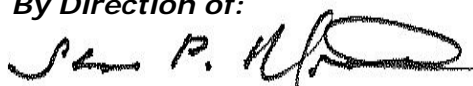


# MANAGEMENT DIRECTIVE

## Commonwealth of Pennsylvania Governor's Office

<b>Subject:</b> Call Trace Procedures for Nuisance, Harassing, and Threatening Telephone Calls	<b>Number:</b> 720.6 Amended
<b>Date:</b>  April 25, 2016	<b>By Direction of:</b>  Sharon P. Minnich, Secretary of Administration
<b>Contact Agency:</b> Office of Administration, Office of Human Resources and Management, Bureau of Employee Benefits and Services, Telephone 717.787.8575	

**This directive establishes policy, responsibilities, and procedures for commonwealth employees concerning procedures to trace or trap nuisance, harassing and threatening telephone calls and fax transmissions received in the workplace. Marginal dots are excluded due to major changes.**

1. **PURPOSE.** To establish policy, responsibilities, and procedures to trace or trap nuisance, harassing, and threatening telephone calls or fax transmissions received in commonwealth facilities.
2. **SCOPE.** This directive applies to all departments, boards, commissions, and councils (hereinafter referred to as "agencies") under the Governor's jurisdiction in commonwealth-owned and leased buildings and worksites.
3. **OBJECTIVE.** To provide instructions for responding to nuisance, harassing, and threatening telephone calls or fax transmissions received in commonwealth-owned and leased buildings in order to enhance the safety and well-being of the workplace.
4. **DEFINITIONS.**
  - a. **Call Trace (Touch Tone \*57).** A telephone feature used to trace the last incoming call to a telephone or fax machine before another call is initiated or received. Upon completion of a successful trace, the caller's telephone number and the date and time of the call are recorded.
  - b. **Harassing Calls.** Telephone calls or fax transmissions which are menacing in nature and are designed to intimidate or seriously upset the called party.

- c. **Manual Call Trap.** A telephone feature pre-programmed by the telephone company to trap call information received by a telephone or fax machine in the event Call Trace is not available. Once the trap has been placed on the receiving telephone or fax line, and the recipient has reported the date and time of the telephone call or fax transmission, the Unlawful Call Center can search their system for the reported call.
- d. **Nuisance Calls.** Telephone calls or fax transmissions which are non-threatening in nature, but are reoccurring and annoying.
- e. **Telecommunications Management Officer (TMO).** A commonwealth employee designated by the agency head to oversee the telecommunication services within an agency and/or worksite.
- f. **Threatening Calls.** Telephone calls or fax transmissions threatening bodily harm to a called party or physical damage to commonwealth equipment/worksite.
- g. **Unlawful Call Center (UCC).** Located within the commonwealth's telecommunications carrier, the UCC handles unlawful and unwanted telephone calls and fax transmissions.
- h. **Verizon COPA Service Desk (VCSO).** Located within the commonwealth's telecommunications carrier, Verizon, the VCSO is the point of contact for initiating a Call Trace or Manual Call Trap.

## 5. POLICY.

- a. Commonwealth agencies shall not tolerate nuisance, harassing or threatening calls.
- b. All employees, managers and supervisors are to be made aware of the procedures outlined in this directive so that they can take appropriate steps to respond to and report these calls.
- c. Employees, managers and supervisors who misuse the Call Trace or Manual Call Trap procedures and/or are found to have perpetrated a nuisance, harassing or threatening call may be subject to disciplinary action, up to and including termination from employment. Violators may also be subject to appropriate legal action.

## 6. RESPONSIBILITIES.

- a. **Agency Heads** shall:
  - (1) Designate an individual to serve as the point of contact who can respond to incidents involving nuisance, harassing, or threatening calls and ensure that this individual's name is known to agency employees, managers and supervisors. This person may be the TMO or other administrative staff.
  - (2) Develop agency response and reporting procedures that integrate with *Management Directive 205.33, Workplace Violence, and Manual 505.6, An Agency Guide to Workplace Violence Prevention and Response.*

- (3) Ensure that all employees, managers, and supervisors are aware of the policies and procedures regarding the use of Call Trace or Manual Call Trap.

**b. Supervisors/Managers shall:**

- (1) Ensure that all employees are aware of and understand the policies and procedures regarding the use of Call Trace or Manual Call Trap.
- (2) Provide appropriate dialing procedures to employees in those offices that have an Electronic Key or PBX System.
- (3) Inform employees who have been the recipients of a harassing or threatening call of the services available through the State Employee Assistance Program (SEAP). Reference *Management Directive 505.22, State Employee Assistance Program* and *Manual 505.3, State Employee Assistance Program*.
- (4) Notify appropriate management staff when a nuisance, harassing or threatening call is received.
- (5) In conjunction with the employee and appropriate management staff, determine if any safety measures should be implemented in the workplace in response to a harassing or threatening call.
- (6) Inform the employee that information regarding the origin of calls being trapped or traced will be provided only to law enforcement, and that no information will be provided to the employee.
- (7) Support and assist the employee in following through with law enforcement, if appropriate.
- (8) Follow the steps described in Section 7., Procedures, of this directive should they be the recipient of a nuisance, harassing or threatening call.

**c. Employees shall:**

- (1) Be familiar with the policies and procedures regarding the use of Call Trace or Manual Call Trap.
- (2) Follow the steps described in Section 7., Procedures, of this directive should they be the recipient of a nuisance, harassing or threatening call.

**7. PROCEDURES.**

**a. Upon receipt of a nuisance call, the recipient shall:**

- (1) Instruct the caller to cease calling.
- (2) Notify his/her supervisor of the call.

- (3) If the nuisance calls continue, follow the steps described in Section b. below.
- b. Upon receipt of a harassing call or continued receipt of nuisance calls, the recipient shall:
  - (1) Instruct the caller to cease calling.
  - (2) Annotate the time of the call, the phone number dialed by the harassing individual, and any caller ID information the recipient has access to.
  - (3) Initiate a Call Trace as described in Section e. below.
- c. Upon receipt of a threatening call which is a bomb threat, the recipient shall:
  - (1) Follow the procedures found in *Management Directive 720.7, Bomb Threats and Suspicious Packages*.
  - (2) Annotate the time of the call, the phone number dialed by the threatening individual, and any caller ID information the recipient has access to.
  - (3) Initiate a Call Trace as described in Section e. below.
- d. Upon initial receipt of a threatening call which is not a bomb threat, the recipient shall:
  - (1) Annotate the time of the call, the phone number dialed by the threatening individual, and any caller ID information the recipient has access to.
  - (2) Initiate a Call Trace as described in Section e. below.
- e. Initiating a Call Trace:
  - (1) Hang up the telephone or disconnect the fax transmission.
  - (2) **Immediately** pick up the telephone again or activate the fax machine and dial the trace code (Touch Tone \*57) and then hang up. This action initiates a trace of the last call, so it must be performed before dialing any other numbers and before another call is received.
- f. After completing the Call Trace procedure, the recipient shall report the call and all relevant call detail information to the supervisor/manager and the agency TMO.
- g. The supervisor/manager shall notify other appropriate management staff, including Labor Relations, Safety/Security, and the Workplace Violence Coordinator, as well as the appropriate law enforcement agency.
- h. As directed by the supervisor/manager or TMO, the recipient shall report the call to the VCSD at 1-877-302-7366 and state that a Call Trace was performed.

- (1) The VCSD will immediately open a trouble ticket and transfer the call to the UCC.
- (2) The VCSD will also engage Unify or other telecommunication partners via a ticket process and work in parallel as appropriate to address the situation.
  - i. If the Call Trace feature does not work or is not available, a Manual Call Trap shall be initiated. The recipient shall contact the VCSD at 1-877-302-7366 to request a Manual Call Trap for the specific telephone or fax number which received the call. When the trap has been placed on the line, and the recipient has reported the date and time of the call, the UCC can search its system for the reported call.
  - j. The recipient shall immediately prepare a written description of the call to include specific information related to the call and the activation of the Call Trace or the Manual Call Trap, and provide the documentation to appropriate management staff.
  - k. The recipient may choose to file a complaint with the appropriate law enforcement agency. Management will support and assist the employee, as appropriate.
  - l. In cases where the call contains a threat to commonwealth property, management will contact the appropriate law enforcement agency.

**This directive replaces, in its entirety, *Management Directive 720.6*, dated September 28, 2005.**