

Saints Peter and Paul Catholic Primary School



Health, Safety and Welfare Policy

Agreed by Governors March 2021

Date for Review March 2022

Signed *J Mowley*

Saints Peter And Paul Catholic Primary School

Health, Safety and Welfare Policy

1 Introduction

1.1 The health, safety and welfare of all the people who work or learn at our school are of fundamental importance. We aim to provide a safe, secure and pleasant working environment for everyone. The governing body, along with the LA, takes responsibility for protecting the health and safety of all children and members of staff.

It is in the intention of the Governors that for health and safety purposes the school will operate within the structure and framework of KMBC and will apply all health and safety instructions and advice issued by the Education Department.

The aim of this statement is:

- [a] to provide a safe and healthy working and learning environment for staff, pupils and visits;
- [b] to ensure staff, pupils and visitors are safe from fear of verbal, physical, abuse and harassment;
- [c] to establish and maintain safe working procedures amongst staff and pupils;
- [d] to ensure the provision of sufficient information, instruction and supervision to include all people working on site and pupils to avoid hazards and contribute positively to their own safety and health at work;
- [e] to allow access to health and safety training as and when provided;
- [f] to formulate effective procedures for use in case of fire and other emergencies and for evacuating the school premises;
- [g] to lay down procedures to be followed in case of an accident; and
- [h] to provide and maintain adequate welfare facilities.

During the present Covid -19 pandemic all staff, pupils, Governors and visitor at the school must adhere to the Covid 19 risk assessment:

Responsibilities and Duties

THE DUTIES OF THE GOVERNING BODY

The Governing Body, in consultation with the Head, shall:

- [a] make itself familiar with the requirements of the Health and Safety at Work Act 1974 and any other health and safety legislation and codes of practices which are relevant to the work of the school, in particular the Management of Health and Safety at Work Regulations 1999;
- [b] ensure that there is an effective and enforceable policy for the provision of health and safety throughout the school;
- [c] ensure the policy considers building and people issues;
- [d] periodically assess the effectiveness of this policy and ensure that any necessary changes are made;
- [e] identify and evaluate all risks relating to accidents, health and school activities [including work experience];
- [f] identify and evaluate all risks relating to incidents of violence and aggression; and
- [g] identify and evaluate risk control measures in order to select the most appropriate means of minimising risk to staff, pupils and others.

In particular the Governing Body undertakes to provide:

- [a] a safe place for staff and pupils to work including safe means of entry and exit;
- [b] plant, equipment and systems of work which are safe;
- [c] safe arrangements for the handling, storage and transport of articles and substances;
- [d] safe and healthy working conditions which take account of all appropriate statutory requirements, codes of practice and guidance;
- [e] supervision, training and instruction so that all staff and pupils can perform their school-related activities in a healthy and safe manner. All staff will be offered the opportunity to receive health and safety training which is appropriate to their duties and responsibilities and which will be given before an employee commences any relevant work. Where training is required by statute or considered necessary for the safety of staff, pupils and others then the governing body will ensure, within the financial resources available, that such training is provided. Pupils will receive such training as is considered appropriate to the school-related activities which they are carrying out. All training will be regularly updated;
- [f] necessary safety and protective equipment and clothing together with any necessary guidance;
- [g] adequate welfare facilities; and
- [h] adequate facilities for ensuring the health and safety and welfare of those with additional or individual needs.

So far as is reasonably practicable the governing body, through the Head, will make arrangements for all staff, including temporary and voluntary staff and helpers and those on fixed term contracts, to receive comprehensive information on:

- [a] this policy;
- [b] all other relevant health and safety matters; and
- [c] the instruction and training that will be given to all employees so that they may carry out their duties in a safe manner without placing themselves or others at risk.

A Health, Safety, Resources and Personnel Committee, which is a subcommittee of the main Governing Body will bring together key personnel to examine the health and safety management arrangements within the school. The group will report to the Governing Body by means of regular updates and produce a health and safety return once per year for submission to the Corporate Health and Safety Team.

The Duties of the Headteacher

The overall responsibilities for all school, health and safety organisation rests with the Headteacher who shall:

- [a] Set up arrangements in the school to cover all Health and Safety legal requirements.
- [b] Produce a written statement of those arrangements and to bring it, and the Council's, statement to the attention of all staff.
- [c] Be available to any member of staff to discuss Health and Safety problems not solved at a lower level or through the established arrangements.
- [d] To report to the Education Department those instances where the Head's executive authority does not allow the elimination or reduction to a satisfactory level of a hazard, but to take all necessary short term measures to avoid danger pending rectification.

- [e] To be available to appointed safety representatives and to co-operate with them as far as is reasonable in their efforts to carry out their functions. To receive written reports from safety representatives and respond in writing within a reasonable time.
- [f] To ensure that a system is established for the reporting, recording and investigating of accidents and that all reasonable steps are taken to prevent recurrences.
- [g] To review from time to time:
 - [i] the provision of first aid in school (List of First Aiders – Appendix 1)
 - [ii] the emergency regulations
- [h] To review regularly the dissemination of safety information concerning school.
- [i] Recommend necessary changes and improvements in welfare facilities.
- [j] Report termly to governors' Health and Safety meeting on safety procedures of the school.

The Duties of all Employees

The Health and Safety at Work Act 1974 states:

“It shall be the duty of every employee while at work to take reasonable care for the health and safety of himself/herself and of any other persons who may be affected by his/her acts or omissions at work.”

All staff are to pursue the objectives of the Council in respect of Health and Safety.

All employees are expected:

- [a] To know the special safety measures and arrangements to be adopted in their own working areas and ensure they are supplied.
- [b] To observe standards of dress consistent with safety and/or hygiene.
- [c] To exercise good standards of housekeeping and cleanliness.
- [d] To know and apply emergency procedures in respect of fire and first aid.
- [e] To use and not wilfully misuse, neglect or interfere with things provided for his/her own safety and/or the safety of others.
- [f] To co-operate with other employees in promoting improved safety measures in their school.
- [g] To co-operate with the appointed safety representative and the enforcement officer of the Health and Safety Executive or Public Health Authority.

Responsibilities for Health and Safety

In addition to the responsibilities outlined in the main job brief the Headteacher shall:

- [a] Co-ordinate the whole school programme of Health and Safety by ensuring full consultation and participation of all staff, through appropriate meetings and consultation.

- [b] Carry out regular inspections of the school and inform the appropriate authorities of any problems/deficiencies and ensure that the appropriate officer is advised of any necessary action.
- [c] Set up and administer the system for reporting, recording and investigating accidents and take all reasonable steps to prevent recurrences. Report as necessary to LA/appropriate office [see guidance on reporting accidents].
- [d] Disseminate safety information within the school.
- [e] Ensure that new employees are briefed about safety arrangements and are given a copy of the school's statement and the opportunity to read it.
- [f] Ensure that effective arrangements are in force to facilitate ready evacuation of the buildings in case of fire or other emergency and that fire-fighting equipment is available and maintained.
- [g] Ensure that all visits are informed of any hazards on site of which they may be unaware. To ensure that consideration is given to the possibilities of maintenance work affecting staff and pupils.
- [h] To organise and record evacuation drills and have special regard for the evacuation of physically handicapped pupils.
- [i] Liaise, through the Governors Health and Safety Meeting, when appropriate with the Site Manager and senior staff.
- [j] Liaise with SLT to provide appropriate training for staff in health and safety areas.
- [k] The Headteacher is the 'appointed person' to take charge of a situation involving injury or illness. In her absence the next most senior member of staff on call assumes the responsibility. (Deputy Head teacher/Assistant Head teacher/members of SLT)

Teaching and Non-Teaching Staff Posts of Responsibility

These staff:

- [a] Have a general responsibility for the application of the LA's and school's safety policy to their own departments or area of work and are directly responsible to the Head for application of safety measures and procedures within the department/area of work.
- [b] Shall, where necessary, establish and maintain safe working procedures including arrangements for ensuring as far as reasonably practical, safety and absence of risk to health in connection with the use, handling, storage and transport of articles and substances [eg chemicals, boiling water, paper cutters].
- [c] Shall deal with any Health and Safety problems referred to them by a member and refer to the Head or Safety Representative of any of these problems they cannot resolve.
- [d] Shall carry out a regular safety inspection of the activities for which they are responsible and where necessary submit a report to the Head [copy for Safety Representative].

- [e] Shall ensure as far as is reasonably practicable the provision of sufficient information, instruction, training and supervision to enable other employees and pupils to avoid hazards and contribute positively to their own safety and health at work.
- [f] Shall where appropriate seek advice and guidance of the relevant adviser or officer of the LA.
- [g] Shall propose to the Head requirement for safety equipment.

Responsibilities of Class Teachers and HLTA's

Teachers/HLTA's have the responsibility for the safety of pupils when they are in their charge. This responsibility cannot be delegated to a student teacher.

If for any reason a teacher/HLTA considers he/she cannot accept this responsibility he/she should discuss the matter with the Head.

Class teachers/HLTA's are expected:

- [a] To exercise supervision of the pupils and to know the emergency procedures in respect of bomb scare, (appendix 2 and 3) fire procedures and first aid.
- [b] To know the special safety measures to be adopted on their own teaching areas and to ensure that they are applied.
- [c] To give clear instructions and warnings as often as necessary.
- [d] To follow safe working procedures personally.
- [e] To call for protective clothing, goods, special safe working procedures etc where necessary.
- [f] To regularly check all equipment, furniture and their environment [heating, lighting etc] and to report any defects to the Health and Safety Representatives/Site Manager.

Responsibilities of the Site Manager

In addition to the responsibilities in his job description, the Site Manager shall:

- [a] Carry out regular inspections of the school and grounds and inform the Headteacher/ Health and Safety representative of any problems/deficiencies. He must carry out the appropriate action to rectify the deficiency or contact the appropriate officer and ensure the work is carried out.
- [b] Keep a record of all such remedial work and requests for maintenance, giving a copy to the Administration Officer.
- [c] Fulfil all the necessary precautions regarding maintenance and cleaning duties including COSHH regulations, Legionella and electricity at work regulations.
- [d] Work with the Health and Safety representative and Headteacher to ensure a safe, secure environment.

- [e] Maintain and inspect all fire equipment, alarms and precautions as laid down in the 'Fire' Book.
- [f] Have responsibility for hygiene of toilet facilities throughout the school.
- [g] Ensure all outside contractors have reported to the Site Manager and liaise with the Health and Safety Officer and Headteacher. Discuss the nature of work and any risks to pupils/staff. Appraise outside contractor of any hazards in the area of work.
- [h] Ensure that all outside contractors receive the school's Health and Safety guidelines applying to contractors and confirm that they will comply with these regulations by signing the sheet available at the main desk.

The Children

The pupils are expected:-

- [a] To exercise personal responsibility for the safety of self and other pupils.
- [b] To observe standards of dress consistent with safety and/or hygiene [this includes the 'jewellery' school rules].
- [c] To observe all safety rules of the school and in particular the instructions of teaching staff given in an emergency.
- [d] To use and not wilfully misuse, neglect or interfere with things provided for his/her safety.

Visitors

Regular visitors and other users of the premises should observe the safety rules of the school. In particular parents helping out in school should be made aware of health and safety arrangements applicable to them by the teacher to whom they are assigned.

Inspection/Premises/Housekeeping

- [a] All employees are expected to exercise good standards of housekeeping and cleanliness.
- [b] The Health and Safety representative will carry out regular inspections of the school and inform the Headteacher/Site Manager if appropriate, of any problems/deficiencies and ensure that the appropriate officer is notified.
- [c] Staff in posts of responsibilities have responsibility for their own department/areas of work and should carry out regular safety inspections.
- [d] Class teachers should regularly inspect their working areas and any equipment/ furniture in use.
- [e] The Site Manager is responsible for weekly inspections of buildings and grounds and should report to the Headteacher if it is not possible to use the LA procedure or if the situation is serious/an emergency.

2 The school curriculum

2.1 We teach the children about health and safety in order to equip them with the skills, knowledge and understanding to enable them to live positive, successful and healthy lives. Teachers take every opportunity to educate children in this regard in the normal school curriculum. For example, in the geography curriculum - a unit of work, 'People who help us' deals with the work of the police and fire service. Through this topic we teach children about the danger of fire, and how to avoid accidents. Through the science curriculum we teach children about hazardous materials, and how to handle equipment safely.

2.2 We teach children respect for their bodies, and how to look after themselves. We discuss these issues with the children in PSHE lessons and we reinforce these points in design technology, where children learn about healthy eating and hygiene. We also show them how to move and play safely in PE lessons.

2.3 Health and safety issues also arise when we teach care for the environment and awareness of the dangers of litter. Key Stage 2 children receive sex and drugs education. (See the Drugs Education Policy and the Personal Relationships Policy.)

2.4 Our school promotes the spiritual growth and welfare of the children through the RE curriculum, through special events such as harvest festivals, and through the daily act of collective worship.

2.5 Each class has the opportunity to discuss problems or issues of concern with their teacher. Teachers use circle time to help children discuss and overcome any fears and worries that they may have. Teachers handle these concerns with sensitivity.

3 School meals

3.1 Our school provides the opportunity for children to buy a meal at lunchtimes. If parents are in receipt of income support, they may claim free school meals for their children. We do all we can to ensure that the meals provided have a suitable nutritional value, in line with the requirements of the School Standards and Framework Act of 1998. Foundation Stage pupils and Ks1 pupils receive a free school meal each day as part of the universal Free school meal offer.

3.2 If children choose to bring their own packed lunch, we provide them with a suitable place to eat their lunch, and we supervise them during this time. We ask parents to adhere to the Packed Lunch guidelines, drawn up in partnership with staff, pupils and parents. See below

3.3 Our school promotes a healthy lifestyle. As sweets can damage children's teeth, we do not allow sweets/chocolate bars to be eaten in school. As part of Healthy School, we developed a guide to school packed lunches as follows;

PACKED LUNCH GUIDELINES

We have gathered opinions from the pupils, teachers, governors, parents and staff – as well as taking advice from Knowsley School 4 Health team.

We have tried to create guidelines which will provide the children with a healthier packed lunch across the course of the week, and split choices of foods into two criteria; essential and desirable options.

<u>Essential</u>	<u>Desirable</u>
The choices below must be in children's lunchboxes everyday	The following list can be added to the essential list to provide healthy packed lunches across the course of the week. <u>Choose 2 each day;</u>

Sandwiches	Small bag of crisp
Savoury snacks eg sausage roll	Small cake
Pasta	Biscuit bar
Fruit	yogurt
Vegetables	jelly
Water	
Flavoured water	
Pure juice	
<u>The following items are not allowed in lunchboxes</u>	
Fizzy drinks	
Any Juice such as; Ribena, Capri sun, Fruit Shoots, Sunny D	
Chocolate bars eg Mars Bars, Twix, Snickers, Milky Way etc	
Any Sweets	

If these products are brought into school children will be offered a school alternative.

In class only fresh water is allowed, School water bottles must be clear in colour to display the contents inside and must have a sports cap lid.

4 School uniform

4.1 It is our school policy that all children wear the school uniform when attending school (with the exception of agreed "non-uniform days", or when participating in a school-organized event outside normal school hours. We agree the requirements for school uniform with parents and we review these regularly.

4.2 We always have a sensitive approach where the issue of regulations regarding uniform conflict with any child's religious or cultural beliefs. We have drawn up the regulations regarding school uniform with due regard to issues of equal opportunity and sex discrimination.

4.3 It is the responsibility of the headteacher to ensure that the school uniform policy is enforced. It is not our school policy to exclude children from the school if they, for whatever reason, do not have the proper school uniform.

4.4 We ask parents to equip their children with the necessary uniform and school equipment, so that they are able to participate fully in all school activities. If a child repeatedly attends school without the correct uniform, we will inform parents and request that they make sure their child leaves home with the proper uniform. If a parent is in financial difficulties, - our school will do all it can to support the parent We ask parents not to send their child to school with 'extreme' hairstyles or the sort of appearance that is likely to cause them to draw attention to themselves. We ask parents to discuss any issues relating to their child's appearance if this is influenced by religious belief.

4.5 On grounds of health and safety we do not allow children to wear jewellery in our school. The exception to this rule is small earrings - studs in pierced ears and /or a watch.

Uniform

Pale blue shirt

School tie

School cardigan / jumper with logo

Grey Skirt / pinafore / school trousers

Shoes

Sensible black shoes

Black / grey / white / royal blue socks

Accessories

Royal Blue bobbles/ ribbons/ headbands

No jewellery except a watch or small stud earrings.

Summer Uniform→ after Easter Summer Term

Royal blue and White Summer dress

Pale Blue Polo shirt, with school badge / trousers, long or short / skirt

5 Child protection

5.1 There is a named person responsible for child protection in the school. This is Sheila Murphy, Joanna Mousley, Headteacher and Ronni O'Keefe is a Deputy Safeguarding officer.

5.2 If any teacher suspects that a child in their class may be the victim of abuse, they should immediately inform the named person about their concerns.

5.3 The school's named child protection officer works closely with social services and the Area Child Protection Committee (ACPC) when investigating such incidents. We handle all such cases with sensitivity and we place paramount importance on the interests of the child.

5.4 We require all adults employed in school to have their application vetted through police records in order to ensure that there is no evidence of offences involving children or abuse.

6 School security

6.1 While it is difficult to make the school site totally secure, we will do all we can to ensure the school is a safe environment for all who work or learn here.

6.2 We require all adult visitors to the school who arrive in normal school hours to sign the visitors' book in the reception area, and to wear an identification badge at all times whilst on the school premises. Staff sign in of a morning and sign out when they leave school.

6.3 Teachers will not allow any adult to enter their classroom if the school visitor's badge does not identify them.

6.4 If any adult working in the school has suspicions that a person may be trespassing on the school site, they must inform the headteacher immediately. The headteacher will warn any intruder that they must leave the school site straight away. If the headteacher has any concerns that an intruder may cause harm to anyone on the school site, s/he will contact the police.

7 Safety of children

7.1 It is the responsibility of each teacher to ensure that all curriculum activities are safe. If a teacher does have any concerns about pupil safety, they should draw them to the attention of the headteacher before the activity takes place.

7.2 We do not take any child off the school site without the prior permission of the parent.

7.3 If an accident does happen, resulting in an injury to a child, the teacher will do all s/he can to aid the child concerned. We keep first aid boxes in the main school office, in Nursery and Foundation Stage classroom 1. There are also first aid boxes in the KS1 and KS2 departments. Some staff have been trained in first aid, please refer to the list of names as Appendix 1.

7.4 Should any accident involving serious injury to a child take place, one of the above-mentioned members of staff will be called to assist. If necessary, the school staff will telephone for emergency assistance. This will be recorded in pupil accident books. We contact the parents through the emergency telephone number that we keep on the school files.

7.5 We record all incidents involving minor injury in the school First Aid file. If a child has a minor injury, one of the above-mentioned First Aiders will be called to assist. We inform parents in all cases, either by a bumped head letter, accident slip or verbally at the end of the day. For incidents such as bites or severe bumps to heads suspected breaks we contact parents immediately.

8 Seat belts

8.1 We only use coaches and mini-buses where seat belts are provided. We instruct the children to use seat belts at all times when the bus is moving.

9 Theft or other criminal acts

9.1 The teacher or headteacher will investigate any incidents of theft involving children.

9.2 If there are serious incidents of theft from the school site, the headteacher will inform the police and record the incident in the incident book.

9.3 Should any incident involve physical violence against a teacher, we will report this to the Health and Safety Executive and support the teacher in question if he or she wishes the matter to be reported to the police.

10 Monitoring and review

10.1 The governing body has a named governor with responsibility for health and safety matters; presently it is Matty Pendergast. It is this governor's responsibility to keep the governing body informed of new regulations regarding health and safety, and to ensure that the school regularly reviews its processes and procedures with regard to health and safety matters. This information will be shared at the termly Governor's Health and safety meeting. The governor in question also liaises with the LA and other external agencies, to ensure that the school procedures are in line with those of the LA.

10.2 The governing body, in consultation with professional advisors, carries out regular risk assessments to ensure that the school is a safe environment.

10.3 The headteacher implements the school health, safety and welfare policy on a day-to-day basis, and ensures that all staff are aware of the details of the policy as it applies to them.

10.4 The headteacher reports to governors termly at the Governor's Health, safety, resources and Personnel Committee meeting on health and safety issues.

10.5 This policy will be reviewed at any time at the request of the governors, or at least once every year.

Bomb Threat Guidance

Purpose of this Guidance Note

This guidance note sets out a summary of the actions schools should take if they receive a bomb threat or hoax. Such incidents are rare but they do happen and when they do, they are hugely disruptive and more often than not lead to full-school evacuations and occasional school closures.

The great majority of bomb threats are, indeed, hoaxes, designed to cause alarm and disruption. Terrorists or other organised groups may also make bomb threat hoaxes to intimidate the public, businesses and communities, to draw attention to their cause. While bomb threats may be made by phone, an increasing number are sent electronically by email or social media. What all bomb threats have in common is that they amount to a criminal offence (Section 51 of the Criminal Law Act 1977 and Section 1 of the Malicious Communications Act) and should be reported to the police.

The bomb threat message

Precise motives for hoaxing are difficult to determine but may include revenge, extortion, a desire to impress – the intent is to cause fear and/or disruption for the victim.

If you receive a telephone threat you should:

- Stay calm and listen carefully.
- Grab a copy (if you can) of the bomb-threat checklist (appendix 3).
- If possible, keep the caller talking and alert a colleague to dial 999.
- If displayed on your phone, note the number of the caller, otherwise, dial 1471 to obtain the caller's number once the call has ended.
- If the threat is a recorded message, write down as much detail as possible.
- If the threat is received by a text message, do not reply to, delete or forward the message; note the number of the sender and follow police advice.
- Contact HT upon receipt of the threat.

If the threat is delivered face-to-face:

- Try to remember/record as many distinguishing features of the threat-maker as possible.

If the threat is discovered in a written note:

Treat as police evidence and stop other people from touching the item.

If the threat is received via email or social media

- Do not reply to, forward or delete the message.
- Note the sender's email address or social media user name/user ID.
- Preserve all log web files for your school to help the police investigation.

Assessing the credibility of bomb threats

This is a critical task, especially if the threat of attack is imminent. In the absence of detailed information, a number of factors should be considered:

- Is the threat part of a series of threats? If so, what happened on the previous occasion?
- Can the location of the attack be established? If so, can the location be made safe?
- Is there a good reason to believe the caller?
- Could an evacuation move people closer to the source of the disruption/attack?
- Is a suspicious device visible at the alleged location?

Actions to consider

Evacuation will be appropriate when directed by the police or it is reasonable to assume that the threat is credible and evacuation will move staff and pupils towards a safer location.

Invacuation will be appropriate when it is safer to remain inside a classroom or the school (e.g. in the school hall), away from walls and windows.

Neither of the above will be reasonable and proportionate if the threat is deemed to be implausible (i.e. a deliberate hoax).

Media and communication – avoid revealing details about incidents without consulting the police as this may play into the threat-maker's hands.

-Contact Headteacher or Deputy Head teacher

-Contact police; carry out actions based on Police Advice

ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT

Appendix 3

- 1 Remain calm and talk to the caller
- 2 Note the caller's number if displayed on your phone
- 3 If the threat has been sent via email or social media see appropriate section below
- 4 If you are able to, record the call
- 5 Write down the exact wording of the threat:

When Where What How Who Why Time

ASK THESE QUESTIONS & RECORD ANSWERS AS ACCURATELY AS POSSIBLE

1. Where exactly is the bomb right now?

2. When is it going to explode?

3. What does it look like?

4. What does the bomb contain?

5. How will it be detonated?

6. Did you place the bomb? If not you, who did?

7. What is your name?

8. What is your address?

9. What is your telephone number?

**10. Do you represent a group
Or are you acting alone?**

**11. Why have you placed the
bomb?**

Record time call completed

What gender was the caller?

- Male
- Female

Approximately how old was the caller?

.....

Did the caller use a codeword?

.....

Did the caller have an accent?

.....

Did the caller sound familiar?

.....

What sort of voice did the caller have?

- | | | |
|------------------------------------|--|-------------------------------------|
| <input type="checkbox"/> Normal | <input type="checkbox"/> Well spoken | <input type="checkbox"/> Impediment |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Poorly spoken | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Quiet | <input type="checkbox"/> Deep | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Whispered | <input type="checkbox"/> High pitched | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Clear | <input type="checkbox"/> Hoarse | <input type="checkbox"/> Other |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Nasal | |

At what pace did the caller speak?

- | | | |
|---------------------------------|--------------------------------|-------------------------------|
| <input type="checkbox"/> Normal | <input type="checkbox"/> Quick | <input type="checkbox"/> Slow |
|---------------------------------|--------------------------------|-------------------------------|

What manner did the caller have?

- | | |
|-----------------------------------|-------------------------------------|
| <input type="checkbox"/> Normal | <input type="checkbox"/> Rational |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Irrational |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Irritated |
| <input type="checkbox"/> Laughing | <input type="checkbox"/> Muddled |
| <input type="checkbox"/> Upset | <input type="checkbox"/> Other |
| <input type="checkbox"/> Angry | |

Were there any distinguishable background noises?

Notes:
