

<b>Town of Kernersville Safety and Health Policy and Procedure Manual</b>	<b>Workplace Violence Prevention Policy Section 0150</b>	<b>Date 1/06</b>	<b>Revised 8/22</b>
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## **Introduction**

The Town of Kernersville is committed to serving a wide range of citizens. Providing services to these and other persons can place Town employees in a position of vulnerability to violence or threatening behavior. The Town values its employees and clients and, with this Policy, the Town of Kernersville affirms its commitment to providing workplaces and facilities that are free from violence.

## **Types of Perpetrators**

Strangers - To help protect employees from violent strangers in the community, the Town will provide crime prevention information to employees and will address security issues involving worksites and facilities.

Clients - Employees in many departments deal with clients who are distressed and who may make threats or commit acts of violence. The Town will provide support and guidance to employees so that threats of violence can be recognized and prudently addressed, and so that acts of violence can be prevented if possible.

Client violence may be difficult to control. The handling of some client violence situations may properly be the primary function of local law enforcement agencies. As a matter of policy, the Town of Kernersville will not tolerate violent acts or threats of violence by clients or other members of the public towards employees.

Family Members or Acquaintances - If the workplace is affected by a violent act or threat of violence by an employee's family member or acquaintance, the Town will provide support and guidance for the victim and his or her co-workers.

Employees - The Town of Kernersville will not tolerate violent acts or threats of violence (either verbal or implied) by employees. In such cases, the Town endorses immediate and definitive use of the disciplinary process up to and including discharge from Town employment, consistent with ensuring the safety of co-workers. Criminal prosecution will be pursued as appropriate. The Town also advocates a preventive approach whereby merit system rules and regulations are fairly and consistently administered, and where troubled employees receive guidance and, if necessary, professional help.

## **Roles and Responsibilities**

Department Heads - Department Heads are responsible for ensuring that this Policy is implemented in their respective departments and that the unique needs of their departments are addressed through procedures and training. Each department must develop a plan for preventing and responding to acts of workplace violence. These plans need not be lengthy, but they shall contain as a minimum a Facility Emergency Plan

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attachment that includes facility specific procedures (such as alarm buttons and escape routes), notification lists, and a timeline for training designated employees.

Managers and Supervisors - It is the responsibility of managers and supervisors to make safety their highest concern. When made aware of a real or perceived threat of violence, management shall conduct a thorough investigation, provide support for employees, and take specific actions to help prevent acts of violence. Managers and supervisors shall also provide information and training for employees as needed.

Employees - Employees should learn to recognize and respond to behaviors by potential perpetrators that may indicate a risk of violence. Employees shall also place safety as the highest concern, and shall report all acts of violence and threats of violence.

### **Physical Security**

Since the Town is a public organization that wishes to remain accessible to its clients to the fullest extent possible; it is not the Town's intent to implement a widespread "fortification" of its facilities. The Town prefers to train its employees to be the primary means of reducing workplace violence. However, certain facilities, due to the nature of the service provided, may need barriers, cameras, better locks, and the like. Where such structures are necessary, they should be constructed in the least obtrusive way feasible.

### **Training and Information**

Although acts of workplace violence cannot be precisely predicted, knowledge of how to respond to perpetrators can help Town employees minimize the risk of violence or injury. The Town will provide training that will help to take appropriate precautions and respond wisely when confronted with a potentially violent individual. Departments will structure this training to meet the unique needs of each operation.

Since the vast majority of violent acts perpetrated by employees and employee family members are preceded by a number of behaviors that signal an escalating situation, the Town will provide employees with written materials that will help them recognize the warning signs of violence, and will recommend professional consultation or initiate intervention measure before a violent act occurs.

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## **WORKPLACE VIOLENCE PREVENTION:**

### **A GUIDE FOR EMPLOYEES**

#### **Introduction**

Workplace violence is a concern of many Town of Kernersville employees. Although workplace violence is not a crisis or an epidemic (the rate has remained more or less steady for the last fifteen years), it is important to be prepared. This booklet provides a brief overview of how to deal with threats and acts of violence involving a stranger, a client, a co-worker or a co-worker's family member or acquaintance.

#### **Protection from Violence**

Protection through Planning - Each facility should add a Workplace Violence Prevention section to its Facility Emergency Response Plan. The development of this section should involve the Emergency Response Team Leader(s), Department Head, Safety Administrator, and facility Safety Committee.

Each section should include the following elements:

- Specific roles and responsibilities.
- Training.
- Protective measures for employees who perform certain tasks.
- Evacuation routes and safe assembly areas.
- Means of communication.

Ask your supervisor about the Plan for your facility.

Protection through Building Security - Since the Town's policy is to keep its facilities as accessible as possible to its clients, the Town prefers to not rely on physical security measures as the primary means of preventing workplace violence. However, there are certain measures that can be taken, and your supervisor is responsible for working with the Department Head to ensure the physical security of your building. These measures can include:

- Installing a central reception area for each facility, with some kind of physical barrier to help control visitor access.
- Providing an escape route for all personnel.

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- Making sure that all non-public entrances are kept closed to the public. Check with the Fire Marshal before locking a door that is not equipped with a "panic bar" on the inside.
- Other facility-related items (exterior lighting, adequately pruned landscaping, buzzers or silent alarms, and signs).

It may be necessary at some facilities to go beyond the minor physical measures listed above. Decisions regarding the installation of such structures as special locks, and bulletproof glass will be made at the department head level due to the considerable planning and expense involved. Be aware that such structures, although effective, are not a fail-safe protection against workplace violence. To be truly effective, any physical security improvements should also be accompanied by continued awareness and caution on the part of all employees. Ask your supervisor if you have concerns in any of these areas.

Protection From Strangers - With some types of workplace violence such as armed robbery and assault, the perpetrator is a stranger. This can be someone who comes to your building (but not as a client) or it could be someone you encounter while out on Town business. To help protect yourself from this type of crime, consider the following tips:

- Try to have a co-worker with you, especially at night - the "buddy system".
- If you have to work late in a Town building, move your car to a well-lighted area near the exit before it gets dark.
- Walk in well-lighted areas as much as possible.
- Walk confidently and at a steady pace. If you think you are being followed, go to a public area or building.
- Face traffic when you walk and avoid bushes, doorways, and other places where someone could hide.
- If possible, do not carry a purse; but if you do, carry it over your shoulder and wear your coat over it to conceal it, or hold it in front of you without the strap on your shoulder or neck, folding your arms over it like a football player.
- Never leave your car with the engine running, and don't leave the keys in the ignition.
- If people ask you for directions, politely, but firmly tell them you do not know - and stay well away from them.
- Keep your car doors locked when parked and when driving. Close all windows tightly.
- To help avoid being abducted, try not to park next to vans, especially ones with no windows.
- As you approach your car, survey the area as you are walking. Have your keys out and ready to use. (You can also use them to defend yourself.) Before you unlock the door, check under the car and in the back seat.
- If your car breaks down, open the hood and tie a white flag to the antenna or display a "Call Police" sign. Stay in the locked car and if people approach, open

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your window just a crack and ask them to call for help. Do not open your car door.

- Discuss any concerns about work practices (such as cash handling), building security, etc., with your supervisor.

Protection from Clients - Many Town clients are under a great deal of stress, and may be frustrated or angry before they even walk in your door or meet with you in the field. A respectful greeting, a smile, and a listening ear can help calm an inflamed temper. It is always best to use the lowest level of response when dealing with an angry client. For example, avoid raising your voice if they raise theirs. Make an extra effort to understand and be understood. If the person seems distracted, restate the problem to focus his or her mind on the issue at hand.

Stay calm, and try to keep the situation from escalating by expressing empathy for the client's feelings. Don't argue; ask what you can do to help. Restate the client's position to make sure he or she knows you understand the issue. You may want to momentarily distract the client by changing the subject. If you are not successful and have to take other action (such as summoning help by using a phone, an intercom, or a button that sounds a buzzer), do so calmly and quietly. It is unlikely that you will be able to address the major stresses in the client's life, and you may not be able to do much about the issue that may be causing frustration. In other words, there are some clients for whom no amount of gracious treatment will work. But even if the client does not calm down, there can be a great difference between a client who is merely frustrated and one who becomes violent or resorts to threats of violence. The key is to try to recognize when a client is going to become violent.

There are certain danger signs that may precede a violent act. Observe the client's body language, facial expressions and tone of voice to see if he or she is getting more and more agitated. Clenched fists, a flushed face, or a tense posture are signals to be careful. In such situations, think of how to protect yourself. Try to keep a desk or other barrier between you and the client, and make sure that the client does not block your escape route. If the client is directly in front of you, step back so that you are out of striking range.

*If you sense that a client is going to commit a violent act any second, don't hesitate to leave immediately.* Find an excuse to leave the area, or if necessary, just leave - then get help, from co-workers, or someone else, depending on the situation. Don't hesitate to call the police at 911 if necessary. It is better to disrupt a work site than to be injured.

### **A Note about Diversity**

If your work involves clients who are unfamiliar with American customs of greeting and speech, you should be aware that cultures vary in terms of what kinds of body language,

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eye contact, and verbal expressions are socially acceptable. For example, some people don't like you to gesture broadly with your arms while talking. Eye contact between a man and a woman can carry different connotations to certain cultures. To avoid agitating a client without knowing it, ask your supervisor for specific information about different cultures.

You may also find yourself trying to help someone who struggles with English. Slow your speech down - perhaps way down - and pronounce all consonants clearly; try using alternate or simpler wording. Refrain from raising your voice and avoid using slang, jargon, or idioms.

## **Domestic Violence**

What Is Domestic Violence? - Domestic violence is where a person in a domestic relationship is abused by the other person in that relationship. This abuse may be physical, but it can also be verbal, emotional, or sexual. The abuser often seeks to exert power or to isolate and control the victim by cutting off finances, friendships, and other means of support. Domestic violence can involve persons in a variety of relationships:

- Spouse or former spouse.
- Live-in partner or former partner.
- Dating, former dating or engagement relationship.
- A person with whom the victim has had a child.
- An elderly person who is abused by a grown child or other care giver.

Because women are six times more likely than men to be injured by domestic violence, this Guide uses feminine pronouns when referring to domestic violence. However, a victim can also be a male.

If a Co-Worker is Being Abused - If you have reason to believe one of your co-workers may be experiencing domestic violence that is impacting your workplace, discuss your concerns with your supervisor. You might also refer your co-worker to the list of resources at the back of this Guide.

If You Are Being Abused - If you are involved in an abusive relationship that is affecting your work or if you are concerned that a perpetrator may come to the workplace with a violent intent, tell your supervisor or talk to one of the resources listed in Appendix A at the back of this Guide. If you feel uncomfortable doing so, take some time to think about barriers to communication that may be affecting you.

Be honest. You do not have to disclose any details that you don't want to, but it will help your supervisor if you honestly discuss how the situation has been affecting you at work. You should especially let your supervisor know if you are afraid that the perpetrator may come to the workplace and harm you or one of your co-workers.

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Keep in mind that your supervisor may need to disclose some information if the safety of the workplace is a concern.

Support for Victims of Domestic Violence - In addition to the support the Town will be able to provide you with while at work, you will need support off the job. You may want to call one of the resources listed in Appendix A at the back of this Guide. The resources listed under "Shelters" may be particularly helpful since they have trained staff members who can provide emotional support as well as logistical support. Your Employee Assistance Program (800-435-1986) may also be able to help.

"Stalkers" - Stalking occurs when a perpetrator "willfully, maliciously, and repeatedly follows or harasses another person and makes a credible threat with the intent to place that person in reasonable fear for his or her safety". Stalking goes beyond mere harassment in that threats of violence are involved. A stalker will usually focus on a particular individual with whom he has had a real or imagined relationship. A stalker can be an abusive husband pursuing his wife or an anonymous admirer pursuing a fantasy.

If stalkers encounter a strong boundary at the victim's workplace, they may be deterred. If you are concerned that someone may stalk you at work, tell your supervisor immediately. The best way to prevent stalking is to not let a relationship, even a casual one, develop or continue any farther than you want it to. Since stalkers have never learned to take "no" for an answer, you must be clear and firm. When declining an unwanted invitation, make sure your answer cannot be interpreted in any way to mean "maybe". Don't give a reason or an excuse - that can only provide a challenge in the mind of the initiator - and don't waver: say simply and firmly, "I'm absolutely not interested in a relationship with you." If the person does not accept your firm refusal, take the situation seriously and consult one of the resources listed at the back of this booklet. If the person is a co-worker, the Town's harassment policy may be of help to you.

Temporary Restraining Orders – North Carolina law permits an employer to obtain a temporary restraining order against a perpetrator (including a perpetrator who is also an employee) who is threatening or stalking an employee, elected official, volunteer, or independent contractor.

If you find yourself in urgent need of protection at any time of the day or night - whether or not the courts are open - you can request an Emergency Protective Order (very short-term) from the law enforcement agency responding to the incident. Contact the Police Department.

Restraining Orders, whether obtained by you or your employer, can be of value. But experience has shown that these Orders often do not prevent further stalking; instead, they can trigger a violation of the terms of the Order - or a violent act. Restraining Orders should therefore be used with extreme caution, and only after thorough consultation with threat assessment experts and knowledgeable legal counsel.



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If You are a Batterer in a Domestic Violence Situation - If you are an abuser in a domestic violence situation, you should be aware that the Employee Assistance Program (800-435-1986) has a confidential counseling program for batterers. You may also want to consult one of the other resources in Appendix A.

Remember that since Town policy prohibits threats by Town employees, the use of Town time, telephones, or other Town resources to convey threatening messages will be dealt with through the Town's discipline process. Since domestic violence is illegal, perpetrators can be subject to arrest and prosecution - and separation from Town service.

### **Threats of Violence**

Reporting Threats - Threats of violence take many forms. They can be verbal, written, or implied (such as through the use of symbols, objects, or mutilated animals). If you are the subject of a threat of violence at work or if you observe threatening behavior, it is important to document your concerns and report them to your supervisor immediately. Be prepared to provide your supervisor with details, including who made the threat (if known), and how and when the threat was made. Save all evidence of threats, including voice and E-mail messages, notes, and letters.

If, after discussions with your supervisor, you wish to convey your concerns to someone else, report the problem up your department's chain of command. You or your supervisor may not be sure if the threat should be taken seriously. When in doubt, refrain from making hasty judgments, since competent threat assessment requires extensive professional training and experience. If you or your supervisors need expert consultation, contact the Human Resources Director.

Bomb Threats - Bomb threats are a unique kind of threat because the stakes are so high. The two most common reasons for bomb threats are:

- The caller knows about a bomb and wants to minimize injury or property damage. (The caller may be the bomber or someone else who has information about the bomb.)
- The caller wants to create an atmosphere of anxiety and panic in order to disrupt normal operations at a Town facility.

Most bomb threats are made by phone. Any employee who receives calls directly could receive a bomb threat. Copy the Bomb Threat Checklist in Appendix B and keep it under your phone.

The decision to evacuate will be made by your supervisor based on the amount of information available and whether the call appears to a legitimate threat or a prank. If an evacuation is needed:

- Pay attention to specific evacuation directions.



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- Leave doors and windows open to let the blast wave escape.
- Take your brief case, purse, lunch bag, etc. with you to minimize the search.
- The supervisor will work with police to keep anyone from re-entering the building.
- Refer to your facility's Emergency Plan.

The search, if required, needs to be done by people who are familiar with the facility. The police will help, but they do not have the resources to do it alone. If you are called upon to help with the search, remember:

- Check your immediate work area and report any suspicious objects to your supervisor.
- Do not touch any suspicious object - leave removal and disposal for the law enforcement officers.
- Use normal phones for communication - radios or cellular phones can detonate a bomb.

Letter Bombs - Letter bombs vary in size and shape, and are usually addressed and booby-trapped to reach a specific target.

Be alert for unusual markings:

- Foreign mail or special delivery.
- Excessive postage.
- Handwritten or poorly typed address.
- Addressed to a title only, or the wrong title with a name.
- Unknown or no return address.
- Misspellings of common words.
- Restrictive markings, such as "personal".

Watch for strange packaging:

- Excessive or lopsided weight.
- Protruding wires or foil.
- Oil or grease stains; strange odor.
- Excessive tape or string.

If you suspect that a package may be a bomb, do not try to open it. Isolate it, keep everyone back at least 25 feet, open doors and windows, contact the Police Department.

Threats by Clients - In addition to the irate client in the encounter described above, you may receive a threatening letter or phone call from a client. Such threats may arise from a client's frustration with government in general, or with a function of Town government in particular. It may also have arisen from a specific action, such as a denial of a request or

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claim. If you receive such a threat, save any evidence (such as voice mail messages) and report the threat immediately to your supervisor.

Threats by Employees - There can be times when a *troubled* employee becomes a *troubling* employee. This usually begins when a pattern of behavior escalates to the point where co-workers are afraid of an employee, or it can be a crisis that ultimately leads to a violent act. However, people rarely commit a violent act "out of the blue", and people don't "just snap". A violent act is almost always preceded by a number of warning signs or changes in behavior. Since these changes can be subtle, it is important to observe behavior carefully. Some of these warning signs are listed below.

Use caution when reading this list - it is not intended as an evaluation tool for you to assess the stability of an employee, since a display of one or more of these signs does not necessarily mean that a person will become violent. This list is simply a summary of the kinds of behaviors displayed by individuals who have at times committed violent acts. The purpose of this list is to heighten your awareness and to help you to determine if you have a cause for concern.

Consider these behaviors as a whole, and don't focus on one isolated act.

- Veiled or open threats of violence, e.g., predicting "bad things are going to happen", especially threats that are detailed or appear to be well planned.
- A history of discipline or litigation; reacting poorly to discipline or performance evaluations.
- Irritability, belligerence, hostility.
- Excessive focus on guns, police or the military; subscription to paramilitary magazines such as "Soldier of Fortune" or boasting of weapons collections.
- Changes in behavior, such as a deterioration of work performance or an increase in concentration problems; becoming inappropriately withdrawn, increasingly angry, or agitated, or out of touch with reality. This may also signal a substance abuse problem.
- A resumption or escalation of drug and / or alcohol abuse.
- Reacting with great stress to workplace events such as layoffs, discharges, demotions, reorganizations, labor disputes, or to personal / family problems such as divorce, bankruptcy, etc.
- Blaming others; inability to accept responsibility. Holding a grudge, especially against a supervisor, or a co-worker who is alleged to have received some "favor" such as a promotion at the perpetrator's expense.
- Depression.
- Paranoia - indicated by statements that everyone is against him or her, or by panicking easily.
- An increased propensity to push the limits of normal conduct, with disregard to the safety of self or co-workers.
- Crossing a co-worker's or supervisor's physical boundaries ("getting in their face"), physical posturing or aggressiveness, stalking, excessive phone calls, etc.

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- A known personal history of violent, reckless, or anti-social behavior.
- References to or identification with mass murderer and infamous incidents of workplace violence, such as Post Office shootings. Having a fascination with recent incidents of workplace violence, and expressing approval of the use of violence under similar circumstances.
- An obsessive involvement with the job, which becomes the sole source of identity.
- A "loner", with little or no involvement with co-workers.
- A combination of the use of stimulants, paranoid behavior, and the purchase of weapons can be a particularly risky combination.

The "bottom line" is: Does this person make you or your co-workers uncomfortable or afraid? If you observe an employee displaying these behaviors in a way that frightens you or your co-workers, tell your supervisor immediately. The information you provide will be handled discreetly and will not be shared with anyone who does not have a legitimate need to know.

Incidents of Violence - If an actual incident of violence occurs in your workplace, how well you and your co-workers respond will depend largely on how well you have prepared. Each incident is different and each response will be different. However, some common actions to take are:

- Call 911 immediately. If you can't speak freely, just calling and leaving the receiver off the hook may allow a dispatcher to hear noises that will clarify the nature of the incident.
- Remember to use your panic button if one is installed. If you don't have access to a panic button, you may be able to use the phone or an intercom system to alert co-workers.
- Give the perpetrator what he or she wants. Don't try to be a hero by denying a request for such items as money, keys, documents, or equipment. These can be replaced, lives cannot.
- Flee if you can. If you can't, try to find a hiding place.
- Cooperate fully with police officers on the scene. These are the professionals who know how to handle such situations and may be acting on information that you do not have.
- If you witness an act of workplace violence that does not directly involve you, your actions will depend on your assessment of the situation and your judgment. In some cases, your involvement may help a co-worker; other times it may be better to simply slip quietly away and call 911.

As soon as you can do so, write down all the details of the incident, including who, what, when, how, and where. Give this information to your supervisor.

Conclusion - Hopefully, you will never be involved in an incident of workplace violence. But due to the types of services the Town provides, and the violent nature of modern

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society, it is important to understand how to help prevent, prepare for, and respond to such incidents. This booklet has provided a starting point for such an understanding, but you should now work with your supervisor and others in your department to fully address specific training and preparedness needs.

## **Appendix A**

### **Resources**

#### **Workplace Violence Contacts:**

- Building Modifications: Fire Marshal (336) 996-6791
- Counseling: Employee Assistance Program (800) 435-1986.

#### **Domestic Violence Contacts:**

- Family Violence/Family Services: (336) 722-8173
- Victim Services Section / Winston-Salem Police Dept. (336) 773-7865
- Court Services Department (336) 761-2250
- North Carolina Victim Assistance Network (919) 831-2857
- Victim Support Services/Family Services (336) 722-8173
- Safe on Seven (7<sup>th</sup> Floor of the DA's office) (336) 761-2320
- Shelter Programs:
  - Family Services Shelter (336) 723-8125
  - Next Step Ministries (336) 413-5858
- Legal Services:
  - Domestic Violence Advocacy Center (336) 725-9166
  - Lawyer Referral Service/NC Bar Association (800) 662-7660
  - Legal Aid Society of NW NC, Inc. (336) 725-9166
- Spanish:
  - Hispanic Center (336) 631-1326
  - Library Service to Spanish Speaking People (336) 703-2907
- Other Domestic Violence Resources:
  - Adult Placement/DSS (336) 703-3501
  - Adult Protective Services/DSS (336) 703-3503
  - Child Abuse Center of NC-Exchange/SCAN (336) 748-9028

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- Child Protective Services (336) 703-2287
- Victim Assistance Programs:
  - Court Services Department (336) 761-2250
  - North Carolina Victim Assistance Network (919) 831-2857
  - Victim Services Section/WS Police Dept. (336) 773-7865
- Domestic Violence Websites:
  - U.S. Dept of Labor: [www.dol.gov](http://www.dol.gov)
  - Federal Occupational Safety and Health Administration: [www.osha.gov](http://www.osha.gov)

### **General Information and Referral Lines:**

- Contact – Helpline (crisis line) (336) 722-5153
- Forsyth County Sheriff's Office (336) 748-4100
- Guilford County Sheriff's Office (336) 641-3690
- Kernersville Police Department (336) 996-3177
  - Detective Division (336) 996-2306
- Stokes County Sheriff's Office (336) 593-8787
- Winston-Salem Police Department (336) 773-7700
- United Way Helpline 211

### **Training Resources**

- Videos available for free loan from the NC Department of Labor (Contact the Safety Administrator at (336) 564-1666):
  - Healthcare Violence: Be Part of the Cure
  - Murder 9 to 5
  - Robbery Prevention is Good Business
  - Violence in the Workplace
  - Violence in the Workplace, Part I
  - Violence in the Workplace, Part II
  - Violence on the Job
  - Workplace Violence: The Myths & The Mystery
  - Workplace Violence: The Calm Before The Storm
  - Workplace Violence for Employees
  - Workplace Violence for Management



2.	When is the bomb going to explode?	<input type="text"/>
	Where is the bomb right now?	<input type="text"/>
	What kind of bomb is it?	<input type="text"/>
	What will cause it to explode?	<input type="text"/>
	Did you place the bomb?	<input type="text"/>
	Why?	<input type="text"/>
	What is your address?	<input type="text"/>
	What is your name?	<input type="text"/>

3. Report the threat immediately to your supervisor, the Facility Manager, and (in some cases) 911 (or 9-911). Wait for further instructions.

Be prepared to describe the threat in as much detail as possible to the police. Record information here:

**a) Voice characteristics:**

Sex of Threat maker:

Approximate Age:

<input type="checkbox"/> Calm	<input type="checkbox"/> Loud	<input type="checkbox"/> Distinct	<input type="checkbox"/> Nasal
<input type="checkbox"/> Angry	<input type="checkbox"/> Laughing	<input type="checkbox"/> Slurred	<input type="checkbox"/> Stuttering
<input type="checkbox"/> Excited	<input type="checkbox"/> Crying	<input type="checkbox"/> Lisp	<input type="checkbox"/> Cracking
<input type="checkbox"/> Slow	<input type="checkbox"/> Normal	<input type="checkbox"/> Raspy	<input type="checkbox"/> Disguised
<input type="checkbox"/> Rapid	<input type="checkbox"/> Deep	<input type="checkbox"/> Clearing Throat	<input type="checkbox"/> Accent
<input type="checkbox"/> Soft	<input type="checkbox"/> Ragged	<input type="checkbox"/> Deep Breathing	<input type="checkbox"/> Familiar

If voice is familiar, who did it sound like?

**b) Background Noises:**

<input type="checkbox"/> Street Noises	<input type="checkbox"/> Music	<input type="checkbox"/> Local
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<input type="checkbox"/> Restaurant	<input type="checkbox"/> Household Noises	<input type="checkbox"/> Long Distance
<input type="checkbox"/> Factory Machinery	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Clear
<input type="checkbox"/> PA System	<input type="checkbox"/> Motor	<input type="checkbox"/> Static
<input type="checkbox"/> Office Machinery	<input type="checkbox"/> Voices	<input type="checkbox"/> Other

**c) Threat Language:**

<input type="checkbox"/> Well spoken	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Irrational
<input type="checkbox"/> Foul	<input type="checkbox"/> Taped	<input type="checkbox"/> Message read

**d) Other Details:**

Remarks:

Phone number where threat was received:

Time of Threat:

Date of Threat:

Your Name :

Position: