

GOOD SAMARITAN SENIORS COMPLEX POLICY AND PROCEDURE

Manual: FIRE and DISASTER	Subject: CODE BLACK – Bomb Threat
Section: C	Effective Date: JUNE 2022
Approved By: Deirdre Britton	Supersede: June 2002, March 2004, June 2012, May 2019, June 2020

APPENDICES:

- Appendix 1 – Code Black Emergency Checklist
- Appendix 2 – Code Black – Post-Emergency Checklist
- Appendix 3 – Bomb Threat Report

POLICY

Good Samaritan Seniors' Complex is committed to providing a safe and healthy environment for everyone.

A Code Black response ("Bomb Threat") is intended to be used for a situation in which a suspicious package/device has been found, and/or a telephone call/other notification has been received by the facility in which it is suspected to place the facility and occupants at immediate risk for harm or death; it indicates that the emergency requires response and investigation immediately. Any bomb threat or terrorist threat must be reported immediately to the Administrator or designate and be treated as a critical incident.

"Code Black (Location if known)" will be the designated page used to inform staff in all areas that an emergency is presenting and assistance is required immediately.

BACKGROUND

Bomb threats are most often received in the following ways:

- The Home/Lodge will receive a telephone warning claiming that a bomb has allegedly been planted in the Home/Lodge.
- A letter, email, or social media message addressed and sent to the Home/Lodge containing a bomb threat or a threatening note is delivered to the Home/Lodge.
- Suspicious packages placed within the Home/Lodge.

What is a suspicious package? May present in the following manner:

- Fictitious return address;
- Restrictive markings (personal, etc.);
- Misspelled words;
- Rigid or bulky;
- Crystallization on wrapping;
- No return address; and/or
- Strange odour.

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PROCEDURES

RECEIVING A BOMB THREAT BY PHONE

1. Treat the call seriously, remain calm and courteous and speak in a normal tone. Attempt to prolong the conversation and do not interrupt the caller as this will help in tracing the call by police.
2. Signal another employee using non-verbal cues to report the call to police immediately, request a trace on the call. Do not inform the caller that you have informed the police.
3. To prolong the conversation and extract as much information as possible from the caller, ask the following questions:
 - a. When will the bomb explode?
 - b. Where is the bomb? (Ask for the specific location.)
 - c. What does it look like?
 - d. Why did you place the bomb there?
 - e. What is your name?
 - f. Where are you calling from?

Note: Most callers will not reveal who/where they are but try to obtain this information anyway.

4. Immediately after the phone call, complete the Bomb Threat Report for the police investigation. Fill out as much of the report as possible. Give the Administrator or designate a full account. See Bomb Threat Report, Appendix 3.
 - i. Note: A copy of the Bomb Threat Report must be accessible at all nursing stations, manager offices, and in the Administration office.
5. Document as much of the conversation and background as possible, including:
 - a. Date, time and approximate length of the call
 - b. The exact wording of the threat
 - c. Any identifying characteristics of the caller – sex, estimated age group, accent, voice (e.g., loud, soft, effeminate), speech (fast, slow, nervous), diction (good, nasal, lisp), command of the language (articulate, poor, words out of context, mispronunciation), manner (calm, emotional, vulgar) and mannerisms (pet phrases, uncommon words)
 - d. Anything familiar about the voice

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- e. Any background noises
 - f. Whether the caller seemed to be familiar with the area or building
 - g. What phone line the call was received on.
6. Be alert to subsequent calls of the same nature.

RECEIVING A WRITTEN, MAILED OR ELECTRONIC THREAT

1. Treat all threats seriously.
2. If the threat is written, mailed or dropped off, avoid handling the document to preserve fingerprint evidence.
3. If the threat was sent electronically (email, text, social media etc.):
 - a. Save the message for future reference by the authorities
 - b. Do not forward the message unless requested to do so by authorities
 - c. Do not respond to the message
4. Notify the Administrator or designate, who will notify the police.
5. Give the Administrator or designate a full account of your steps.
6. Complete the Bomb Threat Report for the police investigation. See Appendix 3, Bomb Threat Report.

Note: A copy of the Bomb Threat Report form must be accessible at nursing and reception areas at all times.

7. Follow the Administrator or designate's instructions.

SUSPICIOUS OBJECT/PACKAGE LOCATED OR RECEIVED

1. Do not touch, move or open the object.
2. Do not activate light switches, slam doors or move nearby objects in the area of the suspicious object.
3. Do not use portable radios (walkie-talkies), cell phones or other electronic devices.

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4. Announce a Code Green (evacuation) for that area. Refer to Code Green procedures.
5. Notify the Administrator or designate.

ADMINISTRATOR or DESIGNATE

RECEIVING A BOMB THREAT

1. Use the CODE BLACK Emergency Checklist – Bomb/Terrorism to track actions and log the times of the response.
2. If the caller was not specific as to the location within the home, announce or delegate an employee to announce (repeat three times): “CODE BLACK (HOME/LODGE) – ALL VISITORS AND STAFF, PLEASE TURN OFF ALL CELL PHONES AND OTHER WIRELESS DEVICES IMMEDIATELY. THANK YOU.”
3. If the call identified a specific location within the home, announce or designate an employee to announce (repeat three times): “CODE BLACK (LOCATION) – ALL VISITORS AND STAFF, PLEASE TURN OFF ALL CELL PHONES AND OTHER WIRELESS DEVICES IMMEDIATELY. THANK YOU - CODE GREEN (LOCATION) - PLEASE CALMLY EVACUATE (LOCATION).”

A THREAT TO A SPECIFIC LOCATION

1. If the threat identified a specific bomb location, announce a Code Green for that area and, using a landline phone, notify police services. Refer to Code Green evacuation instructions.
2. Search the evacuated area for unusual or suspicious objects. Coordinate the evacuation and provide instructions to staff as required.

A NON-SPECIFIC THREAT

1. Notify the police.
2. If required, delegate personnel to initiate a staff call-back using the staff phone list.
 - i. Those responding to the staff call-back will report to the Administrator or

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designate for direction.

3. Request additional help, as required, using a landline phone.
4. Provide details of the threat and a map of the Home/Lodge to staff to initiate the search for the bomb in the order given in the checklist, including a grounds search.
6. Search the Home/Lodge area most familiar to you.
8. Assign staff reporting from the staff call-back list to assist in the search, if applicable. Review the information with police to determine additional actions.

TRACING A CALL

1. If the call has not already been disconnected, on another phone line, dial the operator "0" and request a trace on the call. Provide the operator with the number you need traced.
2. Some phone services will have a number that can be dialed immediately after hanging up. If your phone provider offers this service, trace the call and report the number immediately to police.
3. Call the police immediately; give the suspected bomb location and indicate a trace was requested/obtained on the call.
4. If possible, have additional persons listen in on the call.
5. Begin search for bomb.

RECEIVING A WRITTEN, MAILED OR ELECTRONIC THREAT

- i. Notify the police and provide details of the threat. Do not handle a written or mailed threat.
- ii. If the threat identifies a specific location, refer to the procedures above for a Specific Threat Location.
- iii. If the threat did not identify a specific location, refer to the procedures above for a Non-

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Specific Threat.

SUSPICIOUS OBJECT/PACKAGE LOCATED OR RECEIVED

1. Announce Code Green (evacuation) for the area and follow Code Green procedures. Clear and secure the area surrounding the suspicious object to ensure the safety of Residents, staff and others present.
2. Search the relocation area before moving Residents into it.
3. Do not activate light switches, slam doors or move nearby objects in the area of the suspicious object.
4. Do not use portable radios (walkie-talkies), cell phones or other electronic devices.
5. Do not assume there is only one device. Search the entire Home/Lodge.
6. Advise the police of the location and external appearance of the suspicious object/package.
7. Delegate an employee to begin staff call-back notification if additional help is required.

ALL STAFF RECEIVING A BOMB THREAT

1. Turn off cell and wireless phones immediately upon hearing the Code Black announcement.
2. Report suspicious, unusual or unknown items, packages and people to the Administrator or designate.
3. Report to the Administrator or designate for directions on a search.
4. If a specific location is given along with a Code Green, assist in the evacuation.

A THREAT TO A SPECIFIC LOCATION

1. Upon notification of a Code Green (evacuation) following a Code Black, evacuate Residents from the identified area to a safe location and close fire doors.

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2. Once the identified area is evacuated, stay out of the identified area. The police will initiate the search of that area.
3. If you are not involved in or have completed the evacuation, search your own work area.
4. Search the evacuation reception area for any unusual or suspicious objects.

SUSPICIOUS OBJECT/PACKAGE LOCATED OR RECEIVED

1. Do not activate light switches, slam doors or move nearby objects in the area of the suspicious object/package. Do not use portable radios (walkie-talkies), cell phones or other electronic devices.
2. Upon notification of a Code Green (evacuation) following a Code Black, follow Code Green procedures. Begin the evacuation with everyone closest to the device area.

SEARCH TEAMS A NON-SPECIFIC THREAT

1. Each person or team (where searches are in pairs) conducting a search will update the Administrator or designate and check in for further instruction.
2. Searches will include closets, bathrooms, toilets, garbage cans, recycling bins, laundry carts, and medication carts, cabinets, under chairs, tables, and beds. Rooms should be searched in a counter clockwise rotation and from ceiling to floor.
3. Rooms searched must be identified with an indicator.

When the Code Black is deemed to be over by emergency services, the Administrator or designate shall page “Code Black all clear” x3 on the overhead PA system.

POST EVENT DEBRIEFING

The staff, led by the Administrator, will have an informal debrief as soon as possible within the shift that the Code Black occurred to review and assess:

- The effectiveness of the response
- Requirement for additional documentation
- Opportunities for improvement

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POST EVENT DOCUMENTATION:

All persons involved in the Code Black will provide information to the Administrator or designate immediately in order for incident documentation and follow up to be completed;

- If a Resident and/or visitor is injured a Critical Incident report may be required to be sent to the Ministry of Long-Term Care or Retirement Homes Regulatory Authority;
- In the event that a staff is injured, an “employee incident report” must be completed, and a report to the Workplace Safety and Insurance Board may be required if the staff sought medical attention outside of the workplace;
 - In the event of a critical injury to a staff, a report to the Ministry of Labour is required;

References:

Extendicare: Emergency Preparedness and Response Manual, accessed June 13, 2022
<http://scoc.ca/wp-content/uploads/2021/06/2021-01-25-emergency-preparedness-and-response-manual-2021.pdf>

COVENANT HEALTH: CODE BLACK
http://extcontent.covenanthealth.ca/Policies/Code_BLACK_Vegreville_February_2014.pdf

NORTH YORK GENERAL HOSPITAL: CODE BLACK
https://www.nygh.on.ca/data/2/rec_docs/1000_code-black.pdf

SUNNYBROOK HEALTH SCIENCE CENTRE; CODE BLACK
<https://sunnybrook.ca/content/?page=patient-emergprep-code-black>

UNIVERSITY OF WINNIPEG: BOMB THREAT/SUSPICIOUS OBJECT
<https://www.uwinnipeg.ca/emergency-guidelines/workplace/bomb-threat.html>