# Overview

A Code Black is activated when:

* A threat is made to detonate an explosive or incendiary device or,
* A suspicious package is found

**As in all emergencies, consider your safety first.**

# Definitions

|  |  |
| --- | --- |
| Bomb Threat | A threat to detonate an explosive or fire-starting device to cause property damage, injury or death, whether or not such a device actually exists. Typically bomb threats are delivered by telephone but may be received through other means (for example, in person, written, email/text). |
| Suspicious Package | Any unusual package for which the owner cannot be located and the circumstances around it are suspicious. |

# Response Procedures

## Receiving the Threat

### Staff Member

* Remain calm
* Verbal threat by phone
  + Keep the caller on the phone as long as possible
  + Write down the phone number on the call display if possible
  + **Do not hang up** - leave the phone off the hook when the caller hangs; this may allow the police to trace the call
  + Make notes of the conversation using the Bomb Threat Form
* Verbal threat in-person
  + If the person leaves, note which direction they went
  + Make notes on the conversation using the Bomb Threat Form
* Written threat (Physical Note)
  + **Do not handle the** **note** to preserve fingerprints
  + Complete the Suspicious Package/Written Threat Form
* Written threat (Electronic Note)
  + Leave the message/social media post open on the computer/phone
  + Print, photograph or screen shot the message and subject line/social media post
  + Note the date and time message was sent/posted
  + Complete the Suspicious Package/Written Threat Form
* **Do not use transmitting devices** (for example: Vocera, cell phones, two-way radios); use landline phone as much as possible
* **Do not activate the Fire Alarm**
* Call Police **911**
* Notify *[Manager/Director of Care/Designate]*
  + Limit discussion about the threat with others; [*Manager/Director of Care/Designate*] and the Police will determine the credibility of the threat and provide direction
  + Provide completed documentation including Bomb Threat Form to the [*Manager/Director of Care/Designate*]

## Discovering a Suspicious Package

### Staff Member

* **Do not handle the package**
* If you have touched the package, put it down gently
* **Do not** **use transmitting devices** (for example: Vocera, cell phones, two-way radios); use landline as much as possible
* **Do not** **activate the Fire Alarm**
* Call Police **911**
* Notify *[Manger/Director of Care/Designate]*
* In collaboration with the *[Manager/Director of Care/Designate]* notify additional leadership, as necessary
* Record information using the Suspicious Package/Written Threat Form
  + Limit discussion about the package with others; [*Manager/Director of Care/Designate*] and the Police will determine the credibility of the threat and provide direction
* Provide completed documentation including the Suspicious Package/Written Threat Form to [*Manager/Director of Care/Designate*]

## Notified of a Bomb Threat by Police

### Staff member

* **Do not** **use transmitting devices** (for example: Vocera, two-way radios, or cellphones); use landline phones as much as possible
* **Do not** **activate the Fire Alarm**
* Notify *[Manager/Director of Care/Designate]* and connect them with Police
* Limit discussion about the threat with others; [*Manager/Director of Care/Designate*] and Police will determine the credibility of the threat and provide direction

### *[Manger/Director of Care/Designate]*

* Obtain the staff member’s name, unit, contact number and details regarding the threat
* Ensure the Police have been notified at **911**
* Notify the additional leadership, as necessary
* Notify:
  + *[Insert departments/agencies/organizations to be notified]*
* Liaise with Police to assess the threat risk level (low, medium, or high)
  + The credibility of the threat should be continually re-assessed as new information becomes available
* In consultation with Police, determine appropriate actions:
  + Activate an Emergency Operations Centre if needed
  + Request the site make a Code Black announcement
  + If directed by Police, announce/designate someone to announce overhead three times:
    - “Code Black [exact location – building, floor, room]”
  + Implement controlled access protocols
  + Request staff conduct a visual inspection of their areas
  + Request security review CCTV footage
  + If considering an evacuation, request to speak to the Police Duty Officer for guidance and assistance from explosives experts
  + When appropriate, announce/designate someone to announce overhead three times:
    - “Code Black – All Clear”

### All Staff

* Immediately report to your unit via safe route
* Continue work as usual unless otherwise notified
* If requested, conduct a visual inspection of your work area. Report any findings to your immediate *[Manager/Director of Care/Designate]*
* Do not use transmitting devices (for example: Vocera, cell phones, two-way radios); use landline phone as much as possible
* Remain in your department until an “All Clear” announcement is made, or further directions are given

# Visual Inspection Process

Note: Police do not typically assist in inspections for low to moderate threats. Police do not typically perform inspections as they are unable to recognize objects that are unfamiliar to the area.

* Staff who are familiar with an area will assist Police or the   
  [*Manager/Director of Care/Designate*] in a visual inspection for a suspicious object
* Inspect areas for unusual, out of context or unexplained objects, and report any findings to your *[Manager/Director of Care/Designate]* and/or Police
* Avoid touching or moving anything

# post incident actions

* Ensure proper documentation is completed, as applicable:
  + Bomb Threat Form
  + Suspicious Package/Written Threat Form
  + *[Insert title of documentation that should be completed after a bomb threat]*
* Debrief and ensure psychosocial support is provided, as needed

# supports

* If you experience any type of distress from an incident, you are encouraged to seek incident debriefing or emotional support [*insert information on who to speak with and any resources available*]

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Date (yyyy/mm/dd): | | | Time (24-hour) discovered/received: | | | | | | | Duration of call (hh:mm): | | | |
| Phone number where call was received: | | | | | | | Phone number on call display: | | | | | | |
| **Record the exact wording of the threat:** | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
| **Ask the perpetrator/caller:** | | | | | | | | | | | | | |
| What time is the bomb set to explode? | | | | | | | | | | | | | |
| Where is the bomb? | | | | | | | | | | | | | |
| What does it look like? | | | | | | | | | | | | | |
| Why did you place the bomb? | | | | | | | | | | | | | |
| Where are you calling from? | | | | | | | | | | | | | |
| What’s your name? | | | | | | | | | | | | | |
| **Call background noises (if applicable):** | | | | | | | | | | | | | |
| Static  Clear  Street noises  Music | | Office machinery  Motors  Voices  PA system | | | | | Animal noises  Factory machinery  House noises | | | | Local  Long distance  Other: | | |
| Calm  Angry  Nasal  Deep  Distinct  Raspy | | Disguised  Excited  Slow  Rapid  Laughter | | | | | Slurred  Ragged  Clearing throat  Coughing  Soft  Loud | | | | Normal  Crying  Stutter  Lisp  Other: | | |
| **Voice** | | | | | | | | | | | | | |
| Is there an accent? (specify) | | | | | | | | | | | | | |
| Is the caller’s voice/person familiar? (specify) | | | | | | | | | | | | | |
| **Gender:** | Male | | | Female | | Other | | **Estimated age:** | | | |  | |
| **Provide a description of the person (if possible):** | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
| Height: | Weight: | | | | Hair colour: | | Distinguishing features: | | | | | | Clothing: |
| Was the caller familiar with the area? (specify) | | | | | | | | | | | | | |
| Your name: | | | | | Department: | | | | Contact information: | | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Date (yyyy/mm/dd): | | | | Time (24-hour) discovered/received: | | | |
| **Name of person(s) who discovered/handled the package/note:** | | | | | | | |
|  | | | | | | | |
| **Location of package/note:** | | | | | | | |
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| **If the package was discovered, provide a description of what made it suspicious:** | | | | | | | |
|  | | | | | | | |
| **If the package touched, describe how it was manipulated (for example, flipped upside down, picked up etc.)** | | | | | | | |
|  | | | | | | | |
| **If the package/note was delivered, provide a description of the person:** | | | | | | | |
|  | | | | | | | |
| Height: | Weight: | | Hair colour: | | Distinguishing features: | | Clothing: |
| **Gender:** | Male | | Female | | Other | | |
| **Voice:** | Loud | | Soft | | Other | | |
| **Other information:** | | | | | | | |
|  | | | | | | | |
| Your name: | | Department: | | | | Contact information: | |