**Threatening Communication**

Rule #1 Take all threats seriously

Examples of Common types of Threats

Direct: “I’m going to burn this place down”.

Conditional: “If I have to come down there to straighten this out, somebody is going to get hurt”.

Veiled: “You’ll be sorry you said that”.

**Tips for handling threats received over the phone**

* Stay calm.
* Keep the person on the phone as long as possible.
* Write down the information word for word on the Bomb Threat Checklist (it can be used for any type of threat) on the next page.
* If you don’t understand what the caller means, then ask for clarification.
* If you have caller I.D. on your telephone, write down the caller’s phone number.
* Ask the caller to give details (location of bomb, detonation time, etc.).
* Note anything that might be significant about the caller’s voice (male/female, accent, etc.).
* If the voice sounds familiar, note who it sounds like.
* Pay attention to any background noises you might hear on the telephone (street sounds, public address systems, etc.).
* Ask the caller their name, location, and telephone number. (Oddly enough, there have been cases where the correct name and address have been given).
* Have someone notify police IMMEDIATELY.

**What you should not do**

**Other Threatening Communication**

* Handle all letter threats as little as possible.
* Do not throw away the envelope.
* Do not erase an email threat from your computer, even if you don’t think it is intended for you.
* Immediately report the threatening communication to the police.
* Do not pull the fire alarm pull station.
* Do not panic and encourage others not to panic.
* Do not touch or allow others to touch any suspicious packages.
* Do not make any general announcements without approval from management or the police.

