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

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

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? _____

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

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