

THREAT TELEPHONE CHECKLIST

Note 1: Be calm and courteous and listen carefully.

Nature of Threat _____

Caller's identity: Male Female Unknown Adult Juvenile Estimated age: _____

Origin of call: Local Long Distance Phone Booth Caller ID

Note 2: Pretend difficulty with your hearing and keep the caller talking.

If caller is agreeable to further conversation, ask questions like:

- ▶ How do you know so much about this threat? _____
- ▶ Why are you calling? _____
- ▶ What is your name and address? _____
- ▶ Where are you calling from? _____

Voice: Loud Soft High pitched Deep
Raspy Pleasant Intoxicated Other _____

Speech: Fast Slow Distinct Distorted Stutter
Nasal Slurred Lisp Other _____

Language skills: Excellent Good Fair Poor
Foul Other _____

Accent: Yes No

Manner: Calm Rational Coherent Deliberate Righteous
Angry Irrational Emotional Laughing Incoherent

Background Noises: Trains Airplanes Music Quiet Voices
Party Animals Traffic Mixed Bedlam
Office machines Factory machines

Note 3: Does the caller appear familiar with the building by his description and remarks?

Yes No

Note 4: Do you have a personal relationship with the caller?

Yes No

Note 4: Immediately notify your supervisor/security officer. Treat the information discreetly.

Date of Call _____ **Time of Call** _____

Name _____