



ST. JOSEPH'S
GENERAL HOSPITAL
ELLIOT LAKE

St. Joseph's Manor

Code Black

Bomb Threat

Issued: November 2021

Revised: July 2022

Overview

St. Joseph's General Hospital Elliot Lake (SJGHEL), St. Joseph's Manor (SJM), is committed to a safe environment for patients/resident/clients, staff, physicians, volunteers, and visitors.

Code Black is the term used to announce that a bomb threat, legitimate or unknown, has been made against SJM, while helping to prevent panic, and to provide a safe systematic procedure for staff to follow.

A potential threat is treated seriously. SJM does not evacuate upon receiving a threat but does conduct a search of the facility and outside property for a suspicious object by the staff who know the designated area. If a suspicious package/object is found, an evacuation will be conducted around the object with further direction and examination conducted by the OPP.

SJM will inform the hospital switchboard of the Code Black. Switchboard will contact 911 for SJM. The Switchboard will provide SJM entry code to the 911 Operator.

This Policy applies to staff, which in the context of this policy includes employees, board-appointed professional staff (e.g., physicians), students, volunteers, and any other person(s) working on SJM grounds.

Type of Bomb Threats

Bombs Threats can be made in the following ways:

- A phone call, text, or email to SJM or any staff by a known or unknown caller;
- A letter or package mailed to SJM;
- A package or item found on SJM property that is deemed suspicious, or;
- A report from another agency saying SJM has been identified as a target.

The threat maybe to a certain unit or to the entire facility. The threat maybe provided to staff who are not at SJM (i.e., on days off or working elsewhere). These threats are just as valid as a threat received at SJM.

Code Black may be called when:

- The threat of a bomb is received by any staff by any of the methods described above.

Initiating a Code Black

All staff are required to report the bomb threat informing the Administrator, Director of Care or On-call Manager who will assume the role of Incident Manager. The Incident Manager will then discuss with the first response agencies and the CEO on the need to evacuate.

When paging a Code Black dial *75 on any SJM phone and state 3 times Code Black and location.

Receiving a Bomb Threat

When receiving a call regarding a bomb threat:

- Remain calm;
- DO NOT put the caller on hold;
- If the caller hangs up, DO NOT hang up until instructed by the police.
- Listen carefully and do not interrupt the caller;
- Obtain as much information as possible and attempt to ask the following questions:
 - What time will the bomb explode?
 - Where is the bomb located?
 - What does it look like?
 - How does it work – time, motion, or remotely?
 - What is your name?
 - Where are you calling from?
 - Why did you place the bomb?
- Record as much information as possible, including
 - Time of day;
 - Sex of caller (male or female);
 - Accents;
 - Loud or soft voice;
 - Speech – fast or slow;
 - Background noises;
 - Diction, impediments, etc;
 - Whether the caller sounds intoxicated or in a hurry.
- Keep the caller on the line for as long as possible.
- Contact Administrator Director of Care/On-Call Manager immediately.

Finding a Suspicious Package

- Contact Administrator, Director of Care/On-Call Manager immediately.
- Do not use any cell phones or other electronic devices in the immediate area.
- Do not go near or touch the package under any circumstances.
- If you did handle the package, wash your hands immediately using warm water and soap.
- Keep all people away from the package.
- Remove residents and visitors from the area.
- Note where it was found, was it ticking, leaking any liquids or powders, wires or batteries visible, etc.

Hoax Calls/Packages

Any calls or packages found that staff suspect to be hoaxes, will be treated as real threats until it is determined by the police that the call or package truly is a hoax. Once determined the call or package is a hoax, the Incident Manager will cancel the Code Black and Code Green (if activated) and all staff will resume normal duties.

A Hoax can be a situation where no bomb or suspicious package has been placed in the facility, but the threat aims to alter the workforce, institute a sense of fear, or test reaction to a bomb threat.

When Calling Switchboard/911

Use plain language, do not say there is a Code Black. Simply say there is bomb threat or suspicious package. The person who received the bomb threat call or found the suspicious package should provide as much information as possible to the Switchboard, police and/or fire. This includes all information the caller provided and information the call taker was able to determine on their own. If it is a suspicious package also include information as to why it is believed to be a suspicious package.

Ancillary Codes

Incident Manager will determine if a Code Green (Evacuation) will be announced to inform staff to commence an evacuation of certain units or the entire SJM.

Command Team

The Incident Manager will determine if the Command Team should be assembled. The Command Team will be comprised of the:

- Home Administrator
- Director of Care
- Manager of Facilities.
- CEO.

The Command Team will meet in the Command Centre which will be determined by the Incident Manager.

While control of the situation will be undertaken by law enforcement upon their arrival, the Code Black Team will remain activated until the situation is resolved and debriefings with affected staff have occurred.

Once Police and/or Fire Department Arrive on Scene

Incident Manager to meet with police and fire department at the front entrance and provide location of the bomb or suspicious package if it is known.

The police will be in charge of the situation and will work with the fire department and the Incident Manager to determine if an evacuation is required. If an evacuation is required follow Code Green procedures.

Staff are to follow any instructions provided by the police or the fire department.

All Other Staff

- Return to your unit immediately upon hearing the Code Black announcement;
- Prepare your unit to be searched and/or evacuated;
- If bomb location is known, move to the furthest fire safe zone;
- If your department does not need to be evacuated, prepare to assist the evacuating department, or prepare to receive patients from evacuating department;
- If off duty and requested to report to work, respond if available.

When directed to search for a bomb/suspicious package:

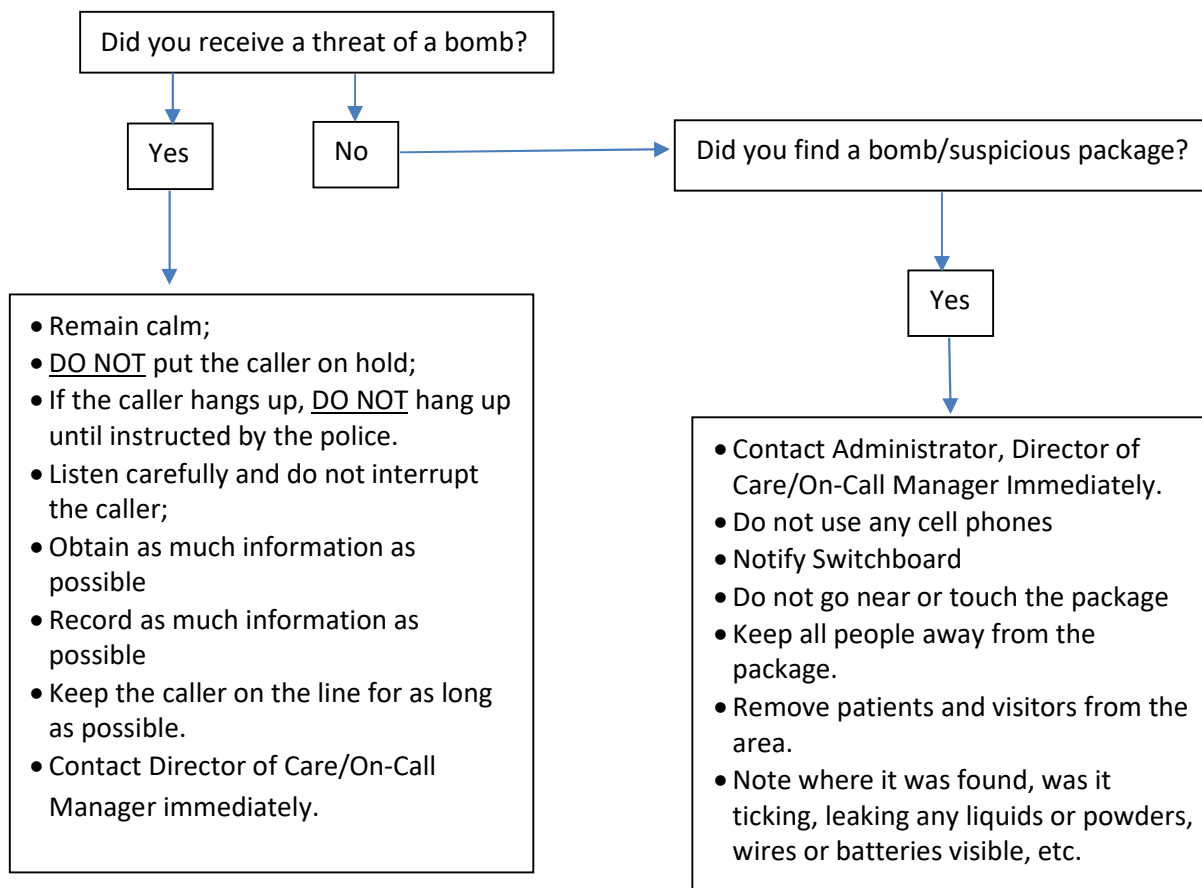
1. Aim to complete your area search as quickly and thoroughly as possible.
2. Staff who search should be familiar with the area.
3. Search in pairs if possible, with second person following the search pattern of the first person.
4. On entering a room, stop, look and listen. Pay special attention to unusual/identifiable sounds (ticking), shapes, foreign items, odours, and moved or disturbed equipment/furniture.
5. Search the room slowly and systematically. Divide the room in half and visually search each half first from floor to waist level; then waist to eye level and finally eye to ceiling level. Do **NOT** search false ceiling spaces.
6. In occupied areas, ask if anyone unfamiliar, acting strangely or carrying out an unusual function was noticed in the area.
7. Ensure the search of your area includes every room, adjacent offices, meeting rooms, waiting room, washrooms, corridors, stairwells, utility/storage rooms, closets, locker rooms, cupboards, and fire hose cabinets.
8. Visually inspect drawers, cupboards, trash container, under furniture, covered areas. Look for something that does not belong, is out of the ordinary, or out of place.
9. If a suspicious object is found **DO NOT TOUCH**. When exiting the area, remove any objects you are able to, if possible, leaving a clean pathway to the suspicious object. Notify the Incident Manager of the finding immediately and follow direction.
10. When area search complete and negative, staff are to report findings to command centre.
- 11. If unsure, always err on the side of caution.**

Incident Manager

The Administrator, Director of Care/Manager on Call will act as the Incident Manager and will:

- Remain calm.
- Notify the Senior Leadership Team.
- If required page staff to begin search for suspicious package/bomb.
- Determine the need for staff call in.
- Assign roles within the Incident Management System Team, if required.
- Work with Police and Fire to determine when Code Black All Clear message is to be given.

CODE BLACK PROCESS – SJM



Other Staff

- Return to your unit/department
- If you cannot reach your department safely, go to the nearest safe area;
- Prepare your department to be searched and/or evacuated;
- If your department does not need to be evacuated, prepare to assist the evacuating department, or prepare to receive patients from evacuating department;

Incident Manager

- Work with Police/Fire
- Determine need for Code Green
- Notify the Senior Leadership Team.
- Determine the need for staff call in.
- Assign roles within the IMS Team, if required.
- Determine when Code Black All Clear message is to be given.

DISCLAIMER

This is intended as a tool to provide a high-level overview. To ensure a coordinated and effective emergency response, refer to the SJGHEL Code Policy.

Over →

When receiving a call regarding a bomb threat:

- Remain calm;
- **DO NOT** put the caller on hold;
- If the caller hangs up, **DO NOT** hang up until instructed by the police.
- Listen carefully and do not interrupt the caller;
- Obtain as much information as possible and attempt to ask the following questions:
 - What time will the bomb explode?
 - Where is the bomb located?
 - What does it look like?
 - How does it work – time, motion, or remotely?
 - What is your name?
 - Where are you calling from?
 - Why did you place the bomb?
- Record as much information as possible, including
 - Time of day;
 - Sex of caller (male or female);
 - Accents;
 - Loud or soft voice;
 - Speech – fast or slow;
 - Background noises;
 - Diction, impediments, etc;
 - Whether the caller sounds intoxicated or in a hurry.
- Keep the caller on the line for as long as possible.
- Contact Most Responsible Manager/On-Call Manager immediately.

Finding a Suspicious Package

- Contact Administrator, Director of Care/On-Call Manager immediately.
- Do not use any cell phones or other electronic devices in the immediate area.
- Do not go near or touch the package under any circumstances.
- If you did handle the package, wash your hands immediately using warm water and soap.
- Keep all people away from the package.
- Remove patients and visitors from the area.
- Note where it was found, was it ticking, leaking any liquids or powders, wires or batteries visible, etc.