

Appendix O

CODE BLACK

Policy:

Code Black applies to situations where staff members are informed of a potential bomb threat or made aware of a suspicious package. The procedure guides staff members to maintain life safety, assess the threat, locate and/or isolate the area at risk, and Call 911.

The Supervisor/Designate will assume the role of Incident Commander (IC).

Purpose:

The purpose of Code Black is to establish a standardized and coordinated response to a bomb threat or the discovery of a suspected explosive device within or in proximity to Au Château, in order to protect the safety of residents, staff, visitors, and essential services.

This policy ensures that:

- Bomb threats and suspected explosive hazards are taken seriously and managed promptly.
- Staff understand their roles and responsibilities during a Code Black.
- The response prioritizes life safety, calm communication, and risk mitigation.
- Actions are coordinated using Incident Management System (IMS) principles.
- Appropriate authorities are notified and supported as required.
- Post-incident review supports emergency preparedness, staff awareness, and compliance with the *Fixing Long-Term Care Act, 2021* and *O. Reg. 246/22*

Procedure:

1. Receiving a Bomb Threat:

A. By Telephone:

- Bomb threats are normally transmitted by telephone, and the person receiving the call must obtain the precise information and enter it on the Bomb Threat Checklist (reference Appendix O1)
- Bomb threats are made to warn people to leave a location where an explosive device may have been planted. The caller probably knows the device and does not want people to get hurt.
- The more specific the information about the device, the more likely there is one.

- Another reason for making a bomb threat is to cause alarm, panic, and to get a response.
- Stay calm and attempt to prolong the conversation with the caller for as long as possible:
 - Do not put the caller on hold and do not transfer the call
 - Confirm that the call is to the correct location
 - Allow the caller to talk - do not interrupt

Complete the Bomb Threat Checklist:

See Appendix O1

- If possible, record the conversation (exactly what was said).
 - Ask the caller to repeat what was said (e.g., “I am sorry I did not hear what you said, would you mind repeating it?”).
 - Ask the following questions:
 - Where is the bomb located? Building? Floor? Site Area? Outside?
 - When is the bomb set to explode?
 - What kind of a bomb is it?
 - What does the bomb look like?
 - Description of voice - male/female, young, old, nervous, calm, agitated, angry, rough, soft, loud, muffled, clear, refined, accent.
 - Document any background noise - music, whistles, aircraft, running motor, bells, horns, machinery, traffic, or cell phones.
 - Document any additional information such as speech impediment, unusual phrases, recognize the voice or accent, call display, caller indicating knowledge of, or familiarity with, the site or individuals at the site.
- Try to get someone’s attention to direct them to Call 911. If unsuccessful, Call 911 immediately after hanging up from the caller.**
- Report the details of the conversation to the Incident Commander immediately.
 - Follow the direction of the Police.

B. By Letter or Note:

If a threatening letter is received that places the safety of the staff members and/or safety of the building at risk, Call 911 immediately.

- Handle the note or envelope with gloves and place it in a second envelope or a clear plastic bag immediately upon opening and reviewing.
- Record how the threat was delivered, the time that the note or letter was delivered, and by whom. If by messenger, the description of the messenger is to be recorded.
- The Incident Commander will be notified immediately.
- Follow the directions of the Police.

2. Incident Commander Responsibilities:

- Immediately Call 911 if not done.
- Refer to Code Black Checklist (refer to Appendix O1)
- Announce Code Black three (3) times including location, if safe to do so:

“Attention All Staff Members, Code Black, (Announce Location if safe to do so)”

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Once Code Black is announced staff members should search their areas for suspicious, unknown, or unidentified objects and report to the Incident Commander.

- During a Code Black, the site’s paging system will be used for emergency announcements only.
- Limit access to the building, if possible.
- Implement the appropriate action or combination of actions as directed which may include:
 - Lockdown: partial or full.
 - Search: partial or full.
 - Evacuation: partial or full.
 - While waiting for the Police to arrive, the Incident Commander will designate staff members to be stationed at entry/exit doors to ensure they are secured, and the elevators are brought to the ground level.
 - Visitors who wish to come into the site will be advised that the site is temporarily closed, and access will be denied.
 - If any entrances are found to be tampered with, this should be immediately reported back to the Incident Commander.
 - If any suspicious object(s) are found in any area, they should be reported immediately to the Incident Commander and Police, do not touch. Call a Code Green (refer to Appendix L) to evacuate the targeted area or site.
 - Staff members are to be instructed to **not** use cell phones or radio equipment within 50 meters of the site when a Code Black has been initiated.
 - The Incident Commander will contact Senior Leadership Team to alert regarding the Code Black.

3. Bomb Search and General Procedure:

Once a decision is made that the bomb threat appears to be valid, the Incident Commander will work in full cooperation with the Police.

- The Incident Commander in conjunction with Police will decide whether a full or partial search and/or evacuation is required. The Incident Commander is also authorized to give the order to re-enter the premises once the threat has been dealt with satisfactorily.
- The Incident Commander will assign staff members to:
 - Have all entrances “Locked Down” to prevent further entry.
 - Assign one staff member to check all exits and ensure they are locked and that the alarm system is on and functional unless evacuation is ordered.
 - Complete the checklist (refer to Appendix O1)

While Awaiting the Arrival of the Emergency Services the Incident Commander Will:

- Establish perimeter control of the area to ensure that no one approaches or attempts to move the object.
- Endeavour to establish ownership of the object.
- Determine the most direct route to the object.
- Delegate someone familiar with the building and area where the object is located to meet Police personnel on their arrival and direct them to the suspected object.

4. Evacuation of the Building or Area:

The Incident Commander will decide on evacuation based on threat information before the Police arrive or on Police advice after they arrive. If an immediate evacuation is necessary, the Incident Commander will issue a Code Green (refer to Appendix L).

- Select evacuation routes and assembly areas that are not in the vicinity of the suspicious item; ensure these routes have been searched and cleared.
- Notify Emergency Services of evacuation and request assistance.
- Account for all personnel.
- Confirm the building is empty.
- Advise all evacuees to remove all personal items (e.g., purses, backpacks).

5. Cancellation of Code Black:

The decision to cancel the Code Black may only be made by the Incident Commander in conjunction with the Police.

- Announce the following:
 - “Attention All Staff Members, Code Black has ended, All Clear”
 - “Attention All Staff Members, Code Black has ended, All Clear”
 - “Attention All Staff Members, Code Black has ended, All Clear”

Immediately Following the Cancellation of the Code Black:

- Staff members will return to their normal duties.

- A debriefing will take place with representatives as directed by the Incident Commander and Emergency Services, if available.
- A debrief with all staff members should take place as soon as practicable.
- Incident Commander to ensure Occupational Health & Safety needs of staff members are met as needed.
- A Post Incident and Debrief Form must be completed (Appendix O2).