



## Crisis Response Guide

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***Take keys, cell phone, and client quick retrieval information if evacuation or relocation is required.***

## Bomb Threat

### Bomb Threat Via Phone

Stay calm and have someone else call 911.



Do not hang up.



Listen carefully.



Ask questions.

### Questions to ask:

1. Where is the bomb?
2. When will it explode?
3. What does it look like?
4. What kind of bomb/hazard is it?
5. What will cause it to explode/activate?
6. What is your name?
7. Did you place the bomb/hazard?
8. Why did you place the bomb?
9. Where are you?

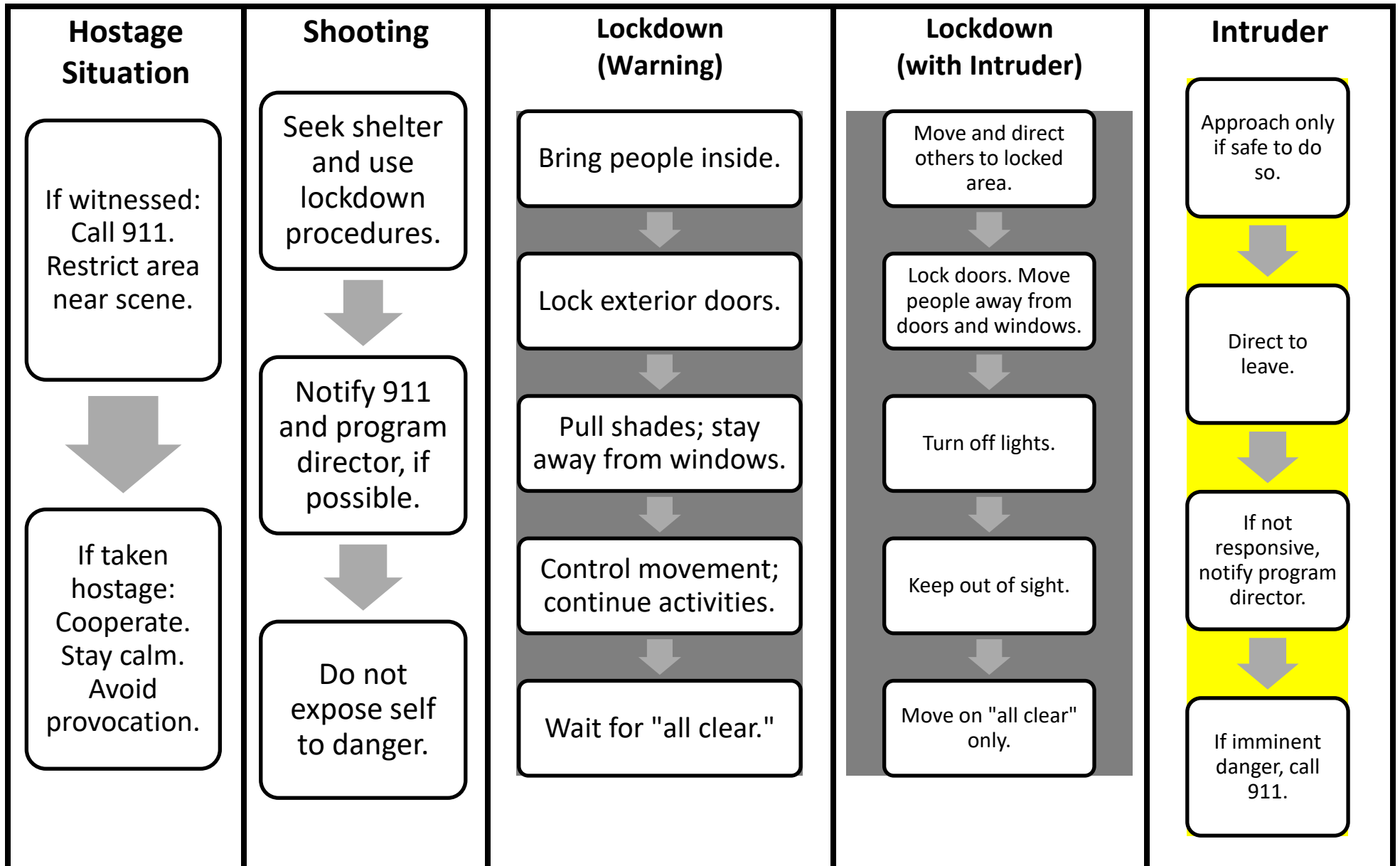
### Bomb Threat Via Note

Do not touch the note, if possible.



Notify 911 and program director and follow their instructions.

# Hostage/Shooting/Lockdown (Code Grey JGW)/Intruder (Code Yellow JGW)



## Natural Disaster

### Earthquake

Stay where you are and direct others to do the same.



Take cover away from windows, outside doors, potential falling objects.



Afterward: be prepared for aftershocks.

### Tornado Warning

Take shelter immediately and direct others to do the same.



Stay low and cover head with arms.

### Hurricane

Homes: Take steps to prepare (see policy).

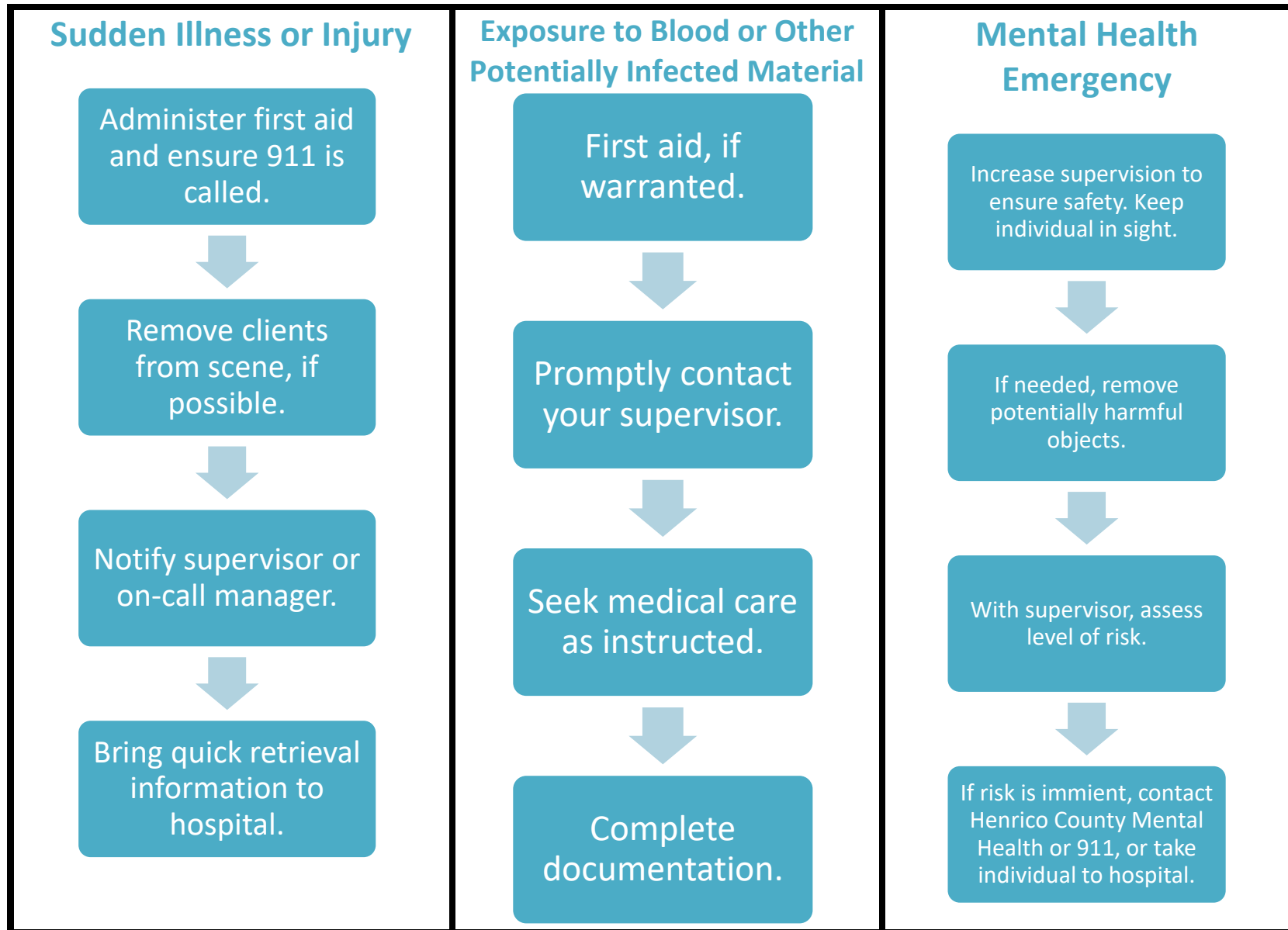


JGW: follow Henrico County School closings.



All others: Follow Henrico County Government closings.

## Medical or Mental Health Emergency Code Blue JGW





**VIRGINIA**  
HOME FOR BOYS AND GIRLS

8716 WEST BROAD STREET  
HENRICO, VA 23294  
(804) 270-6566

