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?
________________________________________________________________________

http://www.k12.wa.us/SafetyCenter
**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?

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**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?

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**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?