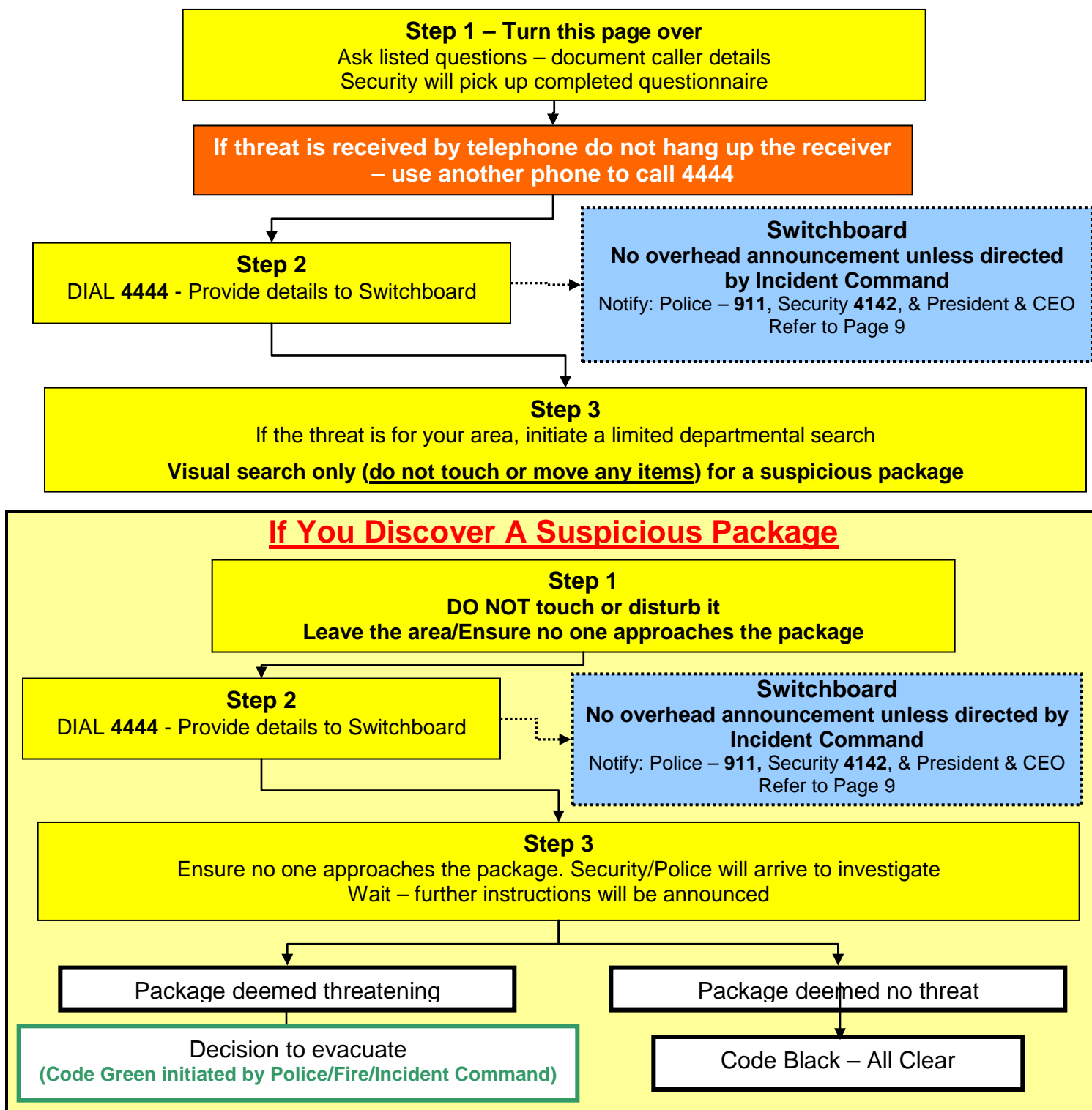


## i. Outline

# Code Black

## Bomb Threat/Suspicious Package

### Person Receiving Threat



**ii. Bomb Threat Questionnaire**

**Keep the caller talking – record as much information as possible**  
**Do not hang up the phone – even after call termination**  
**If possible, quietly have another staff member dial 4444**

**SECTION 1 – General Information:**

Time: \_\_\_\_\_ Date: \_\_\_\_\_ Call Display Number: \_\_\_\_\_  
 Your Name: \_\_\_\_\_ Your Number: \_\_\_\_\_

**SECTION 2 – Detail the exact threat of the caller (ask the caller to repeat their message, if necessary):****SECTION 3 – Questions to ask the caller:**

When will the bomb go off?  
 Where is the bomb located?  
 Can you describe the room where the bomb is?  
 How did you get the bomb here?  
 What does the bomb look like?  
 What is the bomb made from?  
 How will it go off?  
 Did you place the bomb?  
 Why are you doing this?  
 Do you realize that people might get hurt?  
 Where are you calling from?  
 Where do you live?  
 What is your name?  
 When is your birthday?

**SECTION 4 – Voice Characteristics:**

**Gender:** ☐ Male ☐ Female  
**Age:** ☐ Adult ☐ Juvenile (child/teenager)  
**Tone:** ☐ Loud ☐ Soft ☐ High-pitched ☐ Deep ☐ Raspy ☐ Smooth ☐ Nasal ☐ Other: \_\_\_\_\_  
**Diction:** ☐ Clear ☐ Slurred ☐ Stutter ☐ Lisp ☐ Intoxicated ☐ Hesitant ☐ Educated ☐ Other: \_\_\_\_\_  
**Accent:** ☐ None ☐ English ☐ French ☐ Native ☐ Other: \_\_\_\_\_  
**Manner:** ☐ Calm ☐ Emotional ☐ Angry ☐ Irrational ☐ Fast ☐ Slow ☐ Polite ☐ Vulgar ☐ Rude ☐ Other: \_\_\_\_\_

**SECTION 5 – Background Noises:**

☐ Quiet ☐ Trains ☐ Airplanes ☐ Helicopters ☐ Cars ☐ Machinery ☐ Construction ☐ Animals  
☐ Music ☐ People ☐ Other: \_\_\_\_\_

**SECTION 6 – Final Comments:**

Was the voice familiar to you: ☐ Yes ☐ No

If yes, whom did it sound like: \_\_\_\_\_

Comments: \_\_\_\_\_

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## 1.0 General Overview

### 1.1 Plan Usage

This plan will be utilized if a bomb threat to the facility is received by any means, or a suspicious package is located on the premises.

### 1.2 Definition of a Bomb

A bomb is any device, which by design produces an explosion, or due to additional incendiary, toxic, or radiological substances, some dangerous environmental condition upon activation.

### 1.3 Authority to Declare a Bomb Threat

Anyone who receives, by way of telephone, fax, e-mail, or in person, notice that a “Bomb Threat” exists shall dial “4444” and advise the Switchboard Operator of the details. **After approval** from Incident Commander, the Operator will announce “Code Black” over the hospital public address system.

### 1.4 Scope of a Bomb Threat

#### **Non-Specific**

Caller does not specify a location and threatens the entire Hospital (i.e. “A bomb will go off in your Hospital in 30 minutes”)

#### **Specific**

Caller has intimate knowledge of device location and threatens a specific area of the Hospital (i.e. “A bomb will go off on Connell 8 in 10 minutes”)

### 1.5 Common Reasons for Bomb Threats

Bomb threats are most commonly made for any of the following reasons:

- The caller knows or believes an explosive device has been or will be planted and wishes to minimize personal injury and/or property damage
- The caller is “attention seeking” and wishes to disrupt normal activities by creating anxiety and panic
- The caller is attempting to gain a perceived negotiating advantage (extortion or political terrorism)

In all cases, a bomb threat must be treated seriously.

### 1.6 Types of Bomb Threats

An emergency involving an explosive device will be the result of either of the following:

#### Bomb Threat

A bomb threat may be received in any of the following manners:

- Electronic Communication, whereby the threat is communicated by some electronic means such as telephone, facsimile, e-mail, etc.

- Written/Printed, whereby the threat is communicated by means of some form of written or printed medium
- Verbal, in-person

### Letter/Package Bomb

A package is received which contains or is believed to contain an explosive device

In each case be sure to fill out the Bomb Threat Questionnaire, provided on the flip side of the Code Black flow chart. As directed by the source of the threat, check off the appropriate box as action is taken

## **1.7 Preservation of Physical Evidence**

In order that the Police may obtain valuable forensic evidence:

- Handle any written threat as little as possible. If it is necessary to handle the item (letter, note), hold it near the centre; latent fingerprints are usually found at the edges of paper documents
- Place the item (letter, note) into a plastic bag or a paper envelope, if at all possible
- Do not touch anything in the room where the threat was made from
- Do not use the telephone in the room where the threat was made from
- Do not allow anyone other than the responding Police to enter the room where the threat was found or made from
- Anyone found in or near the area where the threat was found or made from should be requested to speak to the Police

## **1.8 Use of the Bomb Threat Questionnaire**

The bomb Threat Questionnaire is used to record the details of a telephoned bomb threat. Departmental Managers will ensure that a bomb threat questionnaire is readily available near any phone in their area(s) of responsibility, which may be likely to receive an incoming call, and that their staff is familiar with its location and use. A bomb threat questionnaire is available on the opposite side of the Code Black flowchart, located in each Emergency Procedures Manual.

## **1.9 Incident Command Centre**

Upon receiving notice of a bomb threat Protection Services will immediately establish an Incident Command Center within the Security Office on Dietary 1. The Director of Protection Services/delegate will assume command and coordinate the search activities.

The person acting as the Incident Commander (e.g., Director of Protection Services/Delegate) must be prepared to transfer command to a higher authority (Police, Fire, CEO), or apply unified command.

**1.10 Criteria for Search Versus Evacuation**

For an organization as large as Kingston General Hospital, it is neither practical nor recommended to initiate extended or total evacuation procedures, until the threat has been investigated.

The President & CEO/Delegate, in consultation with Police and Fire officials, and the Incident Commander, determines whether to evacuate based on a threat analysis using the information detailed in the bomb threat questionnaire, and the expertise of Police officials.

After the decision not to evacuate has been made, it is the expectation that staff will be prepared to participate in a Comprehensive Search. Statistics reveal most bomb threats are “attention seeking” and bombings that have occurred were not preceded by a warning.

Police do not have the manpower, and are unfamiliar with the area, to do the search.

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## 2.0 Response & Recovery – All Staff

### Response

#### 2.1 Threat Received By Way of:

##### Telephone

##### **Do Not Panic**

- ☐ Obtain and complete the bomb threat questionnaire from the front of this plan

##### **Do Not Hang Up the Phone**

- ☐ Immediately notify or request another staff member to notify Switchboard (4444)

##### Letter

##### **Do Not Handle the Letter any more than you already have**

- ☐ Obtain and complete any applicable sections on the bomb threat questionnaire from the front of this plan
- ☐ Immediately notify Switchboard (4444)

##### E-Mail

##### **Do Not Delete the Message**

- ☐ Obtain and complete any applicable sections on the bomb threat questionnaire from the front of this plan
- ☐ Immediately notify Switchboard (4444)

#### 2.2 Procedure If You Discover a Suspected Letter/Package Bomb

##### **Do Not Touch or Attempt to Handle the Object**

##### **Do Not Activate the Fire Alarm**

- ☐ Using Appendix “A”, Visually assess the package to further determine if suspicious

##### **If Suspicious**

- ☐ Isolate the object and secure the area, **Do Not Touch or Approach the Object**
- ☐ If dry powder observed, turn off fans/air conditioners, contain and wash hands immediately. See Code Brown.
- ☐ Immediately notify Switchboard (4444). Provide your name, position, location and nature of emergency.
- ☐ Notify your immediate Supervisor
- ☐ Deactivate all radios, pagers, and cellular phones in the area
- ☐ Initiate a limited evacuation of the immediate area
- ☐ Obtain and complete the bomb threat/suspicious package questionnaire from the front of this plan.

### 2.3 Procedure If You Hear A “Code Black” Announcement

- ☐ Remain calm and instruct patients and visitors to remain in or return to their rooms with the doors closed, wherever possible
- ☐ Do not divulge any information surrounding the crisis to patients and visitors
- ☐ Do not call Switchboard.
- ☐ Check rooms in the area for anything suspicious
- ☐ Using Figure 1 (below) as your guide, initiate a preliminary search of your areas of responsibility
- ☐ **Do not flip on or off light switches**
- ☐ Search in a horizontal pattern from the floor to the ceiling (Figure 1)
- ☐ Look for items not consistent with area equipment and décor. Devices may not always look foreign to the environment
- ☐ Do not spend time on locked areas that are known to have restricted access
- ☐ Very carefully check garbage cans, laundry bags and any other receptacles, **do not open lids or physically disturb the items**
- ☐ Check any wheeled equipment such as carts, stretchers in area; try and determine its time of arrival and reason for being in the area
- ☐ Mark rooms/areas which have already been searched (i.e. sticky notes, labels) to prevent duplication of searches

4<sup>th</sup> Search Layer – Areas Above False Ceiling

3<sup>rd</sup> Search Layer – Chin or Top of Head to Ceiling

2<sup>nd</sup> Search Layer – Waist to Chin or Top of Head

1<sup>st</sup> Search Layer – Floor to Waist

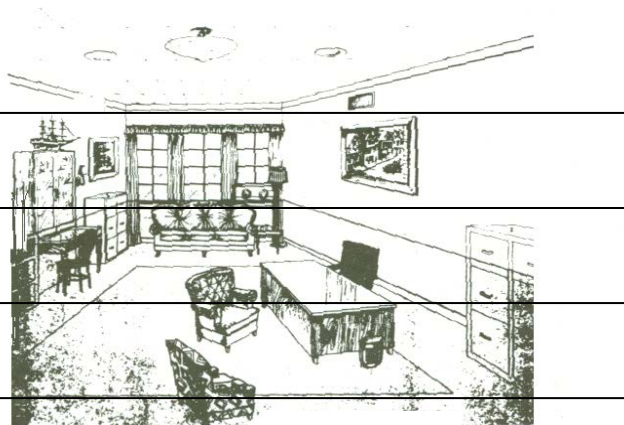


Figure 1.

- ☐ Do not handle any items about which there are doubts; isolate them and contact Incident Command via Switchboard from an adjacent land-line telephone. Do not touch or attempt to handle the object
  - ☐ Do not activate the fire alarm; radios, pagers, cellular phones must not be used
  - ☐ Obtain the letter and parcel bomb recognition poster from Appendix “A” of this plan.
  - ☐ Using Appendix “A”, visually assess the package, to further determine if suspicious

**Recovery****2.4 Upon Notification That the Crisis Has Concluded**

- ☐ Resume normal duties
- ☐ Advise patients and visitors that the crisis no longer exists
- ☐ Refer any media inquiries to the Strategy Management and Communications office

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## **3.0 Response & Recovery – Switchboard**

### **Response**

#### **3.1 If You Are the Person Receiving the Threat**

- ☐ Immediately refer to 2.1 Threat Received By Way of:” on page 5
- ☐ Obtain and complete the bomb threat questionnaire from the front of this plan

#### **3.2 If You Have Been Notified by a Caller of a Bomb Threat Received Via: Telephone/Letter/ E-Mail**

##### **Do Not Announce Code Black Overhead Unless Directed To Do So By Incident Command**

- ☐ Notify Security 4142
  - ☐ If the threat was made on an internal line, determine the location of that line and notify Security of the location/extension
- ☐ President & CEO 2341
- ☐ Police @ 911 (When speaking to Police do not use term Code Black state “Bomb Threat”)
  - ☐ Request a call trace (if applicable)
  - ☐ Advise Police to meet Security at the Main Entrance off of Stuart St.
- ☐ After consultation with Incident Command notify:
  - ☐ Fire Department (**911**)
  - ☐ Emergency Department (**2235**)
  - ☐ Maintenance (**4030 or 4000**).
  - ☐ Environmental Services (**2309**)
  - ☐ Manager of the affected area

### **Recovery**

#### **3.3 Upon Notification That the Crisis Has Concluded**

- ☐ If “Code Black” was announced, announce over the public address system three times, “Code Black, All Clear”.

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## 4.0 Response & Recovery – Protection Services

### Response

#### 4.1 Upon Receiving Notification of a Bomb Threat

##### Kingston Hospitals' Security Operations Centre

- ☐ If not already aware, notify:
  - ☐ Director of Emergency Management, Protection Services/Delegate<sup>1</sup>
  - ☐ Mobile Patrol Supervisor

##### **Director of Protection Services/Delegate**

- ☐ Establish the Incident Command Centre in Protection Services department office on Dietary 1 and assume role of Incident Commander – **refer to page 13**
- ☐ Notify Manager, Security, Access Control, Life Safety & Special Projects
- ☐ Notify Manager, Emergency Management, Parking and Security Operations Centre

##### **Manager, Security, Access Control, Life Safety & Special Projects/Delegate**

- ☐ Coordinate the Security response to the Bomb threat in collaboration with the Incident Commander
- ☐ Plan and implement traffic restrictions to/through the affected area and provide direction for alternate routes
- ☐ Assume role of Logistics Officer in the Incident Command Centre – **refer to page 13**

##### **Security Supervisor**

- ☐ Ensure an officer has been dispatched to the main entrance to greet the Police
- ☐ Ensure an officer has been dispatched to the site of the threat to preserve evidence and assist with security of the scene
- ☐ In the absence of the Director of Protection Services, assume command of the incident until the arrival of a higher authority (i.e. Administrative Coordinator, Emergency Management On-Call Person, etc.)
- ☐ If the threat is to a building attached to Kingston General Hospital, notify the Director Protection Services/Delegate
  - ☐ Assign Security to areas that lead to the attached building to stop traffic from entering or parking that area
- ☐ Assist with the set-up of the Incident Command Centre, if required
- ☐ Provide Incident Command with a detailed preliminary report of the incident

---

<sup>1</sup> "Delegate" is the next level of appointed authority. In this case the Emergency Management On-call Person

- ☐ In consultation with the Manager of Security/Delegate, ensure the continuation of Security functions in the remainder of the facility
- ☐ Oversee Security Officers' response
- ☐ Provide radio communication as necessary, except where use of radio frequency devices is restricted by this policy
- ☐ If you are contacted with information pertinent to a suspicious item, or details related to the threat, notify Incident Command immediately

**Mobile Patrol Supervisor**

- ☐ Provide assistance, as required, for response and recovery efforts

**Security Officers**

- ☐ Provide scene control and isolate the area
- ☐ Provide security functions as directed by the Security Supervisor for response and recovery efforts
- ☐ Provide signage and barriers to isolate affected areas including elevators
- ☐ Assist with re-routing of traffic flow (staff, patients, visitors, etc. ) in affected areas
- ☐ If you are contacted with information pertinent to a suspicious item, or details related to the threat, notify Incident Command immediately

**Recovery****4.2 Upon Notification That the Crisis Has Concluded  
Kingston Hospitals' Security Operations Centre**

If not already aware, notify:

- ☐ Director of Protection Services/Delegate
- ☐ Mobile Patrol Supervisor

**Security Supervisor**

- ☐ Ensure that all documentation is collected for debrief preparation
- ☐ Dismantle the Incident Command Centre if activated and update supplies as needed
- ☐ Ensure that a comprehensive incident report is filed immediately
- ☐ Participate in a debriefing session

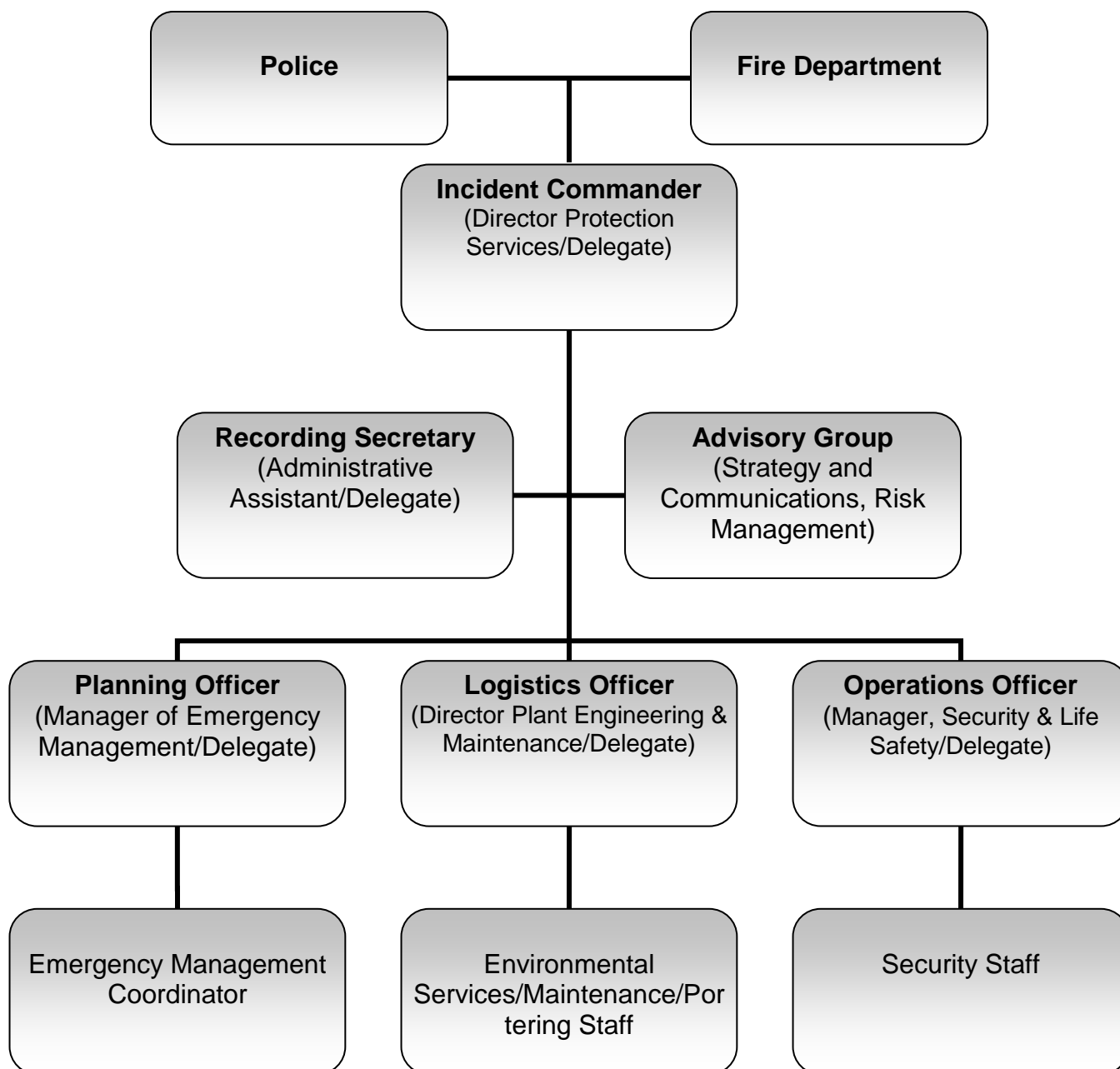
**Mobile Patrol Supervisor**

- ☐ Participate in a debriefing session

**Security Officers**

- ☐ Participate in a debriefing session

## 5.0 Incident Command Centre



## **Response**

### **5.1 Upon Receiving the “Code Black” Notification**

#### **Director of Protection Services/Delegate<sup>2</sup>**

- ☐ Assume role of Incident Commander
- ☐ Establish the Incident Command Center
- ☐ Request assistance from the following departments to create an Advisory Group:
  - ☐ Risk Management
  - ☐ Strategy Management and Communications
- ☐ Discuss with Advisory Group whether an overhead announcement should be made
- ☐ Notify Switchboard of the location and contact information for Incident Command
  - ☐ Advise if an overhead announcement should be made after consulting with the Advisory Group
  - ☐ Determine if Switchboard should contact Fire Department and Emergency Department and provide notification, as required
- ☐ Liaise with Police and Fire departments upon their arrival
- ☐ Be prepared to transfer command to a higher authority (e.g., Police/Fire/CEO/EOC)
- ☐ Appoint the following positions, only if the regular assigned persons are not available
  - ☐ **Operations** \_\_\_\_\_
  - ☐ **Logistics** \_\_\_\_\_
  - ☐ **Planning** \_\_\_\_\_
  - ☐ **Recording Secretary** \_\_\_\_\_
- ☐ Provide update to the Strategy Management and Communications office, and if required determine what internal or external messaging needs to be provided
- ☐ Utilize the “Information Update” line (ext. 8134) available through Switchboard) as required to provide messaging to the public
- ☐ Establish business cycle to receive status reports from Operations, Logistics and Planning Officers
- ☐ Prepare to provide a situational report to the President & CEO
- ☐ Liaise with the President & CEO and assess the need to activate the Emergency Operations Center (EOC) and call back of Program Directors
- ☐ Be prepared to transfer command to a higher authority (e.g. President & CEO)

---

<sup>2</sup> Delegate refers to the next level of appointed authority; in this case the Security Supervisor until the arrival of the Emergency Management On-Call person.

- ☐ If required, notify the Kingston Hospitals' Security Operations Centre **(4142)** to call EOC members and or Program Directors, to have them report to the EOC
- ☐ Authorize staff fan-out lists, as required, in consultation with Program Directors/Managers
- ☐ Ensure the EOC is appropriately informed of any identified risk issues, if active

**Planning Officer – Manager of Emergency Management/Delegate**

- ☐ Consult with the Incident Commander and Advisory Group (Risk Management/Strategy Management & Communications) on internal and external information releases
- ☐ Consult with Executive VP Patient Care/Delegate on impacts to patient care and steps to mitigate business impact from the incident
- ☐ Prepare for the termination of the emergency and any debriefing requirements

**Operations Officer – Manager of Security & Life Safety/Delegate**

- ☐ Ensure a staff member has been dispatched to the main entrance to meet the Police
- ☐ Ensure a staff member has been dispatched to the site of the threat to preserve evidence and assist with security of the scene
- ☐ In the absence of the Director of Protection Services, assume command of the incident until the arrival of a higher authority (i.e. Police/Fire/Administrator on Call)
- ☐ If a comprehensive search has been recommended, in collaboration with Incident Commander, brief search teams
- ☐ Provide radio communication as necessary, except where use of radio frequency devices is restricted by this procedure or recommendation by Police
- ☐ Under the direction of the Incident Commander, be prepared to coordinate search teams, including appointing search team leaders and security staff actions
- ☐ If the threat is to a building attached to Kingston General Hospital, notify the Director of Protection Services/Delegate
  - ☐ Assign Security to areas that lead to the attached building to stop traffic from entering that area
  - ☐ Assign Security to exterior of building to prevent vehicle traffic from parking in the area
- ☐ Ensure the continuation of Protection Services functions in the remainder of the facility

**Logistics Officer – Director Plant Engineering & Maintenance/Delegate**

- ☐ Gather and prepare search team kits
- ☐ Provide radio communication as necessary, except where use of radio frequency devices is restricted by this policy
- ☐ Contact Maintenance (**4030**) & Environmental Services (**2309**) to provide staff to assist in the search
- ☐ Gather and prepare search team kits, if required
- ☐ Inventory search team kits upon their return
- ☐ Be prepared to coordinate search teams
- ☐ Prepare for the termination of the emergency and any debriefing requirements

**Recording Secretary**

- ☐ Document response actions and communication within the Incident Command Centre

**Advisory Group**

- ☐ Provide information and resources to the Incident Commander/Planning Officer as required

**Risk Management Representative (refer to page 23)**

- ☐ Discuss risk management opportunities regarding:
  - ☐ Overhead announcement
  - ☐ Internal & external messaging
  - ☐ Search team composition
- ☐ Consult with the Incident Commander and President & CEO/Delegate on risk management next steps

**Strategy Management and Communications Representative (refer to page 21)**

- ☐ Discuss communications options:
  - ☐ Overhead announcement
  - ☐ Internal messaging
    - ☐ Staff,
    - ☐ Patients & Visitors
  - ☐ External information releases
    - ☐ Media
    - ☐ Partner organizations
- ☐ Establish a media conference area
- ☐ Consult with the Incident Commander and President & CEO/Delegate on next steps

**Recovery****5.2 All Clear – Declaring a Return to Normal Operations****Incident Commander**

- ☐ In consultation with President & CEO/Delegate, Police and Fire officials, determine whether the crisis has concluded, that it is safe to resume normal operations, and authorize the Switchboard to announce the “All Clear”
- ☐ Prepare for a debriefing with Incident Command Centre and Emergency Operations Centre, if activated
- ☐ Contact Strategy Management and Communications to formalize a plan to communicate to staff about the situation and its resolution
- ☐ Instruct staff to resume normal duties

**5.3 Upon Hearing All Clear Announced****Incident Commander**

- ☐ Prepare for team debriefing

**Planning Officer**

- ☐ Ensure that all documentation is collected for debrief preparation

**Logistics Officer**

- ☐ Ensure the return and proper storage of all search kits
- ☐ Update maps, checklists and supplies in each search kit, if necessary

**Operations Officer**

- ☐ Ensure that a comprehensive incident report is filed immediately

**Recording Secretary**

- ☐ Document recovery actions and communication within the Incident Command Centre

**Advisory Group**

- ☐ Prepare for a debriefing with the Incident Command Centre
- ☐ Provide recovery options based on area of expertise

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## 6.0 Response & Recovery – Environmental Services, Maintenance & Portering

### Response

#### 6.1 Upon Receiving “Code Black” Notification

##### **Director Plant Engineering & Maintenance/Delegate**

- ☐ Report to the Incident Command Center (Security Office – Dietary 1) to take the role of Logistics Officer in Incident Command
- ☐ Ensure available Maintenance staff assemble at the Maintenance department for possible assignment to search teams
- ☐ Liaise with the Manager/Supervisor of Environmental Services and Portering to gather available staff for possible assignment to search teams
- ☐ Prepare to be briefed on search criteria and search zones. Search kits will be provided.

##### **Maintenance/Environmental Services/Portering Staff**

- ☐ Assemble at the respective departments for possible assignment to search teams
- ☐ Await further instruction from Incident Command
- ☐ Prepare to be briefed on search criteria and search zones – you will be assigned a search kit
- ☐ Do not divulge any information surrounding the crisis to patients and visitors, unless advised otherwise
- ☐ Report any suspicious packages to the Incident Command Center (**via Switchboard**) right away
- ☐ Search in a horizontal pattern from the floor to the ceiling (Figure 2)



4<sup>th</sup> Search Layer – Areas Above False Ceiling

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3<sup>rd</sup> Search Layer – Chin or Top of Head to Ceiling

---

2<sup>nd</sup> Search Layer – Waist to Chin or Top of Head

---

1<sup>st</sup> Search Layer – Floor to Waist

---

Figure 2

**Recovery****6.2 Upon Notification That the Crisis Has Concluded****Director Plant Engineering & Maintenance/Delegate**

- ☐ Collect returned search kit supplies
- ☐ Participate in a debriefing session

**Maintenance/Environmental Services/Portering Staff**

- ☐ Collect all notes, maps, search kits and return to Incident Command

## 7.0 Strategy Management and Communications

### **Response:**

#### **7.1 Upon Receiving the “Code Black” Notification**

##### **Strategy Management and Communications Representative**

- ☐ Report to the Incident Command Center (Security Office – Dietary 1) to participate in Advisory Group to the Incident Commander along with Risk Management
- ☐ Discuss communications options:
  - ☐ Overhead announcement
  - ☐ Internal messaging
    - ☐ Staff,
    - ☐ Patients & Visitors
  - ☐ External information releases
    - ☐ Media
    - ☐ Partner organizations
- ☐ Establish a media conference area
- ☐ Consult with the Incident Commander and President & CEO/Delegate on next steps

### **Recovery:**

#### **7.2 All Clear – Declaring Return to Normal Operations**

- ☐ Provide internal and external messaging regarding the all clear, as appropriate
- ☐ Participate in a debriefing session

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## 8.0 Risk Management

### **Response:**

#### **8.1 Upon Receiving the “Code Black” Notification**

##### **Risk Management Representative**

- ☐ Report to the Incident Command Center (Security Office – Dietary 1) to participate in Advisory Group to the Incident Commander along with Risk Management
- ☐ Discuss risk management opportunities regarding:
  - ☐ Overhead announcement
  - ☐ Internal & external messaging
  - ☐ Search team composition
- ☐ Consult with the Incident Commander and President & CEO/Delegate on risk management next steps

### **Recovery:**

#### **8.2 All Clear – Declaring Return to Normal Operations**

- ☐ Provide internal and external messaging regarding the all clear, as appropriate

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## **9.0 Emergency Department**

### **Response**

#### **9.1 Upon Receiving the “Code Black” Notification**

##### **Emergency Physician in Charge/Emergency Program Director/Delegates**

- ☐ Prepare for the possible reception of casualties as a result of the detonation of an explosive device (See “Code Orange” – “External Disaster”)

### **Recovery**

#### **9.2 Upon Notification That the Crisis Has Concluded**

- ☐ Participate in a debriefing session
- ☐ Resume normal operations

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## 10.0 President & CEO/Delegate<sup>3</sup>

### **Response:**

#### **10.1 Upon Receiving the “Code Black” Notification**

- ☐ Contact the Incident Commander **via Security (4142)**
- ☐ If recommendation is to commence further evacuation consider the following:
  - ☐ Implementation of Hospital Emergency Operations Center (See EOC Implementation Plan in the Emergency Procedure Manual)
  - ☐ Implementation of Code Green (Evacuation)

#### **10.2 If You Have Been Notified of a Threat to a Building Attached to Kingston General Hospital (Queen’s University)**

- ☐ In consultation with Security and Queen’s University determine the need to evacuate the attached (KGH) buildings

### **Recovery:**

#### **10.3 All Clear – Declaring Return to Normal Operations**

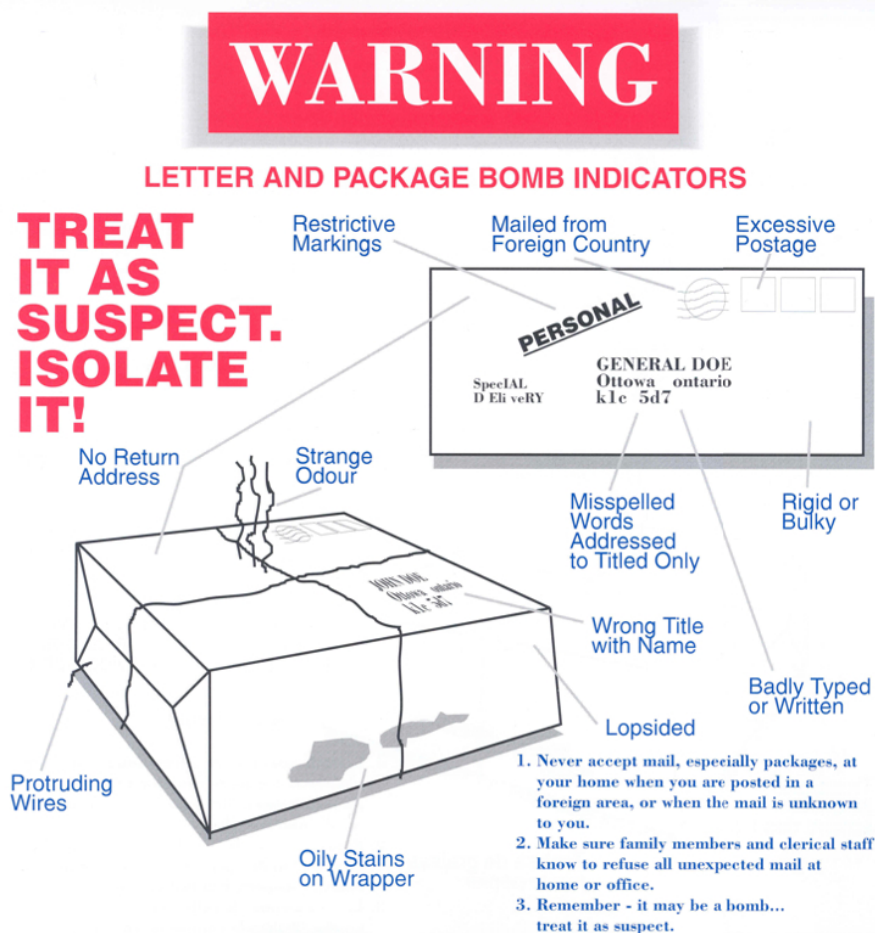
- ☐ In consultation with the Incident Commander, Police and Fire officials, determine whether the crisis has concluded, that it is safe to resume normal operations, and authorize the Switchboard to announce the “All Clear”
- ☐ Implement a course of action to manage a major disruption of Hospital routine, if necessary
- ☐ Arrange for a debrief session between Incident Command and the Emergency Operations Center, if activated
- ☐ Arrange for a debrief session with involved staff
- ☐ Determine the need for a Critical Incident Stress Debriefing (EAP) for involved staff.

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<sup>3</sup> “Delegate” is the next level of (appointed) authority; in this case the Duty Administrator, or as appointed.

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## 11.0 Appendix A – Identification of Suspicious Packages



### LETTER AND PARCEL BOMB RECOGNITION POINTS

- ✓ Excessive Postage
- ✓ Incorrect Titles
- ✓ Titles but no Names
- ✓ Misspellings of Common Words
- ✓ Oily Stains or Discolouration
- ✓ No Return Address
- ✓ Excessive Weight
- ✓ Rigid Envelope
- ✓ Lopsided or Uneven Envelope
- ✓ Protruding Wires or Tinfoil
- ✓ Visual Distractions
- ✓ Foreign Mail, Air Mail and Special Delivery
- ✓ Restrictive Marking such as Confidential, Personal, etc.
- ✓ Hand Written or Poorly-Typed Addresses
- ✓ Excessive Securing Material such as Masking Tape, String, etc.

### RCMP CANADIAN BOMB DATA CENTRE

1200 Vanier Parkway, Ottawa, Ontario K1A 0R2 (613) 993-7880 FAX: 993-9917



Royal Canadian Gendarmerie royale  
Mounted Police du Canada

Canada

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