

Crisis Management Guide

Excelsior Charter Schools – Redlands

1145 Church St.

Redlands, Ca 92374

Phone: (909) 895-8913

www.excelsior.com/redlands

IN CASE OF EMERGENCY CALL 911

(Fire/Police/Sherriff)

Business/Communication Phone Numbers for city and county agencies:

Law Enforcement

Redlands Police Department.....	793-1911
San Bernardino County Sherriff.....	884-0156
California Highway Patrol.....	383-4247

Fire

County Fire Department.....	387-5974
City of Redlands.....	798-7600

Utilities

Southern California Edison.....	1-800-655-4555
Southern California Gas.....	1-800-427-2000
City of Redlands Water/Sewer/Streets.....	798-7516

Hospitals

Redlands Community Hospital.....	335-5500
Loma Linda Medical Center.....	558-4000
San Bernardino Community.....	887-6333
St. Bernadine’s (San Bernardino).....	883-8711
Kaiser Foundation Hospital (Fontana).....	427-5000
Poison Control Center.....	1-800-876-4766

San Bernardino County

Emergency Management Agency.....	388-5823
Environmental Health Services.....	County of San Bernardino 1-800-442-2283
Coroner.....	387-2978

American Red Cross

San Bernardino.....	888-1481
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Radio and Television Stations

KFI, 640 AM.....	818-559-2252
KRLA, 870 AM.....	800-499-5552
KSGN 89.7 FM.....	583-2150
KTOAD, 1350 AM.....	684-1991
KCAL, 1410 AM & 96.7 FM.....	793-3554
KLRD, 90.1 FM.....	446-0028
KFRG, 95.1 FM.....	825-9525
KNBC (TV channel 4).....	818-840-4444

(All radio stations with the initial call letter “K” are Emergency Broadcast Systems participants.)

ECS Internal extensions

General Number: (909) 895-8913

<u>Location</u>	<u>Extension</u>
Administrative Assistant	1568
Leti Diaz (Principal)	1305
Jess Descalsota (Designee)	1246
Lana Aleka	1230
Susan Devine	1270
Marissa Goulding	1601
Mark Omiliak	1290
Humberto Reyes	1603
Alaric Singletary	1232

Type of Crisis

Lockdown	Code Lockdown (See Levels)	Pages 4-6
Accident/Injury, Seizure, CPR & AED Cardiac Arrest (First Responders Team)	Code Blue	Pages 6-8
Earthquake	Code E	Pages 8-9
Fire	Code F	Page 9-10
Intruder/Suspicious Person	Code I	Pages 10-11
Missing Student	Code M	Page 11
Utility Emergency	Code will be type of utility emergency	Pages 11-12
Violent Incident	Code V	Page 12-14
Extreme Weather	Code W	Pages 14-16
Bomb Threat	Code B	Pages 17-19

System Response Protocols

The first responses in a declared emergency are going to be one or more of the following tasks:

- **Alert of Crisis**
- To inform staff and students of emergency situations, these code situations will begin with an intercom page to include:
 - o Alert over the intercom stating the type of code
 - o Followed with level (red or yellow)
 - o Followed with the location of where the incident is occurring
 - o Followed with the emergency response procedure for staff to follow
 - o Check email
- Emergency lockdown levels and procedures
- Evacuation protocol
- Family reunification protocol

Emergency Lockdown Levels

To initiate: Code LOCKDOWN

Level: Yellow or Red with location information/Response procedures

To conclude: ALL CLEAR

Emergency levels are used to communicate immediately with personnel, students, and visitors in the facility. In cases of an emergency requiring lockdown, the following procedures should be followed. The Administrator or designee will contact 911 (in the event of a **LEVEL RED** situation) and then announce that a lockdown is in effect. The choice of response procedures are according to the seriousness of the situation.

Level Yellow (Heightened security/preventative lockdown protocol)

- This used to prevent the occurrence of a major incident
- The disruptive forces are confined to one area with minimal threat to students and staff
- Some examples of situations where level yellow might be appropriate are:
 - o Fight that involves numerous individuals.
 - o A level red protocol has been implemented at another school close by.
 - o Intruder or suspicious person on campus.
 - o Disruptive individual.
 - o Major crime or police chase near the school.
 - o Report of student/non-student in possession of a firearm on campus.

Level Yellow Protocol

- Staff is informed (may use intercom or email) which required prompt action.

- Students should proceed to the nearest classroom if they are in the hallway when the announcement is made.
- All personnel and activities outside are moved indoors. Secure the area.
- All students are kept in the classroom with the door locked. Students may only leave with permission from the Administrator.
- Attendance is taken
- Teachers should email the administrative assistant and copy principal and receptionist with your attendance. Please note whether you are missing any students who were previously in attendance. Also note additional students or staff who have joined you in the lockdown.
- Teachers should inform the students of heightened security, but classroom instruction is to be conducted as normal.

Level Red (Actual Crisis Response Protocol)

- This is utilized where an actual crisis has occurred or is imminent.
- The disruptive forces are mobile or pose a direct threat or disruption is widespread and a serious threat.
- Some examples of situations where level red might be appropriate are:
 - Shots fired, stabbing, or death reported on campus.
 - Explosion near the campus.
 - Hostage situation.
 - Natural disaster or Hazmat materials.

Level Red Protocol

- Administrators or designee should announce over the intercom that the level red protocol is in effect. Communicate with those who are outdoors.
- Students who are in the hallway should proceed to the nearest classroom when the announcement is made.
- Teachers should immediately lock their doors. Move kids away from windows/doors. Cover the windows and sit on the floor.
- If teachers observe imminent danger near their room, they should immediately secure their room and notify the main office of the danger.
- Personnel who are outside when the announcement is made need to make the determination if it is safer to enter the building, to take shelter, or leave the decision to leave the campus is made, make a phone call to the school with location and a list of the people.
- Teachers should brief students about the heightened security and review protocol.
- Students should not leave the classroom unless the teacher receives instruction from the Administrator or designee. Do not respond to a fire alarm unless the Administrator or his designee instructs you to do so.
- Do not open the door unless instructed by a staff member they recognize by voice
- Teachers should email the Administrative Assistant and copy the principal and receptionist with your attendance. Please note whether you are missing any students

- who were previously in attendance. Also note additional students or staff who have joined you in the lockdown.
- School staff not assigned to a room should report suspicious activity to the principal immediately and maintain location awaiting further instructions.
 - In the event of a potential bomb threat, refrain from using cell phones or portable radios.

Level Green (Return to normal operations protocol)

- Once danger has passed, the Administrator or the designee will place the campus back to normal status via the intercom system.

Accident/Injury, Seizure, Cardiac Arrest

To Initiate: Code BLUE

Accident/Injury

Steps of Action:

- If serious injury, DO NOT MOVE THE PERSON.
- Notify the principal to aid in assessing the situation.
 - o Report location and the type of injuries of the injured person.
 - o If the person is unresponsive, call 911 and follow given protocols.
- Keep students away from this area.
- One adult always stays with the injured person.
- Do not give the injured person anything by mouth.
- If the person is feeling faint, have him/her lie down.
- If the person is bleeding seriously
 - o Use gloves
 - o Apply direct pressure to the wound
 - o Elevate arm/leg if bleeding
- If object has penetrated the eye or skin, DO NOT ATTEMPT TO REMOVE IT.

Seizure

Steps of Action:

- Move object away from the patient
- Do not put anything in the patient's mouth
- Do not restrain
- If breathing stops, begin mouth to mouth resuscitation. Call 911!

Cardiac Arrest

The Code Blue First Responder Team will respond when a Code Blue is issued. They will maintain a current CPR card and will go to CPR Skill Drills. First Responder training will be updated every two years, and as needed.

Procedure for Code BLUE:

- If the victim is discovered by school staff member:
 - They will get help first and have the closest Administrative Assistant call Code Blue/911 by intercom, radio, and land line phone. The person that found the victim should immediately return to the victim to initiate CPR until the first responder team arrives.
 - If there is more than one person there to initially help, one should start CPR assessment, and any others should call Code Blue, 911.
- Code Blue and location will be announced by the Administrative Assistant by intercom announcement and radio. 911 will be called by the Administrative Assistant.
 - She should remain on the phone with 911 until they say it is ok to hang up
 - Administration should also be notified by the Administrative Assistant
 - Administrative Assistants are to remain at their desk during Code Blue
 - All classrooms will go into temporary lockdown during Code Blue. Teachers will not allow students into the hall until and all-clear is given.
- First Responder team will arrive at the scene. They will take over for staff member(s) that first discovered the victim. The first responders will simultaneously take over the following:
 - One first responder will ensure that someone is standing at the front of the school to help direct the ES personnel to the scene.
 - One first responder will document care given and times care was given. A form to help with documentation will be in each AED cabinet as well as in the clinic.
 - One first responder will provide CPR. He or she will check for responsiveness and will observe universal precautions: use ventilation mask/barrier and gloves. He or she will begin CPR as trained following current CPR recommendation. If breathing, place on side and monitor breathing closely. First responders should alternate CPR every two minutes
 - If the person has sign of circulation and normal breathing, place on side in recovery position and monitor. The victim must be transported to the hospital. Once EMS personnel arrive on scene, the care will be turned over. Do not leave the immediate area. EMS personnel will need to ask questions regarding assistance provided before their arrival.
 - Any other present first responder will assist with anything that needs to be done. They will help with removing students, providing “crowd control” and any other needed tasks.

Earthquake/Damage to Structure

To Initiate: The Ground Shakes

Code: E

To conclude: ALL CLEAR

Steps of Action:

If Indoors:

- Teachers should train students the duck, cover and hold procedures
 - o DUCK – Drop to the floor
 - o COVER – Align next to a desk, chair, table or bench with your back to the windows. If hard cover is not available, then, in a bent, crouched-over position, bury your face in the crook of your elbow, and place the other hand over the back of the neck.
 - o HOLD – Hold on to the leg of the furniture so that it doesn't "walk" away from you during the shaking.
- Initiate the duck, cover, and hold procedure before evacuating the room,
- Evacuate after the shaking has stopped.
 - o Line up and leave your room quickly and quietly and go to your designated area.
 - o Take your backpack with you.
- Teachers should take roll when they reach the designated area. Any missing students should be reported to the administration utilizing red and green cards and/or by handwritten note.
- Facilities Director or designee should cut off main valves for gas supply first, then for electrical supply.
- Principal or designee surveys the scene, and if need be, calls 911.
- In the event of aftershock, everyone should duck and cover until quake stops.
- After the earthquake, the students evacuate and avoid re-entering the building.
- Outside evacuation areas should avoid power lines, utility pipes or electrical boxes and trees.
- Principal or designee should notify parent/family members if injury has occurred.

If Outdoors:

- Get away from buildings.
- Stay clear of walls, power poles, trees, loose wires, and metal fences.
- Lie flat on the ground and bury your face in the crook of one elbow while placing the other hand over the back of the neck

Fire

To Initiate: Ringing of the Fire Alarm

Code F – Evacuate all buildings

To conclude: Verbal ALL CLEAR

Steps of Action:

- If you observe a fire, activate the nearest fire alarm pull station.
- Immediately inform the principal or designee as to the location of the fire.
- If a fire is small, personnel may use a fire extinguisher to stop the fire. Do not risk personal injury or the safety of students to fight a fire.
- Principal or designee should call 911 and School Administrator.
- If anyone catches on fire, he/she should not run, but instead should stop, drop, and roll to put out the fire.
- When the fire alarm sounds there will be a loud pulsating noise.
- The teacher takes their class roll sheet, fire extinguisher, and moves to the door.
- Students are to stop what they are doing, stand, push in their chair, leave book bags, and walk quietly to the nearest door. It is important to find the quickest way out and away from the building. It should occur with no running or talking. Classes should proceed to the specified open area according to the room map found on the wall next to the exit.
- Close all windows and doors upon exiting.
- Please encourage students to watch for problems along the way. If there was a fire, we would want students to avoid the area rather than traveling the way to which they were accustomed.
- If you come to a closed door, feel the door with the back of your hand. If it is warm, do not open it. Find another way out with your students. If the door is cool, open it slowly, so you can close it quickly if there is fire or smoke on the other side.
- If you must escape through a room with smoke, have the students crawl on their hands and knees, keeping their heads 12-24 inches above the floor.
- If students are out at PE, they are to go to the nearest field where their teacher will join them.
- All individuals are responsible to accompany students to the nearest field. If it is a lengthened period, students will then be taken to their respective classes.
- Once in the open area, the teacher should take roll and the students should remain calm, quiet, and in line.
- When all students have been accounted for the teacher will notify the Principal or designee. If she/he has a student(s) missing, they notify the Principal or designee.
- Once building has been approved to safely reenter, the principal or his designee will voice the clear to return to class.
- First aid will be administered as needed.

Intruder/Suspicious Person

To Initiate: CODE 1

Level: Yellow or Red with location information/Response procedures

To Conclude: ALL CLEAR

Steps of Action:

- The staff member who spots an intruder will inquire as to his or her business and will report situation to Principal or designee and/or School Administrator. Have the Security Guard attempt to voluntarily escort the person off campus. If the administrator or Security Guard is not available and hostile confrontation appears imminent, call 911.
- If the intruder refuses to leave, instruct teachers in direct contact with the intruder not to engage in a violent confrontation. To ensure the safety of your students in the classroom, contact the office for help.
- If the intruder is on the playground, try to get into the building or a safe place and then notify the Principal and Security Guard.
- Principal or Security Guard will maintain direct observation of the intruder to administrator, and determine whether to call 911
- If the intruder presents a threat, the Principal or Security Guard will announce the CODE YELLOW or RED and will initiate a lockdown
- All classroom doors, offices, and outer doors to the building must be locked, and any opened windows should be closed.
- Teachers and staff should bring into the classroom any students found in the hallways, etc.
- Once lockdown is initiated, teachers should keep students in classrooms, lock doors, and call roll.
- Teachers should instruct students to not use cell phones.
- Respective Principal or Security Guard should check bathrooms, cafeteria, media center, and any other accessible areas for students.
- Respective Principal or Security Guard will have the floor plan of the school available for law enforcement as needed.
- Respective Principal or Security Guard will keep visitors and outsiders from entering the building. The Security Guard will also maintain direct observation of the intruder to monitor developments until the arrival of law enforcement.

Missing Student/Kidnapping

To Initiate: CODE M

To Conclude: ALL CLEAR

Steps of Action

- Anyone with information or concerns regarding possible missing student should notify Respective Principal or designee.
- Principal or designee should assess the situation, and if necessary, should notify the School Administrator and call 911.

- Law enforcement, in cooperation with the Principal and Administrator, should notify parent(s)/guardian(s) of missing student.
- School administrators and available staff should search the facilities and grounds for the missing student.
- Siblings of missing student should be monitored at all times
- The teacher should provide the Principal or designee with a description of the missing student for police (including the clothing he/she was wearing when last seen, distinguishing features, picture, etc.)
- Principal or designee should obtain a description of the abductor(s), any vehicle they drove, the direction of travel, etc.
- Once law enforcement is involved, follow their instructions regarding the search.

Utility Emergencies

To Initiate: VERBAL ANNOUNCEMENT (Gas Leak, Loss of Electricity, Loss of Water, Loss of Heat or A/C)

To Conclude: ALL CLEAR

Gas Leak

Steps of Action:

- Principal or designee should notify facilities staff if a gaseous odor is detected. Call Curtis' Cell Phone: 760-217-5939
- Facilities staff should notify utility company – **Southern California Gas: 800-427-2000** (if necessary).
- If the emergency presents a danger, the building should be evacuated to the safe area and the Principal or designee should call 911.

Loss of Electricity

Steps of Action:

- There will be walkie talkies that can communicate with the other buildings on campus.
- In the event of a power failure, the staff should contact the following:
 - o Call Curtis' Cell Phone: 760-217-5939
 - o Local Power Company – **Southern California Edison: 800-655-4555**

Loss of Water

Steps of Action:

- In the event of loss of water, the staff should contact the following:
 - o Call Curtis' Cell Phone: 760-217-5939

- Local public works if the loss of water is not due to a particular localized problem. Phone **Redlands Water: 798-7516.**

Loss of Heat/Air Conditioning

Steps of Action:

- Contact Maintenance
- The Facilities staff should contact our local HVAC company that services the units. Phone **HVAC Company**

Violent Incident (Shooting, Stabbing, Suicide, Death, Weapons)

To Initiate: CODE V

Level: Yellow or Red with location information and response procedures. Office will be contacted in person. Administration will announce either evacuation or lockdown.

To Conclude: ALL CLEAR

General

Steps of Action:

- Call 911 and report incident to Principal or designee.
- Administer first aid if needed.
- Principal or designee should alert the School Administrator.
- Principal or designee is to instruct staff to keep students away from the area by having them remain in the classroom until further notice.
- Principal or designee is to instruct staff to keep students away from the area by having them remain in the classroom until further notice.
- Teachers should call roll. Any students in the hallway should be instructed to return to class.
- The person in suspect, and all his/her belongings should be escorted to a private safe area a distance away from other students. Do not allow the person to put his/her hand in pockets or to approach his/her belongings. The person should be thoroughly searched in the presence of a witness or by law enforcement.
- Secure incident location. No attempt should be made to clean up blood or other materials without consent from law enforcement. This area is now a crime scene and is a law enforcement matter.
- Witnesses should be identified and kept in isolation from the student body and each other.
- Administrator or school staff should not confront or attempt to disarm anyone who is in possession of a weapon due to the risk of grave bodily injury or death. Disarming a person who is armed is the responsibility of law enforcement. Do not touch any weapon found on the school grounds but contact law enforcement immediately.

- If the perpetrator is not contained, the Administrator or designee should initiate the Intruder/Suspicious Person emergency procedures.
- Provide counseling. Pay particular attention to friends of the deceased persons with recent losses or a history of suicide threats or attempts.
- Administrator determines the most effective method to inform the school families concerning the death of injury – what the school is doing, what reactions to expect from their child.
- At the end of the day, the Administrator and/or Respective Principal should call a faculty meeting to explain the incident and discuss reactions to anticipate in their students.
- Relay additional information as it becomes available.

Death or Injury

Steps of Action:

- In the event the death or injury occurred in the classroom, the teacher should evacuate the room and call roll once in the safe area.
- Law enforcement should contact the parent/guardian of deceased or injured.
- If a student is transported to the hospital, a staff member should accompany the student.

Suicide

Steps of Action:

- In the event of a threat of suicide, make sure that the student is not left alone, is under careful watch in a secure place, and is not able to attempt suicide.
- Notify parents or guardians immediately.
- The student must only leave campus through being released to a parent or guardian.
- Formulate a reentry plan with parents to address the needs of the student when returning to school after an absence for hospitalization or treatment.

Extreme Weather (Thunderstorm/Lightning, Cold, Heat, or Smog)

To Initiate: CODE W over the intercom, by phone, or in Person

Indicate Warning or Watch – use appropriate response procedures

To Conclude: Verbal ALL CLEAR

Steps of Action:

Thunderstorm/Lightening

If severe weather is expected, the Administrator or designee will monitor internet weather sites and the NOAA weather radio. Administrator or designee should have alternative communication in place, i.e. walkie talkies. Teachers should bring their students in from

the outside and close windows and doors. Do not try to seek shelter under trees, close to metal fences, near playground equipment or shelters in exposed locations.

Steps of Action:

Cold

Students may not stay outdoors for more than 10 minutes at one time for temperatures 40 degrees or below in actual or wind-chill temperatures.

Steps of Action:

Heat

The heat index will be monitored, and activities will be adjusted according to the chart below.

<p>Under 95 Degrees Heat Index “Green” Level</p>	<p>All Sports:</p> <ul style="list-style-type: none"> - Provide ample amounts of water. This means that water should always be available at regular intervals and athletes should be able to take in as much water as they desire. - Optional water breaks every 30-45 minutes for approximately 10-minutes duration. - Watch/monitor athletes carefully for necessary action.
<p>95 Degrees to 99 Degrees Heat Index “Yellow” Level</p>	<p>All Sports:</p> <ul style="list-style-type: none"> - Provide ample amounts of water. This means that water should always be available at regular intervals and athletes should be able to take in as much water as they desire. - Optional water breaks every 30-45 mins. for approximately 10-minute duration. - Watch/monitor athletes carefully for necessary action. - Reduce time of outside activity. - Re-check temperature and heat index every 30 mins. to monitor for increased risks.

<p>100 Degrees to 104 Degrees Heat Index “Red” Level</p>	<p>All Sports:</p> <ul style="list-style-type: none"> - Provide ample amounts of water. This means that water should always be available at regular intervals and athletes should be able to take as much water as they desire. - Optional water breaks every 30-45 mins. for approximately 10-minute duration. - Watch/monitor carefully for necessary action. - Reduce time of outside activity as well as indoor activity if air conditioning is not available.
<p>Above 104 Degrees Heat Index “Black” Level</p>	<p>All Sports:</p> <ul style="list-style-type: none"> - Stop all outside activity in play and stop all inside activity if air conditioning is unavailable.

Steps of Action:

Smog

Air quality should be monitored through the Air Quality Management District. If a smog alert is suspected, you can call 800-288-7664 or on the web at: www.aqmd.gov.

Air Quality	Air Quality Index	Health Advisory
Good	0-50	Air quality is good. Enjoy activities.

Moderate	51-100	People who are unusually sensitive to air pollution should consider reducing prolonged or heavy exertion.
Unhealthy for Sensitive Groups	101-150	People with heart or lung disease (including asthma); older adults and children should cut back or reschedule strenuous activities.
Unhealthy	151-200	Everyone, especially people with heart or lung disease (including asthma), older adults and children should cut back or reschedule strenuous activities. Sensitive groups should avoid strenuous activities.
Very Unhealthy	201-300	Everyone, especially people with heart or lung disease (including asthma), older adults and children should significantly cut back on physical activities. Sensitive groups should avoid all physical activities.

Bomb Threat

To Initiate: CODE B announced over the public address system

Level: Yellow or Red with location information/Response procedures

To Conclude: ALL CLEAR

Steps of Action: General Threat of an Explosive Device on Campus

- Do not use fire alarms, radios, cell phones, or electronic bells because these devices may activate bomb.
- Notify Principal or designee about the threat. They will communicate with the Administrator and notify 911 if necessary.

- Principal or designee should assess the seriousness of the threat to determine the best response, such as administering a search or initiating the CODE B and giving instructions to either lockdown or evacuate the building(s) to the exterior safe area at least 1000 feet away from the building.
- Students should leave their backpacks, bags, purses, or cell phones during evacuation. This will help expedite the search and contain the threat to the building.
- Teachers should instruct students to not use their cell phones.
- Teachers should take their roll with them to the exterior safe area. Roll should be called once they get the exterior safe area. If all students are accounted for, hold up the green status card. If someone is missing, hold up the red status card.
- Teachers should conduct a quick check of their area because they are the most knowledgeable of what is supposed to be in their room. Any suspicious items should be reported ASAP to the administrative office. Do not touch any suspicious items.

Steps of Action: Phone Threat

- If a phone threat is made, obtain as many details as possible. Use the checklist provided on the next page.
- Keep the caller on the line as long as possible.
- Ask him or her to repeat the information.
- Notify Respective Principal or designee about the threat.
- Principal or designee should notify the School Administrator who will then call 911.

Steps of Action: Suspicious Package

- If a suspicious package is identified, it should not be touched and the Principal or designee should be immediately notified.
- The Principal should investigate and, if deemed necessary, should call 911 and notify the School Administrator.
- Take precautions to ensure that the area around the potential explosive is kept clear and visually monitored.
- Where safely possible, evacuate the surrounding buildings within 1000 feet.
- When safety personnel arrives point out the location of the device.

Indicators of Suspicious Packages and Letters:

- Excessive postage.
- Possible mailed from a foreign country.
- No return address.
- The city and state in the postmark does not match the return address.
- It is marked with restrictive endorsements such as “personal” or “confidential.”
- It is addressed to title only or an incorrect title is listed.
- Handwritten or poorly typed addresses.
- Misspellings of common words.
- Oily stains, discoloration, or a strange odor.
- A ticking sound can be heard.

- Lopsided or lump appearance.
- Excessive weight for a small letter or package.

Steps of Action: Explosion

- Teachers should instruct students to protect face and head from flying debris with arms, coats, books, etc. if the bomb is detonated.
- Further explosions may occur, so students should move to a safe location within their current area. If the current surroundings would prohibit them staying there, teachers should evaluate the situation to determine whether it is safe to evacuate.
- First aid should be administered as needed, including utilizing teachers who are certified in first aid as they are available.
- Administrator or designee should activate the Crisis Management Team.

Bomb Threat Call Checklist

When is bomb going to explode?	
Where did you place the bomb?	
What does the bomb look like?	
What kind of bomb is it?	
Will the bomb explode?	
Did you place the bomb?	
Why did you place the bomb?	
What is your name?	

What is your address?	
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Callers Voice

Calm	Laughing	Lisp	Disgusted
Angry	Crying	Raspy	Accent
Excite	Normal	Deep	Familiar
Slow	Distinct	Ragged	Rapid
Slurred	Clearing Throat	Soft	Nasal
Loud	Deep Breathing	Stutter	Cracking

Background Sounds

Street noises	House noises	Animal noises	Local
Voices	Motor	Static	Long Distance
PA System	Office Machinery	Factory Machinery	

Threat Language

Articulate	Irrational	Taped
Foul	Incoherent	Message read by threat maker

Identifying Information

Sex of Caller: Male/Female

Accent (if detectable):

Time of Call:

Type of Voice? Adult; Teen; Child

Record Caller's Exact Words

Remarks

Time call reported to police:

Person who took the call:

Position held: