



CODE BLACK – Bomb Threat/Threat to LACGH

Approved by: Administration

Effective Date: June 1, 2017

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Department(s) All

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POLICY

“**CODE BLACK**” is to be used when a bomb and/or extortion threat is made via telephone, in writing or by any other means. This also includes finding a suspicious item etc... on site which cannot be explained or the owner identified.

In the event of a situation involving a bomb threat within the Hospital or on Hospital grounds, the “**CODE BLACK**” procedure will be activated. A “**CODE BLACK**” will also be called if a suspicious Item is found to be on premises. In this situation, staff are cautioned when investigating a suspicious Item.

PURPOSE

To ensure the protection of patients/residents, visitors, staff, and property during a bomb threat situation, while providing a thorough and efficient mechanism for searching the hospital premises. Only announce the “**CODE BLACK**” over the PA system if a search for a bomb is required.

PROCEDURE:

METHODS BY WHICH A BOMB THREAT/THREAT CAN BE MADE:

TELEPHONE OR VERBAL :

If a bomb threat/threat is received by telephone or in person, the person receiving the call should:

- Listen carefully.
- Attempt to get the attention of other staff as soon as possible – If able, provide a note that states “**CODE BLACK**” so the Hospital can begin procedures immediately before the call ends.
- Make notes as the caller talks. If possible, use the “**CODE BLACK – Bomb Threat Report Form**” (Appendix I) but **DO NOT** ask the person to wait while searching for a pen, paper or the report. It is recommended that each Department keep a copy of the Caller Report next to their phone.
- Be calm and courteous.
- Do not interrupt the caller.
- Attempt to keep the caller talking as long as possible so the maximum amount of information can be obtained and recorded.



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DOCUMENTATION:

During or immediately after the conversation, the person receiving the threat should use the “**CODE BLACK – Bomb Threat Report Form**” (Appendix I) to try to record as much of the following information as possible to assist the Police:

- date, time and approximate length of the call;
- the exact wording of the threat;
- any identifying characteristics of the caller (i.e., sex, estimated age, accent, tone of voice, speech, manner, mannerisms);
- anything familiar about the voice;
- any background noises;
- whether the caller seemed to be familiar with the area or building;
- on which line the call was received; caller ID message.

WRITTEN THREAT:

If a note or letter is received, the document must be handled very carefully in order to preserve any evidence.

- The note or letter should not be handled, rather put in a large envelope and handed over to the Police.
- If the note/letter arrived in an envelope, this too should be secured.
- If the note/letter was hand-delivered, the person who accepted the note/letter should be contacted for questioning as to what he/she can recall of the deliverer. The “**CODE BLACK – Bomb Threat Report Form**” (Appendix I) can be used to record information in this situation.

RESPONSIBILITIES:

Person Receiving Threat

Once a bomb threat has been received and documented, the person receiving the threat will become the Incident Manager and will manage the Bomb Threat until the arrival of Administrator/Admin on-Call. She/he will call together all personnel in key roles to manage the incident. If a Bomb Threat occurs after hours or at a time when there are a limited number of key personnel available, she/he may initiate the Key Personnel Fan out and/or the Hospital Fan out.



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Incident Manager

- Announce overhead using PA system by dialling 781 and announce “**CODE BLACK**” or have switchboard announce overhead if indicated as each decision will be fact driven based on nature of threat.
- Immediately contact Police/Fire by calling 911. During off hours, notify the Admin On-call. Document the details of the call.
- Gather together members of the Incident Management Team (“**IMT**”), as appropriate, assign roles and responsibilities (following the Incident Management System (“**IMS**”) procedure) and proceed to the location of the Command Centre. Location to be the Airhart Conference Room unless otherwise stated.
- Consider if a Lockdown or the Limited Access should be activated.
- Assign a Liaison Officer to communicate with the Police, Fire Department and report all information to the Incident Manager.
- Assign a Logistics Officer to ensure access to the building is controlled and participate in any searches that are ordered.
- Assign an Operations Officer to ensure that the organizations “Core Business” continues as appropriate and assist the Incident Manager in developing objectives and strategies.
- Other members of the IMS will be assigned roles and duties, as required, by the Incident Manager.
- Have regular communication with emergency services through the Liaison Officer who will determine the most appropriate search protocol to be used under the circumstances with the Police and Fire Departments direction.
Note: Once the Police and Fire Departments are on site, they assume control of the search.

Switchboard

- At the direction of the Incident Manager, announce “**CODE BLACK**” over the PA. The announcement will be made three times. If a search is to be conducted, this will also be stated.
- Notify the Police/Fire by calling 911.

Staff

- Stop what they are doing (if possible) remain in their area or report back to their area, and follow instructions as delivered over the P.A. system or by their Manager/Supervisor.
- **DO NOT USE ELEVATORS.**



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- Conduct an immediate search of their area and notify their Manager/Supervisor of search results/findings.
- **Remain calm.** Patients/residents and visitors should **NOT be informed** of what the “**CODE BLACK**” means however, if they become aware, staff should attempt to calm and reassure patients/residents/visitors.
- The Manager/Supervisor or delegate from each unit will proceed to the Command Centre to receive direction from the Incident Manager.
- Logistics Officer will restrict access of visitors at entrances. Other staff will post signage temporarily restricting Visitors
- The Security Officer (usually the Facilities and Maintenance Manager/delegate) will ensure that all entrances, other than the Emergency Entrance, are locked with appropriate signage posted.

SEARCH PROTOCOL:

The Incident Manager and Security Officer will work with the Police and Fire Departments to determine the most appropriate search protocol to be used.

With regard to searches, there are two options:

1. A general search by staff, however patient/resident care shall continue; or
2. A comprehensive search involving all levels of staff. One person on each unit shall be assigned to continue with patient/resident care. The remaining staff will continue with the search of the area.

Once the Incident Manager, the Police and Fire Departments have decided on a search protocol, staff will be informed as to their involvement.

SEARCH GUIDELINES:

1. Once the search is called, employees should stop, listen and look for anything suspicious.
2. If at all possible, searchers will be alerted to what they are looking for.
3. The search will be conducted in a manner that is calm and as least disruptive as possible.
4. If the caller identified the location of the bomb, then search efforts will first concentrate on that location.
5. The searchers should not touch anything that appears suspicious, but should report their findings to their Manager/Supervisor or Delegate who will notify the Incident Manager.



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6. Staff should search their immediate area, since they are most familiar with it. If the bomb exists, it may not look foreign to the environment; it may be hidden inside a common article such as a laundry container, a soiled linen cart or a medication or crash cart.
7. Areas that the public has easy access to should receive early search attention. These areas include public washrooms, waiting areas, cafeteria, lounge and telephone areas.
8. Places of easy concealment should be checked such as large flower pots, decorative planters, freestanding ashtrays, ceiling tiles, and garbage containers.
9. Personal property such as lunch containers, purses, and briefcases that may contain a bomb should be checked. These personal items should be examined and removed by the owners to save the search team time. It is important not to handle any article about which there are doubts.
10. Cabinets, drawers and file cabinets should be unlocked for the search team. Narcotic and drug cabinets should be unlocked, checked and re-locked; they can be unlocked again for inspection by the Police or other members of the search team.
11. Stairwells, lockers, the basement, morgue, and other remote areas should be inspected.
12. Special attention should be given to closed areas, areas under construction, and other unstaffed areas where a bomber could work undetected.
13. Staff can assist the Police by identifying and reporting strange or out-of-place articles but should never approach any suspect item.

AREAS OF RESPONSIBILITY FOR SEARCHING:

Regular Working Hours

Each department is responsible for searching its own area and the areas adjacent to the department (i.e. washrooms, storage areas, lounges, etc.).

Evening/Night/Holiday/Weekend Hours

On evenings, nights, Holiday's and weekends, staff in each area are responsible for searching their own areas and areas adjacent to the department. Incident Manager will delegate responsibility to staff to search areas not staffed during these times.

SUSPICIOUS OBJECTS LOCATED:

If a suspicious object is located:

1. It must never be touched, moved or opened. Patients/residents, staff or others must be evacuated from the area and the area secured to prevent entry into the area. This includes the floors immediately above, below and beside the located device. The Fire Department will assist with determining the specific areas that require evacuation.



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2. It must never be assumed that this is the only device. Continue the search until all areas have been cleared.
3. The Police/Fire Department should be notified immediately including a report of the location and description of the object.
4. Light switches should not be activated, doors slammed, any nearby objects moved or portable radios/cell phones used as they may act as detonation devices.
5. A person with detailed knowledge of the area where the device is located should be available in a safe area to advise Police about the physical layout of the area and any hazardous materials that may be in the vicinity.

REPORTING ON SEARCH STATUS:

It is important that there be timely searches and communication during a “**CODE BLACK**”. Each area search should take no more than 10 minutes. As each area is searched and cleared, the search team must call the Switchboard and notify of all clear. Maintain a record of the calls, the area searched, the time of the call and the name of the caller.

EVACUATION:

The decision to evacuate will be made in consultation between the Incident Manager, the Police and Fire Departments. Evacuation will be conducted in accordance with **the CODE GREEN Code Green** (Evacuation) Plan. When evacuating persons from the area, they should be removed at least 350 feet from any suspect object or device and sheltered from any post-blast debris or projectiles.

FOLLOW-UP:

Following the resolution of the “**CODE BLACK**”, each employee directly involved with the “**CODE BLACK**”, is responsible for completing the “**CODE BLACK**” Report Form (Appendix I) and forwarding it to the Incident Manager, who will provide all relevant documentation to the Chief Executive Officer. All documentation pertaining to the bomb threat and procedures followed should be forwarded to the Chief Executive Officer.

Note: An Emergency Response form #423 must be completed and submitted to the Director/Manager Responsible for Risk. of Quality.



Appendix I : CODE BLACK – Bomb Threat Report Form

Keep Calm. Do not become excited or excite others.

Time of Call: Received at _____ Terminated at _____

EXACT WORDS OF CALLER: _____

QUESTIONS TO ASK:

1. When is it set to explode? _____
2. Where is it located? _____
3. Kind of Bomb? _____
4. Description? _____
5. Why kill or injure innocent people? _____

DESCRIPTION OF VOICE:

Male Female Nervous Young Old Middle Aged

Rough Refined Accent Speech Impediment (describe) _____

Unusual Phrases: _____

Recognize voice? If so who do you think it was? _____

BACKGROUND NOISE:

Music _____ Running Motor (type) _____ Traffic Whistles Bells

Horns Aircraft Tape Recorder Machinery _____ Other _____

ADDITIONAL INFORMATION

1. Did Caller indicate knowledge of the facility? How? _____
2. What line did the call come in on? Is this listed or unlisted?
3. Is this a night number? If so, whose?
4. What did the call display say?

Signature: _____ Department: _____

Date: _____

FURTHER INSTRUCTIONS

1. Remain calm. Try to get someone else to listen in and record the conversation.
2. Report threat to the OPP & Fire Department, give your name, department & phone number.
3. Do not talk to others about this incident or in any way excite them.
4. Follow any instructions received by your supervisor.
5. If you are ordered to evacuate, take this sheet with you.