



Response Guidelines for a Suspicious or Threatening Phone Call

If you receive a suspicious or threatening phone call:

1. Listen carefully. Be polite and show interest. Try to keep the caller talking so that you can gather more information about the device, the validity of the threat, or the identity of the caller. Listen carefully for background noises.
2. Notify a supervisor or co-worker and have them immediately **dial 5-1-1 from any campus phone or 215-573-3333 from an off-campus phone** to notify the Penn Police.
3. Note the phone number of the caller if your telephone has a display.
4. Gather as much information as possible. Ask questions in a polite and non-threatening manner. **Write down the exact words of the caller and any threats.**
5. Upon completion of the call be sure the Penn Police have been notified.
6. Remain available to answer questions from responding officers.

The form below is intended to be submitted to the Penn Police or any other law enforcement agency.

Date of Call:	Phone # of Caller:
Time Call Received: AM PM	Time Call Concluded: AM PM
Person Receiving Call:	Phone # Call Received On:

Upon the call's end immediately

CALL PENN POLICE AT 215-573-3333 or 5-1-1 FROM ANY CAMPUS PHONE.