

TELECOMMUNICATIONS HARASSMENT POLICY

For purposes of 2-1-1, the activities of a caller will be considered harassment if the caller has been told **at least once** (either in a previous or immediate communication) that the language and/or content of the call is unacceptable, yet the caller continues the behavior, and the content of the call fits into one or more of the following categories:

- A caller describes sexual activity or suggests, requests or proposes that the caller and the Specialist engage in sexual activity;
- The caller uses obscene language;
- The caller issues general verbal threats suggesting that they intend to do damage to property or people (if the threats are credible and specific, the call needs to be immediately transferred to 9-1-1);
- The caller is a repeat caller that the agent believes has the intent to harass or abuse.

PROTOCOL – SPECIALISTS

- 1) Record ALL calls in Refer. If required call data cannot be collected, use Contact Type “No Data Call,” Reason For Contact “Prank Call / Harassment / Precocious Child.”
- 2) Tell the caller that the language used is not acceptable (when appropriate). See suggested language on page 2.
- 3) Tell the caller that they should not call again with the same language or issue (when appropriate). See suggested language on Page 2.
- 4) Report it to a supervisor **if this is a repeat caller or you need guidance.**

PROTOCOL – SUPERVISORS

- 1) Ensure that the Specialist has recorded the call in Refer.
- 2) Ensure that the Specialist has specifically stated that the language is not acceptable (when appropriate).
- 3) Ensure that the Specialist has told the caller not to call again (when appropriate).
- 4) Check with 2-1-1 Operations or inContact about blocking the call.
- 5) Check with 2-1-1 Operations about filing a police report for “telecommunications harassment.” If the problem is deemed serious enough, it will be assigned to a detective who can trace the call and follow through. It is critical when filing a report that **we have told the caller not to call again under the same circumstances.**

WORKING WITH CALLERS WHO HARASS

- Be clear, firm, professional and calm. Set boundaries.
- Do not “bait” the caller or engage in added conversation. Do not threaten the caller.
- Many harassers are trying to engage you. Do not allow yourself to be manipulated.

SAMPLE STATEMENTS TO USE WITH CALLERS

Sample One: Obscene Language

If you continue to use that type of language, I am required to end this call and report it to my supervisor and the police.

I am ending this call. Please do not call this line again using that language.

Sample Two: Repeat caller, intends to harass

I have provided all of the information I have available. We have reviewed all options. I cannot continue this call because other people cannot get through on this line.

I will be happy to help you with another issue. However, if you call again regarding this same issue, it will be considered harassment. I will need to end the call and report it to my supervisor and the police.