

	Manual: Emergency Preparedness	Section: Codes	Code: 02	Pages: 1 of 3
Subject: Code Black				Area of Focus: Care & Service

To provide information and direction on the procedures to follow in response to: a perceived bomb threat / Code Black (mail/written, telephone, personal) or on discovering a suspicious package/object.

Immediate Action:	<ol style="list-style-type: none"> 1. Remain calm and attempt to keep the caller on the phone. Do not put the caller on hold and do not transfer. 2. Delegate someone to call 911 – Code Black (can write on a piece of paper and flash it to draw attention). When possible, even with placing a second call, have them come to the South Wing Entrance. 3. Notify and report to the Emergency Chief (Director/Manager/Charge nurse/Delegate) 4. Document details of phone call on the “Bomb Threat Details of Phone Call” form appended to this procedure. Please listen carefully to back ground noises and any voice characteristics.
Emergency Chief:	<ul style="list-style-type: none"> ▪ Confirm that ‘911’ has been called and that they have been notified to come to the South Wing Entrance. ▪ Assign or access the paging system by dialing “80” on any in-house telephone. There will be an approximate 5-second delay before the overhead speakers are activated. After dialing “80” repeat “Attention All Staff” until you hear your voice coming through the speakers, then proceed with the following announcement, three times: Attention all staff “Code Black is in affect” and your “location” ▪ Emergency telephone numbers can be found in the first section of the Emergency Preparedness Manual under “Emergency Telephone Numbers”. ▪ On evenings & nights contact the: <ul style="list-style-type: none"> • Administrator-on-Call; • Maintenance-on-Call; and ▪ Speak with someone directly please do not leave a message, tell them “Code Black please report to the Villa south entrance.” Along with any details that may help. ▪ Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973. Notification will also be provided to respective unions and the Health and Safety committee. ▪ Assign Maintenance or security to lock exterior doors, if necessary. ▪ Assign staff to monitor exit/entry doors to control people traffic. ▪ Await and take direction from the external Emergency Response Team. ▪ Communicate with Emergency Response Team as to whether CODE GREEN has or should be activated.
Lobby Deputy:	<ul style="list-style-type: none"> ▪ Upon hearing a Code Black proceed to Control Centre (default is South Wing Entrance), as paged.

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	<ul style="list-style-type: none"> ▪ Contact the Emergency Chief. ▪ Ensure the main entrance driveway in the south wing is cleared of all traffic likely to block the arrival of emergency vehicles. ▪ Await arrival of Emergency Response Team and direct them to the area where the Emergency Chief is located ▪ Prevent members of the public from entering the building. ▪ Clear the south lobby and ensure that residents and visitors are in a safe area behind fire doors.
Staff Response:	<ul style="list-style-type: none"> ▪ Upon hearing a Code Black return immediately to your work area. ▪ Remain calm and assist in calming the residents. ▪ Perform a quick visual sweep of your immediate area. ▪ If any suspicious object is found, DO NOT touch it but report your findings immediately to the Emergency Chief by accessing the overhead paging system and asking the Emergency Chief to call you immediately at your extension. Provide the following information: <ul style="list-style-type: none"> ▪ Where the object is ▪ Why it is suspect ▪ A description of the object ▪ Details of who placed it there (if known) ▪ If you have located the object, you will be required to report all information to the Emergency Response Team. ▪ Initiate immediate evacuation of the area. ▪ All staff is to remain calm and alert for further instructions until the Code Black "All Clear" has been announced.
Public Relations:	<ul style="list-style-type: none"> ▪ Upon hearing a Code Black return immediately to your work area. ▪ Remain calm and assist in calming the residents. ▪ Perform a quick visual sweep of your immediate area. ▪ If any suspicious object is found, DO NOT touch it but report your findings immediately to the Emergency Chief by accessing the overhead paging system and asking the Emergency Chief to call you immediately at your extension. Provide the following information: <ul style="list-style-type: none"> ▪ Where the object is ▪ Why it is suspect ▪ A description of the object ▪ Details of who placed it there (if known) ▪ If you have located the object, you will be required to report all information to the Emergency Response Team. ▪ Initiate immediate evacuation of the area. ▪ All staff is to remain calm and alert for further instructions until the Code Black "All Clear" has been announced.
Termination and Debrief:	<ul style="list-style-type: none"> ▪ Upon hearing a Code Black return immediately to your work area. ▪ Remain calm and assist in calming the residents. ▪ Perform a quick visual sweep of your immediate area.

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	<ul style="list-style-type: none"> ▪ If any suspicious object is found, DO NOT touch it but report your findings immediately to the Emergency Chief by accessing the overhead paging system and asking the Emergency Chief to call you immediately at your extension. Provide the following information: <ul style="list-style-type: none"> ▪ Where the object is ▪ Why it is suspect ▪ A description of the object ▪ Details of who placed it there (if known) ▪ If you have located the object, you will be required to report all information to the Emergency Response Team. ▪ Initiate immediate evacuation of the area. ▪ All staff is to remain calm and alert for further instructions until the Code Black "All Clear" has been announced.
Documentation:	The last step in the Code Black plan is to document the incident for future reference. This task will be the responsibility of the Emergency Chief or delegate.