

Section:	Emergency Planning	Number:	13.07
Approved By:	Senior Leadership Team	Date:	February 2026
Date of Creation:	October 2013	Date of Review:	December 2025
SUBJECT:	Code Black – Bomb Threat or Suspicious Package	Page:	1 of 3

### PURPOSE

To ensure the safety and security of residents, visitors, and team members in the event of a bomb threat or the discovery of a suspicious package.

### POLICY

Woodingford Lodge recognizes that bomb threats may be hoaxes or real threats. All threats shall be treated as credible until assessed by police. A Code Black is a coordinated emergency response designed to protect life, ensure rapid police involvement, and support orderly decision-making related to search, evacuation, and communication.

### DEFINITIONS

- **Code Black:** an emergency response activated when a bomb threat is received or a suspicious package or object is identified.
- **Suspicious Package/Object:** any item that is unusual, out of place, unattended, emitting sounds or odors, leaking substances, or causing concern based on context or appearance.

### PROCEDURE

#### Bomb Threat Received by Phone:

- Team Member Receiving the Call:
  - Remain calm and courteous. Do not interrupt the caller.
  - Keep the caller on the line as long as possible.
  - Discreetly alert a nearby team member in writing: “CODE BLACK – CALL 911”
  - Record the following information:
    - Time call received and ended
    - Exact wording of the threat
    - Caller characteristics (gender, age estimate, accent, speech patterns)
    - Emotional state of caller
    - Background noises (traffic, music, voices, machinery)
  - Ask the following questions if possible:
    - Where is the bomb located?
    - What does it look like?

- When will it detonate?
- Why was this done?
- What is your name?
  
- Management/Registered Team Member in Charge Responsibilities:
  - Call 911 immediately or designate a team member to do so
  - Notify the on-call manager if management is not on site
  - Notify the Administrator/Director as soon as possible
  - Notify receiving hospitals if directed or if evacuation/transfer is anticipated:
    - Alexandra Hospital, Ingersoll – 519-485-1700
    - Tillsonburg Memorial Hospital – 519-842-3611
    - Woodstock General Hospital – 519-421-4211
  - Under police direction, coordinate a controlled search of the building using trained team members familiar with the environment, working in pairs
  - Ensure no suspicious objects are touched or moved
  - Facilitate space for police and emergency services to establish a command centre if required
  - Coordinate decisions regarding lockdown, evacuation, or relocation only under police direction
  - Ensure all communication with the media and families is managed by the police of the Director of LTC
  - Complete a Critical Incident Report and submit to the Ministry as required under FLTCA, 2021

### **Suspicious Package or Object Found:**

- Do not touch, move, or attempt to investigate the object
- Calmly clear all residents/visitors/team members from the immediate area
- Secure the area if safe to do so
- Report immediately to Management or Registered Team Member in Charge
- Management or Registered Team Member in Charge will call 911 and follow police instructions
- Prepare for potential Code Black escalation, evacuation, or partial lockdown

### **EVACUATION AND RESIDENT SAFETY**

- Evacuation decisions are made by police in consultation with management
- Resident mobility, medical needs and cognitive status must be considered
- Team members will always accompany residents
- Resident tracking and accountability must be maintained
- If evacuation occurs, refer to CODE GREEN policy for further instructions

### **COMMUNICATION AND MEDIA**

- No team member may speak to media or post on social media
- All external communication will be coordinated by police and the Director of LTC
- Families will be notified as directed by Senior Leadership

## **DOCUMENTATION AND FOLLOW UP**

- Incident details documented promptly
- Critical Incident reporting completed as required
- Post-incident debrief shall be conducted with team members and residents
- Emotional support resources offered to team members and residents
- Opportunities for improvement identified and actioned