INTRODUCTION

While most bomb threats do not actually involve an explosive device, we cannot afford to assume that they are simply idle threats. Similarly, any suspicious package should be considered to be a potential bomb until proven otherwise.

Evacuation of an area or building occurs when there is reason to believe there is imminent danger or after consultation with Police and/or Security. This decision is made after careful consideration of the facts and potential consequences. If evacuation is deemed necessary, a Code Green is announced.

PROCEDURE

Bomb Threat

Staff Responsible	Action
Staff who receive threat	A staff member who receives a bomb threat over the phone should try to prolong the conversation as long as possible, in order to collect as much information from the caller as possible. • Listen • Be calm and courteous • Do not interrupt the caller • Obtain as much information as possible to be transferred to Bomb Threat Checklist at earliest convenience. • After the caller hangs up, call Switchboard at 333, and to report, providing details and location. Note: If threat is received via e-mail or other electronic it should not be forwarded or deleted.

Switchboard Operator	• Contact Security
	• Contact Director/Delegate for the affected area OR After Hours Manager of Patient Care Services (if after hours)
	• Follow direction provided by Emergency Code Coordinator and/or Emergency Command Manager which may include:
	   o Make announcements
	   o Notify Police
	   o Notify other contacts

Security Guard	• Receives call from Switchboard and initiates action as per Facilities Services restricted access policy. • Proceeds to impacted area and conducts preliminary investigation to determine if threat is credible • Communicates with Emergency Code Coordinator and Emergency Command Manager (as available) to discuss required action (ie. evacuation of area, police response, etc.) • If police response required, meet and liaise with police

Director of Patient Care Services/ Delegate OR After Hours Manager of Patient Care Services	• Assume the role of Emergency Code Coordinator • Communicate with and provide situational awareness to Emergency Command Manager • Liaise with Security to determine credibility of threat determine appropriate action • Ensure police have been alerted to the threat • Coordinate search of clinical areas by ROHCG employees as per security instruction • Notify Security of any items or areas of concern and follow

Emergency Command Manager	• Act as Senior Management contact
	• In consultation with Security and Emergency Code Coordinator, make decision to activate Hospital Command Center
	• Organize appropriate response to the event including escalation and activating other Emergency Color Codes as dictated by the circumstances of the event (e.g. Code Green).
	• Ensure appropriate follow up including:
	    ○ Appropriate archiving of incident documentation.
	    ○ Completion of after-action report and corrective action plan
	    ○ Summary of incident and actions taken
	    ○ Summary of the incident
	    ○ Recommendations for corrective actions

All other staff	• Stay calm and avoid panic • Reassure patients/visitors that the situation is under control • Follow direction of Emergency Code Coordinator • Conduct their area search quickly and safely, erring on the side of caution if unsure and reporting any search omissions or gaps
Facilities Services Personnel	• Participate in search of their work areas, including: Maintenance rooms, Housekeeping Rooms and Kitchens/Serveries.

Suspicious Package

Staff Responsible	Action
Staff who discovers suspicious object	A staff member who discovers who discovers a suspicious package or object should: • Remain Calm • Leave item alone. • Do not handle or open the item • Isolate area: Leave the room, close the door and prevent others from entering area • Call switchboard at 333 to report, providing details and location.

Switchboard Operator	- Contact Security - Contact Director/Delegate for the affected area OR After Hours Manager of Patient Care Services (if after hours) - Follow direction provided by Emergency Code Coordinator and/or Emergency Command Manager which may include: - Make announcements - Notify Police - Notify other contacts
Security Guard	- Receives call from Switchboard and initiates action as per Facilities Services Restricted access policy. - Proceeds to impacted area and conducts preliminary investigation to determine if threat is credible - Communicates with Emergency Code Coordinator and Emergency Command Manager (as available) to discuss required action (ie. evacuation of area, police response, etc.) - If police response required, meet and liaise with police
Director of Patient Care Services/ Delegate OR After Hours Manager of Patient Care Services	- Assume the role of Emergency Code Coordinator - Liaise with Security to determine credibility of threat determine appropriate action
Emergency Command Manager	- In consultation with Security and Emergency Code Coordinator, make decision to activate Hospital Command Center - Organize appropriate response to the event including escalation and activating other Emergency Color Codes as dictated by the circumstances of the event (e.g. Code Green). - Ensure appropriate follow up including: - Appropriate archiving of incident documentation. - Completion of after-action report and corrective action plan - Summary of incident and actions taken - Summary of the incident - Recommendations for correction actions
All other Staff	- Stay calm and avoid panic - Reassure patients/visitors that the situation is under control - Follow direction of Emergency Code Coordinator

Appendix A
BOMB THREAT CHECKLIST

If you receive a bomb threat telephone call: Remain calm and courteous and obtain as much information as possible.

DETAILS OF THE BOMB THREAT   Ask the Caller:

Where is the bomb located? _____

What part of the building is it in? Is it in a patient area?_____   Floor_____   Room_____

When will it explode? _____

What does it look like? _____

CALLER'S IDENTITY
Male ( )   Female ( )   Race (Specify):   Age (Approx.):

Voice Characteristics:
Loud ( ) Soft ( ) Fast ( ) Slow ( ) High Pitched ( ) Deep Distinct ( ) Distorted ( ) Raspy ( )
Pleasant ( ) Stutter ( ) Nasal ( ) Intoxicated ( ) Familiar ( ) Slurred ( )

Language Spoken/Grammar:
Excellent ( ) Good ( )   Fair ( ) Poor ( ) Foul ( )

French ( ) English ( )   Other (Specify)

English with French Accent ( )   French with English Accent ( )   Foreign Accent ( )

Manner:			**Background:**			
Calm	( )	Angry	( )	Office Machines	( )	Voices	( )
Rational	( )	Irrational	( )	Street	( )	Airplanes	( )
Coherent	( )	Incoherent	( )	Factory Machines	( )	Trains	( )
Deliberate	( )	Emotional	( )	Party Atmosphere	( )	Other (Specify)	
Righteous	( )	Laughing	( )				

ORIGIN OF THE CALL:

Date: Day (   ) Month (   ) Year (   )   Time:
Local_____ Long Distance   _____Booth_____Internal_____
Cell Phone_____   Fax_____   Email_____

_____   _____
Reporter's Signature   Date & Time

This form is to be provided to Security as soon as possible.

Appendix B
BOMB SEARCH CHECKLIST

Systematically search all rooms and areas on involved unit, remembering to:

  Not move furniture-look under and behind.
  Never move suspicious objects or packages.
  Search each room or area completely before moving onto the next.
  Suspect what you do not know.

Patient Search Areas

Search all rooms even those that are locked.

Completely search all parts of patients' rooms, including closets

Non-Patient Search Areas

Include (but do not be limited to) the following in your search

WASHROOMS		OFFICE AREAS	
Waste containers		On and under desks	
Towel and sanitary napkin dispensers		Stationary cupboards	
Flush tanks/under tanks		Light fixtures	
Light fixtures		Clothes closet	
Lockers		Window sills	
Cabinets		Behind drapes	
Ledges/ flat surfaces		Book cases	
False ceilings		Filing cabinets	
		False ceilings	
HALLWAYS		All suitcases, briefcases and parcels	
Waste containers			
Fire hose cabinets		**OUTSIDE AREAS**	
Fire extinguishers		Receiving areas	
Window sills		Windows	
Cushions		Sewers	
Closets and water cooler		Furniture and doors	
Light fixtures		Shrubbery	
Electrical panels		All ledges	
		Machinery and equipment	
MECHANICAL and MACHINERY ROOMS		Ductwork and drains	
In/behind all machinery			
All locker and storage spaces			
Drawers			
Light fixtures			
Electrical panels			
Drains			
Light wells			
Pipes and ductwork-in/out			