Section: Health and Safety	Date of Issue: Nov 2019
Title: Bomb Threat/Suspicious Package Response Plan	Revised Date: N/A
Approved by: Dawid Karczewski – Clinical Manager	Policy # N/A

Purpose
Alerts personnel of a bomb threat or discovery of a suspicious package and details the actions to be taken by staff to ensure the safety and security of themselves, their patients/ residents/ clients, visitors and facility.

Policy
CRMC is committed to preparing for all types of foreseeable emergencies. All staff are required to follow the emergency response plan when activated in response to a bomb threat or suspicious package.

Definitions

- **Bomb:** improvised explosive device created for non-authorized use.
- **Visual Sweep:** to look through, or explore by inspecting possible places of concealment, for a suspicious package or anything out of the ordinary.

Responsibilities

Emergency Response applies to all personnel.

Procedure

1. ACTIVATION:

Emergency Response can be initiated by any member of staff who receives a bomb threat. Every bomb threat is a serious matter and requires an immediate response by following the algorithm below. Emergency Response can also be initiated by a staff member who discovers a suspicious package that requires an immediate response by following the algorithm.

If required, the Police would respond to a Bomb threat. Once on site, the police should be briefed by the Supervisor / Manager of the impacted area. If possible, relevant floor plans and a copy of this Emergency Response Plan should be made available to assist the police.

SUSPICIOUS LETTER / PACKAGE INDICATORS

- Excessive weight or thickness for the size of the envelope or package
- The feel of springiness, metallic components or stiffeners inside
- Small holes, protruding wires, string or metal foil
- Unusual odours, oily or greasy stains on packaging, Rigid or lopsided letter or package
- Excessive securing material such as masking tape or string

POSTAGE OR ADDRESS INDICATORS FOR SUSPICIOUS LETTER / PACKAGES

- Excessive postage
- Unusual or unexpected point of origin, indecipherable or no return address
- Restrictive markings such as ‘Confidential’, ‘Personal’, ‘To be opened only by...’, ‘Rush’, ‘Special delivery’ or ‘Do not delay delivery’
- Hand-written or poorly typed address
- Visual distractions
- Inaccuracies in address or titles or titles without names

- Misspelling of common words

2. CONDUCT OF A VISUAL SWEEP

- A visual sweep is to be conducted using the following principles:
- Sweep both daily workspaces and public / common areas
- Sweep using the following 3 steps:

Step 1: Scan entire room / area from floor level to waist level

Step 2: Scan entire room / area from waist level to head level

Step 3: Scan entire room / area from head level to ceiling

- Mark all cleared rooms with an 'X' using tape (i.e. IV tape, masking tape etc.)
- Report any suspicious packages to the Supervisor / Manager
- Communicate in person or via land line (do not use cell phones)

3. POST INCIDENT ACTIONS

For a facility impacted by a Bomb Threat or Suspicious Package, the Emergency Preparedness Officer / Clinical Manager in charge is to complete incident documentation as follows:

- CRMC Reportable Incident Form
- Site/company documentation as per protocol

Forms/Appendixes

APPENDIX 1: BOMB THREAT CHECKLIST

References

Cross Reference:
ERP-Evacuation; ERP-Violence/Aggression ; ERP-Hostage; Suspicious Item Emergency Response Plan; Lockdown Emergency Response Plan

STAFF MEMBER RECEIVING A BOMB THREAT

TELEPHONE BOMB THREAT

- Remain calm and courteous
- Do not argue
- Do not hang up
- Notify co-worker verbally, or call co-worker by landline telephone (**Do Not use cellular phones or other electronic communication devices**)

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- Record call display number
- Document required information on Bomb Threat Checklist (**APPENDIX 1**)

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Immediately verbally (or by landline phone) report the incident to Supervisor

FACE-TO-FACE BOMB THREAT

- Remain calm and courteous
- Do not argue
- Verbally notify co-worker while talking to the person (**Do Not use cellular phones or other electronic communication devices**)

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If possible, obtain and document information on Bomb Threat Checklist (**APPENDIX 1**)

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Immediately verbally (or by landline phone) report the incident to Supervisor

ELECTRONIC BOMB THREAT

- Remain calm
- Do not reply to, forward, delete or destroy email / text message / fax
- Print email / text snapshot
- **Do Not use cellular phones or other electronic communication devices** to notify anyone, after receiving the threat

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Document required information on Bomb Threat Checklist (**APPENDIX 1**)

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Immediately verbally (or by landline phone) report the incident to Supervisor

Bomb Threat Emergency Response ALGORITHM

Staff Actions when Advised of Code Black

Upon being advised of a "Bomb Threat"

- Immediately cease the use of all electronic communication devices (including but not limited to two-way radios, cellular phones, and pagers) within the facility. Do not resume use until advised of the 'All Clear'. (this direction is based on RCMP recommendation that no electronic communication devices be used during a bomb threat or suspicious item incident, as electronic devices have been known to detonate a bomb, if one is present)
- Show a calm and reassuring manner
- Reassure patients / clients / visitors of the situation* (see suggested script, below)
- Under the direction of the Supervisor, conduct a **visual** scan of all workspaces
  - Scan both daily work spaces and public / common areas
  - Scan using the following 3 steps:
    - Step 1: Scan entire room / area from floor level to waist level
    - Step 2: Scan entire room / area from waist level to head level
    - Step 3: Scan entire room / area from head level to ceiling
  - Mark all cleared rooms with an 'X' using tape (e.g. medical tape, masking tape, etc.) or follow site process
  - Verbally, or by landline phone, report the discovery of any suspicious items to your Supervisor or Person In Charge
  - Communicate in person or via landline (do not use two-way radios, cell phones, or pagers)
- Be prepared to evacuate the affected area, to a designated safe location, as instructed by Police / (Supervisor / Person In Charge / Site Administration / Administrator On-Call).

- If you are away from your workspace when hearing the Code Black announcement, you are asked to return to your own workspace and report to your Supervisor / Manager, to assist in conducting the **visual** scan activities, if it is safe to do so. If it is not safe for you to return to your workspace, you are asked to assemble at a predetermined location and await further direction.

***Script for Clients / Patients / Visitors:** "We are currently investigating a threat that we received. We have the situation under control and are continuing to provide services as usual. Your safety is our top priority and we will advise you immediately if the threat is verified and if we need to leave the area. We ask you not to use your electronic communication devices, such as cellular phones, until you are advised our investigations are completed."

Staff Member Finding a SUSPICIOUS ITEM During a Visual Scan

- **DO NOT TOUCH IT!**
- Do not let others touch it

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- **Do not use any electronic communication devices, such as your two-way radio, cellular phone, or pager**
- Step away from the room
- **Leave the door open**
- Leave the immediate vicinity, taking other area occupants with you
- Put at least one wall or 50 metres between you and the suspicious item
- Move away until you, and others, are in a designated safe location.

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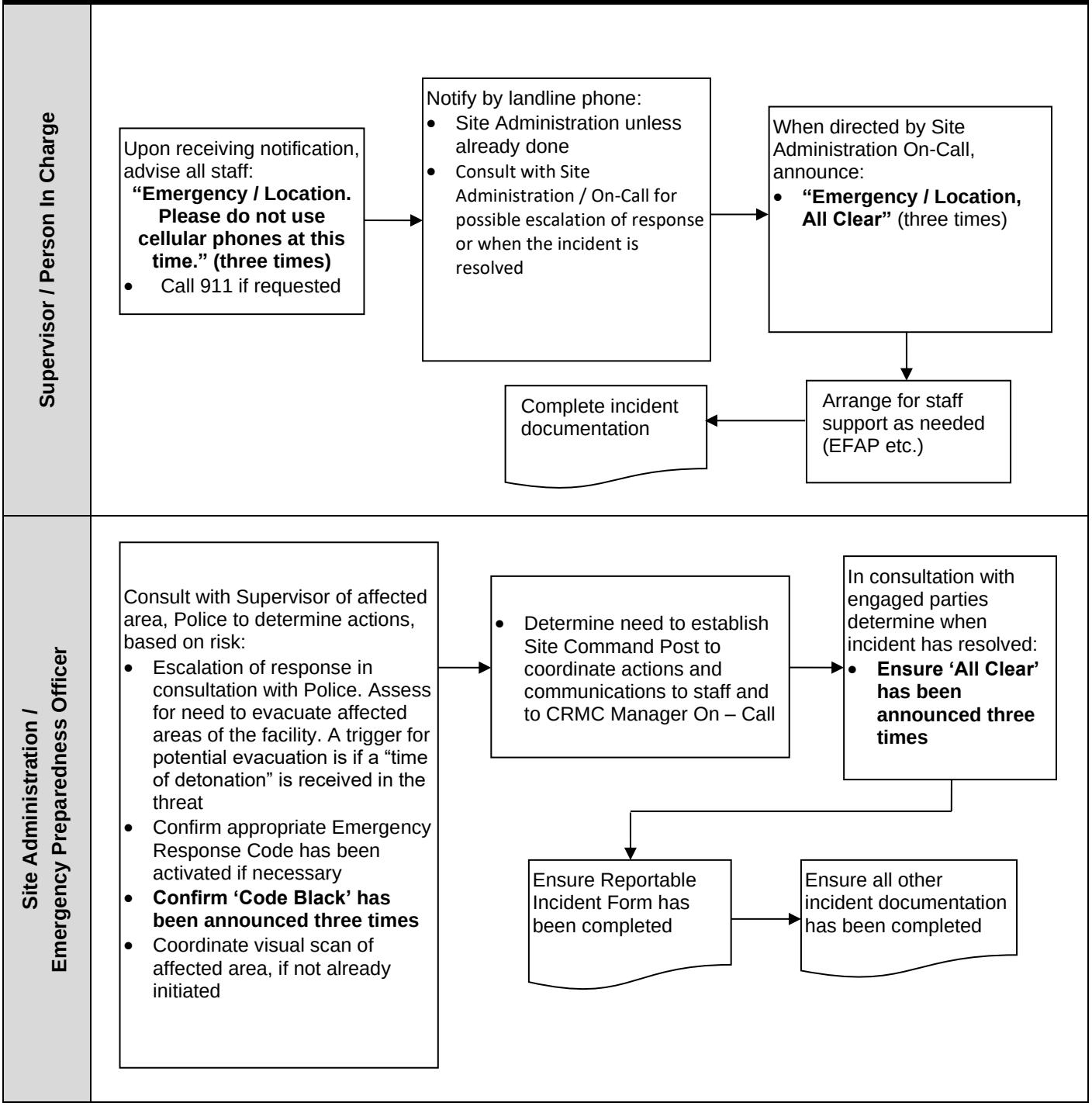
Report immediately (in person or over a landline phone) to the Supervisor / Person In Charge coordinating the

Bomb Threat Emergency Response ALGORITHM



APPENDIX 1: BOMB THREAT CHECKLIST

HOW WAS THE BOMB THREAT RECEIVED?
Telephone? ***Complete Part A,B & C***
Face-to-face? ***Complete Part B & C***
Electronic? ***Complete Part C***

PART A: TELEPHONE CALL	
Time/Date of call?	Number on call display?
Call traced?	Call recorded?
QUESTIONS TO ASK THE CALLER	
1. What time will the bomb explode?	2. Where is the bomb?
3. What does the bomb look like?	4. Where are you calling from?
5. Why did you place the bomb?	6. What is your name? (name of caller)
IDENTIFY ANY BACKGROUND NOISES?	
Household?	Street?
Voices?	Music?
Machinery?	Other?

PART B: IDENTIFYING CHARACTERISTICS				
Sex: (circle)	Male	Female	Not sure	
Age: (estimated)				
Voice: (circle)	Loud	Soft	Other	
Speech: (circle)	Fast	Slow	Other	
Diction: (circle)	Good	Nasal	Lisp	Other
Manner: (circle)	Emotional	Calm	Vulgar	Other
Accent: (specify)				
Was voice familiar? (specify)				
Was caller familiar with the area? (specify)				

THREAT LANGUAGE	
Well Spoken?	Incoherent?
Irrational?	Abusive?
Taped message?	Message read by caller?

PART C: EXACT WORDING OF THE THREAT

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