

JOHN NOBLE HOME Emergency Manual	DIVISION: Emergency CATEGORY: Bomb Threat- Code Black	POLICY NO: 2-A-10
ISSUED BY: Emergency Planning Committee	SUBJECT: Responsibilities of Staff – Code Black Bomb Threat	PAGE NO: 1 of 3

POLICY: The Home shall have a plan for the management of bomb threats to ensure staff is able to activate the plan according to procedure. The Bomb Threat Report (Appendix A) will be kept attached to all telephone lists in all areas of the facility.

PURPOSE: To ensure bomb threats are handled in a safe and efficient method.

PROCEDURE:

Bomb threats are usually received by telephone, but can be received by mail, email, in person, by letter or via police of any other person. The call is usually short in duration and the caller usually refuses to answer questions.

- All threats should be considered valid until proven otherwise.
- Avoid panic and remember to stay calm and keep cool. Write down as much detail as possible.

1. RECEIVING A CALL:

- Do not attempt to transfer the call or put the caller on hold.
- Keep the caller on the line as long as possible.
- Complete Bomb Threat Report, if possible (Appendix A – Attached to all telephone lists in the facility).
- Establish the location of the bomb, if possible.
- Notify the Administrator/designate (RN during non business hours) immediately giving the information provided on the Bomb Threat Report.

RESPONSIBILITY OF ADMINISTRATOR/DELEGATE OR RN UPON REPORTING OF A CALL:

- Report to Command Centre/Front Desk and Dial 911 using a land line only (never use a cell phone or a hands free phone), inform of a bomb threat call and state the name of the facility and the location of the facility.
- Remain at the Command Centre/Front Desk.
- Ensure elevators are locked off.
- Review the Bomb Threat Report.
- Notify the Administrator or delegate (if during non business hours).
- Follow the direction of the Administrator or delegate and Police.

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- In consultation with Police, a further course of action will be determined.
- Evacuation of the building may also be ordered by Police.
- Provide the Police with a copy of the Bomb Threat Report and Search Maps and take direction from the Police
- Instruct Reception or delegate to announce “CODE BLACK PLEASE RESPOND” when appropriate or directed by the administrator/delegate/ Police.
- Assign staff to monitor and control entrance and exit of people to the facility.
- Instruct Switchboard/Clerical Support staff or delegate to announce “CODE BLACK ALL CLEAR” when advised by Administrator/Delegate or Police Department.
- Complete any additional reports required by the Ministry of Health & Long-Term Care Re: Unusual Incident.

2. SUSPICIOUS OBJECT FOUND BY STAFF:

Report the location to your immediate supervisor who will then inform the Administrator/Delegate

DO NOT TOUCH OR MOVE THE OBJECT

- Evacuate residents from the immediate area i.e.: at least three or more adjoining rooms as well as the same area on any floor above or below where the object has been located.
- Section off the suspected area until checked by police.

RESPONSIBILITY OF ADMINISTRATOR/DELEGATE OR RN UPON REPORTING OF A SUSPICIOUS OBJECT:

Report to Command Centre/Front Desk and Dial 911 using a land line only (never use a cell phone or a hands free phone), inform of a bomb threat call and state the name of the facility and the location of the facility.

- Remain at the Command Centre/Front Desk.
- Ensure elevators are locked off.
- Notify the Administrator or delegate (if during non business hours).
- Follow the direction of the Administrator or delegate and Police.
- In consultation with Police, a further course of action will be determined
- Instruct Reception or delegate to announce “CODE BLACK PLEASE RESPOND” when appropriate or directed by the administrator/delegate/ Police.
- Assign staff to monitor and control entrance and exit of people to the facility.
- Instruct Switchboard/Clerical Support staff or delegate to announce “CODE BLACK ALL CLEAR” when advised by Administrator/Delegate or Police Department.
- Complete any additional reports required by the Ministry of Health & Long-Term Care Re: Unusual Incident.

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3. RESPONSIBILITY OF STAFF UPON HEARING CODE BLACK PLEASE RESPOND:

- Upon hearing “CODE BLACK PLEASE RESPOND”, return immediately to your work area.
- Remain on heightened alert in a calm manner
- Avoid alarming residents.
- Prepare for possible evacuation if and when order is given
- Proceed as directed by Administrator/Delegate or Police Department

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BOMB THREAT REPORT



JOHN NOBLE HOME EMERGENCY

Date of call: _____

Questions to Ask:

When is the bomb going to explode?

What is the bomb made of?

Where is it right now?

What does it look like?

Where did you place the bomb?

Why?

What is your address?

What is your name?

Exact Wording of Threat:

Sex of caller:____ Race:_____

Age:_____ Length of Call:_____

Extension at which call received:
_____ Time:_____

DATE: _____

Threat Language:

- _____ Well spoken
- _____ Foul
- _____ Irrational
- _____ Incoherent
- _____ Taped
- _____ Message Read by Threat Maker

BOMB THREAT REPORT

Caller' Voice:	
_____ Calm	_____ Nasal
_____ Angry	_____ Stutter
_____ Excited	_____ Lisp
_____ Slow	_____ Rasp
_____ Rapid	_____ Deep
_____ Soft	_____ Ragged
_____ Loud	_____ Clearing Throat
_____ Laughter	_____ Deep Breathing
_____ Crying	_____ Cracking Voice
_____ Normal	_____ Accent

Call received by: _____

If the voice was familiar, who did it sound like?

Background Sounds:

_____ Street Noise	_____ Machinery
_____ Crockery Noise	_____ Animal Noise
_____ Voices	_____ Music
_____ P.A. System	_____ Static
_____ House Noises	_____ Local
_____ Motor	_____ Long Distance
_____ Booth	_____ Other
_____ Office Machinery	

REMARKS:

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ISSUED BY: Emergency Planning Committee	SUBJECT: Search Guidelines/Maps	PAGE NO: 1 of 1

POLICY: If a general search is to be instituted under the direction of the Police the Administrator/or delegate on duty will provide detailed search maps as available.

PURPOSE:

To ensure that in the event of a Bomb Threat Police are given detailed information on all areas of the Home so that a search can be conducted in a safe and efficient manner.

GUIDELINES:

1. Search maps are located at the Command Centre in the Emergency file holder and can be used to conduct a search. The maps will be provided to the Police and a search will be completed under their direction.
2. Master keys will be made available to Police for opening locked doors and are presently held by **SENIOR ADMINISTRATION/RN**.
3. Maintenance staff on duty will report to the Command Centre to assist Police with any directions required regarding areas of the Home.

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