*In the event of a threatening phone call, it is important to manage it properly. This Threatening Phone Call Checklist should be used if you suspect you are receiving a threatening call.*

If your organization has a central switchboard, this form should be kept in a prominent place and the individuals who handle incoming phone calls should review it periodically. Otherwise, it should be distributed widely to personnel. If a threat is received, call 911 immediately, followed by the Incident Command Team.

Be alert to any suspicious objects. Uncluttered work areas will greatly assist in identifying any strange objects. If a suspicious object is found, begin an evacuation immediately and contact the police.

**TELEPHONE THREAT REPORT FORM**

**General Instructions:**

* Remain calm.
* Assume the situation to be real.
* Be courteous.
* Listen.
* Do not interrupt the caller.
* Notify your supervisor / security / safety officer through a pre-arranged signal while the caller is still on the line.
* Collect the following information:

|  |  |  |  |
| --- | --- | --- | --- |
| Your Name: | | Date: | Time: |
| Record the exact words of the person placing the call: |  | | |
| Questions to ask: | What is the nature of the threat (bomb, anthrax, gun attack, etc.)? | | |
| Where will the event take place? | | |
| What kind of attack is planned? | | |
| What form will the attack take? | | |
| Is there a specific time or event that will precipitate the event? | | |
| Can you help me understand why you are upset | | |
| May I have your name and contact information? | | |

**Try to determine the following:** (check as appropriate)

|  |  |
| --- | --- |
| Caller’s Identity: | Male  Female  Adult  Juvenile  Approximate Age: \_\_\_\_\_\_\_\_ |
| Voice: | Loud  Soft  High pitched  Deep  Intoxicated  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Accent: | Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Speech: | Fast  Slow  Distinct  Distorted  Stutter  Slurred  Nasal |
| Language: | Excellent  Good  Fair  Poor  Foul  Other: ­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Manner: | Calm  Angry  Rational  Irrational  Coherent  Incoherent  Deliberate  Emotional  Righteous  Laughing  Intoxicated |
| Background Noise: | Office machines  Factory machines  Trains  Animals  Music  Voices  Airplanes  Street traffic  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Additional Information: |  |
| Receiving telephone number |  |
| Others hearing the call: |  |