

Threatening or Obscene Phone Calls

Campus Security Services Emergency Number: 721-7599

GUIDELINES IN THE EVENT OF THREATENING OR OBSCENE PHONE CALLS

(from Campus Security Services Brochure #10)

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Overview

Threatening and obscene phone calls can and do occur and can have a very traumatic effect on the recipient of the call.

Making this type of call is a criminal offence.

Threatening and obscene phone calls should be reported to your supervisor and to Campus Security Services immediately.

If you receive a threatening call

- Do not immediately hang up.
- Record the date and time of the call.
- Try and identify the caller - ask for the caller's name.
- Listen to what the caller has to say, empathy can go a long way in defusing the situation.
- Set limits with the caller, "Sir, I will listen to you and try to assist you or get someone who can, but I will not be threatened. If you continue I will hang up."
- If the person continues - follow through and hang up.

- After you hang up, make a record of the conversation including as much detail as possible.

If you receive an obscene call

- Do not provide an audience for the caller, simply hang up.
- Record the date and time of all such calls.
- After you hang up, write down what the caller said, including as much detail as possible.

Report the incident

Report all threatening and obscene phone calls to your supervisor and to Campus Security Services immediately at 7599.

In addition to the above information, be prepared to provide information on the following:

- Regional or ethnic accents, if any.
- Speech impediments.
- Key words.
- Caller knowledge of you or your departmental activities.
- Background noises on the telephone.