Most bomb threats are received by telephone. These incidents should be considered serious until proven otherwise. Act quickly, remain calm and use the following information for guidance.

If a bomb threat is received by telephone:
1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call ISU Police (911 from a campus telephone or 515-294-4428 from a cellular device) or, as soon as the caller hangs up, immediately notify law enforcement authorities yourself.
5. If your telephone has a display, copy the number and/or letters that appear in the window.
6. Upon termination of the call, do not hang up, but from a different telephone, contact ISU Police to provide information and await further instructions.
7. Complete the Bomb Threat Checklist. Try to document the exact words used.

If a bomb threat is received by handwritten note:
- Call ISU Police: 911 or 515-294-4428
- Handle the note as minimally as possible.

If a bomb threat is received by email:
- Call ISU Police: 911 or 515-294-4428
- Do not delete the message.

Do Not:
- Use a two-way radio or cellular device; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

Signs of a Suspicious Package:
- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

Iowa State University Police
55 Arnory Building—Ames, Iowa
Dial 911 from a university telephone or 515-294-4428 from your cellular device