

Phone Threat		
Introduction	<p>It is possible, although highly unlikely, that any faculty, staff, or student might someday receive a threatening telephone call.</p>	
Resources and Local Information		
Personal Preparedness		
Communications		
Active Threat		
Civil Disturbance or Demonstration		
Hostage Situation		
Earthquake		
Fire		
Hazardous Material Incident / Suspicious Odor		<p><u>In all cases</u></p> <ul style="list-style-type: none"> <li>• Stay calm</li> <li>• Listen carefully and take notes. Be polite and show interest. Try to keep the caller talking so that you can gather more information.</li> <li>• Call 9-911 from Stanford University phones (911 from non-campus or cell phones, 286 in the School of Medicine). If possible, signal a colleague to phone 911 for you (out of earshot of the caller), or call as soon as the caller hangs up. The 911 response staff will notify appropriate law enforcement and public safety agencies.</li> <li>• Use the Phone Threat Report on the following page to record caller information and as many details as you can remember. This information will be needed by police interviewers.</li> <li>• Alert your supervisor to the situation. Do not discuss the threat with others.</li> <li>• Follow instructions from the 911 dispatcher</li> </ul>
Evacuation Procedure		
Explosion		
Shelter in Place		
Elevator Entrapment / Malfunction		
Flooding and Water Damage		
Power Outage		
Medical Emergency / Illness or Injury		
Seasonal Flu and Pandemic Influenza		
Phone Threat		
Biological Exposure Incidents		
Suspicious Behavior & Personal Safety		
Suspicious Package / Mail / Email		
	<p><u>If evacuation is ordered</u></p> <ul style="list-style-type: none"> <li>• Make a note of, but do not touch, anything unusual or out of place in your work area</li> <li>• Report anything unusual to 9-911 from Stanford University phones (911 from non-campus or cell phones, 286 in the School of Medicine)</li> <li>• Consult the Evacuation Procedures section of this booklet for additional information</li> <li>• Go directly to the designated Emergency Assembly Point (EAP) for the building you are in and check in</li> </ul>	

## Phone Threat (cont.)

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Communications
Active Threat
Civil Disturbance or Demonstration
Hostage Situation
Earthquake
Fire
Hazardous Material Incident / Suspicious Odor
Evacuation Procedure
Explosion
Shelter in Place
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Flooding and Water Damage
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<b>Phone Threat</b>
Biological Exposure Incidents
Suspicious Behavior & Personal Safety
Suspicious Package / Mail / Email

Instructions: Remain calm, be courteous, listen to, and do not interrupt the caller. Get attention of another person – give note to call police, Phone Threat/Bomb Threat. Be sure they call the police out of earshot of caller.

Exact Date and Time of Call	Extension that call came in on
Person Receiving Call	Caller's Telephone Number (if displayed)

Exact words of person placing call

**Do not hang up the phone. Leave the line open.**

**If the caller makes a “bomb threat,” try to keep the caller on the phone and talking by asking the following questions:**

When will it explode? At what time?	Where is it located? What floor? Room?
What kind of bomb is it?	What does it look like?
What will cause it to explode?	Why are you doing this?
What is your name?	Where are you calling from?

Did you place the bomb?

Additional Information

**Phone Threat (cont.)**

Introduction	<b>CIRCLE ALL THOSE THAT APPLY:</b>				
Resources and Local Information	<b>Description of Caller:</b> Male    Female    Adult    Juvenile <b>Approximate Age:</b>				
Personal Preparedness	<b>Try to determine the following:</b>				
Communications	<b>Voice</b>	<b>Speech</b>	<b>Language</b>	<b>Behavior</b>	<b>Background Noises</b>
Active Threat	Clean	Accented	Broken	Agitated	Airport
Civil Disturbance or Demonstration	Deep	If Accented, Describe	Educated	Angry	Animals
Hostage Situation	Disguised		Foreign	Blaming	Baby
Earthquake	Distorted	Deliberate	Foul	Calm	Birds
Fire	Loud	Distinct	Intelligent	Crying	Factory
Hazardous Material Incident / Suspicious Odor	Muffled	Fast	Irrational	Excited	General Noise
Evacuation Procedure	Nasal	Hesitant	Rational	Emotional	Guns Firing
Explosion	Pitch-High	Lisp	Slang	Fearful	Gymnasium
Shelter in Place	Pitch – Med	Rapid	Uneducated	Irrational	Machinery
Elevator Entrapment / Malfunction	Pitch – Low	Slow	Unintelligible	Intoxicated	Music
Flooding and Water Damage	Pleasant	Slurred	If Foreign, Describe	Laughing	Office
Power Outage	Raspy	Other	Other	Normal	Ocean
Medical Emergency / Illness or Injury	Smooth			Nervous	Party
Seasonal Flu and Pandemic Influenza	Soft			Rational	Quiet
Phone Threat	Squeaky			Righteous	Restaurant
Biological Exposure Incidents	Unclear			Sincere	Talking
Suspicious Behavior & Personal Safety	Other			Stressed	Tavern/Bar
Suspicious Package / Mail / Email				Other	Television
					Traffic
					Trains
					TV/Radio
					Voices
					Other