

BOMB THREAT EMERGENCY PLAN — CODE BLACK

Purpose

The policy provides guidelines for staff to respond and manage to a bomb threat (includes a suspicious object) to ensure the safety and security of residents, staff members, volunteers and visitors in the Homes.

DEFINITIONS

Code Black

A term that alerts staff that a bomb threat has been received or a suspicious package has been found for which ownership cannot be identified

Emergency

An urgent or pressing situation or condition presenting an imminent threat to the health or well-being of residents and others attending the Home that requires immediate action to ensure the safety of persons in the Home

Suspicious Object

An unattended item (such as a bag, package, vehicle, etc.) of unknown origin with contents that could reasonably contain a bomb. Staff should watch for any item that is hidden or not typically found in the facility, and/or has unexplainable wires, electronics, unusual sounds or odours (this includes any packages that are delivered to the Home via courier)

Staff

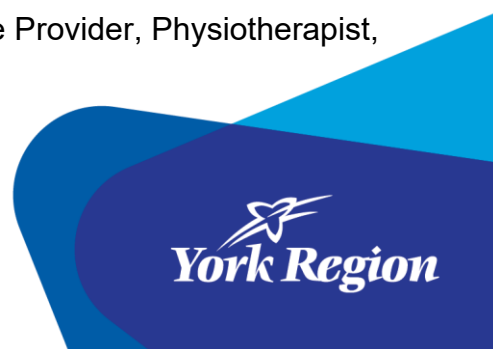
Means a person who works at the Home either:

(a) As an employee of the Region/Home. This includes unionized staff, including but not limited to CUPE 905 Long-Term Care Bargaining Unit Staff (excluding Seniors Community Program Staff), and Non-Union staff working in the Homes

(b) Has a contract or agreement with Region/Home. This includes but is not limited to the Medical Director, Registered Dietician, Physician, Pharmacy Service Provider, Physiotherapist, etc.

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(c) Under a contract or agreement between the Region/Home and an employment agency or other third party. This includes agency staff (including those who may not provide direct care to residents)

Policy

The key requirements of this policy are:

1. Identified threats: To ensure the safety of those who live and work at the Homes, all bomb threats and unidentified suspicious objects shall be treated as real and serious threats that requires immediate attention
2. Activation: *Bomb Threat Emergency Plan (CODE BLACK)* MUST be activated by any staff member, student, or volunteer:
 - When a bomb threat is received (by phone, email, letter, or verbally), OR
 - A suspicious object is found at the Home
3. Duty to respond: All staff have a duty to support and respond to a CODE BLACK
4. Resources and equipment: The Homes will ensure staff have access to resources, supplies, personal protective equipment, and equipment to adequately respond to a CODE BLACK
5. Communication: The Homes will be equipped with an effective public address system for announcing CODE BLACK to those in the Home

Note: To avoid alarming residents and visitors, bomb threats or the identification of suspicious packages will only be referred to using the phrase “CODE BLACK” when communicating with others.
6. Incident Reporting: The Home must report a critical incident that presents an emergency immediately
7. Education and Training: All staff, students and volunteers will be provided with education and training on emergency and evacuation procedures

Procedures

This section contains procedures for the following:

- A. Activating and responding to a CODE BLACK
- B. During a CODE BLACK
- C. Ending a CODE BLACK
- D. Post CODE BLACK Procedures and Documentation

A. Activating and responding to a CODE BLACK

1. The individual who receives a bomb threat by telephone will:

- Remain calm
- If possible, make a second person aware of the call on the line and have this person notify the Police by dialing “8-911” immediately
- As a minimum, try to get the caller to tell you:
 - Where is it now?
 - When is it going to explode?
 - What does it look like?
 - What kind of bomb is it?
 - Why did you place the bomb?
 - Where are you calling from?
 - What is your name?
- Try to keep the caller on the line as long as possible to support attempts to trace the call. Do not ridicule the caller

Note: If the caller is still on the line when the police arrive at the Home, the police will attempt to take over the call.

- After the call, complete *Appendix B: Code Black Form – Telephone Threat* to record details of the conversation
- When the call is over, contact the Charge Nurse using another phone and notify them of the situation

Note: Do not use the same phone used during the bomb threat until the phone is cleared for use by the Police. If you have a remote phone, keep it with you. If it is a desk phone put a sticky note (DO NOT USE).

Note: Staff may continue to use other cell phones or portable radios.

2. The individual who receives a bomb threat in writing will:

- Contact the Charge Nurse immediately. If it is a handwritten note, handle it as little as possible. If it is an email, do not delete the message

3. The individual who identifies a suspicious object will:

- Contact the Charge Nurse immediately
- Avoid alarming residents or visitors

- Never touch it and keep others away from it

The Charge Nurse (or designate) will:

- Call “8-911” and contact the police (if not already done so) and provide the operator with as much detail as possible
- Notify the Administrator (during business hours) or the Manager-on-Call (after hours)
- Delegate a staff member to:
 - Wait for the Police at the entrance to the Home and escort them to the location of the incident (e.g., where the call was received)
 - Get the Home’s floor plans from the General Emergency Response Kit
 - For Maple Health Centre: Notify adult day program staff
 - For Newmarket Health Centre: Notify tenants of 200 Eagle Street via the Building Superintendent
- Request the Administrator (or designate) to access and review any surveillance camera footage (CCTV) at the Home

The Administrator (or designate) will:

- Access and review any surveillance camera footage (CCTV) at the Home.

B. During a CODE BLACK

The Charge Nurse (or delegate) will:

- Take command of the emergency until the Police arrive on site

Note: The Police will establish a command centre, determine the need to announce a CODE BLACK using the public address system, what to communicate to staff and any other actions required

The Administrator (or designate) will:

- Inform and consult with the Director, Seniors Services on whether to activate the Incident Management System (IMS). See *Long-Term Care Emergency Plan*
- Follow direction from the Police on whether to evacuate all or part of the Home.

All staff, students and volunteers will:

- Take a quick look for any objects that may be out of place
- Assist the police in their investigation and follow their direction

- Keep residents calm and hallways clear
- Keep everyone away from the suspicious object

C. Ending a CODE BLACK

The Charge Nurse (or designate) will:

- Declare the CODE BLACK over when there is no longer a threat
- Delegate a staff member to announce the following statement three times over the public address system: “CODE BLACK. All clear”

Note: once a CODE BLACK has been declared over, normal operations resume.

D. Post CODE BLACK Procedures and Documentation

The Charge Nurse (or designate) will:

- Ensure all emergency response equipment taken from the General Emergency Response Kit is replaced and cleaned
 - Report any incident/injury using the appropriate tools
- Note:** This includes notifying a supervisor of the need to report an incident/injury.
- Conduct debrief(s) and other actions as required by the *Long-Term Care Emergency Recovery Plan*
 - Update the Administrator (during business hours) or the Manager-on-Call (after hours), adult day program staff (for Maple Health Centre) and building superintendent for 200 Eagle Street (for Newmarket Health Centre)

The Director of Care (or designate) will:

- Follow the *Mandatory and Critical Incident Reporting Policy and Procedures*
- Notify Joint Health and Safety Committee regarding all incidents involving staff, volunteers, visitors, and contract workers

The Administrator (or designate) will:

- In consultation with the Director, Seniors Services
 - Deactivate the Incident Management System (IMS), if activated
 - Notify the Wellbeing Team (who support staff who experienced distress)

Roles and Responsibilities

All staff, students and volunteers

- Complete a *Code Black Form – Telephone Threat*, if required

Administrator (or designate)

- Access CCTV footage, as required
- Activate and/or deactivate the Incident Management System (IMS)

Director of Care (or designate)

- Initiate Mandatory Critical Incident System Report

Charge Nurse (or designate)

- Ensure completion of a Code Black Form – Telephone Threat, if required

Emergency Management Specialist

- Provide education and training on Emergency Plans
- Complete After-Action Review (AAR)

Education, Seniors Services

- Maintain staff records of education and training

AUTHORITY

Fixing Long-Term Care Act, 2021; General Regulation 246/22; Accreditation Standards Manual, as current; and York Region Seniors Services Administration

Alternate formats or communications supports are available upon request by contacting newmarkethealthcentre@york.ca or maplehealthcentre@york.ca.