

Bomb Threat Procedures – Bomb Threat Search – Purpose and Procedure		Policy Manual Section: Section 4—Emergency Management Planning
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Act/Regs: Fixing Long Term Care Act 2021, General RHA s.25 (3), (i), (iv)		Page: 1 of 5

PURPOSE

To ensure proper procedures are followed in the event of a bomb threat that helps prevent harm to residents, staff and visitors and damage to the building.

PROCEDURE

RECEIPT OF BOMB THREAT:

Bomb Threats are usually transmitted by telephone. When the call is received:

1. Be calm and courteous
2. Listen carefully; be alert for back-ground noises, i.e., traffic, music, etc.
3. Do not interrupt the caller
4. Ask the following questions if the information has not been volunteered:
 - (a) When is the bomb going to explode?
 - (b) Where is the bomb right now?
 - (c) What kind of bomb is it?
 - (d) Why did you place the bomb?
5. Note the following information:
 - (a) The time the call was received
 - (b) The exact words of the person making the call
 - (c) Male or female voice and approximate age
 - (d) Does the caller have an accent or speech impediment?
 - (e) Does the caller sound intoxicated?
 - (f) Is the voice familiar? Is it muffled?
 - (g) The time the caller hung up
6. Write the code word for Bomb Threat (Code Black) on a piece of paper while on the phone to alert another staff member so that they can alert the Collingwood OPP and all other staff to initiate Bomb Threat procedure
7. After hanging up the phone, announce "Attention All Staff, Code Black, Code Black, Code Black is in effect" Communications Centre, Nursing Station (or office) over P.A. system so all staff can initiate the Bomb Threat Search Procedure (see Bomb Threat Procedure Policy).
8. Call 911 or confirm again that the call has been made
9. Follow the direction of Emergency Personnel once they arrive on site

FINDING A SUSPICIOUS OBJECT OR PACKAGE:

Do Not Touch It

Should a suspicious object or package be found, the finder shall make no attempt to move or handle it. He/she will immediately notify the Charge Nurse (of the Nursing Home or of the Retirement Home as appropriate) and report the following information:

- 1) where the object is
- 2) why it is suspicious
- 3) a description of the object
- 4) details about who placed it there, if possible.

The Charge Nurse will establish a "Communications Centre" at the Nursing Station or the nursing office ensuring it is not in the danger zone. The "Communications Centre" will immediately notify the Ontario Provincial Police by calling 911 and reporting the foregoing information. While awaiting the arrival of the Collingwood OPP, the Charge Nurse will:

- 1) Inform all staff on duty by announcing (code word for bomb threat) "Attention all staff, Code Black, Code Black, Code Black, is in effect, Communications centre Nursing Station" (or office) over P.A. system
- 2) Evacuate the danger zone quickly and quietly. Move all residents from the affected zone
- 3) Ensure that no one goes near or attempts to move the object
- 4) Endeavour to establish ownership of the suspicious object. (It may be legitimate property left behind in error by innocent persons after a bomb threat has been received)
- 5) Initiate bomb search procedure (at their discretion or as instructed by the Administrator, Director of Nursing, by the Director of Support Services) as there may be more than one device (See Bomb Threat Search Procedure Policy) All staff will assemble at the Communications Centre as specified and the Bomb Threat Search Procedure will follow Bomb Threat Search Procedures until such time as Emergency Responders advise otherwise
- 6) Inform or delegate someone to inform the Staff Pool Co-ordinator (Administrator) if they are not on duty

REMEMBER - DO NOT TOUCH OR MOVE THE OBJECT

Call 911

After staff have been deployed to search for the bomb, the charge nurse or a designee will notify the Collingwood OPP by calling 911. The Charge Nurse will provide the Police with a complete and concise description of the caller and his/her conversation.

Inform MOHLTC / RHRA – Critical Incident

The Nursing Home Charge Nurse will notify the Ministry of Health Long Term Care and the Retirement Home Charge Nurse will notify the Retirement Home Regulatory Authority that a Bomb threat has been received. The Charge Nurses both complete an incident report and incidental documentation of the incident. If the DON is on duty, she will complete the documentation.

Search Record

The search record form provides a systematic method of recording fire zone areas that have been searched and areas that still need to be searched. These records save time by avoiding duplicating search areas and provide the Charge Nurse with an organized method of tracking what areas have been searched. See sample Search Record Form.

FAN –OUT PROCEDURES

If a Bomb Threat is initiated during the Midnight shift, the Charge Nurse will notify by telephone/text) the Office Manager, Administrator and the Staff Pool Coordinator or in their absence, the Director of Nursing to help provide manpower during the search. The Staff Pool Coordinator is responsible for contacting the appropriate primary staff members by telephone who in turn contact their staff. See Staff Pool Coordinator policy.

SEARCH PROCEDURES

Systematic Search procedures ensures all areas are searched thoroughly and in the same manner each time. Search your assigned area by systematically starting at the bottom right of the room moving counter clockwise to the top left. Continue this same search procedure rotating counter-clockwise around the room until you have searched the entire area from left to right and from bottom to top. Searching an area counter-clockwise forces one to go against their norm and be more aware of their surrounding and less apt to miss something. If a Bomb Threat Search is initiated, staff responsibilities are listed below.

Conduct Debriefing Meeting / Plan for Recovery:

The purpose of the debriefing meeting is to ensure all appropriate parties have been notified and that corrective measures have been taken. This includes a debrief for residents, substitute decision makers, staff, volunteers, and students. The debriefing exercise also provides an opportunity to evaluate and revise policy, listen to concerns, document lessons learned and support those who might be experiencing distress due to the emergency including referral to Employee Assistance Programs. Residents will be monitored for signs of distress/trauma and if required referral can be made to appropriate counselling.

The Plan of Recovery process will be unique to each emergency event. The objective is to reduce risk and incorporate prevention and mitigation components that result in a higher level of preparedness. Recovery plans can be for short-term and long-term priorities for restoration of functions, services, resources, facilities, and infrastructure. Short-term recovery plans could include repairs to damaged infrastructure (damaged windows, door or vents due to forced entry) and working with staff to compensate them for overtime wages. Long-term recovery plans might include installation of new safety equipment.

ROLES AND RESPONSIBILITIES OF STAFF:

Administrator

The Administrator will meet with the Charge Nurse (Incident Manager), The Director of Nursing and the Director of Support Services for a briefing of the incident. The Administrator working with the Charge Nurse, the Director of Nursing and the Director of Support Services will assist in the co-ordinating of the Bomb Search. The Administrator will ensure that the search is conducted with a minimum of publicity. Only the Administrator will communicate with the media referencing the Communication Plan for Incident Management.

The police will be provided with floor plans of the entire facility and have master keys available to open and search locked areas.

Director of Nursing

May initiate the Bomb Threat Search Procedure after having gathered all pertinent information. She/he may be delegated by the Administrator to provide police with floor plans of the entire facility and to have master keys available to open and search locked areas.

Director of Support Services

May initiate the Bomb Threat Search Procedure or designate another manager after having gathered all pertinent information. He/she will co-ordinate a thorough search of the entire facility and grounds with the assistance of all other facility staff on duty at the time and communicate all

pertinent information to police. The DSS or designee will provide police with floor plans of the entire facility and have master keys available to open and search locked areas. The DSS or designee will remain at the "Communications Centre" and direct all staff to report back to him/her after having completed their search. Floor plans and the Search Record will be used to indicate the areas searched. The DSS or designee will co-ordinate a Bomb Threat Search Procedure. The DSS or designee will ensure security is maintained during a Bomb Threat Search Procedure.

Charge Nurse-Nursing Home

May initiate the Bomb Threat Search Procedure after having gathered all pertinent information. The Charge Nurse will notify the DSS who will co-ordinate a Bomb Threat Search Procedure.

Nursing Department Staff

Will search all areas on the wing in which they are working, including storage areas, in a methodical manner starting at one end of the hall and search both sides to the other end of the hall. They will report to the Communications Centre and indicate on the Search Record all areas searched and any other pertinent information.

Dietary Department Staff

Will make a thorough systematic search of the Dietary Department & storage areas. They will report to the Communications Centre and indicate on the Search Record all areas searched and any other pertinent information. In the event the Dietary Department personnel are not on duty, the Dietary Department and storage areas will be searched by delegated staff members.

Activity Department Personnel

Will make a thorough systematic search of the Activity Department and storage areas. They will report to the Communications Centre and indicate on the Search Record plan all areas searched and any other pertinent information. In the event the Activity Department personnel are not on duty, the Activity Department and storage area will be searched by delegated staff members.

Laundry Department Personnel

Will make a thorough systematic search of the Laundry Department. He/she will report to the Communications Centre and indicate on the Search Record all areas searched and any other pertinent information. In the event the Laundry Department personnel are not on duty the Laundry Department will be searched by delegated staff members.

Housekeeping Personnel

Will make a thorough systematic search of the Maintenance and Housekeeping Department areas and storage areas. They will report to the Communications Centre and indicate on the Search Record all areas search and any other pertinent information. In the event the Housekeeping Department personnel are not on duty, the Maintenance and Housekeeping Departments will be searched by delegated staff members.

Human Resources Information Manager

The Human Resource Manager will make a thorough systematic search of all offices and office storage areas. He/she will report to the Communications Centre and indicate on the Search Record all areas searched and any other pertinent information. In the event the Secretary is not on duty, the office areas will be searched by delegated staff members.

Volunteers/Visitors

Will remain with the residents with whom they are visiting.

Retirement Home Staff

Will search all areas on the wing in which they are working, including storage areas, in a methodical manner starting at one end of the hall and search both sides to the other end of the hall. They will report to the Communications Centre and indicate on the Search Record all areas searched and any other pertinent information

ALL WINDOWS ARE TO BE OPENED AND ALL DOORS AND DRAPES ARE TO BE CLOSED DURING A BOMB THREAT SEARCH.