



# DUTY DESK

## 844.SCN.DESK

### Threatening or Harassing Call Checklist

This quick reference checklist is designed to help employees, volunteers and decision makers of facilities, institutions, etc. in responding to harassing or threatening calls. It is critical that relevant information be documented and recorded to provide to law enforcement and other relevant parties.

#### Threatening Call

- A threatening call occurs when, at any point in the conversation, a caller makes a threat, either direct or implied. This threat may be to the receiver of the call, the organization, the building, other staff, or your community and that caller is expressing intent, either directly or by implication, to cause or inflict harm.
- If at any point in time, the receiver of the call identifies a threat or feels threatened, the call taker must follow the check list below for the purpose of capturing relevant information that can be provided to law enforcement. Once the call is ended, notify police immediately and provide them with the information gathered in the check list.

If you receive a threatening phone call:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities, or as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Threatening or Harassing Call Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, DO NOT HANG UP, but from a different phone contact authorities immediately with information and await instructions.

#### Harassing Phone Call

- A harassing phone call is one in which the caller does not necessarily express or imply any threat as mentioned in the above description, yet the content of the call or the unsolicited continuation of calls may result in harassment. It is up to the receiver of the call to determine whether a call is threatening in nature or a harassing call.
  - Repetitive phone calls, that although not overtly threatening, can be a nuisance and may require action if continued. These calls may be part of a pattern of conduct which may reasonably be determined to be cause for alarm.
1. Once you have identified a caller who appears to be harassing, do not prolong or engage in further conversation as this may encourage the caller to continue calling.
  2. Once you feel that you can no longer assist or address the caller's needs, you should consider informing them that you no longer wish to continue the conversation.
  3. Consider informing the caller that you no longer wish to receive additional calls/inquiries. State clearly that they stop additional contact.
  4. If the caller persists, you should consider the option of informing them that you feel you are being harassed and if it continues, you will call and inform the police.
  5. Make sure you use the check list regarding information about the caller so that if you decide to call the police you can provide them with relevant and accurate information.

Date of Call:

Time of Call:

Time Caller Disconnected:

Phone Number Where Call Received:

**IF YOU RECEIVE A THREATENING PHONE CALL:**

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities, or as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Threatening or Harassing Call Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, DO NOT HANG UP, but from a different phone contact authorities immediately with information and await instructions.

**EXACT WORDS OF THREAT OR HARASSING PHONE CALL:**

(Please fill this out to the best of your ability)

**INFORMATION ABOUT CALLER:**

Where is the caller located? (background/level of noise) \_\_\_\_\_

Estimated age of the caller: \_\_\_\_\_

Is the voice familiar?  Yes  No If so, who does it sound like? \_\_\_\_\_

**OTHER POINTS:**

Caller's Voice		Background Sounds	Threat Language
Female	Laughter	Animal Sounds	Incoherent
Male	Lisp	House Noises	Message Read
Accent	Loud	Kitchen Noises	Taped Message
Angry	Nasal	Street Noises	Irrational
Calm	Normal	Booth	Profane
Clearing Throat	Ragged	PA System	Well Spoken
Coughing	Rapid	Conversation	
Cracking Voice	Raspy	Music	
Crying	Slow	Motor	<b>Additional Information</b>
Deep	Slurred	Static	_____
Deep Breathing	Soft	Office Machinery	_____
Disguised	Stutter	Factory Machinery	_____
Distinct		Local	
Excited		Long Distance	

**Contact, as soon as possible:**

- 911 if you believe you or your colleagues or community are in imminent danger
- Local and/or campus police
- Email the SCN Duty Desk at [dutydesk@securitycommunitynetwork.org](mailto:dutydesk@securitycommunitynetwork.org)
- CC Matthew Berger from Hillel International at [mberger@hillel.org](mailto:mberger@hillel.org)

Please note that it is critical to capture this information so that it could be shared with other Hillels that may be experiencing calls of a similar nature or from the same subject, and to be able to track trends and patterns. The SCN Duty Desk will not share information provided without permission beyond law enforcement and security personnel.