

Threat of violence

Keep this information where it's quickly accessible if a threatening call is received.

Procedures

1. Remain calm
2. Keep the caller talking on the line for as long as possible to learn more information
3. Listen carefully, be polite, and show interest
4. Do not hang up, even if the caller does
5. If possible, write a note to a colleague to call the authorities, or as soon as the caller hangs up, immediately notify them yourself (call from a different line so you do not hang up from the threatening call)
6. If there is a display showing the call, copy the number or letters on the display
7. Immediately complete the checklist below; try to get exact words, writing down as much detail as you can remember

Checklist

Time call came in: _____ AM PM
Time caller hung up: _____ AM PM
Date: _____ Caller ID information: _____

Questions to ask:

1. When will the threat occur?
2. Where will the threat occur?
3. What is the threat?
4. If a bomb threat,
 - a. What kind of bomb is it?
 - b. What does it look like?
 - c. What will make it explode?
 - d. Have you already placed the bomb?
5. Why are you doing this?
6. What will cause the threat to worsen?
7. What's your name?
8. What's your address or location?

Exact words of the threat:

Voice identification

Female
Male
Accent
Angry
Breathy
Calm
Clearing throat
Coughing
Cracking
Crying
Deep
Disguised
Excited
Intoxicated
Lisp
Loud
Nasal
Normal
Ragged
Rapid
Raspy
Slow
Slurred
Soft
Stutter
Familiar (who did it sound like?)

Background noises

Animal
Factory
House
Motor
Music
Office
PA system
Static
Street
Voices
Water
Other _____

Language

Foul
Incoherent
Irrational
Read by caller
Taped
Well spoken
Other _____

Approximate age of caller: _____
(Adult/teen/child)

Call reported to: _____

Call recieved to: _____

Extension No.: _____ Department: _____