

THREATENING/HARASSING PHONE CALLS



This quick reference checklist is designed to help employees and decision makers respond to a threat or harassment in an orderly and controlled manner with the first responders and other stakeholders. Threats may be received by phone, email, social media, in person, or by vandalism/graffiti. Act quickly but remain calm and obtain information with the checklist on this sheet, if possible. In case of emergency, call 9-1-1.

Date of Call:	Time Call Received:
Phone Number:	Time Call Ended:

If a threat is received by phone:

1. Remain calm.
2. Listen carefully. Remain professional.
3. Try to learn as much information as you can.
4. If possible, write a note to a colleague to notify law enforcement or, as soon as the caller hangs up, immediately notify them yourself.
5. If the call is harassment (e.g., not making a threat), tell the caller they are prohibited from calling the organization and to not call again.
6. If your phone has a display, copy the number and/or letters on the window display.
7. Complete the Communicated Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
8. Notify 9-1-1, your Security and SCN Duty Desk.

Ask the Caller: What are you trying to accomplish, do you want to hurt, assault or damage someone or something (<i>Bomb/Assault/etc.</i>)?
How will it happen?
When will it happen?
Where will it happen? (<i>Outside? Inside? What Room?</i>)
Who will do this? (<i>Name? Description?</i>)
Why will this happen? (<i>What is the reason or motivation?</i>)

Listen for Details about the Caller:

Sex: Male Female Unknown

Age: Child Teenage Adult Elderly

Accent: Yes *[Describe]* _____ None

Demeanor: Calm Angry Irrational

Threat Language: Coherent Incoherent Well-Spoken
 Profane Message Read Message Pre-recorded

Background Noise: Household Office Street Music
 Factory/Industrial Other: _____

IN-PERSON THREATS



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Date Threat Made:	Time Threat Made:
Threat Made By:	Person/Entity Threatened:

If a threat is made in person:

1. Remain calm.
2. Listen carefully. Remain professional. Be polite and show interest.
3. Maintain or gain distance, think about barriers between you and threat.
4. Watch for signs of impending violence.
5. Try to keep the person talking to learn more information.
6. If possible, write a note to a colleague to call law enforcement or, as soon as possible, notify them yourself.
7. Complete the Communicated Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
8. Immediately upon termination of the conversation, notify law enforcement with information.
9. Notify your Security and SCN Duty Desk.

<p>Ask the Person: What are you trying to accomplish, do you want to hurt, assault or damage someone or something (<i>Bomb/Assault/etc.</i>)?</p>
How will it happen?
When will it happen?
Where will it happen? (<i>Outside? Inside? What Room?</i>)
Who will do this? (<i>Name? Description?</i>)
Why will this happen? (<i>What is the reason or motivation?</i>)

Tell the Person:

“You have the leave the premises and do not come back.”
“If you do not leave Law Enforcement/Security will be called.”

Listen for Details about the Caller:

Sex: Male Female Unknown

Age: Child Teenage Adult Elderly

Accent: Yes *[Describe]* _____ None

Demeanor: Calm Angry Irrational

Threat Language: Coherent Incoherent Well-Spoken

Profane Message Read Message Pre-recorded

How did threat arrive: Foot Vehicle
 License Plate: _____

THREATENING/HARASSING EMAIL OR SOCIAL MEDIA



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Date of Email or Post:	Time of Email or Post:
Email Address or Social Media Account Where Received:	Email or Social Media Account of Sender/Poster:

If a threat is received by email or social media:

1. Remain calm.
2. Do not delete the email, message or post.
3. Note the date, time and email or social media account where it was received.
4. Note the email address or social media account of the sender
5. Complete the Communicated Threat Checklist immediately. Write down as much detail as possible. Print the message or post and attach to the Communicated Threat Checklist. Save or archive the original if possible.
6. Consider Screenshot of message
7. Notify law enforcement immediately with information.
8. Notify your Security and SCN Duty Desk.

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THREATENING/HARASSING VANDALISM OR GRAFFITI



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Date Discovered:	Time Discovered:
Name of Person Who Discovered Damage:	

If a threat is made through graffiti or vandalism:

1. Remain calm.
2. Note the date and time of discovery.
3. Photograph the graffiti or vandalism.
4. Complete the Communicated Threat Checklist immediately. Write down as much detail as possible.
5. Notify law enforcement immediately with information.
6. Notify your Security and SCN Duty Desk and security

THREATENING/HARASSING LETTER OR NOTE



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Date Received:	Time Received:
Addressed Where Received:	Name/Address of Sender:
Delivery Method (USPS, FedEx, UPS, Other):	

If a threat is received by mail or delivery service:

1. Remain calm.
2. Handle as little as possible. If need to handle letter/package try to use gloves, etc.
3. Note the date, time and means of delivery.
4. Note the addresses of sender and recipient.
5. Save all wrapping or packaging.
6. Photograph the letter/package.
7. Complete the Communicated Threat Checklist immediately. Write down as much detail as possible.
8. Notify law enforcement immediately with information.
9. Notify your Security and SCN Duty Desk.