

# 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 received to: \_\_\_\_\_

Extension No.: \_\_\_\_\_ Department: \_\_\_\_\_