

## **TELEPHONE THREAT PROCEDURES**

### WHEN A TELEPHONE THREAT IS RECEIVED:

- BE CALM AND COURTEOUS.
- LISTEN - for background noises, such as music, equipment, traffic, etc, write down the exact wording of the threat.
- DO NOT INTERRUPT THE CALLER – make note of the identifying characteristics found below.
- OBTAIN AS MUCH INFORMATION AS POSSIBLE – use the questions listed below
- ADVISE YOUR SUPERVISOR – using a pre-arranged signal, notify your supervisor while the call is still ongoing. Your supervisor should contact Security Services (786) 6666 who will contact Emergency Services. If possible your supervisor should listen in on the call.
- COMPLETE THIS FORM. – the information will be of value to determine if an evacuation is required, the area to be searched and for future prosecution

### DETAILS TO BE RECORDED:

Date and Time of Call:

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Exact wording of threat:

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### BOMB THREAT QUESTIONS TO ASK:

What time will bomb explode?

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Where is it?

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APPENIDIX "A"

What does it look like?

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Where are you calling from?

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Why did you place the bomb?

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IDENTIFYING CHARACTERISTICS:

Sex            Male\_\_        Female\_\_        Not Sure\_\_    Estimated age\_\_

Accent        English\_\_      French\_\_        Other

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Voice        Loud\_\_        Soft\_\_  
              Other\_\_\_\_\_

Speech        Fast\_\_        Slow\_\_  
              Other\_\_\_\_\_

Diction Good\_\_        Nasal\_\_        Lisp\_\_        Other\_\_\_\_\_

Manner        Emotional\_\_    Calm\_\_        Vulgar\_\_  
              Other\_\_\_\_\_

BACKGROUND NOISE:

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VOICE WAS FAMILIAR (specify)

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CALLER WAS FAMILIAR WITH THE AREA (specify)

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