# DOCUMENT INFORMATION ABOUT HARASSING CALLS

The documented information could lead to the identity of a caller and help establish a pattern that could help identify the source of the reason for the calls.

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<th>CALL</th>
<th>TYPE OF CALL</th>
<th>VOICE</th>
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**Background Noise**
(Describe)

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**Harassing Phone Calls**

Public Safety

**Phone Numbers:**
- Emergency: 414.456.8299
- Non-Emergency: 414.456.8295

Located on the 1st floor, NE corner of the HRC, Room H1820

Access and Parking Service: 414.456.8471

Central Administration: 414.456.8424

Email: pubsafety@mcw.edu

Website: [http://Infoscope.mcw.edu/publicsafetyinfoscope.htm](http://Infoscope.mcw.edu/publicsafetyinfoscope.htm)

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**Medical College of Wisconsin**

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**Harassing Calls**

Public Safety

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How to Cope with a Harassing Caller

1. **Hang Up.** As soon as you hear an obscenity, improper questions, or no response to your greeting—HANG UP!

2. **Don’t Talk to Strangers.** Be careful when the caller says that he/she is taking a survey. If you have any concerns about the legitimacy of the survey, ask the person for his/her name, firm name, and telephone number. Say that you will call back after you verify the authenticity of the survey.

4. **Keep Cool.** Don’t let the caller know you are angry or upset. This will only encourage the caller.

5. **Do Not Play Detective.** Don’t extend the call trying to figure out who is calling. This or any type of reaction is exactly what the caller wants.

6. **Do Not Panic When the Phone Rings.** It may be a wrong number. If it is a crank call, follow these suggestions.

7. **Do Not Try to be Clever.** A witty response may be interpreted as a sign of encouragement to the caller.

8. **Do Not Try to be a Counselor.** The annoying or obscene caller certainly needs professional help, but he/she will only be encouraged by your concern and probably will continue calling.

9. **Do Not Tell Everyone about Your Unwanted Calls.** Sadly, many harassing calls are made by friends. Telling the wrong person could be encouraging to the caller.

10. **Report Harassing Calls to Your Telephone Company’s Customer Service Department.** They may require that a log be kept for at least a week prior to placing a trap and trace on your phone line. The phone company may ask you to call your law enforcement agency to file a report.

Always Remember

- **Place Ads with Caution.** Don’t extend the call trying to figure out who is calling. This or any type of reaction is exactly what the caller wants.

- **Never Volunteer Your Name or Your Phone Number to an Unknown Caller.** This is an invitation to call again. If your number is the wrong number, the caller does not need to know your name and/or number.

- **Purchase an Answering Machine.** As we all know, there is nothing more discouraging than dialing an answering machine. This would allow you to screen all calls and receive messages while you are away or asleep. Just turn your phone ringer to low. Having the caller on your answering machine also provides you with recorded proof of the harassment.

- **Avoid Listing Your Full Name in the Telephone Directory.** When applying for new phone service, have only your initials and last name printed in the directory.