

Riverview Gardens - Municipality of Chatham-Kent
EMERGENCY RESPONSE PLAN
BOMB THREAT – ANNEX W

Policy Code: EME BOM

Issued: March 2010

Revised: December 2025

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Policy

Riverview Gardens will ensure the safety and continues provision of services for residents and will notify the proper authorities to ensure the safe location of the bomb. RVG will implement the following procedures.

Bomb Threat Procedures

Bomb threats, although rarely received in health care facilities, can occur. Should such a threat occur, staff must be prepared to deal with it in a calm, organized effective manner to protect the safety of residents, visitors and staff.

If there is a bomb threat it is important for staff to remember:

- Remain calm, do not panic;
- Do not use the elevators;
- Do not report any information to the media.

Bomb Threats Received by Telephone

Bomb threats are usually received by telephone.

THE PERSON RECEIVING THE BOMB THREAT MUST AVOID PANIC AND REMAIN CALM!

If you answer a phone and the caller indicates they have, or will be placing any sort of explosive device in the facility or on the grounds complete the following tasks:

- Refer to the Bomb Threat Telephone Guide which is found near all telephones;
- Follow the Guide and complete the telephone checklist;
 - Pay particular attention to background noises when call received;
 - Listen closely to the voice and try to identify any distinguishing features;
 - NEVER hang up on an individual claiming to have an explosive device.
- Immediately notify a senior manager or the charge nurse, or delegate this task to a co-worker while remaining on the phone with the caller. For staff working at reception, push the alarm call button under the desk to alert senior managers that support is needed.

While on the phone with the caller, attempt to do the following:

- Keep the caller talking for as long as possible;
- Obtain as much information as possible and document it on the telephone checklist;
- Take checklist with you in the event of evacuation or provide it to police when they arrive on scene;
- Listen carefully to caller, making notes while they are talking;

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- Do not interrupt the caller and be calm and courteous;
- Determine the location of bomb;
- Ask what time the explosive device is set to go off;
- Ask the caller what type of explosive device it is;
- Ask about the reason for the threat;
- Determine if the caller is male or female;
- Other identifying information (e.g. Accent, previous employee, background noise).

Suspicious Object is Discovered

- DO NOT TOUCH THE OBJECT
- MAKE NO ATTEMPT TO MOVE OR HANDLE IT
- Note visual description and exact location
- One person must remain in areas as observer and to prevent other people from attempting to touch or remove object
- Other staff member reports immediately to the person in charge as to location/description of the object
- Depending on the exact location of the object, it may be necessary to evacuate the premises or a portion of the premises.

Responsibility of Senior Person in Charge of Building

The senior person in charge of the building could be:

- Director, Senior Services;
- Director of Nursing;
- Charge Nurse.

Once notified that a bomb threat has been received, the senior person in charge of the building is responsible to co-ordinate and institute the following procedures:

- **Immediately notify Chatham-Kent Police Service, by dialing 911 and providing our address of:**
519 King Street West;
- Having all the information gathered from the phone call available for them;
- Notify the Director, Senior Services if not in the facility;
- Protect the safety and wellbeing of the residents and staff;
- Initiate Emergency Response Plan, as required (Code Green, Lockdown etc.);

Chatham-Kent Police Services will assume command of the situation upon their arrival. If they require the facility to be locked down please contact the Supervisor of Maintenance Services.

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Bomb Threat Search

Police will determine and initiate search tactics. All staff are to take direction based on the Chatham-Kent Police Services expertise.

Bomb Threat Telephone Check List

MUNICIPALITY OF CHATHAM-KENT

BOMB THREAT TELEPHONE GUIDE



✓ A **Bomb Threat** can be received by any person answering a telephone. Bomb threats are rare, but should be treated as genuine and serious until otherwise established.

✓ If you are the recipient of this kind of call, do your best to gather the information contained in this pamphlet under the “Telephone Guide” Section.

✓ One of these forms should remain close to every telephone, or know where you can access one in a hurry.

✓ Acquaint yourself with this form in advance of an emergency.

Note: This guide has been developed for Riverview Gardens.

BOMB THREAT TELEPHONE GUIDE

When a Bomb Threat is Received

- Remain calm and attentive.
- Be courteous and do not interrupt the caller.
- Obtain as much information as possible.
- Notify your Supervisor and forward the following written information:

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Exact Wording of Threat

QUESTIONS TO ASK

- Where is the bomb located? _____
- What time will the bomb explode? _____
- Why did you place it? _____
- What does the bomb look like? _____
- When did you place the bomb? _____
- What kind of bomb is it? _____
- What will make the bomb explode? _____
- Where are you calling from? _____
- What is your name? _____

Attempt to keep the caller on the line as long as possible.

Tell the caller the building is occupied and detonation of a bomb could result in serious injury or death to innocent people.

IDENTIFYING CHARACTERISTICS

SEX		MALE		FEMALE		NOT SURE
VOICE		Loud		Soft		Not Sure
SPEECH		Fast		Slow		Other
DICTION		Good		Nasal		Lisp
MANNER		Emotional		Calm		Vulgar
ACCENT		French		English		Other

Background Noises:

Estimated Age: _____

Voice was Familiar (specify) _____

Was Caller Familiar with Area/Building: _____

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Your Name/Department: _____

Time Call Received: _____

Duration of Call: _____

Date: _____

Call Trace: _____

Outside or inside call (if determinable): _____

IN CASE OF A BOMB THREAT

1. Complete this Telephone Guide.
 - Pay particular attention to back ground noises when call received.
 - Listen closely to the voice and try to identify any distinguishing features.
 - If possible, determine if call came from within or outside of the building.
2. Notify your immediate Supervisor, or designate, and provide details.
3. The Senior person in charge of the building (Director, Seniors Services, Director of Nursing, Nurse Managers, Charge Nurse) is responsible to co-ordinate and institute the following procedures:
 - Immediately notify Municipal Police Service, if not already done and have all information available for them
 - Protect the safety and wellbeing of the residents and staff
 - Initiate Emergency plan, as required
 - Liaise with Municipal Police Services as needed
4. Police will determine and initiate search tactics.

IMPORTANT TIPS

- ☐ Do Not Use Elevators.
- ☐ Do Not Use Equipment with radio frequencies during a bomb threat as this might set off a bomb. *This includes electronic equipment such as portable radios, cellular phones, and remote controls.*
- ☐ Do Not Report any Information to the Media.
- ☐ Don't Panic!

For further information, contact your Supervisor, Director of Senior Services, Director of Nursing or the Manager, Long Term Care.