



WHAT YOU CAN DO ABOUT UNWANTED COMMUNICATIONS

Unwanted communication can take the form of phone calls, text messages, mail, gifts, or online correspondence. Below are some tips for identifying, managing, and reporting unwanted phone calls

Handling Threatening Calls

If you receive a call threatening your safety or the safety of those around you:

- ▶ **Gather information about the threat from the caller. Try to record characteristics listed at right.**
- ▶ Contact VTPD or local law enforcement immediately
- ▶ Document all information about the call (use the log sheet provided)

Tips on Handling Harassing and Obscene Phone Calls

The call recipient often knows the person who places a harassing or obscene call. If possible, the person answering the phone should remain calm, as to discourage more calls, and take the following steps:

- ▶ **Hang up**
- ▶ Document all information about the call (use the log sheet provided)
- ▶ Save all voicemails left by the caller
- ▶ Contact VTPD immediately

Tips on Handling Unwanted Solicitations

Since phone calls can offer a certain amount of anonymity, be aware of possible scams.

- ▶ Do not provide any personal information over the phone to someone you do not know
- ▶ Ask for the caller's name and the organization they are representing. You can contact the Better Business Bureau for more information about them.
- ▶ Inform the caller you want to be placed on the "do not call" list
- ▶ **Hang up** if you are uncomfortable with the content

Importance of Recording Incidents

- ▶ Help you remember details
- ▶ Draw attention to any potential patterns
- ▶ Justify potential need for a protective order
- ▶ Preserve your options for possible criminal prosecution

Please use log on reverse side to record incidents

During any unwanted phone call, take note of the following to help you identify the caller:

Voice Characteristics

- ▶ Calm
- ▶ Nasal
- ▶ Deep
- ▶ Angry
- ▶ Raspy
- ▶ Stutter
- ▶ Excited
- ▶ Slurred
- ▶ Accent
- ▶ Quiet
- ▶ Familiar

Language Characteristics

- ▶ Well spoken
- ▶ Irrational
- ▶ Incoherent
- ▶ Taped
- ▶ Juvenile

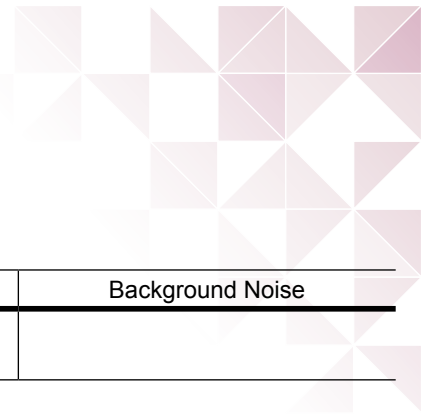
Background Sounds

- ▶ Street Noise
- ▶ Music
- ▶ Other Voices
- ▶ Animal Noises
- ▶ Static

Notes:

- ▶ The information you record could potentially be used as evidence in court proceedings, so ensure your notes are accurate and complete.
- ▶ Save all text messages, emails, gifts, etc. that you receive in case they are needed for evidence.

POLICE DEPARTMENT



Unwanted Calls Log

Date/Time	Gender	Approx. Age	Voice Qualities	Background Noise
Incident 1				

Describe statements made:

Incident 2				
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Describe statements made:

Incident 3				
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Describe statements made:

Incident 4				
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Describe statements made:

If you need assistance or are worried for your safety, call:

911

emergency situations

540-382-4343

Virginia Tech Police

540-961-1150

Blacksburg Police

540-231-7806

Virginia Tech Women's Center

For more information visit www.threatassessment.vt.edu
or contact Virginia Tech's Threat Assessment Team Coordinator
at (540) 231-7194 or threatassessment@vt.edu