



*"Service with Integrity
& Excellence"*

Arkansas Department of Community Correction

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ADMINISTRATIVE DIRECTIVE: 03-09 THREATS

TO: DEPARTMENT OF COMMUNITY CORRECTION (DCC) EMPLOYEES

FROM: G. DAVID GUNTARP, DIRECTOR

SUPERSEDES: Memo from Mr. Guntharp dated October 23, 2001, "How to Handle Anthrax and Other Biological Agent Threats" PAGE 1

APPROVED: Signature on File EFFECTIVE: October 15, 2003

- I. APPLICABILITY.** This policy applies to Department of Community Correction (DCC) employees.
- II. POLICY.** It is DCC policy to equip staff to respond appropriately to threats introduced into the workplace through the mail or other conveyance.
- III. DEFINITION.**

Credible Threat. A package, letter, or container that contains a powdery substance or written information stating or implying an intent to harm the recipient, and/or the introduction of airborne hazardous chemical, biological, or explosive agents into the workplace.

IV. GUIDELINES.

- A. Anthrax.** Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do so, the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine mist. Disease can be prevented after exposure to anthrax spores by early treatment with appropriate antibiotics. Anthrax is not spread from one person to another person. For anthrax to be effective as a covert agent, it must be made into small particles and sprayed into the air. This is difficult to do, and requires a great deal of technical skill and special equipment. If enough of these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are usually effective.

"There is good in all people; how we deal with them determines how much of it we see."

- B. Explosive Material.** Potentially explosive material should not be handled. Persons not involved in monitoring the potentially explosive material must be kept at a safe distance from the material. Consider evacuating staff. Do not use a fire alarm that could activate the explosive device. Leave doors open in the area, contact authorities including your supervisor, police, the fire department (bomb squad where available), and building security. Be available when emergency personnel arrive to describe the threat and location.
- C. Contact Information.** Supervisors should obtain, maintain, and make accessible to staff telephone numbers of the FBI, State Police Communications Center, local police, Arkansas Department of Emergency Management, Arkansas Department of Health - Bio-terrorism Command Center.

V. PROCEDURES.

- A. Observing Threats.** All employees must be aware of the potential for dangerous objects or mail in the workplace and vehicles. Employees must watch for threats including explosive material, contaminated material, firearms, sharp objects, and suspicious or threatening people.
- B. Identifying Suspicious Packages and Letters.** Employees must be careful to screen incoming mail. Employees may wish to wear latex gloves when handling mail. Supervisors should ensure gloves are available for this purpose. When screening mail some things to consider or look for may include the following:
 - 1. letters/packages with evidence of liquid or powder material
 - 2. suspicious markings or threatening correspondence
 - 3. postmark from certain origins, including New Jersey, Washington D.C., Maryland, or Florida
 - 4. excessive postage
 - 5. handwritten or poorly typed addresses
 - 6. incorrect titles
 - 7. title, but no name
 - 8. misspellings of common words
 - 9. oily stains, discolorations or odor
 - 10. no return address
 - 11. excessive weight
 - 12. lopsided or an uneven envelope
 - 13. protruding wires or aluminum foil
 - 14. excessive security material such as masking tape, string, etc.
 - 15. visual distractions
 - 16. ticking sound
 - 17. marked with restrictive endorsements, such as "Personal" or "Confidential"
 - 18. shows a city or state in the postmark that does not match the return address
- C. Non-Credible Threats.** An object that arouses suspicion but does not constitute a credible threat may be placed in a plastic bag and discarded with a supervisor's permission.

D. Credible Threats. When responding to credible threats, it is important to act rationally and to guard against panic. The Arkansas Department of Health will not accept an unopened “credible threat” item for analysis, but will accept an opened one from a law enforcement officer.

1. Low Threat. For an unopened package or letter that is a “credible threat” but does not appear to contain explosive material, proceed as follows:
 - a. notify your supervisor
 - b. place the item in a plastic bag, then inside a second and third plastic bag
 - c. place the triple-bagged item in a bio-hazard bag or label it as a bio-hazard and label it as “evidence for the FBI”
 - d. contact local law enforcement
 - e. follow guidance in the Reporting and Investigating Incidents and Hazards policy and the Searches for, Control, and Disposition of Evidence policy.
 - f. in addition to DCC reporting requirements, send a copy of the incident report to the FBI and the Arkansas State Police, Office of Investigative Services.
 - g. be alert for potential explosive hazards which may require the assistance of a bomb technician.

2. Medium Threat. For an opened item that is a credible threat where powder or liquid spills out onto the surface, proceed as follows:
 - a. DO NOT try to clean up the powder or liquid. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
 - b. LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away). Provide notice that unless specifically authorized to be in the area, all individuals must stay a safe distance away from the area.
 - c. WASH your hands with soap and water to prevent spreading any powder or liquid to your face.
 - d. Report the incident to local police and notify your supervisor.
 - e. REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
 - f. SHOWER with soap and water as soon as possible. Do not use bleach or other disinfectant on your skin.
 - g. Follow guidance in the Reporting and Investigating Incidents and Hazards policy and the Searches for, Control, and Disposition of Evidence policy.
 - h. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

3. High Threat. For a room contaminated by a spraying device, an air handling system contamination warning, or warning that a biological agent has been released in a public space, proceed as follows:
 - a. Turn off local fans or ventilation units in the area
 - b. LEAVE the area immediately
 - c. CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away). Provide notice that unless specifically authorized to be in the area, all individuals must stay a safe distance away from the area.
 - d. Dial "911" to report the incident to local police and the local FBI field office. Also, notify an available supervisor and your building security official.
 - e. SHUT down air handling system in the building, if possible.
 - f. Follow guidance in the Reporting and Investigating Incidents and Hazards policy and the Searches for, Control, and Disposition of Evidence policy.
 - g. If possible, list all persons who were in the room or area. Give this list to both the local public health authorities (local office of the Arkansas Department of Health and local health department) so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.
 - h. Cooperate with law enforcement and other officials.

E. Bio-terrorism Command Center. The Arkansas Department of Health has established a Bio-terrorism Command Center to respond to inquiries concerning exposure to or treatment of anthrax, and other public inquiries.

F. Telephoned Threats.

1. It is vital that staff promptly and properly notify appropriate officials when responding to threats. It is important to obtain and provide as much identifying information as possible (i.e. caller's name, number, etc.) In some instances, the method of doing so will depend on the features and services of both phone systems. Staff should become familiar with those features and services to be able to aid in prompt action to gain critical information in the event of a telephone or other threat.
2. Staff should document all information gained (whether from caller or information stored in the phone systems, or through observation). The recipient of the call should ask as many questions as the caller will allow while listening carefully and taking notes. The information should be promptly reported to the supervisor of the office/facility.
3. Some of the things to listen for and document when receiving a telephone threat are as follows: date and time, use of foul language, incoherence, irrational, articulate, gender, lisp, language spoken (English, accent, broken), age (young, middle age, elderly), angry/calm, speed and volume of voice, nasal congestion, stressed, disguised, distinct, sincere, squeaky, excited, laughing, crying, deep breathing, soft/deep voice, stutter, slurred/raspy speech, cracking voice. Also pay attention to background noises, such as street sounds, motor, inside building, animal, factory machinery sounds near or far, office, pots and pans, phone booth, voices, trucks/buses, music and type, local, PA system, etc.