

**DEPARTMENT: Environment of Care**

**PROCEDURE: EOC-231**

**SUBJECT: Bomb Threat/Suspicious Package**

**PURPOSE:** To alert Frances Mahon Deaconess Hospital (FMDH) employees that a bomb threat has been received and specific procedures need to be followed to manage the threat effectively

**RESPONSIBILITY:**

- All FMDH staff

**PROCEDURE:**

Bomb threats can be made by telephone, in writing or by sending a suspicious package to an unsuspecting person.

1. Bomb Threat by Telephone
  - a. A bomb threat will usually be made by telephone, and will be brief. The call should not be transferred.
  - b. Use the questionnaire sheet (EOC-231A) to gather the most information possible while talking to the caller.
    - i. Keep the caller talking and on the line as long as possible
    - ii. Ask them to repeat the message. Document every word spoken by the caller
    - iii. If the caller does not indicate the location of the bomb or the time of possible detonation, ask them for this information
    - iv. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
    - v. Listen closely to the voice, background noise, accents, speech impediment, etc.
  - c. Attract the attention of another employee. Direct this employee to contact your immediate supervisor to CALL 9-1-1 and activate CODE BOMB THREAT if warranted.
  - d. Notify on-call maintenance
2. Bomb Threat – Writing:
  - a. If a bomb threat is received in writing, all material must be saved, including any envelope or container. Once the message is recognized as a bomb threat, avoid any further unnecessary handling. Efforts should be made to retain evidence such as fingerprints, palm prints, handwriting samples, trace evidence in an effort to trace the threat and identify the writer.
  - b. Contact your immediate supervisor to CALL 9-1-1 and activate CODE BOMB THREAT if warranted.
  - c. Notify on-call maintenance.
3. Suspicious Package:
  - a. All employees should be alert to foreign or suspicious objects or parcels in the work area and in the facility. Anything out of the ordinary or out of place should be considered suspicious and warrant a closer investigation.
  - b. If the package cannot be clearly identified:
    - i. DO NOT touch or in any way disturb the object. DO NOT attempt to move, transfer, or tamper with the object
    - ii. Secure the area. Keep everyone clear.

- iii. Contact your immediate supervisor to CALL 9-1-1 and activate CODE SUSPICIOUS PACKAGE if warranted.
      - 1. Report the location and accurate description by dialing 0. The switchboard operator will then notify on-call maintenance, law enforcement, and the fire department.
      - 2. Incident Commander (IC) will make the final decision whether to evacuate the area.
- 4. Receiving something suspicious in mail or by delivery:
  - a. Any unusual mail or delivery situation is worthy of caution. Look for:
    - i. Foreign mail, airmail, and special delivery
    - ii. Restrictive markings such as "CONFIDENTIAL" or "PERSONAL"
    - iii. Excessive postage
    - iv. Poor handwriting, typing, or unusual handwriting style
    - v. Incorrect titles or titles used alone without names
    - vi. Misspelled names or words
    - vii. Oily stains on the envelope or package
    - viii. Powdery materials leaking from package, or discovered upon opening
    - ix. No return address
      - x. An excessively heavy, rigid, or thick envelope
      - xi. Envelopes which are uneven or lopsided
      - xii. Unevenly distributed weight
      - xiii. Wires or foil protruding from the envelope
      - xiv. Extreme amount of masking tape
      - xv. String on the package or envelope
      - xvi. Unusual odor from package or envelope
      - xvii. Sealed enclosure within the outer mailing envelope
    - xviii. Damaged pieces of mail
    - xix. Any unusual occurrence or peculiarity associated with the package or envelope
    - xx. City or State in postmark does not match return address
    - xxi. Ticking sound from envelope or package
    - xxii. Use same procedures as for Finding or Receiving Something Suspicious
- 5. Upon activation of CODE BOMB THREAT/SUSPICIOUS PACKAGE:
  - a. Activate the Incident Command System.
  - b. If necessary, under the direction of the Incident Commander (IC), begin partial or full evacuation of the facility.
  - c. Stay alert for and report any foreign or suspicious objects
  - d. If full evacuation is initiated, move patients, visitors and employees away from building
    - i. Alternate staging areas for these people could be the Glasgow Civic Center, the Senior Citizens Center, or the Prairie Ridge Complex.
    - ii. DO NOT leave for home without checking in with IC or department manager for assignments.
    - iii. Patients who cannot be moved without serious risk to life or health can be sheltered in place and protective measures taken to reduce blast and fragmentation injury.
  - e. The IC will coordinate search efforts with fire, law enforcement, specialized bomb units, maintenance and department managers.

- i. Responding personnel will consider the following damage control procedures:
  1. Alert Emergency Medical Services (EMS) to standby
  2. Shutting down of all utility services in the immediate area
  3. Windows opened in close proximity in order to vent a blast if detonation should take place
  4. Protective structures in form of blast and fragmentation barriers erected.
    - a. Sandbags
    - b. Mattresses
    - c. Overturned Desks
  5. The lead agency responding will coordinate any search efforts. If a search of the building is warranted, staff familiar with the area to be searched, such as maintenance or department manager, will assist in the process. However, no staff will be compelled to participate in any activity related to the search that puts their own safety at risk.
  6. Teams acting under the authority of the lead agency to search will be given keys and/or fobs in order to gain full access to those areas.
  7. Entry doors to all areas searched will be marked with a 4" strip of blue tape on the exterior side.
  8. A second search of the facility may be conducted at the discretion of IC and may involve the use of trained canines and a more detailed search including elevator shafts, utility access panels, ceiling grids and crawl spaces.
- f. IC will rescind emergency measures when no longer necessary

**REVIEW PROCESS:**

- The review process is scheduled every three years or as needed per the hospital wide review process.