

## INITIAL THREAT ASSESSMENT

Organizations, their leadership, and security staffs can conduct a quick assessment of communicated threats to understand their urgency and determine immediate actions.

### Type of Threat

**Direct Threat:** Identifies a specific act against a specific target (person/facility) and is delivered in a straightforward, clear, and explicit manner: *“I am going to hurt, or assault, \_\_\_\_\_.” Or “I am going to damage, \_\_\_\_\_.”*

**Action – Call 9-1-1**

**Conditional Threat:** Warns that a violent act will happen unless certain demands or terms are met: *“If you don’t give me what I want, I will blow up your building.”*

**Action – Alert Authorities Immediately**

**Veiled Threat:** Strongly implies but does not explicitly threaten violence. *“Someone should get of you”* clearly hints at a possible violent act but leaves it to the potential victim to interpret the message and give a definite meaning.

**Action – Alert Authorities; Follow local protocols**

### Level of Threat

#### PRESUMPTIVE INDICATORS OF THREAT LEVEL

##### HIGH LEVEL

Call 9-1-1

- Direct, specific and plausible
- Threat suggests concrete steps have been taken toward carrying it out, for example, statements indicating that the threatener has acquired or practiced with a weapon or has had the victim under surveillance.

Ex. - *“At 8 am tomorrow morning I intend to shoot the principal. That’s when he is in his office by himself. I have a 9mm. Believe me, I know what I am doing. I am sick and tired of the way he runs this school.”*

##### MID LEVEL

Alert Authorities Immediately

- Threat is more direct and more concrete than a low-level threat
- Wording suggests person has given some thought to how the act will be carried out.
- General indication of a possible place and time (but not a detailed plan)
- Strong indication the person has taken preparatory steps; veiled reference or ambiguous evidence pointing to that possibility, e.g. - an allusion to a movie that shows the planning of a violent act, or a vague, statement about the availability of weapons.
- Specific statement seeking to convey that the threat is not empty: *“I’m serious!”* or *“I really mean this!”*

##### LOW LEVEL

Alert Authorities; Follow Local Protocols

- Threat is vague and indirect
- Information within the threat is inconsistent, implausible or lacks detail
- Threat lacks realism – the person is unlikely to have the means to carry out the threat
- Content suggests person is unlikely to carry it out

## THREATENING/HARASSING PHONE CALLS



This quick reference checklist is designed to help employees and decision makers respond to a threat or harassment in an orderly and controlled manner with the first responders and other stakeholders. Threats may be received by phone, email, social media, in person, or by vandalism/graffiti. Act quickly but remain calm and obtain information with the checklist on this sheet, if possible. In case of emergency, call 9-1-1.

Date of Call:	Time Call Received:
Phone Number:	Time Call Ended:

### If a threat is received by phone:

1. Remain calm.
2. Listen carefully. Remain professional.
3. Try to learn as much information as you can.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If the call is harassment (e.g., not making a threat), tell the caller they are prohibited from calling the organization and to not call again.
6. If your phone has a display, copy the number and/or letters on the window display.
7. Complete the Communicated Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
8. Notify 9-1-1, your Security and SCN Duty Desk.

### Ask the Caller:

What are you trying to accomplish, do you want to hurt, assault or damage someone or something (*Bomb/Assault/etc.*)?

How will it happen?

When will it happen?

Where will it happen? (*Outside? Inside? What Room?*)

Who will do this? (*Name? Description?*)

Why will this happen? (*What is the reason or motivation?*)

### Listen for Details about the Caller:

Sex:  Male  Female  Unknown

Age:  Child  Teenage  Adult  Elderly

Accent:  Yes [Describe] \_\_\_\_\_  None

Demeanor:  Calm  Angry  Irrational

Threat Language:  Coherent  Incoherent  Well-Spoken

Profane  Message Read  Message Pre-recorded

Background Noise:  Household  Office  Street  Music

Factory/Industrial  Other: \_\_\_\_\_

## IN-PERSON THREATS



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Date Threat Made:	Time Threat Made:
Threat Made By:	Person/Entity Threatened:

### If a threat is made in person:

1. Remain calm.
2. If it is safe to do so, listen carefully. Remain professional. Be polite and show interest.
3. Maintain or gain distance, think about barriers between you and threat.
4. Watch for signs of impending violence.
6. If possible, write a note to a colleague to call the authorities or, as soon as possible, immediately notify them yourself.
7. Complete the Communicated Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
8. Immediately upon termination of the conversation, notify authorities with information and await instructions.
9. Notify your Security and SCN Duty Desk.

### If safe to do so, ask the Person:

What are you trying to accomplish, do you want to hurt, assault or damage someone or something (*Bomb/Assault/etc.*)?

How will it happen?

When will it happen?

Where will it happen? (*Outside? Inside? What Room?*)

Who will do this? (*Name? Description?*)

Why will this happen? (*What is the reason or motivation?*)

### Tell the Person:

**“You have the leave the premises and do not come back.”**

**“If you do not leave Law Enforcement/Security will be called.”**

### Listen for Details about the Caller:

Sex:  Male  Female  Unknown

Age:  Child  Teenage  Adult  Elderly

Accent:  Yes [Describe] \_\_\_\_\_  None

Demeanor:  Calm  Angry  Irrational

Threat Language:  Coherent  Incoherent  Well-Spoken

Profane  Message Read  Message Pre-recorded

How did threat arrive:  Foot  Vehicle

License Plate: \_\_\_\_\_

## THREATENING/HARASSING EMAIL OR SOCIAL MEDIA



This quick reference checklist is designed to help employees and decision makers respond to a threat or harassment in an orderly and controlled manner with the first responders and other stakeholders. Threats may be received by phone, email, social media, in person, or by vandalism/graffiti. Act quickly but remain calm and obtain information with the checklist on this sheet, if possible. In case of emergency, call 9-1-1.

Date of Email or Post:	Time of Email or Post:
Email Address or Social Media Account Where Received:	Email or Social Media Account of Sender/Poster:

**If a threat is received by email or social media:**

1. Remain calm.
2. Do not delete the email, message or post.
3. Note the date, time and email or social media account where it was received.
4. Note the email address or social media account of the sender
5. Complete the Communicated Threat Checklist immediately. Write down as much detail as possible. Print the message or post and attach to the Communicated Threat Checklist. Save or archive the original if possible.
6. Consider Screenshot of message
7. Notify authorities immediately with information and await instructions.
8. Notify your Security and SCN Duty-Desk.

## THREATENING/HARASSING LETTER OR NOTE



This quick reference checklist is designed to help employees and decision makers respond to a threat or harassment in an orderly and controlled manner with the first responders and other stakeholders. Threats may be received by phone, email, social media, in person, or by vandalism/graffiti. Act quickly but remain calm and obtain information with the checklist on this sheet, if possible. In case of emergency, call 9-1-1.

Date Received:	Time Received:
Addressed Where Received:	Name/Address of Sender:
Delivery Method (USPS, FedEx, UPS, Other):	

**If a threat is received by mail or delivery service:**

1. Remain calm.
2. Handle as little as possible. If need to handle letter/package try to use gloves, etc.
3. Note the date, time and means of delivery.
4. Note the addresses of sender and recipient.
5. Save all wrapping or packaging.
6. Photograph the letter/package.
7. Complete the Communicated Threat Checklist immediately. Write down as much detail as possible.
8. Notify authorities immediately with information and await instructions.
9. Notify your Security and SCN Duty Desk.

## THREATENING/HARASSING VANDALISM OR GRAFFITI



This quick reference checklist is designed to help employees and decision makers respond to a threat or harassment in an orderly and controlled manner with the first responders and other stakeholders. Threats may be received by phone, email, social media, in person, or by vandalism/graffiti. Act quickly but remain calm and obtain information with the checklist on this sheet, if possible. In case of emergency, call 9-1-1.

Date Discovered:	Time Discovered:
Name of Person Who Discovered Damage:	

**If a threat is made through graffiti or vandalism:**

1. Remain calm.
2. Note the date and time of discovery.
3. Photograph the graffiti or vandalism.
4. Complete the Communicated Threat Checklist immediately. Write down as much detail as possible.
5. Do Not clean up the graffiti or repair the vandalism until the police finish investigating
6. Notify authorities immediately and await instructions.
7. Notify your Security and SCN Duty Desk and security