

Procedure:	CODE BLACK – Bomb Threat/Suspicious Object		
Owner of Procedure:	Emergency Management and Risk Specialist and Corporate Security Leader		
Approval by:	Emergency Management Committee	Date: 2021-12-09	
Original Effective Date:	2018-12-18	Reviewed Date(s):	2021-12-03
		Revised Date(s):	2021-12-03

PURPOSE

St. Joseph's Health Care London is committed to ensuring the safety of all staff, patients, visitors and affiliates and will activate a CODE BLACK in the event of discovering a suspicious object or the receipt of a threat involving an explosive/incendiary device.

The purpose of a CODE BLACK plan is to ensure the safety of all staff and affiliates, limit disruption to patient care and protect property in an area identified by a threat. The plan assists in information gathering to ensure that a proper assessment of the threat takes place.

Refer to identified sections for the following procedures:

- [Bomb Threat](#)
- [Suspicious Object](#)

CODE BLACK incidents will not be announced overhead. Additional colour codes may be activated during a CODE BLACK incident, such as CODE GREEN.

PROCEDURE

BOMB THREAT

1. The person(s) receiving a [bomb threat](#) by telephone will:

- 1.1. Keep the caller on the phone as long as possible.
 - 1.1.1. Listen to the caller
 - 1.1.2. Be calm and courteous
 - 1.1.3. Do not interrupt the caller
 - 1.1.4. Obtain as much information as possible
 - 1.1.4.1. Record the information on a Bomb Threat Form (Appendix 2)
 - 1.1.5. Do not hang up the phone, even if the caller hangs up
- 1.2. Initiate Emergency CODE BLACK procedures.
 - 1.2.1. Locate the nearest phone and dial 55555 (may delegate)
 - 1.2.1.1. State that you have a CODE BLACK.
 - 1.2.1.2. Provide information related to the emergency situation, including where Security Service can meet you.
- 1.3. Be available to responders on their arrival to provide information, answer questions and receive further instructions.
- 1.4. Inform on-site area leadership, when it is safe to do so.
 - 1.4.1. If there is a critical injury to staff, notify Occupational Health and Safety Services (OHSS) and follow response procedures.
 - 1.4.2. Complete a Workplace Occurrence Report (WORS) and a Patient Safety Report (PSRS), when safe to do so.

If you receive a threat by note or letter:

- DO NOT handle note
- Dial 55555 immediately to report it

If you receive a threat by email:

- Do not remove it from your screen
- Dial 55555 immediately to report it

2. When notified a bomb threat Security Control Centre (SCC) will:

- 2.1. Obtain information from caller.
 - 2.1.1. CODE BLACK
 - 2.1.2. Type of threat.
 - 2.1.3. Location of emergency.
 - 2.1.3.1. Building
 - 2.1.3.2. Unit/department
 - 2.1.3.3. Floor
 - 2.1.3.4. Room Number
 - 2.1.4. Location where Security will meet the reporting person.
- 2.2. Contact local Police Service immediately.
 - 2.2.1. Provide all relevant information related to the emergency.
 - 2.2.2. Provide staging area location for Police to meet with Security.
- 2.3. Activate the CODE BLACK [ENS2](#)
 - 2.3.1. Send out CODE BLACK Emergency Notification System ENS1 and ENS2 page.
 - 2.3.1.1. The following information is relayed:
 - 2.3.1.1.1. CODE BLACK
 - 2.3.1.1.2. Type of threat
 - 2.3.1.1.3. Location of reported threat
 - 2.3.1.1.4. Meeting place location.
 - 2.3.2. Activate the [ENS2 Conference Bridge](#).
 - 2.3.3. Provide available information to the individuals calling the ENS2 Conference Bridge.
 - 2.3.4. Page additional people if requested by the [Administrator on Call \(AOC\)](#).
 - 2.3.5. Advise Security Services of the CODE BLACK via radio communication.
 - 2.3.5.1. Provide all details of the emergency, including any additional information received from the reporting person.
 - 2.4. Do Not complete an overhead announcement.
 - 2.5. Send out the "All Clear" CODE BLACK ENS2 and ENS1 page.
 - 2.5.1. The authorization to announce the "All Clear" will come from Security Services or the Administrator on Call after consultation with the local Police Service.
 - 2.5.2. When sending out the "All Clear" page for an ENS2 add the following in the paging text box; "All Clear. Do Not Call In"
 - 2.6. Keep a log of events.

3. When notified of CODE BLACK, Security Services will:

- 3.1. Gather all available information and assess situation.
- 3.2. Maintain scene safety until Police arrive.
 - 3.2.1. If able, isolate the area of threat, control access to area.
- 3.3. Meet Police and escort to scene (may delegate)
- 3.4. Provide liaison with Police.
- 3.5. Organize and enforce scene/facility protection and traffic control.
- 3.6. Keep the Security Control Centre apprised of situation.
 - 3.6.1. Notify the Security Control Centre if the situation is not contained and armed violent person is mobile in building.
- 3.7. Relay "all clear" directive to the Security Control Centre, once the situation is declared safe.
- 3.8. Complete a detailed report for the incident.

4. Staff/affiliates in the area of the bomb threat or potential explosive/incendiary device will:

- 4.1. Discreetly and verbally inform all staff/affiliates in the area of the situation
- 4.2. Remain calm,
- 4.3. Request that visitors leave the building with their personal belongings,
- 4.4. Report any suspicious object(s) and/or recent suspicious circumstances by calling 55555.
- 4.5. Be prepared to evacuate the area as instructed by the Policy Service, Security Services or AOC and area leadership. (Refer to the CODE GREEN procedure)
- 4.6. When evacuating the area, ensure that all staff/affiliate belongings such as coats and purses/bags are removed.

5. **When notified of CODE BLACK, Staff not involved in the incident will:**
 - 5.1. Do NOT attend the area of incident.
 - 5.1.1. Ensure others from your area do not response to the incident scene.
 - 5.2. Remain in your area, unless an overhead announcement is made.
 - 5.2.1. Be prepared to evacuate your area if CODE GREEN procedures are initiated.
 - 5.3. Direct people in your area to remain calm, on guard and remain prepared to act immediately.
 - 5.4. Await further instructions and comply with orders.
 - 5.4.1. Information/direction will come through overhead announcements, by Security or by Police.
 - 5.4.2. Information/direction to resume normal duties when the incident is all clear or if the threat is isolated will be broadcasted.

6. **When notified of CODE BLACK, Administrator on Call (AOC) will:**
 - 6.1. Call the ENS2 Conference Bridge. Do NOT respond to CODE BLACK location.
 - 6.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
 - 6.2. Request the SCC to have someone from the scene to call the conference bridge to provide details of the incident.
 - 6.2.1. Security or Police can be requested to contact the ENS2 conference bridge.
 - 6.3. Consult with other On-Call staff on the conference bridge.
 - 6.3.1. Additional ENS2 On-Call staff include:
 - 6.3.1.1. Security Leadership on Call
 - 6.3.1.2. Patient Relations, Privacy and Risk Management on Call
 - 6.3.1.3. Communicator on Call
 - 6.3.1.4. Clinical Leader on Call
 - 6.4. Request the SCC to contact additional people, as needed, to join the conference bridge.
 - 6.5. Determine if larger evacuation is required.
 - 6.5.1. Refer to CODE GREEN procedures.
 - 6.6. Determine if the [Emergency Operations Centre \(EOC\)](#) needs to be activated.
 - 6.6.1. Notify the [Incident Management Team](#), if the EOC is activated.
 - 6.6.2. Provide location of for the activated EOC.
 - 6.7. Speak with clinical care areas after CODE BLACK is resolved, provide assistance as required.
 - 6.8. Speak with leaders of the area if appropriate.
 - 6.9. Relay the "all clear" directive to the Security Control Centre, once informed by the Local Police Service that the situation is safe.

7. **When notified of CODE BLACK ENS, Patient Relations, Privacy and Risk Management on Call will:**
 - 7.1. Call the ENS2 Conference Bridge. Do NOT respond to CODE BLACK location.
 - 7.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
 - 7.2. Gather information related to the incident.
 - 7.3. Determine appropriate control measures to eliminate or reduce the impact of hazards.
 - 7.4. Identify, evaluate and reduce losses associated with:
 - 7.4.1. Patient, employee or visitor injuries.
 - 7.4.2. Property loss or damage.
 - 7.4.3. Other sources of potential legal liability.
 - 7.5. Review areas of actual or potential sources of risk and/or liability involving patients, visitors, staff and property.
 - 7.6. Provide guidance on the release of information.

8. **When notified of CODE BLACK ENS, Communicator on Call will:**
 - 8.1. Call the ENS2 Conference Bridge. Do NOT respond to CODE BLACK location.
 - 8.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
 - 8.2. Gather information related to the incident.
 - 8.3. Implement Emergency Communication Plan.
 - 8.3.1. Coordinate/support general internal communication for staff, patients, residents and visitors.
 - 8.3.2. Arrange media interviews.
 - 8.3.3. Send news releases, as required.
 - 8.3.4. Coordinate/support communication for surrounding neighborhood, where appropriate.
 - 8.3.5. Provide follow-up information to all communications, including after the incident is concluded.

9. **When notified of CODE BLACK ENS, Clinical Leader on Call will:**
 - 9.1. Call the ENS2 Conference Bridge. Do NOT respond to CODE BLACK location.
 - 9.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
 - 9.2. Gather information related to the incident.
 - 9.3. Speak with clinical care areas after CODE BLACK is resolved, provide assistance as required.
 - 9.4. Speak with leaders of the area if appropriate.

SUSPICIOUS OBJECT

1. **The person(s) identifying a potential [suspicious object](#) will:**
 - 1.1. Do not touch or open the object.
 - 1.1.1. Reference [indicators](#) of potential suspicious packages and vehicles.
 - 1.2. Ensure your personal safety and the safety of others.
 - 1.2.1. If able, clear area of other patients, visitors, staff or bystanders.
 - 1.3. Report the suspicious object immediately to the Security Control Centre
 - 1.3.1. Locate the nearest phone and dial 55555 (may delegate)
 - 1.3.1.1. State that you have a suspicious object.
 - 1.3.1.2. Provide information related to the object.
 - 1.3.1.3. Provide detailed information about the location of the emergency.
 - 1.3.1.3.1. Which facility are you at.
 - 1.3.1.3.2. Building, floor, zone and unit/department.
 - 1.3.1.3.3. Provide the room number you are in or the nearest room number to your location.
 - 1.4. Be available to responders on their arrival to provide information, answer questions and received further instructions.
2. **When notified of a suspicious object, Security Control Centre will:**
 - 2.1. Obtain information from caller.
 - 2.1.1. Location of the object.
 - 2.1.2. Type of object.
 - 2.1.3. Caller's name and a location Security will meet the caller.
 - 2.1.4. Ensure that the person reporting the suspicious object understands that they and all persons in the area must immediately leave the area, if not done already.
 - 2.2. Advise Security Services via radio communication.
 - 2.2.1. Provide the name of the person reporting the object.
 - 2.2.2. Provide available details related to the object.
 - 2.2.3. Provide information on where to meet the caller.
 - 2.3. Activate the CODE BLACK [ENS2](#), if requested by Security Services
 - 2.3.1. Send out CODE BLACK Emergency Notification System ENS1 and ENS2 page.
 - 2.3.1.1. The following information is relayed:
 - 2.3.1.1.1. CODE BLACK
 - 2.3.1.1.2. Type of threat
 - 2.3.1.1.3. Location of reported threat
 - 2.3.1.1.4. Meeting place location.
 - 2.3.2. Activate the [ENS2 Conference Bridge](#).
 - 2.3.3. Provide available information to the individuals calling the ENS2 Conference Bridge.
 - 2.3.4. Page additional people if requested by the [Administrator on Call \(AOC\)](#).
 - 2.4. Do Not complete an overhead announcement.
 - 2.5. Contact local Police Service immediately.
 - 2.5.1. Provide all relevant information related to the emergency.
 - 2.5.2. Provide staging area location for Police to meet with Security.
 - 2.6. Send out the "All Clear" CODE BLACK ENS2 and ENS1 page.
 - 2.6.1. The authorization to announce the "All Clear" will come from Security Services or the Administrator on Call after consultation with the local Police Service.
 - 2.6.2. When sending out the "All Clear" page for an ENS2 add the following in the paging text box; "All Clear. Do Not Call In"
 - 2.7. Keep a log of events.

3. When notified of a suspicious object, Security Services will:

- 3.1. Gather all available information and assess situation.
 - 3.1.1. Ensure that no one touches or opens the object
 - 3.1.2. Attempt to verify the objects origin or destination.
- 3.2. Initiate Emergency CODE BLACK procedures if the object is believed to be an explosive or incendiary device.
 - 3.2.1. Request the Security Control Centre to activate a CODE BLACK
 - 3.2.2. Provide all information related to the emergency.
- 3.3. Maintain scene safety until Police arrive.
 - 3.3.1. If able, isolate the area of threat, control access to area.
- 3.4. Meet Police and escort to scene (may delegate)
- 3.5. Provide liaison with Police.
- 3.6. Organize and enforce scene/facility protection and traffic control.
- 3.7. Keep the Security Control Centre apprised of situation.
 - 3.7.1. Notify the Security Control Centre if the situation is not contained and armed violent person is mobile in building.
- 3.8. Relay “all clear” directive to the Security Control Centre, once the situation is declared safe.
- 3.9. Complete a detailed report for the incident.

Suspicious Object Indicators:

	Indicators	Actions
Suspicious Package	Review Appendix 1 – Suspicious Package/Letter	Do not touch or move suspicious object.
Suspicious Vehicle	<ul style="list-style-type: none"> • Left unattended. • Obviously overweight or heavy. • Obscured windows. • Plain view of items that appears unusual; such as flammable, combustible items, cylinders or leaking substance. • Parked in an area that could cause structural damage or heavy loss of life (underground parking, common entrance/exit points) • License plate is missing or validation sticker outdated. 	<p>Using a land line, dial 55555 and report findings.</p> <p>Keep people away from the suspicious object.</p>

DEFINITIONS

Administrator on Call (AOC) – A member of the Senior Leadership Team responsible for leadership and decision making after regular hospital hours, including weekends and statutory holidays, as well as during emergencies and other situations.

Affiliates – Individuals who are not employed by the organization but perform specific tasks at or for the organization, including appointed professionals (e.g., physicians, dentists), students, volunteers, researchers, contractors or contracted staff who may be members of a third-party contract or under direct contract to the organization and individuals working at the organization but funded through an external source (e.g., research employees funded by Western).

Bomb Threat – Is a threat, usually verbal or written, to detonate an [explosive](#) or [incendiary device](#) to cause property damage, death or injuries, whether or not such a device actually exists.

Emergency Notification System – The Emergency Notification System is an in house, proprietary automated system which is operated from the Security Control Centre (SCC). This system is utilized when a caller dials 55555 to report an emergency, or the SCC is notified of through the Community. The ENS system is also activated when an internal monitoring system (i.e., Fire Alarm System) indicates an emergency.

The ENS System is based upon two levels of notification. The first notification is for assigned first responders. The second level of notification is an escalated notification for leadership (on-call) to respond to provide additional support.

ENS1:

- Upon notification, the SCC notifies “first responders” by radio, pager and overhead announcement to respond and assess, mitigate or prevent the emergency from escalating and conduct response activities. Depending on the situation, the SCC will also notify key external responders (i.e. local fire, police, and ambulance) as required.
- Responders at the scene determine if the incident can be maintained safely. As well, responders determine if the emergency has reached thresholds of risk where additional leadership is required.

ENS2:

- ENS 2 means that an emergency has reached thresholds of risk where leadership must be notified to ensure a consistent and organized action planning.
- ENS 2 is immediately activated for Code Green, Code Black, Code Grey, Code Orange, Code Purple and Critical Incident.
- In an emergency which meets the criteria of an ENS 2 emergency, leaders are paged, and a telephone conference call occurs. A person from the emergency scene will be asked to provide a briefing to this telephone conference call.
- Dependent on the scope, intensity and duration of the emergency, the Administrator on Call (AOC) or another senior leader or official may activate the opening of an Emergency Operations Centre (EOC)

ENS2 Conference Bridge – A teleconference extension which is activated by the Security Control Centre when an emergency is elevated to ENS2. This teleconference is used for predetermined On-Call staff to gather information related to an emergency and to discuss an action plan to resolve the emergency with minimal impact.

Emergency Operation Centre (EOC) – The role of the Emergency Operations Centre is to gather all known information regarding emergency situations. Locations of the EOC's are listed in the Fire Safety Plans at each site. The primary responsibilities of the Emergency Operations Centre are:

- Provide direction, coordination and control of the emergency response and recovery
- Establish short term and long term priorities
- Collect, evaluate and communicate information
- Manage resources

Liaise with other agencies

Explosive Device – a device, such as a bomb, that explodes or bursts loudly and with great force.

Incendiary Device – A weapon designed to start fires or destroy sensitive equipment using fire

Incident Management System (IMS) – IMS was developed to standardize organizational structures, functions, processes and terminology for use at all levels of emergency response in Ontario. IMS addresses the need for coordinated responses to all types of incidents and has been developed with input from more than 30 emergency response organizations from Ontario.

Incident Management Team (IMT) – The Incident Management Team is responsible for central command and control of the incident and assists the critical processes in implementing their recovery plans. Activation of the IMT is determined by the AOC, as well as position assignments within the IMS structure. The St. Joseph's Health Care London Incident Management Team structure can be found on the intranet

Staff – An individual who is hired and paid by the organization.

Suspicious Object – Anything out of place and cannot be accounted for, or any object suspected of being an explosive device and is left unattended in an area, and is possibly noted to be linked to suspicious behavior. (i.e. persons enters, concealing package and leaves the item and the area immediately or, a person leaves a vehicle unattended and does not appear to enter, rather leaves the area immediately)

REFERENCES

Related Corporate Policies

Code Green Emergency Response Procedure
Health and Safety
Workplace Occurrence Reporting for Staff/Affiliates
Critical Injury
Reporting and Review of Adverse Events and Near Misses/Patient Safety Reporting
First Aid Response for Staff/Affiliates

Legislation

Occupational Health and Safety Act
Government of Ontario (1990) Occupational Health and Safety Act (OHSA), Section 51: Notice of death or injury

Other Resources

Evacuation Designated Assembly Areas
Fire Safety Plans
Workplace Occurrence Reporting System
Patient Safety Reporting System
St. Joseph's Incident Management System and Structure
[Incident Management System \(IMS\)](#)
Workplace Injury Checklist for Person Injured
Workplace Injury Checklist for Leader
Workplace Violence and Prevention Program
Initial Investigation Report of Workplace Violence Occurrence
St. Joseph's Occupational Health and Safety Figure 1: Critical Injury General Procedure Flowchart (Rev. 2021-05)
St. Joseph's Occupational Health and Safety Process for Responding When Occupational Health and Safety Services (OHSS) is Closed Flowchart (Rev. 2021-05)
St. Joseph's Critical Injury to Staff/Affiliate or Critical incident to Patient/Visitor Flowchart (Rev. 2021-05)
St. Joseph's Critical Injury Report (Rev. 2021-05)

APPENDICES

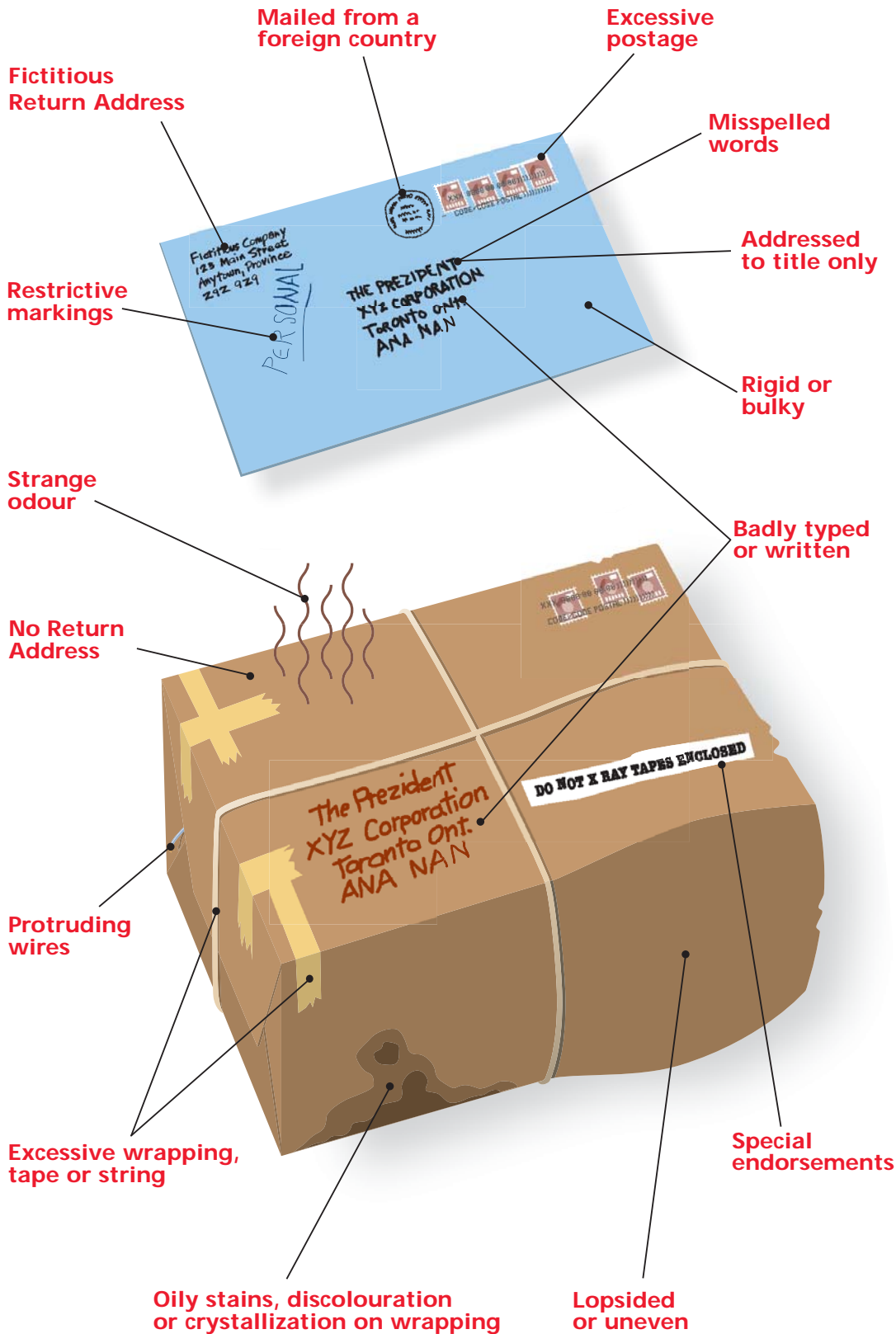
Appendix 1 – Suspicious Package/Letter

Appendix 2 – Bomb Threat Form

Appendix 3 – Search Protocol

Suspicious Mail Alert

If you receive a suspicious letter or parcel
(A COMBINATION of the following may constitute a suspicious mail item)



- 1** Immediately advise local emergency services of the situation.
- 2** Do not handle, shake, smell, or taste the suspicious article.
- 3** Isolate the article, and evacuate the immediate vicinity.
- 4** Anyone who has handled the article should immediately wash their hands with soap and water.

If a letter or parcel is open and/or a threat is identified

For a Bomb:

- Evacuate area immediately
- Call local emergency services

For Biological or Chemical:

- Isolate do not handle
- Evacuate area immediately
- Wash your hands with soap and warm water
- Call local emergency services

For Radiological:

- Limit exposure do not handle
- Evacuate area immediately
- Shield yourself from object
- Call local emergency services

Corporate Security

Appendix 2

BOMB THREAT FORM

When a bomb threat is received by telephone:

- Listen
- Be calm and courteous
- Do not interrupt the caller
- Signal a co-worker and let them know you have a bomb threat on the phone, they can dial 55555 for you
- Obtain as much information as you can

Recorded Data:

Date: _____ Time: _____ Duration of Call: _____

Questions to Ask:

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? _____

What type of bomb is it? _____

Exact Wording of Threat:

Identifying Characteristics

Sex: _____ Estimated Age: _____

Accent (Eng., Fr., etc.) _____

Voice (loud, soft, etc.) _____

Speech (fast, slow, etc.) _____

Diction (Good, nasal, lisp, etc.) _____

Manner (calm, emotional, vulgar, etc.) _____

Background noise: _____

Voice was familiar (specify) _____

Caller was familiar with area _____

Threat Recipient's Information:

Name: _____ Department/Hospital _____ Coordinator/Director _____

Reference: Bomb Threat Telephone Procedures, Canadian Bomb Data Centre

Appendix 3

Search Protocol

You have volunteered to search for a suspicious package or for evidence related to a bomb threat. In order to be effective, you must remain calm. If you are unable to do so, *do not* participate.

Your role:

- Take direction from the search leader.
- Obtain building drawings and keys, pen and paper
- Write down and follow the system of the search as advised by the search leader
- Turn off all radios, pagers, cell phones. Your communications will be a LAND line only.
- Travel to area and conduct the search in an effective, calm and courteous manner. The goal is to avoid panic, but ensure safety and the discovery, removal and destruction of a confirmed package *if* found.
- If you discover something you believe to be related to the search and it is pertinent, isolate the area and dial 5-5-5-5 immediately. Write down what you saw or found and where.
- Your search is of a cursory nature. This means you are asked to look and not touch objects you are not familiar with.
- If you are alerted to a finding in a particular area that is not yours, follow the direction of the search leader immediately.
- Once you have completed the search of the area you have been assigned, return as soon as possible to the staging area and report your findings.
- Do not speak to media, patients or visitors.
- Pay attention and remain focused and calm.
- Be prepared to further assist if required.

SEARCH TIPS

- Search from the lowest point to highest (floor to waist, waist to chin- top of head, above false ceilings *only* if safe)
- Look, listen & don't touch
- If an object is found **DO NOT TOUCH** evacuate immediate area
- Do not move, jar, handle anything attached to the object