

THE DIVISION OF CAPITOL POLICE COMMONWEALTH OF VIRGINIA

www.dcp.virginia.gov



Emergency Coordinator's Manual



*The Duty To Protect.
An Honor To Serve.*

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Division of Capitol Police

Emergency Coordinator's Manual

Mission Statement

The Mission of the Division of Capitol Police is to provide progressive law enforcement and security services to Virginia's government officials, employees, citizens of the Commonwealth and its visitors.

December 2014

Chief of Police

- If you receive a letter or package which you suspect has biological contamination, immediately have a co-worker notify DCP 786-4357 (HELP) and the EC to report a possible hazardous event. The employee should also:
 1. Secure and evacuate the area.
 2. Have co-workers leave the immediate contaminated area.
 3. Immediately wash their hands in a 2% solution of liquid bleach. Chlorine bleach is known to be effective against all known biological pathogens. If bleach is not available, then soap and warm water should be used.
 4. Wait for police response.

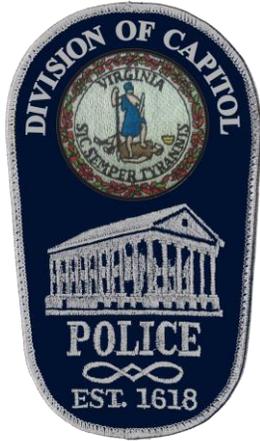
5. Employee's response to an in-person threat:

- Stay calm, listen attentively to the individual, and be courteous and patient.
- Try to keep the situation under control. If that is not working, signal to a co-worker that you need help.
- Have someone notify DCP and give as much information about the situation as possible.
- If the individual has a weapon or is acting violently, then follow their instructions. **NEVER ATTEMPT TO DISARM THE PERSON.**



Appendix A

Bomb Threat Checklist



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PLACE THIS CARD UNDER YOUR TELEPHONE

QUESTIONS TO ASK:

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

EXACT WORDING OF THE THREAT:

Sex of caller: _____ Race: _____

Age: _____ Length of Call: _____

Number at which call is received: _____

Date: ____/____/____ Time: _____

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786-HELP (4357)
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BOMB THREAT

CALLERS VOICE:

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Raspy |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Deep Breathing |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Familiar |

If voice is familiar, who did it sound like?

BACKGROUND SOUNDS:

- | | |
|--|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Animal noises |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Clear |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Static |
| <input type="checkbox"/> Music | <input type="checkbox"/> Local |
| <input type="checkbox"/> House noises | <input type="checkbox"/> Long Distance |
| <input type="checkbox"/> Motor noises | <input type="checkbox"/> Phone booth |
| <input type="checkbox"/> Office | <input type="checkbox"/> Other |
| | <input type="checkbox"/> Machinery |

THREAT LANGUAGE:

- | | |
|--|--|
| <input type="checkbox"/> Well spoken
(educated) | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Message read by
threat maker |

REMARKS: _____

REPORTED CALL IMMEDIATELY TO:

Phone number: _____

Call Taker Name: _____

Position: _____

Phone Number: _____

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BOMB THREAT

Appendix B

State Mail Services Suspicious Letter or Package



State Mail Services Suspicious Letter or Package Advisory for All State Employees

WARNING! Suspect Letter and Package Indicators

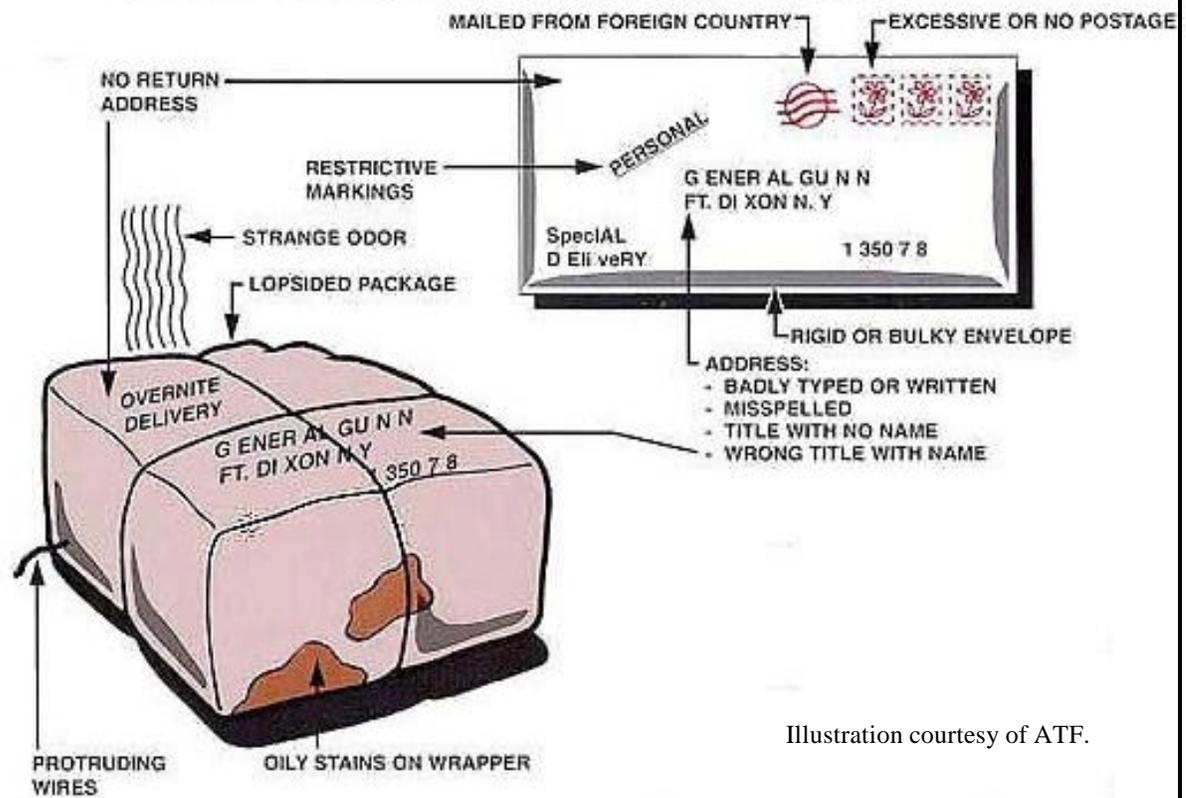


Illustration courtesy of ATF.

What should you do if you receive a suspicious letter or package?

Handle with care. Don't shake or bump.

Isolate and look for indicators.

Don't open, smell or taste.

Treat as a suspect! CALL 911

If parcel is open and/or a threat is identified ...

For a Bomb

Evacuate Area Immediately
Call 911 (Police)

For Radiological

Limit Exposure - Don't handle
Distance (Evacuate area)
Shield yourself from object
Call 911 (Police)

For Biological or Chemical

Isolate - Don't handle
Call 911 (Police)
Wash your hands with soap
and warm water

Police Department _____

Fire Department _____

Virginia Capitol Police (For state offices located in Capitol Square) **(804) 786-HELP** _____

Agency Safety Officer or Floor Warden _____

Immediate Supervisor _____

Appendix C

Handling Suspicious Packages

Handling Suspicious Packages

Things You May Encounter in the Mail

- Legitimate packages
- Harmless pranks
- Pointed or edged items
- Biohazards
- Chemicals
- Explosives

What Makes a Package Suspicious?

- *Type of mail:* Foreign, Priority, Special Delivery **(and not expected)**.
- *Restrictive endorsements:* Confidential, Personal, To Be Opened by Addressee Only.
- *Visual distractions:* Fragile, Rush, Handle with care.
- *Excessive postage:* (usually stamps).
- *Fictitious or no return address.*
- *Shows a city or state postmark that doesn't match the return address.*
- *Poorly typed or handwritten addresses.*
- *Incorrect titles or titles with no names.*
- *Misspellings of common words.*
- *Oily stains or discolorations.*
- *Sticky or adhesive substances.*
- *Excessive or uneven weight distribution.*
- *Excessive binding material:* Masking, electrical or strapping tape, string, or twine.
- *Rigid, lopsided, or uneven envelope.*
- *Makes a sandy noise or any other noise when moved.*
- *Strange odor or chemical smell.*
- *Crystallization on wrapper.*
- *Powdery substance on or leaking from the package.*
- *Non-English writing.*
- *Leaking any type of fluid.*
- *Protruding wires, screws, or other metal parts.*
- *Anything "out of the ordinary" about the item.*

Notify the police immediately of suspicious packages, persons, or incidents.

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Emergency Number

786-HELP (4357)

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If You Receive a Suspicious Package

- Don't shake or bump it (handle with care).
- Don't open, smell, touch, or taste it.
- Treat it as suspect – notify your supervisor and call the police immediately.
- Attempt to check the validity of the package through the return address.
- Isolate the package immediately by placing it in a sealable container (i.e., garbage bag).
- Carefully remove rubber gloves (if worn) and place them in the same container before sealing it.
- Evacuate the immediate area, including your self.
- Ensure that all persons who have handled the package immediately wash their hands with soap and water.

What Should I do if I Receive Mail That Appears to be Contaminated?

- Do not handle the mail or package suspected of contamination.
- Do not attempt to clean up any spilled contents.
- Make sure the envelope or package is isolated and the immediate area evacuated.
- Ensure that all persons who have touched the package or envelope wash their hands, face, and arms with soap and water immediately.
- Notify your supervisor and call the police immediately.
- Make a list of all persons who have touched the envelope or package and their contact information for them as soon as possible. Provide this information to the emergency responders upon their arrival.
- As soon as practical, shower with soap and water. If you fear that you have been exposed to a toxic substance, you may go to a local hospital emergency room and advise them that you may have been exposed to a hazardous material. If you think you have been exposed to Anthrax, seek medical attention immediately.
- Contact the Center for Disease Control Emergency Response Center at 770-488-7100 for answers to any questions.

Appendix D

Threatening Communications



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Threatening Communication

#1 Rule

Take All Threats Seriously

Examples of Common Types of Threats

Direct:

- *"I'm going to burn this place down".*

Conditional:

- *"If I have to come down there to straighten this out, somebody is going to get hurt".*

Veiled:

- *"You'll be sorry you said that".*

Know your emergency contact numbers and keep them posted in your workplace.

For the Division of Capitol Police call

786-HELP (4357)

Visit us at
www.dcp.virginia.gov

Threatening Telephone Calls

Tips for handling threats received over the telephone:

- * Stay calm.
- * Keep the person on the phone as long as possible.
- * Write down the information word for word on the Bomb Threat Checklist (It can be used for any type of threat).
- * If you don't understand what the caller means, then ask for clarification.
- * If you have caller I.D. on your telephone, write down the caller's phone number.
- * Ask the caller to give details (location of bomb, detonation time, etc.).
- * Note anything that might be significant about the caller's voice (male/female, accent, etc.).
- * If the voice sounds familiar, note who it sounds like.
- * Pay attention to any background noises you might hear on the telephone (street sounds, public address systems, etc.).
- * Ask the caller their name, location, and telephone number. (Oddly enough, there have been cases where the correct name and address have been given).
- * Have someone notify police IMMEDIATELY.
- * Do NOT use the telephone after receiving the call until you have been authorized to do so by police.

What You Should Not Do

- Do not pull the fire alarm pull station.
- Do not panic and encourage others not to panic.
- Do not touch or allow others to touch any suspicious packages.
- Do not make any general announcements without approval.

Other Threatening Communication

- Handle all letter threats as little as possible.
- Do not throw away the envelope.
- Do not erase an email threat from your computer, even if you don't think it is intended for you.
- Immediately report the threatening communication to the police.

Appendix E

Employees With Disabilities List

Appendix F

Code Adam Alert Guidelines

CODE * ADAM

Code Adam Alert Guidelines

When a child is reported missing in a building, the following steps should be taken immediately by the person receiving the report and persons informed of the incident to notify police and assist in locating the child:

- STEP 1.** GET A DETAILED DESCRIPTION OF THE MISSING CHILD.

- STEP 2.** NOTIFY SECURITY AND DESIGNATED PERSONS OF THE CODE ADAM ALERT AND MONITOR ALL BUILDING ENTRANCES, EXITS, STAIRS, LOBBIES, AND ADJACENT PARKING AREAS.

- STEP 3.** INFORM DESIGNATED PERSONS TO SEARCH THE BUILDING.

- STEP 4.** NOTIFY THE DIVISION OF CAPITOL POLICE IMMEDIATELY OF THE REPORTED MISSING CHILD (786-4357).

- STEP 5.** IF THE CHILD IS FOUND UNHARMED, REUNITE THE CHILD WITH THE PARENT, GUARDIAN OR AUTHORIZED CHAPERON.

- STEP 6.** IF THE CHILD IS FOUND WITH A PERSON OTHER THAN THE PARENT OR GUARDIAN, USE REASONABLE EFFORTS TO PREVENT THE PERSON FROM LEAVING THE BUILDING UNTIL POLICE ARE PRESENT.

- STEP 7.** CONCLUDE THE INCIDENT WITH AN ANNOUNCEMENT.

- STEP 8.** REPORT THE INCIDENT AND THE RESULTS.