

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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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? _____

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CALLER'S VOICE BACKGROUND SOUNDS THREAT LANGUAGE

- | | | |
|--|---|---|
| <input type="checkbox"/> Female | <input type="checkbox"/> Keyboard typing | <input type="checkbox"/> Armed |
| <input type="checkbox"/> Male | <input type="checkbox"/> Computer clicking | <input type="checkbox"/> Suicidal |
| <input type="checkbox"/> Robotic | <input type="checkbox"/> Pauses between answers | <input type="checkbox"/> Willing to shoot law enforcement |
| <input type="checkbox"/> Accent _____ | <input type="checkbox"/> Gunfire | <input type="checkbox"/> Inconsistent with background noise |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Explosions | <input type="checkbox"/> Discrepancies/ Changing answers |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Video game sounds | <input type="checkbox"/> Mispronunciations |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Crying | <input type="checkbox"/> Highly specific details |
| <input type="checkbox"/> Coughing | <input type="checkbox"/> Screaming | <input type="checkbox"/> Specific number/ type of weapon |
| <input type="checkbox"/> Cracking voice | <input type="checkbox"/> Kitchen noises | _____ |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Street noises | <input type="checkbox"/> Specific number of victims _____ |
| <input type="checkbox"/> Deep voice | <input type="checkbox"/> Public address system | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Deep breathing | <input type="checkbox"/> Conversation | <input type="checkbox"/> Message read |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Music | <input type="checkbox"/> Taped message |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Motor | <input type="checkbox"/> Irrational |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Quiet/Silence | <input type="checkbox"/> Profane |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Static | <input type="checkbox"/> Well-spoken |
| <input type="checkbox"/> Lisp | <input type="checkbox"/> Office machinery | |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Factory machinery | |
| <input type="checkbox"/> Nasal | | |
| <input type="checkbox"/> Slurred | | |

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