

St. Joseph's Care Group
St Joseph's Heritage
63 Carrie Street
Thunder Bay, Ontario
Long Term Care Facility

CODE BLACK - BOMB THREAT EMERGENCY PLAN

PURPOSE OF CODE BLACK – BOMB THREAT PROCEDURE

To provide a coordinated, safe and effective response if a suspicious item is discovered or if a threat of an explosive device is received to St. Joseph's Care Group Heritage building or grounds.

DEFINITION OF CODE BLACK

Code Black - is the designated code to clearly communicate to all staff, residents and visitors that a bomb threat emergency is present or a potential explosive suspicious article is discovered within the facility or on the Heritage grounds.

IDENTIFYING A SUSPICIOUS ARTICLE

Possible markers of a suspicious article include but are not limited too

- Misspelled words
- Fictitious or no return address/unknown sender
- Restrictive markings (confidential/personal/private)
- Endorsed Fragile/handle with care/rush/do not delay
- Foreign mail/airmail, special delivery
- Addressed to title only with no specific name
- Incorrect titles with names
- Oily stains, discoloration, crystallization on wrapper, unusual odor
- Excessive weight/unusual noises , buzzing , ticking, sloshing
- Ridged or bulky envelope
- Protruding wires or tinfoil
- Visual distractions
- Excessive securing (tape or string)

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FIRST RESPONSE WHERE THE BOMB THREAT IS RECEIVED OR WHEN A SUSPICIOUS PARCEL IS FOUND OR DELIVERED

If bomb threat is received by telephone:

1. Do Not Use that particular telephone again until Police gives permission to do so.
2. Listen carefully; be calm and courteous.
3. Do not interrupt the caller.
4. Obtain as much information as you can by using the quick reference Code Black sheet in clear plastic covering (*check behind sheet*).
5. While talking to the caller use any means possible to get the attention of a co-worker to make them aware of the emergency (e.g. wave clear plastic code black card or hit wall or a desk).
6. Ask the caller:
 - What time will the bomb explode?
 - Where is it?
 - Why did you place the bomb?
 - What does it look like?
 - Where are you calling from?
 - What is your name?

Do Not Use wireless device to communicate they could activate the bomb. Only use a land line telephone for communication purpose or send a runner.

Individual receiving or finding a suspicious package, Do Not Touch or handle it further.

All threats will be taken seriously until proven otherwise.

Upon receiving a bomb threat:

1. Notify front desk by pressing 0 on telephone key pad that you received a bomb threat call and the location you are calling from within the building.
2. Inform the staff in your area/ program that may not have heard the overhead announcement.
3. Initiate a search of your designated work area. During evening or nights your search area may be extended.
4. If a suspicious parcel or item has been found, restrict access to the area by providing a safe perimeter.
5. Vacate the immediate area. Bring all staff, residents, and visitors out of danger
6. Notify manager/person-in-charge. If not available contact Leadership Team @ 625 0667

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RESPONSIBILITIES OF FRONT DESK

Upon notification of bomb threat:

1. Notify the Thunder Bay Police by dialling 9 -911 and stating that the Heritage has received a bomb threat.
2. Notify Leadership on call.
3. Upon direction from Leadership on call and Police, announce over the overhead page system in a clear voice: "**ATTENTION ALL STAFF CODE BLACK- LOCATION (if applicable) PLEASE RESTRICT ACCESS TO ALL WIRELESS DEVICES**" x 3
4. Document all actions taken.
5. Notify Maintenance Services (weekdays) or Security (evenings/weekends).
6. Upon direction from command centre and emergency personnel announce "**Code Black All Clear**".
7. Attend debrief meeting as required.

RESPONSIBILITIES OF MANAGER/DESIGNATE OF AFFECTED AREA

1. Coordinate all necessary CODE BLACK activities for their respective program/units.
2. Ensure Thunder Bay Police and Leadership on call are notified.
3. Ensure a thorough search of the designated area is completed, and Command Centre is notified on the results from the program/unit search, either by land line telephone or a runner. Direction to search the building should come from the Police.
4. Restrict access to the area as required.
5. Await further instructions from the command centre or emergency personnel.

FIRST RESPONSE IN OTHER AREAS

1. Return to your work area when CODE BLACK is announced. If you are in the company of a client; remain with the client.
2. Initiate a search of your designated work area if directed by the overhead page. Search should be done in pairs and all areas systematically searched.

If you find a suspicious article:

1. Do not touch it.
2. Restrict movement to and from the area.
3. Report findings to Front Desk by dialling **0** to report the location of the suspicious article.
4. Create a safe perimeter and restrict access to the area until Police arrival.

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If you did not find a suspicious article and your search area is complete:

1. Notify Front Desk by dialling **0** to report all clear of your program/area.
2. Keep land line telephone(s) clear for emergency communications.
3. Remain calm. You have been trained to handle the emergency.
4. Reassure clients and visitors.

RESPONSIBILITIES OF COMMAND CENTRE

The Command Centre is located at the Front Desk and is manned by Manager/ Leadership and can be reached by dialling **0** on a land line. However the Command Centres location will depend on the location of the emergency situation.

Once the Command Centre has been established they will:

1. Assume responsibility for management of the emergency situation until arrival of Police.
2. Liaise with Police. If they give direction to initiate search of the building give directions on overhead paging system.
3. Check all reported findings on departmental checklist (*Checklist is located in the emergency binder in cupboard on the back wall at front desk*).
4. Control all communications regarding the emergency.
5. Announce on the overhead page, when suspicious article(s) have been identified, **“Access restricted to... (The designated emergency area/program)”**.
6. Ensure everyone is informed of the progress of the emergency situation.
7. Respond to enquiries from press and families.
8. Announce **“CODE BLACK ALL CLEAR”**, once the decision has been made by Police.
9. Attend debrief meeting as required.
10. Arrange for Critical stress debriefing and counselling for staff as required.

Note:

If the Code Black emergency requires an evacuation, refer to the Code Green Evacuation Plan. All safe holding areas should be checked prior to relocating.

RESPONSIBILITIES OF BUILDING SERVICES (0800-1600) / SECURITY (Evenings/Weekends/Holidays)

1. Put on a safety vest.
2. Search the external perimeter of the buildings.

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3. Lock all entrances except the Main Entrance.
4. Provide traffic control and security at the Main Entrance.
5. Ensure the building is fully operational once the emergency has been given the All Clear.
6. Attend debrief meeting as required.

RESPONSIBILITIES IN DIABETES HEALTH

1. Announce within your program “**ATTENTION ALL STAFF CODE BLACK- LOCATION**” 3 times, by pressing *67 on telephone key pad.
2. Notify front desk by dialling 768 - 4400 that you have received a bomb threat call.
3. Staff initiate a search of their designated work area.

If you find a suspicious article:

1. Do not touch it.
2. Remove clients from danger.
3. Report findings to Command Centre by pressing 768 - 4400 or send a runner.
4. Create a safe perimeter and restrict access to the area until Police arrival.

If you did not find a suspicious article and your search area is complete:

1. Notify the Command Centre at 768 - 4400 or send a runner to report the all clear of suspicious article for your area/ program.
2. Wait for further instructions on the overhead page.
3. Perform a roll call of clients and staff.
4. Reassure clients and visitors.

RESPONSIBILITIES WHEN POLICE ARRIVE

- Provide all information to the Police related to the emergency.
- Provide the Heritage floor plans to the Police (located in the emergency binder in the evacuation bag at the front desk. Fire Maps are also located on the iNtranet.
- Assist Police with all requests.

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Appendix A: BOMB THREAT TELEPHONE INFORMATION

Questions to Ask:

1. *When is the bomb going to explode?*
2. *Where is it right now?*
3. *What does it look like?*
4. *What kind of bomb is it?*
5. *What will cause it to explode?*
6. *Did you place the bomb?*
7. *Why?*
8. *What is your address?*
9. *What is your name?*

EXACT WORDING OF THE THREAT:

Sex of Caller: _____ Accent: _____

Age: _____ Length of call: _____

Any other comments/remarks: _____

Number at which call is received: _____

Time: _____ Date: _____

Caller's Voice (check)

Calm _____	Nasal _____
Angry _____	Stutter _____
Excited _____	Lisp _____
Slow _____	Raspy _____
Rapid _____	Deep _____
Soft _____	Ragged _____
Loud _____	Clears throat _____
Laughing _____	Deep breathe _____
Crying _____	Cracking voice _____
Normal _____	Disguised _____
Distinct _____	Accent _____
Slurred _____	Familiar _____

If voice is familiar- sounds like?

Background sounds (check)

Street _____	Factory _____
Animal noises _____	Music _____
House noises _____	Clear _____
Motors _____	Static _____
Office _____	Local _____
Voices _____	
Other _____	

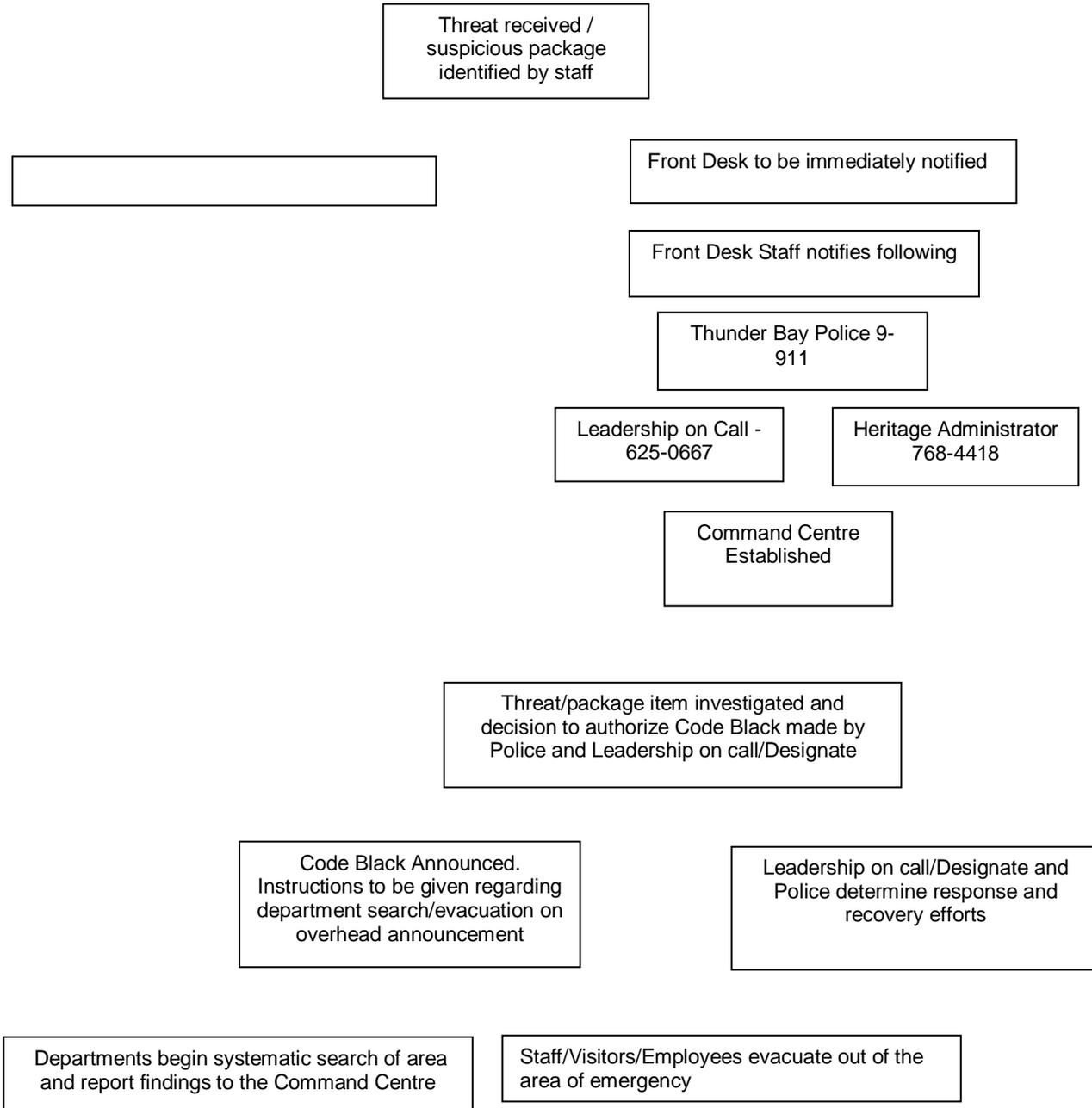
Threat Language (check)

Well spoken _____	Incoherent _____
Foul _____	Taped _____
Irrational _____	Message read _____

Fill in the gathered information and forward this information sheet to the Command Centre for review with Thunder Bay Police.

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Appendix B: CODE BLACK NOTIFICATION AND ACTIVATION ALGORITHM



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