

QUESTIONS TO ASK
A Phone-In Threat / Swatting Caller

Keep this form handy. Ask questions. Take notes. Get as much information as possible.

Repeat any questions for which you want clarification or more information.

Follow your district/school protocols for reporting such calls.

In the meantime:

- **Stay calm. Don't hang up. Listen carefully. Be polite.**
- **Keep the caller on the phone as long as possible.**
- **If Caller ID: write down the incoming number.**
- **If possible, have someone call 9-1-1 while you are talking.**

School name: _____

Address: _____

Phone Number: _____

Location/Rm. Number: _____

Your name: _____

Today's date: _____

Suggested basic questions:

What is your full name? (*Ask again later during call. Specifically ask for a middle name*)

Where are you calling from?

What is your phone number?

I need your number in case we get disconnected. What is your mobile or home number?

Are you a student at ***this school***?

Why are ***you*** reporting ***yourself***?

Did you call 9-1-1 directly? (If no: Why didn't you call 9-1-1?)

Why is there no noise in the background?

OR: What is that noise in the background? (If background noise is inconsistent with story)

Why does it sound like you are typing on a computer keyboard?

What else can you tell me about all this?

Threat-Specific questions:

Are you targeting anyone in particular?

(If a school bomb threat) Where is the bomb located?

Did **you** put the bomb in that spot?

What kind of bomb is it? What does it look like?

When is it supposed to go off?

What else can you tell me about all this?

If the caller claims to be inside, near, on the roof of or otherwise at your school:

How did you get on the roof?

Where exactly are you on the roof?

How did you (or how are you going to) get inside the building?

Do you know a student (students or staff) at this school?

Caller claims to be *on the way to your school / the target location*:

Where are you coming from?

How are you getting here?

Are you in a car?

What kind of car are you coming in?

When will you get here?
