaining about being treated unfairly
- Increased or excessive tardiness and/or absenteeism
- Behavior related to obsession with another person
- Inability to control feelings, outbursts of anger, swearing, slamming doors, etc.
- Interrupting meetings or trainings with inappropriate comments; hijacking the agenda
- Is isolated or a loner
- Expresses entitlement to special rights and that rules don't apply to him/her
- Says that he/she feels wronged, humiliated, degraded; wants revenge

**How to Respond to disruptive behavior:**

The following strategies may be helpful when addressing disruptive behavior. However, **if you are concerned that the behavior is violent, or if you or employees experience an immediate threat, dial 911.**

- Choose a private place for discussion
- Speak slowly and confidently
- Encourage the person to talk; listen closely and patiently
- Arrange yourself so your access to exits are not blocked
- Acknowledge the person's feelings
- Point out alternatives; break big problems into smaller problems
- Have a means of notifying co-workers or the police if disruptive behavior becomes threatening (e.g., panic button, code word)

To prevent the escalation of incidents, employees should immediately inform their supervisor of any disruptive behavior. As a supervisor, you should take immediate steps to address problem behavior and ensure the safety of your employees. Do not ignore or downplay direct or indirect threats from any person, as they could escalate into serious incidents later on.

## Recovery

This section deals with activities necessary to support the employees during and following an emergency situation.

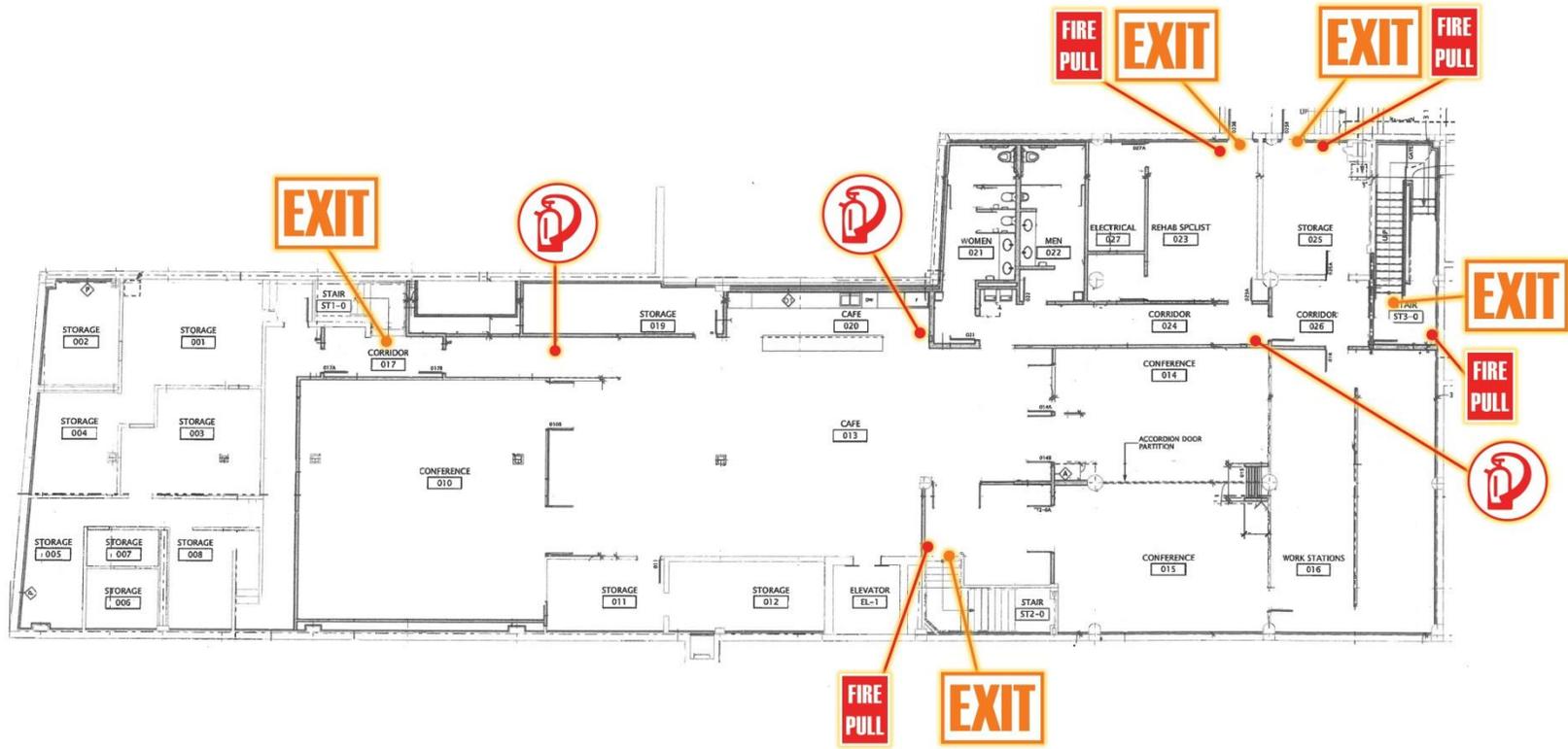
Some employees may be profoundly impacted from the events surrounding the incident, especially those involving injuries or loss of life. Human Resources or their designee shall make arrangements for counseling services as needed following an emergency situation with the Employee Assistant Program (EAP). The EAP provides confidential, easily accessible professional counseling service for our employees. Appointments can be made by calling the Fremont Office or the 800 number found in the emergency contacts.

Once the safety and status of our staff has been assured, and emergency conditions have abated, it will be important to begin a timely and comprehensive assessment of the emergency's physical and operational effects. This may include photographs or videotaping the headquarters or equipment damage to provide a visual supplement for the written impact data. It is very important that we record the emergency's physical effects before we clean or make repairs.

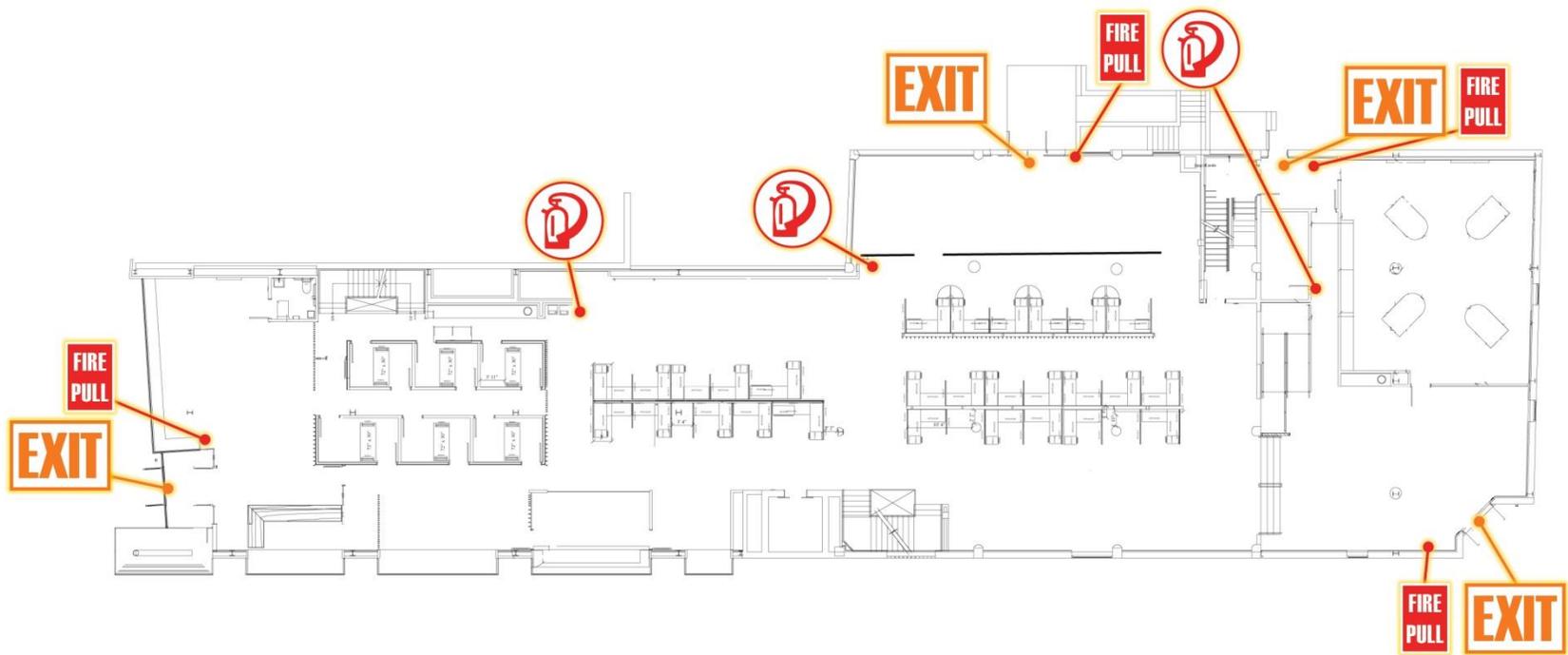
## Appendix A – Emergency Response Team & Community Contacts

<b>Emergency Response Team</b>			
Kerry Adkins	GLCAP	Administration & IT Director	419-463-7791
Matt Byers	GLCAP	Housing Inspector	419-333-6104
Kay Elfring	GLCAP	Benefits Specialist	419-333-6061
Bruce Frederick	GLCAP	Maintenance/Security Technician	419-559-9951
Chris Laurer	GLCAP	Staff Services Specialist	419-307-6977
<b>Community Contacts</b>			
Dean Bliss	Fremont Police Department	Chief	419-332-6464
Dave Foos	Fremont Fire Department	Chief	419-332-4131
Jeff Jackson	Emergency Medical Services	Chief	419-332-7313
Lisa Kuelling	EMA/Homeland Security	Director	419-334-8933
American Electric Power			888-710-4237
Columbia Gas			800-344-4077
Fremont Water Department			419-334-8966
Habitec Security			800-832-5276

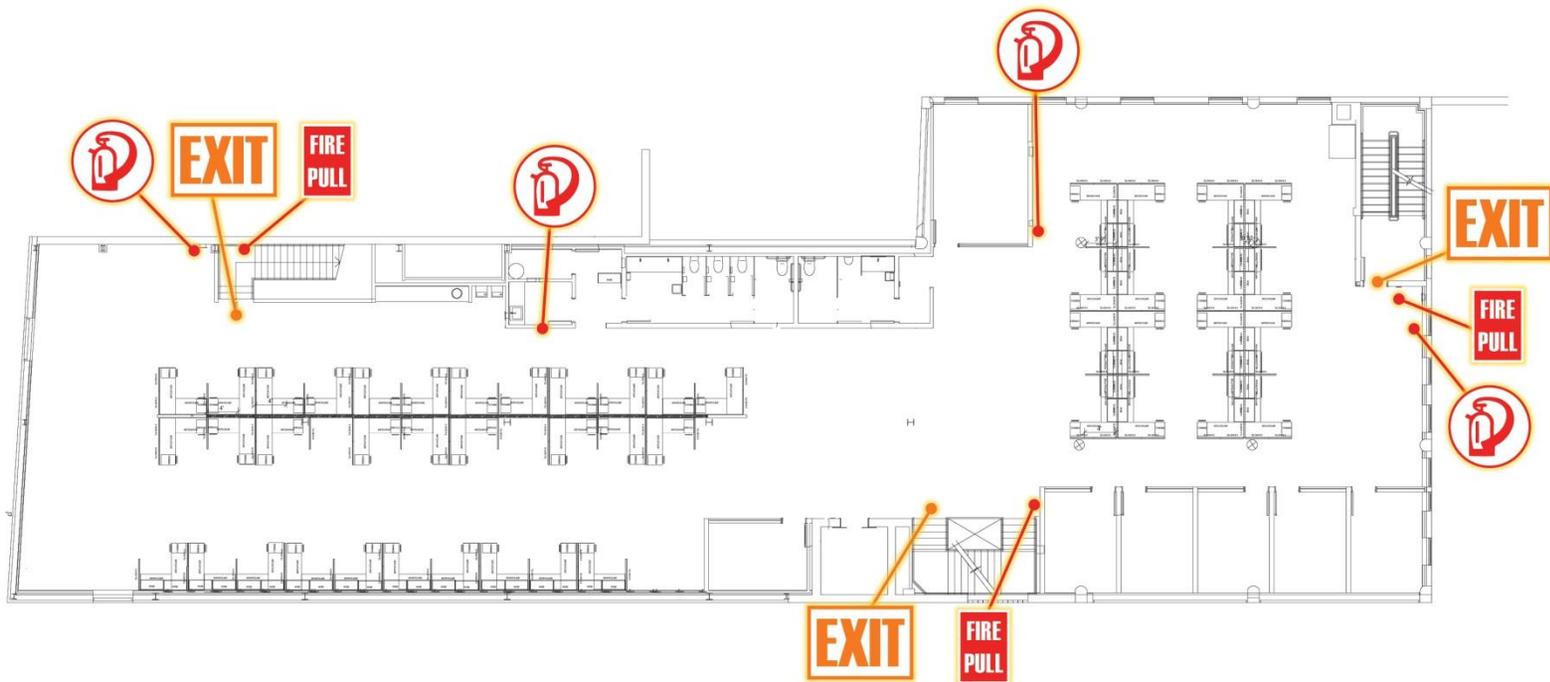
# Appendix B - Floor Plans



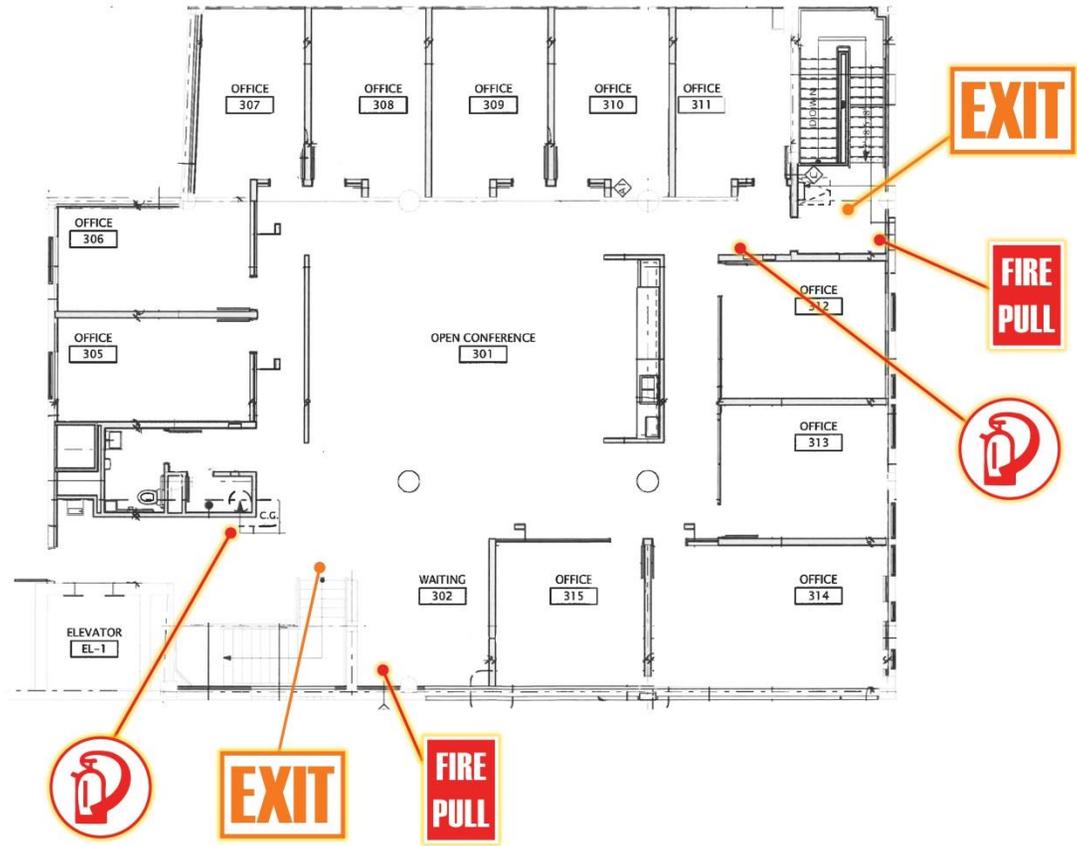
BASEMENT



FIRST FLOOR



SECOND FLOOR



THIRD FLOOR

## Appendix C – Bomb Threat Checklist

TELEPHONE BOMB THREATS (Response Checklist)	
<b>1. General Questions to Ask</b>	
What is it?.....	
When was it set to explode OR When will the substance be released?.....	
Where did you place it?.....	
What does it look like? .....	
When did you put it there? .....	
How will the bomb explode OR How will the substance be released? .....	
Did you put it there? .....	
Why did you put it there? .....	
<b>2. Bomb Threat Questions</b>	
What type of bomb is it?.....	
What is the bomb? .....	
What will make the bomb explode? .....	
When is it set to explode? .....	
<b>3. Chemical/Biological Threat Questions</b>	
What kind of substance is it? .....	
How much of the substance is there? .....	
How will the substance be released?.....	
Is the substance a liquid, powder or gas?.....	
<b>4. Other Questions to Ask</b>	
What is your name? .....	
Where are you?.....	
What is your address? .....	
<b>5. Observations from the voice</b>	
<b>Speaker was:</b>	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Child
<b>Age:</b>	<input type="checkbox"/> Very Young <input type="checkbox"/> Adolescent <input type="checkbox"/> Adult <input type="checkbox"/> Old
<b>Sobriety:</b>	<input type="checkbox"/> Normal <input type="checkbox"/> Intoxicated <input type="checkbox"/> Drugged
<b>Speech:</b>	<input type="checkbox"/> Normal <input type="checkbox"/> Stammer <input type="checkbox"/> Slurred <input type="checkbox"/> Lisp
	<input type="checkbox"/> Incoherent <input type="checkbox"/> Well spoken <input type="checkbox"/> Abusive <input type="checkbox"/> Irrational
<b>Accent was:</b>	<input type="checkbox"/> Message sounded like it was being read by caller
	<input type="checkbox"/> Message was taped
	Other:.....
<b>6. Observations about the call</b>	
<b>Source:</b>	Did it sound as if a public telephone was used? <input type="checkbox"/> Yes <input type="checkbox"/> No

**TELEPHONE BOMB THREATS (Response Checklist)**

**Background Noises:**  Music     Children     Talking     Typing     Traffic  
 Machinery     Aircraft     Harbour     Other

**Call received by:** ..... At .....am/pm  
Line No: ..... Ext No:.....

**Duration of Call:** Time:.....

**Origin of Call:**  Bomber     Police     Fire Brigade     Other

**7. Other information you are able to add**

.....  
.....  
.....