*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: |  |