

# 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** \_\_\_\_\_