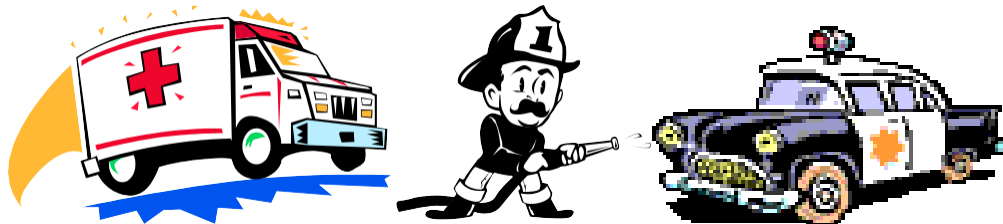


Clovis Adult Education

2023-2024

EMERGENCY ACTION PLANS

CRISIS ASSESSMENT TEAM HANDBOOK



Clovis Unified School District

District ReACT Number

327-9107 or 327-9380

(Norm Anderson)

(Steve France)

Clovis Police /Fire Department

Imminent Danger – Call 911

**Non-Emergency Situations – Call Clovis PD 324-2800
and/or Clovis FD 324-2200**

Phone and Cell Numbers for Site Contacts

School Extension		
Principal	Marci Panoo	72870 cell 994-1473
Office Manager	Marie Lackey	72871 Cell 313-3316
Learning Director	Courtney McMahon	72872 cell 288-2365
Learning Director	Patricia Thomas	72861 cell 288-9923
Guidance & Learning Specialist	Crystal Rodriguez	72875 cell 289-2562
Guidance & Learning Director/CPO	Ramon Esquivel	72822 cell 930-4424
SSSA	Ann-Maura Cervantes	79200 or 79206
Plant Manager Night Plant Manager	Adrian Rosales Pa Cha	72817 72817

EMERGENCY TELEPHONE NUMBERS

*****Emergency/Life Threatening Situation----CALL 911*****

District	
CUSD District Office	327-9000
CUSD Police Department	327-9221
CUSD Maintenance After-Hours Supervisor Maintenance Grounds	327-9777 (Cell) 351-2773 (Cell 351-2773 Weekends) 994-3032 (June-Sept only)
CUSD Maintenance School Hours Director Maintenance Manager	327-9495 327-9491
CUSD Custodial School Hours Manager	327-9259 (Secondary Sites) 327-9252 (Elementary Sites) 327-9250 (Main Dept number)
CUSD Psychologist / Wellness Dept	327-0531
CUSD Ed Services Super. Steve France	327-9380
CUSD Transportation	327-9701 327-9673 327-9674
CUSD Adult Transitions Program	327-9901 (Katie Shea)
CUSD Technology Hotline	327-9595 / 327-0700 Main office
Fire	
Clovis Fire Department (Headquarters)	324-2200
Fresno Fire Department (Same as Police) More numbers for Fresno Fire Dept.	Non-Emergency 324-2200 621-2489
Police	
Clovis Police Department Non-Emergency Accidents	324-2800 / 324-2400
Emergencies	911
Fresno Police Department	(Non-Emergency) 621-7000
Sheriff Emergencies & Dispatch Information Only	488-3111 488-3939
Highway Patrol Local CHP Local CHP Offices	441-5400 441-5441
City of Clovis	
Clovis Public Utilities Refuse & Street Sweeping	324-2604
Parks & Streets	324-2614
Water & Sewer	324-2607
City Hall (Information)	324-2101
Engineering	324-2354

EMERGENCY TELEPHONE NUMBERS continued

*****Emergency/Life Threatening Situation----CALL 911*****

City of Fresno	
Water Department After 4:30 P.M.	621-5300 621-1100
Traffic Signals & Traffic Department	621-1492
Fresno City Parks& Recreation	621-2900
Fresno Sewer Maintenance / Public Utilities	621-1496 / 621-6888
PG & E	
CUSD's District Rep – Leonor Inguez	513-0348 (cell)
24-Hr. Outage Hot Line	1-800-743-5000/5002
Weekend Emergencies	263-5575
Security	
Sonitrol of Fresno	264-5924
AT & T	
Priority Repair	1-800-332-1321
Medical Services	
St. Agnes Medical Center	450-3000
Kaiser-Permanente Medical Center	448-4500
Clovis Community	324-4000
Community Regional Medical Center	459-6000
Valley Children's Hospital	353-3000
Poison Control Center	1-800-222-1222
American Red Cross	455-1000

CLOVIS ADULT EDUCATION PUBLIC ADDRESS SYSTEM

To use the “All Call” dial 604#00*

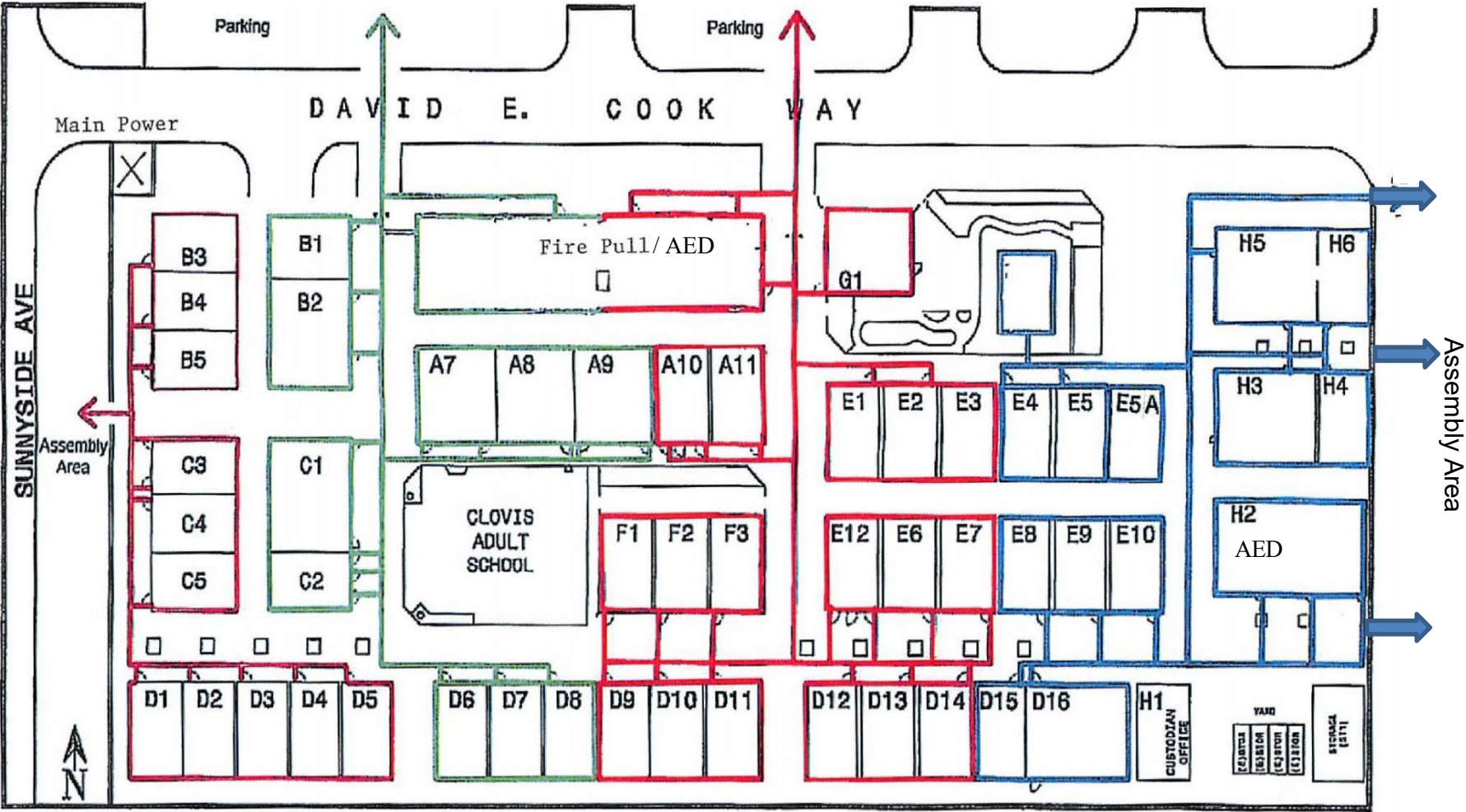
Site Controls (see map on next page)

	Room	Description of Location
Main Administration Academic Services	Adm. Bldg	On David E Cook Way – Main building in the front of the school
Master Keys	Adm. Bldg	See Principal's secretary
Main Power Panels		Northwest campus-see map
Fire Alarm Panel		Bookstore-see map
Climate Control HVAC	All rooms	Each room separate control
Telephone Panels	A-11	
Network server	Dist. Office	Northwest corner of the DO in Technology Dept. in the server room
Hazardous Materials— Custodial	Custodial Closets	A Wing; E Wing
Hazardous Materials—Nursing	B-1	Classroom
Hazardous Materials—Art	B-3	In Custodial Office
Phones with site access	All	
Phones with outside access	All	
Rooms with Internet Access	All	
1-Channel Radios	All offices	Currently 15 on campus
Outside lines for switchboard	Adm. Bldg	Nine outside lines
Fax Line Main Office	Adm. Bldg	327-2889
Fax Line for Student Services	Adm. Bldg	327-2891
Fax Line for Nursing Services	A-8	327-2899
Video surveillance		Nine Cameras
Audio surveillance		Sonitrol
Roof access		Outside ladder access only

Fire Escape Plan

Assembly Area

Assembly Area



Command Centers

Administrative Command Post
Primary On Campus-----Administration Office, Ext 72870 or 72871
Secondary On Campus -----Academic Services, Ext 72861 or 72857
Off Campus-----SSSA/Police Services, Ext 79212 or 79202
Media Headquarters
On Campus----- A-7
Off Campus-----Bicentennial Park on Sunnyside
Evacuation Sites
North Parking Lot----- North side of David E. Cook Way
Sunnyside Ave.----- West side of campus
East Parking Lot----- East side of campus
Family Staging Site
On Campus----- Student Lounge, Room A-9
Off Campus----- North Parking lot

CAE Safety Plan—Roles and Responsibilities	
<p>Site Commander:</p> <ul style="list-style-type: none"> In charge of managing the crisis Calls in Assessment Team Calls in Response Team if needed Decides whether or not to call in the District ReAct team Coordinates communication between site and district, reporting status every few minutes 	<p style="color: blue;">In the event the Principal is not available, the order of command is as follows:</p> <p> Marci Panoo, Principal Courtney McMahon, Learning Director Patricia Thomas, Learning Director Crystal Rodriguez, G&L Specialist Ramon Esquivel, Career Placement Officer Kelly Peterson, Coordinator, CE Marie Lackey, Office Supervisor Chun Hee McMahon, Coordinator of Nursing Program </p>

Crisis Assessment Team:

- Analyzes the situation and prepares the “worst case” scenario within 15 minutes
- Site Incident Commander reports the scenario to Area Superintendent

Assist. Team Members:

Marci Panoo, Principal
Courtney McMahon, Learning Director
Patricia Thomas, Learning Director
Crystal Rodriguez, G &L Specialist
Ramon Esquivel, Career Placement Officer
Adrian Rosales, Plant Supervisor
Pa Cha, Night Supervisor

Crisis Response Team

- Response Team reports to the Command Center (A-11) for briefing with:
 1. A copy of CAE Safety Plan
 1. Radios
 2. Flashlights
 3. First Aid kits
 4. Bullhorns
- Response Team carries out assignments as per the crisis plan
- Custodial Staff brings 2 golf carts to A-11

Response Team Members:

Marci Panoo	Kelly Peterson
Courtney McMahon	Deja Bridges
Crystal Rodriguez	JoAnn Verduzco
Virginia Mathews	Patricia Thomas
Ramon Esquivel	Josie Gallegos
Marie Lackey	Paula Espino
Terrie Ikeda	Erika Tapia
Hector Guzman	Morgan Smith
Adrian Rosales	

CAE Safety Plan—Roles and Responsibilities (continued)

Emergency Assembly Area Supervisors

- Site Commander decides where staging areas will be and what information may be released
- Media Supervisor escorts media to staging area, has them sign in, and issues badges. Releases only the allowable information
- Family Supervisor escorts family and friends to staging areas. Releases only the allowable information.

Persons in charge:

Marci Panoo (Commander)
Courtney McMahon (Media)
Crystal Rodriguez
(Families/Friends)
Back up: Kelly Peterson

Communications/Information Managers

- Supervises staff answering the phones
- Scripts Information that may be given out
- Contacts off-site campuses to inform them of the situation

Persons in charge:

Patricia Thomas
Terrie Ikeda (Telephones)
Back up: Paula Espino
Back up: Virginia Mathews
Melissa Mendez/Jeana Lewis
(Off-site Contact)
Back up: Deja Bridges

Plant Operations Team

- Handles aspects of campus buildings and grounds
- Responsible for bringing **golf carts to A-11**
- Responsible for locking gates, if needed
- Communicates with District maintenance, using district maintenance codes

Team Members:

Adrian Rosales (Day)
Pa Cha (Night)

Traffic Control Team

- Responsible for directing emergency/law enforcement vehicles onto campus
- Prohibits unauthorized vehicles from entering and leaving campus via David E. Cook Way
- Locks gates (if needed) and directs traffic

Team Members:

Hector Guzman (in charge)
Adrian Rosales
Pa Cha
Back up: Deja Bridges
Back up: JoAnn Verduzco

CAE Safety Plan—Roles and Responsibilities (continued)

Room Clearance Supervisors

- Check to see which cards are displayed outside classrooms
- If green card is visible, radios **Room Clearance Recorder**, “All Clear”
- If red card is visible, obtains the names of missing students/staff and gives to the **Room Clearance Recorder**
- If red cross sign is being displayed, works with **Room Clearance Recorder** and **Traffic Controller** to escort emergency personnel to the correct classroom(s)
- Circulates looking for missing students/personnel
- If found, radio names to the **Room Clearance Recorder**

Persons in charge:

Courtney McMahon and
Morgan Smith

Back up: Ramon Esquivel

Back up: Patricia Thomas

Back up: Kelly Peterson
Back up: Marie Lackey

Back up: Paula Espino

Room Clearance Recorder

- Makes a list of missing students/personnel and is radioed by the **Room Clearance Supervisors**
- Removes names of missing students/personnel as they are located
- Maintains a master list of cleared classrooms as per **Room Clearance Supervisors**
- If an injured student is reported, works with **Room Clearance Supervisors** and **Traffic Controller** to direct medical personnel to correct location

Person in Charge:

Marie Lackey

Back up: Terri Ikeda

Back up: Paula Espino

Back up: Jeana Lewis
Melissa Garcia

Students with Disabilities Assistants

- Help move disabled students during an evacuation

Persons in Charge:

All Special Education Teachers
and Aides

CAE Safety Plan—Roles and Responsibilities (continued)

Ground Clearance Supervisor

- In case of an evacuation, Courtney will circulate in a **golf cart** to areas where students have been evacuated, looking for green cards, red cards, and red cross cards
- For red cards, checks with teacher for names of missing students and radios names (**uses bullhorn for a bomb threat**) to **Room Clearance Recorder/Supervisors**
- If red cross is showing, calls for medical assistance via **Traffic Controller, Room Clearance Supervisors** or **Room Clearance Recorder**
- Meets medical personnel and brings them to injured student

Person in charge:

Marci Panoo
Patricia Thomas

Back up: Ramon Esquivel

Back up: Terrie Ikeda

Back up: Marie Lackey

Back up: Deja Bridges

Medical Assistant Team

- Reports to A-11 or command center with first aid kits and emergency kits
- Helps direct medical personnel if student/staff is injured
- Helps with crowd control in the event a student/staff is injured

Team Members:

Chun Hee McMahon
Nursing Coordinator (in charge)

Erika Tapia / Elaine Sims
Lisa Strong

Back up: Ruby Lopez

Back up: Fran Quenga

Crisis Assignment Sheet—Order of Importance
Filled in by Commander when Crisis Response Team Arrives

Commander

--

Crisis Assessment Team

Room Clearance Supervisor

Room Clearance Recorder

--

Ground Clearance Supervisor

--

Plant Operations Team

Emergency Assembly Area Supervisors(if needed)

Media Supervisor:
Family Supervisor:

Communications/Information Managers

Staff Liaison:
Off-site Liaison:

Traffic Control Team

Medical Team

Disabled Students Team

Codes and Alerts for Commander Response Team

Euro Siren = 604#33*

All Call = 604#00*

Any Response Team member may sound the following alarms:

Power Outage

- **Use all-call if system is working or send runners to the classrooms**
- **Keep staff informed of blackout status**
- **Move students to areas with more light if possible**
- **Have teachers/students shut down computers (power surges)**
- **Make a determination whether or not to dismiss classes**
- **If dismissed, administrators go room to room dismissing classes**

Facility Alert

PA Announcement

“All students and staff return to class.”

- **Make sure all staff/students are inside buildings**
- **Prepare for campus evacuation or lock down**
- **Use “all-call” to end alert**
- **Teachers:**
 - Prepare for possible lockdown or evacuation
 - Read email for further instructions/status
 - Keep students calm

Fire Alarm

Fire Alarm Siren

- **Campus evacuates using fire exits**
- **Staff/students report to designated locations**
 - Turn off lights
 - Leave doors unlocked
 - Evacuate students
 - Take roll and use card system
- **Room Clearance Supervisors:**
 - Clear classrooms and hallways
 - Make sure lights are off and doors unlocked
 - Look for missing staff/students. Radio names to Room Clearance Recorder if found
- **Ground supervisor checks cards teachers are displaying**
 - Green card**—all present—radios “all clear for room ____” to Room Clearance Recorder
 - Red card**—missing students—radios names to Room Clearance Supervisors and Recorder
 - Red Cross Sign**—medical attention needed—directs emergency personnel to injured student
- **“All Clear” message will end evacuation**

Bomb Threat

PA Announcement, “We have a bomb threat, please turn off cell phones and two-way devices.”

- **Do not use two-way electronic devices (cell phones, radios, pagers)**
- **Teachers:**
 - Look around classroom and report any suspicious objects
 - Caution students not to use cell phones
 - Keep students calm and reassure them
 - Take roll
 - Evacuate students to remote locations: far side of bone yard
far side of park
north end of parking lot
 - Leave classrooms unlocked
 - Do not use electrical switches—if lights are on, leave them on; if lights off, leave them off.
 - Take cards with you and use card system
- **Room Clearance Supervisors:**
 - Clear classrooms and hallways
 - Make sure doors unlocked
 - Look for missing staff/students, radio names to Room Clearance Recorder if found
- **Ground supervisor checks cards teachers are displaying**
 - Green card**—all present—radios “all clear for room___” to Room Clearance Recorder
 - Red card**—missing students—radios names to Room Clearance Supervisors and Recorder
 - Red Cross Sign**—medical attention needed—directs emergency personnel to injured student
- **“All Clear” announcement ends alert**

Lockdown

PA Announcement, “We are in a lockdown situation, all students and staff report to the nearest classroom and lockdown.”

- **Teachers:**
 1. Go to nearest classroom
 2. Lockdown classroom/building/close blinds
 3. Turn off lights; stay away from windows
 4. Assume “duck and cover”
 5. Tell students to remain quiet
 6. Take roll
 7. Wait for instructions/read email
 8. Keep students calm
 9. **Until “all clear”—do not open door**
- **Ground *and* Room Clearance supervisors**
 - Clear hallways and make sure students go to nearest classroom
 - Look for missing staff/students, radio names to Room Clearance Recorder if found
- **“All Clear” announcement ends alert**

Earthquake

- **Teachers:**

- DURING Quake:**

- Outside—move away from buildings and potential falling objects

- Inside—duck and cover away from windows

- AFTER Quake:**

- Check for injuries

- If no injured students:

- 1. Evacuate using fire route
 2. Turn off lights
 3. Do not lock doors
 4. Take roll—use card system:
 - Green card—all present
 - Red card—missing students
 - Red Cross sign—medical attention needed

- Injured student(s):

- 1. Do not move injured student(s)
 2. **Teacher stays with injured student**—puts Red Cross sign next to door
 5. Remaining students exit via fire route
 6. Students display red card at evacuation site
 7. Teacher administers first aid until help arrives

- **Room Clearance Supervisors:**

- Check classrooms and hallways for Red Cross sign

- Direct emergency personnel if needed

- Make sure lights are off and doors unlocked

- Look for missing staff/students, radio names to Room Clearance Recorder if found

- **Ground supervisor checks cards teachers/students are displaying**

- Green card**—all present—radios “all clear for room__” to Room Clearance Recorder

- Red card**—missing students or injured student left in the classroom—radios names to Room Clearance Supervisors and Recorder

- Red Cross Sign**—medical attention needed—directs emergency personnel to injured student

- **Students may not return to class until buildings are declared safe**

Weather Alert, PA Announcement, “Students and staff, please take shelter in nearest classroom.”

- **Teachers:**

- Keep students inside and listen for instructions

- During storm:**

- 1. Close windows
 2. Turn off electronic devices (power surge)
 3. Duck and cover if notified or if conditions warrant it
 4. Do not lock doors

- After weather subsides:**

- 1. Check for injuries. **Do not move injured student(s).**

- 2. Take roll—use card system:

- Green card—all present

- Red card—missing students or extra students

- Red Cross sign—medical attention needed

- **Ground *and* Room Clearance supervisors (on golf carts):**

- Clear hallways and make sure students go to nearest classroom

- When safe, check cards in windows:

- Green card**—all present—radio “all clear for room__” to Room Clearance Recorder

- Red card**—missing students—radio names to Room Clearance Recorder

- Red Cross Sign**—medical attention needed—direct emergency personnel

- Look for missing staff/students, radio names to Room Clearance Recorder if found

CAE Emergency Procedures

Teachers

Emergency	Alarm	Action
Power Outage	No Alarm— runners and/or bullhorn	<ul style="list-style-type: none"> ◆ Remain in classroom, light permitting ◆ Move to common areas if necessary ◆ Turn off electrical equipment (power surge) ◆ Wait for further instructions ◆ Runners will notify re: power status ◆ Admin. decides to hold or dismiss classes
Facility Alert	PA Announcement “All students and staff return to class immediately”	<ul style="list-style-type: none"> ◆ Report to classrooms ◆ Take roll ◆ Prepare for evacuation or lockdown ◆ Listen for “all-call” messages / check email ◆ “All-call” message will end alert
Evacuation Fire	Fire Alarm Siren	<ul style="list-style-type: none"> ◆ Evacuate using fire exits ◆ Do not lock doors. Turn off lights. ◆ Report to designated fire alarm locations ◆ Take Roll—use card system: <ul style="list-style-type: none"> Green card—all present Red card—missing students Red Cross sign—medical attention needed ◆ “All Clear” message will end evacuation

Teachers—CAE Emergency Procedures

Emergency	Alarm	Action
<p style="text-align: center;">Evacuation Bomb Threat</p>	<p style="text-align: center;">PA Announcement “Turn off cell phones and radios”</p>	<ul style="list-style-type: none"> ◆ Do not use two-way electronic devices (cell phones, radios, etc.) ◆ Look for suspicious items ◆ Evacuate using fire exits ◆ Have students take belongings ◆ Do not lock doors ◆ Report to remote evacuation locations east of bone yard west of Sunnyside park north of parking lot ◆ Take roll using card system Green card—all present Red card—missing students Red Cross sign—medical attention needed ◆ Keep students calm ◆ Wait for “All Clear” to return to class
<p style="text-align: center;">Lockdown Intruder (Take Shelter)</p>	<p style="text-align: center;">PA Announcement “All students and staff go to nearest classroom immediately.”</p>	<ul style="list-style-type: none"> ◆ Go to nearest room ◆ Lockdown classrooms/buildings/close blinds ◆ Turn off lights, stay away from windows ◆ Assume “duck and cover” ◆ Quiet cell phones and remain quiet ◆ Take roll. Don’t use card system ◆ Wait for instructions/read email ◆ Until “all clear”—do not open door

Teachers—CAE Emergency Procedures

Emergency	Alarm	Action
<p style="text-align: center;">Earthquake (Take Shelter)</p>	<p style="text-align: center;">Probably no prior warning. (Teachers need to take the initiative)</p> <p>Return to class until buildings are declared safe</p>	<p>DURING Quake:</p> <ul style="list-style-type: none"> ◆ Outside—move away from buildings and potential falling objects ◆ Inside—duck and cover away from windows ◆ Turn off lights ◆ Do not lock doors <p>AFTER Quake:</p> <ul style="list-style-type: none"> ◆ Check for injuries. Do not move injured students. ◆ No injured students— <ol style="list-style-type: none"> 1. Evacuate using fire route 2. Take roll—use card system: <ul style="list-style-type: none"> Green card—all present Red card—missing students Red Cross sign—medical attention needed ◆ Injured student— <ol style="list-style-type: none"> 1. Teacher stays with injured student—puts Red Cross sign next to door 2. Remaining students exit via fire route 3. Students hold up red card to indicate a student is down in class 4. Teacher administers first aid until help arrives

Teachers—CAE Emergency Procedures

Emergency	Alarm	Action
<p style="text-align: center;">Tornado and Wind Advisory</p>	<p style="text-align: center;">PA Announcement “Weather Warning. Students and staff, please take shelter in nearest classroom”</p>	<ul style="list-style-type: none"> ◆ Outside—take shelter in nearest building ◆ Inside— <ul style="list-style-type: none"> Close windows Turn off electronic devices (power surge) Duck and cover if notified or if conditions warrant it Do not lock doors ◆ After weather subsides: <ul style="list-style-type: none"> Check for injuries. Do not move injured students. Take roll—use card system: <ul style="list-style-type: none"> Green card—all present Red card—missing students or extra students Red Cross sign—medical attention needed ◆ Stay inside and listen for instructions ◆ Administration will give notice to evacuate or dismiss class

Critical Incident Assessment Checklist

Name _____ **Date** _____ **Time** _____

Location of crisis: _____

Location of command Center: _____

Phone number to reach you _____ **Fax number** _____

Check list of personnel who have been contacted:

Person(s) Contacted	Name	Number
Person(s) contacted at the District Office level		
Site Incident Commander		
Public Spokesperson		
Law Enforcement/Fire Department		
Key site crisis team members. Check off who is currently assisting with the crisis.	_____ Marci Panoo, Principal _____ Courtney McMahon LD _____ Ramon Esquivel, Career Placement Officer _____ Marie Lackey Office Sup. _____ Adrian Rosales Plant Super _____ Crystal Rodriguez, G&L Spec. _____ Other _____	Administration 327-2870 327-2872 Fax 327-2889 Academic Services 327-2856 327-2875 Fax 327-2891 A-8 Nurse Education 327-2830 327-2841 Fax 327-2899

1. What is the nature of the crisis? _____

2. Is media on its way? If so, who? _____

3. What do you predict may result from this crisis? What are your biggest concerns?

Immediate: _____

Long term: _____

Check Additional resources that are needed:

_____ Counseling/Family services	_____ Clerical	_____ Transportation
_____ Communications/Media relations	_____ Medical/Safety Measures	_____ Legal
_____ Physical Plant/Construction	_____ Food Services	_____ Insurance/Claims
_____ Shelter/Evacuation Assistance	_____ Law Enforcement	
_____ Other: _____		

CRITICAL INCIDENT DEBRIEFING FORM

To be filled out by Crisis Team members after a drill or actual emergency. Use this form as a template for providing input at the debriefing session regarding your area of responsibility:

_____ **Did you produce any written documents, notices, or announcements (letter sent home regarding the incident)? Provide a copy.**

_____ **What worked well today?**

_____ **Were there any glitches, obstacles or problems today?**

_____ **Have those problems been solved or are they recurring?**

_____ **What resources do you still need in your area of responsibility?**

_____ **Have we implemented any changes in procedures or protocols of which others should be aware?**

_____ **What do you expect will happen tomorrow or within the next few days?**

_____ **Any long-term problems emerging?**

_____ **Key observations, reactions, critical information or rumors that others should be aware of?**

_____ **Do you need guidance or a decision on any issue or situation?**

Other comments:

PERSON FILLING OUT THIS REPORT: _____ **DATE:** _____

PHONED THREAT DATA SHEET

This checklist should be duplicated and placed at phone stations that receive direct incoming calls from outside lines. All employees who staff those lines must be trained in the use of this checklist.

STEP 1: RECORD THE THREAT

If you have recording equipment, **START IT.**

Telephone number at which call was received: _____

Date call received: _____

Time call received: _____

Phone number appearing on Caller ID: _____

Write down the exact threat made by the caller:

STEP 2: GET MORE INFORMATION:

“Where is the bomb right now?” (If caller refuses to answer, say “The building is occupied and that the detonation could result in death or serious injury to many innocent people”)

“When is the bomb going to explode?”

“What does the bomb look like?”

“What kind of bomb is it?”

“What will cause the bomb to explode?”

“Who planted the bomb?”

“Why was the bomb planted?”

“When was the bomb planted?”

“How did the person get the bomb in the building?”

“What is your address?”

“What is your name?”

STEP 3: INITIATE THE TRACE AND NOTIFY

When the caller hangs up, **DO NOT HANG UP**. Leave the phone line open and notify your supervisor immediately.

STEP 4: DESCRIBE THE CALLER

Gender of the caller: Male____ Female____ Unsure____

Approximate Age of Caller: _____

Caller's voice was (circle all that apply):

<u>SPEED AND PITCH</u>	<u>EMOTION</u>	<u>QUALITY</u>	<u>LANGUAGE</u>
Hurried or Rapid	Distant	Stutter	Accented (_____)
Moderately paced	Excited	Lisp	Well-spoken
Slow	Angry	Slurred	Foul
Hushed or quiet	Sad	Whispered	Taped
Loud	Happy	Laughing or Giggling	Incoherent
Deep	Calm	Raspy	Message read
High-pitched	Agitated	Nasal	Irrational
Squeaky	Matter-of-Fact	Deep Breathing	Broken
Other: _____	Boastful	Crying	Drunk
Other: _____	Sincere	Stressed	
Other: _____	Crazed	Whining	
	Other: _____	Clearing Throat	
	Other: _____	Cracking Voice	
	Other: _____	Other: _____	
		Other: _____	
		Other: _____	

Was the voice familiar? Y or N If yes, how or who? _____

Was the voice disguised? Y or N If yes, How? _____

STEP 5: DESCRIBE THE ATMOSPHERE

Did it sound like (circle): a cellular phone call a land line phone call

Background Sounds Heard on the Call (circle all that apply):

Street noises	Trains
House noises	Airplanes
Vehicle noise	Party
Voices	Children
Animal noises	Quiet
PA system	Static
Music	Echo
Motor	Other: _____
Factory machinery	Other: _____
Office machinery	Other: _____

Could you make out anything said in the background?

STEP 6: PERSON WHO RECEIVED CALL

Your Name: _____

Your Position: _____

Your Telephone Number: _____

Any other remarks about the call:
