

Response Matrix

The circumstances of workplace violence situations will dictate your response actions. Always remember to follow the established actions in your organization’s workplace violence policy, especially the critical contact numbers for your specific organization. When the situation is emergent, contact local law enforcement and/or call 911.

Responding to Bomb Threats on the Telephone	Responding to Phone Calls Identifying a Violent Act
<ul style="list-style-type: none"> • Remain calm. • Let the caller finish their message without interruption. • Take notes and get the message EXACTLY as the caller delivers it. <p>Note:</p> <ul style="list-style-type: none"> - The date and time the call was received. - When is the bomb set to explode? - What does the bomb look like? - Why was it placed? and, - Does the caller represent any group? <ul style="list-style-type: none"> • Listen for clues about the caller's age, type of voice, background noises and the time the call was terminated. • Immediately contact your supervisor and the Police. 	<p>A violent act includes, but is not limited to threats made against an individual or individuals to hurt themselves or attack others, commit suicide, murder, a planned robbery, or destruction of State property.</p> <ul style="list-style-type: none"> • Remain calm. • Let the caller finish the message without interruption. • Take notes and get the message EXACTLY as the caller delivers it. • Listen for clues about the caller's age, type of voice, background noises and what happened to cause the caller to be upset. • Immediately contact your supervisor and the Police.
Responding to a Personal Threat on the Telephone	Responding to Receipt of Suspicious Packages or Letters
<ul style="list-style-type: none"> • Remain calm. • Let the caller finish the message without interruption. • Take notes and get the message EXACTLY as the caller delivers it. • Note the date and time the call was received and the reason you believe the threat was made, if known. • Listen for clues about the caller's age, type of voice, background noises. • Notify your supervisor and the Police. 	<ul style="list-style-type: none"> • Call security, local law enforcement, or 911. • Never touch or disturb a suspicious package, letter or object. • Do not open, smell or taste the envelope or package or its contents. • Anyone that has had contact with the envelope or package should wash their hands thoroughly with soap and water. • Do not use bleach or other disinfectant on your skin. • Write down the names and contact information of all persons who may have handled the envelope or package and give this list to law enforcement officials on the scene.