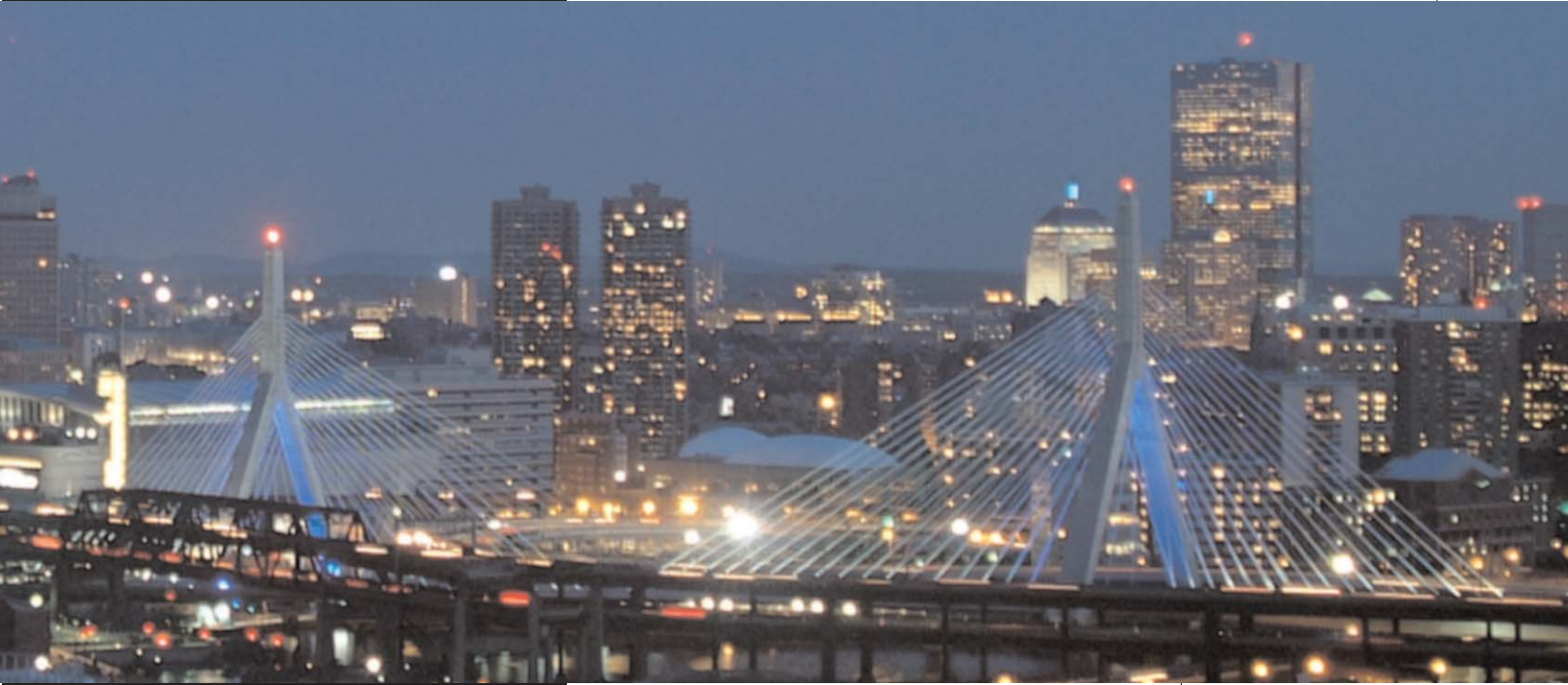


Terrorism: A Community Response

A guide for Boston's residents, workers, and visitors



This Guide Will Help You To:

Identify and prevent
a terrorist threat

Learn what to do
before, during, and
after an emergency

Create an emergency
plan for your family

Prepare an Emergency
Supply Kit



Thomas M. Menino
Mayor

Kathleen M. O'Toole
Police Commissioner

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Contents

This **guide** will help you to identify and prevent a terrorist threat, and learn what to do before, during, and after an emergency.

- ✓ Preventing terrorism.
- ✓ Preparing for an emergency.
- ✓ Responding to an emergency.
- ✓ Important phone numbers and websites.

Note: This publication was produced in February 2003. Future changes to this guide can be found at our website www.boston.gov/police.

Message from the Mayor:



Dear Fellow Bostonians:

As you are too aware, we face challenging times. In the aftermath of September 11, I charged the leaders of public safety for the City of Boston to prepare as necessary to protect this City and its inhabitants from any future threat. The City of Boston Police Department, Fire Department, Emergency Medical Services, and Public Health Commission have worked tirelessly to ensure that our public safety personnel have the best equipment and training possible, so that they can meet and handle any critical incident which may arise.

I now turn to you, the people of Boston, and ask you to join with public safety personnel to secure our City. As the nation's concerns about terrorism intensify, we must educate ourselves so that we are able to respond effectively and appropriately in the event of an emergency. The safety of our City depends upon our ability to manage our response. While we must remain vigilant and aware of the serious threat of terrorism, we must not allow our concerns to consume us.

The information presented here will provide the residents, workers, and visitors of the City with information and instructions in the event that an emergency occurs. I ask you to join with our public safety personnel in educating yourselves about the measures you can take to maximize the safety of this City. We will most successfully manage these difficult days by ensuring that our actions are thoughtful and calm. Thank you for working with us.

Sincerely

A handwritten signature in cursive script, reading "Thomas M. Menino".

Thomas M. Menino
Mayor of Boston

Message from the Police Commissioner



Dear Neighbors:

As Police Commissioner of the Boston Police Department, I know that law enforcement's strength is at its greatest when officers are joined by the community, unified against a common threat. It has enabled us to break the insidious ties of gangs among our young people and has brought crime down to levels not seen for generations.

These partnerships can also protect us against disorder in the event of terrorism or international conflict. While the tragedy of September 11 reminded us of our vulnerability, the combined response of public safety and community partners in the aftermath of that event proved that terrorism is no match for the unified strengths of communication, mutual commitment, community support and dedication.

If an emergency occurs in Boston, it will be necessary for every person to know how to respond. Also, to prevent an emergency, everyone should become educated about what they can do to minimize safety risks. The City of Boston has prepared this publication to provide you with information about what you can do to prevent terrorism, and what you can do to prepare for an emergency.

We know that the threats to our way of life are real - but we cannot let fear overtake us. It is my expectation that if we continue to work together as a community, we will continue to keep our City, and each other, safe from harm.

Sincerely,

A handwritten signature in black ink that reads "Kathleen M. O'Toole". The signature is written in a cursive, flowing style.

Kathleen M. O'Toole
Police Commissioner

The Threat of Terrorism

Terrorists try to intimidate or coerce a government, or its citizens, into making changes to further their of political or social objectives. They use violence, or the threat of violence, to achieve their goals. Acts of terrorism range from threats of terrorism, bomb scares, and cyber attacks, to the use of chemical, biological and radiological weapons. Terrorists often use threats to create fear among the public and to get immediate publicity for their causes.

Terrorists are known to target government facilities, international airports, large cities, and high-profile landmarks. They may also target critical infrastructure such as transportation systems and utilities, water and food supplies, institutions such as hospitals, schools, and hotels, or other areas where large public gatherings are expected.

Without a specific threat, there is no reason to avoid these places. The Boston Police Department, and other law enforcement and government agencies are working hard every day to protect the people of Boston and prevent terrorism. But there are some things that you can do, too.

What you can do to prevent a terrorist attack

Be Aware

As you go about your daily business, take note of your surroundings. This will help you to learn the normal routines of your community. Understanding these routines will help you to spot anything out of place. Get to know your neighbors at home and while traveling. Be on the lookout for suspicious activities such as unusual conduct in your neighborhood, in your workplace, or while traveling. Learn to spot suspicious packages, luggage, or mail abandoned in a crowded place like an office building, an airport, a school, or a shopping center.

Be extra vigilant in the area of potential targets

Terrorists are known to conduct surveillance of potential targets. They seek to gain as much information as possible before attempting an attack, and may even conduct rehearsals. You should be extra vigilant whenever you are near a potential target.

Avoid Stereotyping

When looking for suspicious activities, avoid stereotyping individuals based on race, religion, gender or other classifications. Too often, people allow biases or prejudices to influence the way they perceive others. This is wrong, and does nothing to increase safety. In fact, terrorists often attempt to blend in with their surrounding environment and may be overlooked by those who are blinded by prejudices.

Take What You Hear Seriously

If you hear or know of someone who has bragged or talked about plans to harm citizens in violent attacks or who claims membership in a terrorist organization, take it seriously and report it to law enforcement immediately.

Report Suspicious Activity

If you detect what you believe to be surveillance or other suspicious activity, report it immediately to law enforcement. In observing suspicious activity, some key points to remember are:

The person(s) involved:

In trying to describe someone's physical characteristics, it is best to go from top to bottom, or head to toe. After going from top to bottom, you have created a mental image of the person and it is easier to remember hair color, facial features, race, height, weight, and attire such as clothing, hats or glasses.

Vehicle(s) involved:

In trying to describe an automobile, it is best to go from front to back. In doing this, you have created a mental image of the vehicle and it is easier to remember color, make and model.

Recording the information:

In trying to remember what you have observed, it is best to record the information as soon as possible. You may want to

- Jot down the information on a piece of paper or anything available.
- Call any of your telephone numbers that has a voice mail service and record the information.

Use Caution

Whenever you encounter suspicious activity, be careful not to draw the attention of the individuals involved. You should avoid taking action on your own or otherwise placing yourself in harm's way. In any emergency situation, you should call 9-1-1 immediately.

What you can do to prepare

Despite all of your efforts and those of law enforcement and government agencies, there are no guarantees that all acts of terrorism can be prevented. However, **you** can prepare for an attack in much the same way you would prepare for other emergencies. An emergency can occur without warning, leaving little or no time for you and your family to plan what to do next. It is necessary for you to learn about the things that you can do to be prepared-*before* an emergency occurs. Below are some of the steps you can take:

Create an emergency communications plan

Choose an out-of-town contact your family or household will call or e-mail to check on each other should a disaster occur. Your selected contact should live far enough away that they would be unlikely to be directly affected by the same event, and they should know they are the chosen contact. Make sure every household member has that contact's, and each other's, e-mail addresses and telephone numbers (home, work, pager and cell). Leave these contact numbers at your

children's schools, if you have children, and at your workplace. Your family should know that if telephones are not working, they need to be patient and try again later or try e-mail. Many people flood the telephone lines when emergencies happen but e-mail can sometimes get through when calls don't.

Establish a meeting place

Having a predetermined meeting place away from your home will save time and minimize confusion should your home be affected or the area evacuated. You may even want to make arrangements to stay with a family member or friend in case of an emergency. Be sure to include any pets in these plans, since pets are not permitted in shelters and some hotels will not accept them.

Assemble an Emergency Supply Kit

If you need to evacuate your home or are asked to "shelter in place," having some essential supplies on hand will make you and your family more comfortable. Prepare a disaster supplies kit in an easy-to-carry container such as a duffel bag or small plastic trash can. Include "special needs" items for any member of your household (infant formula or items for people with disabilities or older people), first aid supplies (including prescription medications), a change of clothing for each household member, a sleeping bag or bedroll for each, a battery powered radio or television and extra batteries, food, bottled water and tools. It is also a good idea to include some cash and copies of important family documents (birth certificates, passports and licenses) in your kit.

Copies of essential documents-like powers of attorney, birth and marriage certificates, insurance policies, life insurance beneficiary designations and a copy of your will-should also be kept in a safe location outside your home. A safe deposit box or the home of a friend or family member who lives out of town is a good choice.

Check on the school emergency plan of any school-age children you may have

If your child is enrolled in a Boston Public School, please know that every school has an emergency plan on file with the Boston Police Department and the Boston Fire Department.

The Boston Public Schools believe that in the event of an emergency, children are safer in schools than in transit. If an emergency is declared, BPS policy requires students to remain in school unless instructed otherwise or unless parents elect to pick up their child or children at the school.

Name: _____
Tel.: _____
Email: _____
Name: _____
Tel.: _____
Email: _____

Meeting Place:

Checklist	
<input type="checkbox"/> Container	<input type="checkbox"/> Batteries
<input type="checkbox"/> Infant Supplies	<input type="checkbox"/> Food & Water
<input type="checkbox"/> First Aid Kit	<input type="checkbox"/> Tools
<input type="checkbox"/> Prescriptions	<input type="checkbox"/> Documents
<input type="checkbox"/> Clothing	<input type="checkbox"/> Currency
<input type="checkbox"/> Portable Radio	
	

School: _____
Tel.: _____
School: _____
Tel.: _____

When an Emergency Strikes

General Guidelines

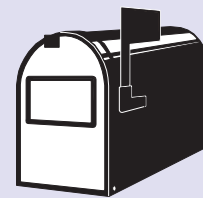
- Remain calm and be patient.
- Follow the advice of local emergency officials.
- Listen to your radio or television for news and instructions.
- If the disaster occurs near you, check for injuries. Give first aid and get help for seriously injured people.
- If the disaster occurs near your home while you are there, check for damage using a flashlight. Do not light matches or candles or turn on electrical switches. Check for fires, fire hazards and other household hazards. Sniff for gas leaks, starting at the water heater.
- If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly.
- Shut off any other damaged utilities.
- Confine or secure your pets.
- Call your family contact - and do not use the telephone again unless it is a life-threatening emergency.
- Check on your neighbors, especially those who are elderly or disabled.

Opening Mail

Teach your family and friends to be aware when opening the mail.

Signs of suspicious mail include the following:

- It is unexpected or from someone you don't know.
- It is addressed to someone no longer at your address.
- It is handwritten, has no return address
- Bears a return address that you cannot confirm is legitimate.
- It is lopsided or lumpy in appearance.
- It has wires or other unusual contents that are protruding or can be felt through the envelope or wrapping.
- It is sealed with excessive amounts of tape.
- It is marked with restrictive endorsements such as "Personal" or "Confidential."
- It has excessive postage.



What you should do with a suspicious piece of mail:

- Do not handle a letter or package that you suspect is contaminated.
- Stay away from the package and don't shake it, bump it, or sniff it.
- Wash your hands thoroughly with soap and water after handling.
- Notify local law enforcement authorities immediately.

Protective Actions

In the event of an emergency, you will likely be asked to take one of two protective actions. Protective actions are steps to be taken to protect you and your family from harm. These protective actions are evacuation and shelter-in-place. The protective action you should take will depend on the nature of the emergency, and your location in proximity to it. During and after an event, stay tuned to your local emergency station or listen to emergency personnel to know which protective action you should use.

Evacuation

Should you be asked to evacuate, stay tuned to your local emergency station or listen to emergency personnel for instructions on the location to which you are evacuating, and the route you should follow. Listen carefully to any evacuation instructions, as your location at the time of the emergency will likely be a factor in whether or not you should evacuate, as well as your evacuation route and destination. In the event of a power outage, you should treat non-working traffic lights as stop signs and proceed cautiously at intersections.

Shelter-In-Place

Shelter-in-place involves simply staying in your house or inside any other location where you might be, so as to avoid harm. In the event of an emergency such as the release of a hazardous material, it is not always recommended to immediately evacuate, as leaving your house might expose you to harmful agents that have been dispersed into the air.

Chemical, Biological and Radiological Emergencies

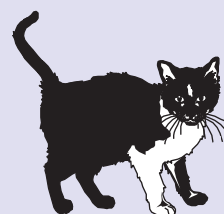
If you are notified or become aware of a technological hazard such as a chemical, biological, or radiological emergency, do not panic. The best defense from any of these emergencies is education and awareness. In the unlikely event that there is a technological emergency, knowing how to respond will greatly reduce confusion and fear. If you need to get out of the surrounding area or are directed to evacuate, do so immediately and:

- Take your Emergency Supply Kit;
- Lock your home;
- Travel on routes specified by local authorities;

If You Have Pets

In the event of an evacuation you should take your pet with you. Make necessary preparations in advance and be sure to include the following items in your Emergency Supply Kit:

- Identification collar and rabies tag.
- Carrier or cage and leash.
- Any medications (be sure to check expiration dates.)
- Newspapers and plastic trash bags for handling waste.
- At least two-week supply of food, water, and food bowls.
- Veterinary records (most animal shelters do not allow pets without proof of vaccination).



- Travel with car windows up and air vents, air conditioner, and heater turned off; and
- Head up-wind of the incident.

If you are instructed to stay inside and not to evacuate (Shelter-In-Place):

- Close and lock windows and doors;
- Turn off ventilation systems, water, and gas;
- Seal gaps under doorways and windows with duct tape;
- If you suspect chemical or biological agents have entered your house, move to a safe room in the interior of the house on a higher floor if possible. Many harmful agents that could enter a house will fall and accumulate at lower levels;
- If harmful vapors do enter the house, covering your nose and mouth with a cloth can provide minimal breathing protection; and
- Stay inside until authorities say it is safe.

If you are asked to shelter-in-place, but are caught in an unprotected area, you should:

- Attempt to get up-wind of the contaminated area;
- Attempt to find shelter as quickly as possible; and
- Listen to your local radio or emergency personnel for official instructions.

Important Telephone Numbers & Websites

Phone:

Boston Police	.911
Boston Fire	.911
Boston EMS	.911
Boston Public Health	.617-534-5395
FBI	.202-324-3000
Mayor's Hotline	.617-635-4500
Federal Emergency Management Agency	.202-566-1600
Centers for Disease Control	.404-639-3311
NSTAR	.617-424-2000
KeySpan	.617-742-8400
Boston Water & Sewer Commission	.617-989-7000
Animal Control	.617-635-5348
Massachusetts Emergency Management Agency	.508-820-2000



Web Sites:

www.epa.gov	Environmental Protection Agency
www.fema.gov	Federal Emergency Management Agency
www.cdc.gov	Centers for Disease Control
www.ojp.usdoj.gov/odp	Department of Justice, Office for Domestic Preparedness
www.usdoj.gov	Department of Justice
www.mass.gov/mema	Massachusetts Emergency Management Agency
www.fbi.gov	Federal Bureau of Investigation
www.whitehouse.gov/deptofhomeland	US Department of Homeland Security
www.aapcc.org	American Association of Poison Control Centers
www.redcross.org	American Red Cross
www.cateyesprogram.com	Community Anti-Terrorism Training Institute

Source note: Some information included in this publication comes from the Federal Emergency Management Agency, the American Red Cross, the National Crime Prevention Council, and the Government of the District of Columbia