#### **PHONE THREAT PROCEDURES**

Most bomb threats and swatting calls are received by phone or email. All threats should be taken seriously until proven otherwise. Act quickly. Remain calm. Obtain information using the checklist on the front and back of this card.

- Do not hang up, even if you think the caller does.
- Keep the caller on the phone as long as possible.
- Listen carefully.
- Ask the caller questions. Repeat the same questions. This may help identify inconsistencies. See questions
- Write down as much detail as possible.
- If possible, signal a colleague to contact 911.
- Write down the phone number or letters on the display.
- Record the call, if possible.
- Follow your organization's emergency procedures.
- Law enforcement receiving the threat should attempt to make contact with the school.

### **INFORMATION ABOUT CALL(ER)**

Date: \_\_\_\_\_

Time:\_\_\_\_\_

Phone number on display: \_\_\_\_\_

Caller's full name (if they do not offer it, ask):\_\_\_\_\_

Age: \_\_\_\_\_

Race: \_\_\_\_\_

Time caller hung up: \_\_\_\_\_

Caller claims to be: 

Suspect 

Witness

## TYPE OF THREAT

Bomb Threat

Active Shooter

# OTHER INFORMATION




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TYPE OF THREAT				
Bomb Threat	Active Shooter			
OTHER INFORMATION				



### **BOMB THREAT: ASK THE CALLER**

Where is the bomb located?
Where are you?
When will it go off?
What does it look like?
What kind of bomb is it?
What will make it explode?
Why are you doing this?

#### **ACTIVE SHOOTER: ASK THE CALLER**

Where are you? \_\_\_\_\_\_

What building are you in? What color is it?\_\_\_\_\_

What floor are you on? \_\_\_\_\_\_

What room are you in? \_\_\_\_\_

Did something happen that caused you to do this?

Are you a student? What school?
What are you wearing?
Are you with anyone else?
Did you drive here? In what?
What is your call-back number?

MaleComputer clickingSuicidalMaleComputer clickingSuRoboticPauses betweenWilling to shootRoboticPauses betweenWAccentanswerslaw enforcementAccentanswerslawAngryGunfireInconsistent withAccentanswerslawCalmExplosionsDiscrepancies/CalmExplosionsDiscrepancies/Clearing throatVideo gameChanging answersCoughingSoundsMCracking voiceCryingHighly specificCracking voiceCryingScreamingDeep voiceKitchen noisesSpecific number/Deep voiceKitchen noisesSpDisguisedPublic addressSpecific number/Deep breathingStreet noisesSpDistinctSystemSpecific number ofDisguisedPublic addressSpLaughterMusicMessage readLispMusicMusicLispMotorTaped messageLispMotorTaped message	CALLER'S VOICE	S THREAT LANGUAGE
Clearing throatVideo gameChanging answersClearing throatVideo gameChanging answersCoughingsoundsMispronunciationsCoughingsoundsMCracking voiceCryingHighly specificCracking voiceCryingHCryingScreamingdetailsCryingScreamingdetailsDeep voiceKitchen noisesSpecific number/Deep voiceKitchen noisesSpecific number/Deep breathingStreet noisestype of weaponDeep breathingStreet noisestype of weaponDisguisedPublic addressDisguisedPublic addressDistinctsystemSpecific number ofDisguisedPublic addressExcitedConversationIncoherentExcitedConversationIncoherentLaughterMotorMessage readLispMotorM	<ul> <li>Male</li> <li>Robotic</li> <li>Accent</li> <li>Angry</li> </ul>	<ul> <li>Armed</li> <li>Suicidal</li> <li>Willing to shoot law enforcement</li> <li>Inconsistent with background noise</li> <li>Discrepancies/</li> </ul>
Distinct       system       Specific number of victims       Distinct       system       System         Excited       Conversation       victims       Excited       Conversation       Incoherent         Laughter       Music       Message read       Lisp       Motor       Motor       Motor	<ul> <li>Coughing</li> <li>Cracking voice</li> <li>Crying</li> <li>Deep voice</li> <li>Deep breathing</li> </ul>	<ul> <li>Discrepancies/</li> <li>Changing answers</li> <li>Mispronunciations</li> <li>Highly specific</li> <li>details</li> <li>Specific number/</li> <li>type of weapon</li> </ul>
□ Nasal □ Static □ Profane □ Nasal □ Static □ Pr	<ul> <li>Distinct</li> <li>Excited</li> <li>Laughter</li> <li>Lisp</li> <li>Loud</li> <li>Nasal</li> </ul>	<ul> <li>Specific number or victims</li> <li>Incoherent</li> <li>Message read</li> <li>Taped message</li> <li>Irrational</li> <li>Profane</li> <li>Well-spoken</li> </ul>

CENTER FOR

AFE SCHOOLS

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