

DOCUMENTING AGGRESSIVE BEHAVIOUR

If someone is hostile over the phone, it is important to note the exact wording of the abuse and/or threat. If the caller is anonymous, try to gather as much information as possible and note the identifying characteristics of the caller:

Sex:	Male	Female	Not sure	
Estimated age (specify): _____				
Accent:	English	French	Other	
Voice:	Loud	Soft	Other	
Speech:	Fast	Slow	Other	
Diction:	Good	Nasal	Lisp	Other
Manner:	Emotional	Calm	Vulgar	Other
Background noise: (specify) _____				
Voice was familiar: (specify) _____				
Caller was familiar with the area: (specify) _____				