



Long-Term Care and Services for Seniors

Code Black (Bomb Threat)



**Regional Municipality of Durham
Social Services Department
Long Term Care (LTC) and Services for Seniors**

Title: Code Black – Bomb Threat	
Section/Manual: Emergency Manual	
Reviewed: Oct/25	
Revised: Jun/22, Oct/23, Oct/24	
Peer Group Approval: Emergency Code Committee	Date: October 29, 2025
Also reviewed by: (other peer group)	
Senior Leadership Approval: <i>Laura MacDermaid</i>	Date: March 6th, 2026

1. Policy

- 1.1 The Long-Term Care and Services for Seniors (LTC and SS) Division has an emergency plan which will be implemented in the event of a bomb threat. The safety of Residents, Staff, Students, Volunteers, and Visitors is of primary concern during an emergency.
- 1.2 This emergency plan will be evaluated and updated:
 - A. At least annually and
 - B. Within 30 days of the emergency being declared over.
- 1.3 This emergency plan is exercised at least every three years.
- 1.4 All staff are trained annually on this emergency plan.

2. Purpose

- 2.1 To facilitate a quick and appropriate response to a bomb threat emergency.
- 2.2 To ensure the safety and wellbeing of Residents, Staff, Students, Volunteers, and Visitors in the event of bomb threat.
- 2.3 To complement and be used in conjunction with other existing emergency plans as required.

3. Definitions

- 3.1 Command Centre
 - A. The command centre is the reception area in each Home.

- B. A backup command centre is to be used if the bomb location is around the command centre. This location would be determined by the Emergency Coordinator (EC) and Emergency Assistant (EA).

3.2 Scan of Environment

- A. Means being observant of your surroundings to identify any potential threats or suspicious objects that could be associated with a bomb.
- B. Staff should look for:
 - (1) Items that should not be in an area.
 - (2) Signs of forced entry.
 - (3) Objects similar to description from bomb threat.
 - (4) Objects that are suspicious in size, shape, labelling, location, volume, presence of tape, wire, or explosive wrappings.
 - (5) Signs of tampering with electrical installations.
- C. Staff should not open cupboards, drawers, or locked cupboards.
- D. Registered Nursing Staff can scan locked rooms including treatment rooms, medication rooms, equipment storage etc, as they have the keys and are familiar with what would be found in these areas.

3.3 Designated Code Response Staff

- A. Specific staff that have been pre-determined at the Home's emergency committee that will respond to the scene when a code has been called (i.e., designated personal support workers [PSWs] from each resident home area [RHA], members of leadership etc.) in addition to the Emergency Coordinator (EC) and Emergency Assistant (EA).

4. Communications

- 4.1 Emergency plans will be posted on the Long-Term Care and Services for Seniors website and physical copies are available upon request. There will be regular consultation with Resident and Family Councils as well as our internal and external stakeholders when reviewing and evaluating emergency plans.
- 4.2 Homes will consult internal and external stakeholders on a regular basis regarding emergency plan components. There will be an internal and external stakeholder list which is located in the first section of the emergency manual.
- 4.3 RAVE Alert system of communication will be used if family/substitute decision makers (SDMs)/staff need to be informed on any aspect of an incident.

5. Procedure

- 5.1 Action of Person Receiving a Bomb Threat Via Telephone
 - A. Person Receiving the Bomb Threat:

(1) Upon receiving the call and while still on the telephone, alert another staff by waving arms and holding up the designated bomb threat sign (Appendix 3) or a note (if possible) that says, “call 911 there has been a bomb threat” and point to it. If not possible, call 911 as soon as the call has ended.

(2) Follow the steps outlined in Appendix 1 - Action upon Receiving Call, to obtain as much information as possible and to prevent panic.

B. Staff Designated to Alert 911:

(1) Call 911 providing as much information as possible.

(2) Follow 5.4 “Announcing Code Black” steps.

C. After the Person Receiving the Bomb Threat gets off the Phone:

(1) Fill out Appendix 2 – Bomb Threat Questionnaire

(2) Take direction from the Emergency Coordinator (EC) in consultation with the Administrator or designate.

(3) Remain available to provide the written notes and personal observations relevant to the situation.

5.2 Action if a Suspicious Package is Found or Delivered

A. Individual receiving or finding a suspicious package:

B. Do not touch or handle the package any further.

C. Call or designate someone to call 911 and provide as much information as possible.

D. Contact the EC and Administrator/Designate immediately:

Hillsdale Estates	RN on Honey Harbour/Strawberry Fields
Hillsdale Terraces	RN on Vineyard View
Fairview Lodge	RN Cullen Garden/Ashburn Way
Lakeview Manor	RN Beaver River

E. Upon the direction of the EC or Administrator/designate, follow 5.4 “Announcing Code Black” steps.

5.3 Action if a Person Comes into the Building with a Bomb

A. Call or designate someone to call 911 and provide as much information as possible.

B. Contact the EC and Administrator/designate immediately:

Hillsdale Estates	RN on Honey Harbour/Strawberry Fields
Hillsdale Terraces	RN on Vineyard View
Fairview Lodge	RN Cullen Garden/Ashburn Way
Lakeview Manor	RN Beaver River

C. Upon the direction of the EC or Administrator/designate, follow **5.4 “Announcing Code Black”** steps.

5.4 Announcing Code Black

A. Announce or designate someone to announce “**Code Black**” three times (x3) on the phone/paging system using the following extensions:

Fairview Lodge	Ext
Hillsdale Estates	Use overhead page at reception or at the Fire Panel on the main floor. If not possible, use the desk phone (wait for the tone, will reach 50 desk phones).
Hillsdale Terraces	Ext wait for tone, push 00 and then make announcement
Lakeview Manor	# , then 00 wait for 2 beeps and make announcement

- B. If paging is not possible, find a runner to notify the appropriate staff.

5.5 Action of the Emergency Coordinator (EC)

- A. Upon hearing or being notified of a Code Black, the EC dons the emergency vest and reports immediately to the command centre. If the bomb location is known and is around the command centre, determine the backup command centre in collaboration with the EA.
- B. Ensure exit and entry to the building is controlled by designating staff to monitor the areas. Assign a staff member to meet the Emergency Services Personnel and direct them to the EC upon arrival.
- C. Assign a scribe to assist with documenting and maintaining a log of events.
- D. The EC will direct staff to conduct a scan of their environment (see definition) in the areas outlined in the Home specific Scan Location Checklist (Appendix 4 – Fairview Lodge, Appendix 5 – Hillsdale Estates, Appendix 6 – Hillsdale Terraces, Appendix 7 – Lakeview Manor) – even if the bomb location is known.
- E. If the bomb location is known, direct staff to remove everyone from the immediate area.
- F. Evacuation will only occur upon the order of the EC in consultation with the Administrator/Designate and Police/Fire Department. Follow established evacuation routes as per Code Red, checking the route is free of hazards. Please Review Code Green and Code Red.
- G. Maintain communication with the EA and the rest of the Home assigning runners to carry messages to the command centre as needed.
- H. Upon termination of the Code Black, page or designate someone to page “Code Black All Clear” three times (x3).
- I. Meet and debrief with Police and others as required.
- J. Complete the debrief and summary report (Appendix 8) with applicable parties.
- K. Action of the Emergency Assistant (EA)
- L. Upon hearing or being notified of a Code Black, grab the walkie talkies and report immediately to the command centre. If the bomb location is known and is around the command centre, work with EC to determine the backup command centre.
- M. Ensure 911 and Police (Explosive Disposal Unit) have been notified and follow directions provided. Continue to update Police as needed.
- N. At the command centre, EA advises an overhead page to continue every 15 minutes **“Code Black Still in Effect”** if applicable.
- O. Assist with assigning staff to the command centre and control exit and entry points.
- P. Work with the EC to direct any available staff to conduct a scan of their environment in the areas outlined in the Home specific Scan Location Checklist (Appendix 4 – Fairview Lodge, Appendix 5 – Hillsdale Estates, Appendix 6 – Hillsdale Terraces, Appendix 7 – Lakeview Manor) – even if the bomb location is known.
- Q. Follow instructions from the EC and maintain communication.
- R. Ensure a log of events is maintained throughout.

- S. Work with the EC to complete the debrief and summary report (Appendix 8) when the emergency is over.

5.6 Designated Response Staff

- A. Respond to the command centre when a Code is called.
- B. Follow direction from EC, and EA.

5.7 All Staff, Students, Volunteers, and Visitors

- A. Treat any bomb threat seriously and not as a hoax.
- B. Remain calm and wait for further direction from the EC/EA/Designate.
- C. At the direction of the EC, Staff will:

- (1) Perform a scan of your environment in the areas outlined in the Home specific Scan Location Checklist (Appendix 4 – Fairview Lodge, Appendix 5 – Hillsdale Estates, Appendix 6 – Hillsdale Terraces, Appendix 7 – Lakeview Manor) – even if the bomb location is known. Do not assume that there is only one bomb, continue the complete search.
- (2) For Resident rooms, once scanned, close the door which will indicate the room has been checked using the EVACUCHECK door indicator system.
- (3) Once an area has been scanned, report back to the command centre.
- (4) If any abnormalities, suspicious objects, or packages are found, notify the command centre identifying the location and description of the item.
- (5) If a suspicious object is found:
- (6) Under no circumstances should the object or package be disturbed.
- (7) Remain calm, evacuate the immediate area and report the location to the EC.

5.8 Action of the Administrator/Designate

- A. Assist the EC/EA as required.
- B. Contact Emergency Social Services (ESS) at ess@durham.ca.
- C. Inform the Director of Long-Term Care and Services.
- D. Handle all inquiries from the press/media as outlined in ADM-01-01-07 Media Spokesperson – Press Release.
- E. After the emergency, ensure that the debrief and summary report have occurred.

5.9 Emergency Social Services (ESS)

- A. Coordinate external resources as applicable (i.e., Divisional Emergency Management)
- B. Initiate emergency telephone communications to staff, families etc if required.
- C. Initiate fanout system for staffing and messaging through the RAVE system, if required.

5.10 Documents

- A. Copies of Appendix 1 – Action Upon Receiving a Bomb Threat Call, and Appendix 2 – Bomb Threat Questionnaire, Appendix 3 - Designated Bomb Threat Sign, and your Home's Scan Location Checklist (Appendix 4 – Fairview Lodge, Appendix 5 – Hillsdale Estates, Appendix 6 – Hillsdale Terraces, Appendix 7 – Lakeview Manor) should be

kept in your emergency binder, at the main reception desk, and readily available for anyone receiving calls from the public.

6. Debrief and Summary (Appendix 8)

6.1 All Departments will be Responsible for

- A. Maintaining a record of supplies and equipment used, where it was sent, and ensuring its return when the emergency is over.
- B. Participating in the debriefing and summary report to evaluate the emergency and provide any recommendations within 30 days of the emergency being declared over.
- C. Assist in creating revisions and implementation of adjustments to the emergency plan.
- D. In-service any modifications with staff in their respective departments.

7. Training Requirements

7.1 General Orientation – New Staff

- A. Education and training on the Emergency Plans are provided through the Divisional Orientation and at Departmental Orientation.

7.2 Annual and Ongoing – All Staff

- A. Education is provided on the all-emergency codes on an annual basis through e-learning platform.

8. References:

8.1 Fixing Long Term Care Act O Reg 246/22 s 268

9. Attachments/Appendices

9.1 Appendix 1 – Action upon Receiving a Bomb Threat Call

9.2 Appendix 2 – Bomb Threat Questionnaire

9.3 Appendix 3 – Designated Bomb Threat Sign

9.4 Appendix 4 – Search Location Checklist – Fairview Lodge

9.5 Appendix 5 – Search Location Checklist – Hillsdale Estates

9.6 Appendix 6 – Search Location Checklist – Hillsdale Terraces

9.7 Appendix 7 – Search Location Checklist – Lakeview Manor

9.8 Appendix 8 – Code Debrief and Summary Report



Appendix 1 - Action Upon Receiving a Bomb Threat Call

Procedure:

- (1) Remain calm, speak calmly, and be courteous.
- (2) Listen carefully to everything that is said and try to listen for any background sounds.
- (3) DO NOT interrupt the caller and try not to agitate or upset the individual.
- (4) Keep the caller on the phone as long as possible and obtain as much information as you can by asking the following questions:

Where is the bomb?	
What does it look like?	
How much time is left?	
Why did you place the bomb?	
Where are you calling from?	
What is your name?	
Is there more than one bomb?	
Other Information	

- (5) Signal another staff member to notify the Emergency Coordinator (EC) immediately.
- (6) **Prevent Panic! Speak only to staff assisting with communication.**
- (7) Refer to Code Black policy found and on Policy Manager or in the Emergency Binder and complete the Bomb Threat Questionnaire Appendix 2.
- (8) Report to the EC with the questionnaire.

Appendix 2 - Bomb Threat Questionnaire

To be completed as soon as you have notified the Emergency Coordinator (EC) that you have received a call.

Person Receiving Call:		
Name	Dept.	Phone
Call Information		
Date	Exact Time of Call	Length of Call
Call Rec'd at Extension #	Origin of Call <input type="checkbox"/> Local <input type="checkbox"/> Long Distance <input type="checkbox"/> Not Known	Call Number Displayed
Exact Wording of Threat		
Identifying Characteristics:		
Name:		
Gender:	Male	Female
Estimated Age:		
Description of the voice:		
Manner <input type="checkbox"/> calm <input type="checkbox"/> excited <input type="checkbox"/> emotional <input type="checkbox"/> rude <input type="checkbox"/> rational <input type="checkbox"/> righteous <input type="checkbox"/> angry <input type="checkbox"/> happy		
Background noises: (factory, animals, children, traffic, voices, weather etc.) List all:		
Voice is familiar <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, specify		
Caller is familiar with the area (explain)		
Any other Information:		

Appendix 3 – Designated Bomb Threat Sign

ATTENTION!

**Call 911 there
has been a
bomb threat**

Appendix 4 - Search Location Checklist - Fairview Lodge

Search Location	Emergency Box Location	Assigned to: Assign alternate if needed	Search Completed (X) Call command Centre in 15 minutes
Grounds	Front office		
Ground Floor	Kitchen		
Ground Floor Mechanical/Electrical Rooms	Kitchen		
1 st Floor Centre Core	Front Office		
First Floor West Ashburn Way Dining Room Activity Room	Care Centre Resident Rooms Dining Room Activity Room		
First Floor East Cullen Gardens	Care Centre Resident Rooms Dining Room Activity Room		
2 nd Floor Centre Core	2 nd Floor Health Room		
2 nd Floor West Whitby Junction	Care Centre Resident Rooms Dining Room Activity Room		
2 nd Floor East Trafalgar Square	Care Centre Resident Rooms Dining Room Activity Room		
2 nd Floor North Marigold Lane	Care Centre Resident Rooms Dining Room Activity Room		
3 rd Floor Centre Core	3 rd Floor Health Room		
3 rd Floor West Yorkshire Place	Care Centre Resident Rooms Dining Room Activity Room		
3 rd Floor East Heritage Harbour	Resident Rooms Dining Room Activity Room Care Centre		
Penthouse	Penthouse		
Building Perimeter			
Comments: Where possible, staff who are most familiar with the areas are assigned to search accordingly.			

Appendix 5 - Search Location Checklist - Hillsdale Estates

Search Location		Assigned to: Assign alternate if needed	Search Completed (x) Call command Centre in 15 minutes
Ground Floor	Business Office (BO)		
Ground Floor	Front Lobby -Reception -Gift Shop -Washrooms -Painter Room -Fire Room		
Ground Floor	Adult Day Program (ADP)		
Ground Floor	Kitchen -Receiving Area		
Ground Floor	Mechanical/Electrical Rooms		
2 nd Floor Pineridge Place	-Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
2 nd Floor Trillium Trail	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
2 nd Floor Moonlight Bay	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
2 nd Floor Apple Blossom	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
3 rd Floor Willow Way	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
3 rd Floor Lavender Lane	Nursing Station -Dining Room -Activity Room		

	-PSW Station -Clean/Dirty Utility Room -Resident Rooms		
3rd Floor Golden Pond	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
3rd Floor Blueberry Hill	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
4th Floor Maple Grove	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
4th Floor Primrose Path	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
4th Floor Honey Harbour	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
4th Floor Strawberry Fields	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
Penthouse	Penthouse		
Lower Level	Basement		
Building Perimeter	Parking Lot		

Comments:

Where possible, staff who are most familiar with the areas are assigned to search accordingly.

Appendix 6 - Search Location Checklist - Hillsdale Terraces

Area To Be Searched	Assigned to: (Assign alternate when needed)	Search Completed (x) Call Command Centre Within 15 Minutes
1st Floor Resident Home Areas		
Vineyard View		
Rose Garden		
Garden Gate		
Activity Room		
TV Lounges		
Dining Rooms		
Serveries		
Prep Kitchens		
Utility Corridor and Rooms		
Therapeutic Garden		
1st Floor Centre Core		
Receiving Bay		
Main Kitchen		
Auditorium/Worship Centre		
Café		
Offices & Treatment Room		
Elevators		
Public Washrooms		
Front Entrance		
Exterior Linen Room		
Exterior Sheds		
2nd Floor Resident Home Areas		
Sugar Trail		
Cedar Heights		
Forest Hill		
Activity Room		
TV Lounges		
Dining Rooms		
Serveries		
Prep Kitchens		
Utility Corridor and Rooms		
2nd Floor Centre Core		
Garbage Chute		
Locker Rooms		
Training Room		
Staff Lounge		
Beauty/Barber Shop		
Offices, Meeting & Treatment Room		
Balconies		

3rd Floor Resident Home Areas		
Ocean View		
Lighthouse Lane		
Activity Room		
TV Lounges		
Dining Rooms		
Serveries		
Prep Kitchens		
Utility Corridor and Rooms		
3rd Floor Centre Core		
Garbage Chute		
Mechanical Room		
Tuck Shop		
Social Room		
Offices & Treatment Room		
Boardroom		
Balconies		
Stairwells 1-6		
Roof		
Basement		
Elevator		
Offices		
Laundry Room		
Mechanical Rooms		

Appendix 7 - Search Location Checklist – Lakeview Manor

Area To Be Searched	Assigned to: (Assign alternate when needed)	Search Completed (X) Call Command Centre Within 15 Minutes
Basement:		
4. Kitchen, receiving, maintenance shop, storage rooms, laundry, staff lunchroom, morgue, washroom, locker rooms, stairwell		
1st Floor		
5. Front Office & Admin. Offices		
6. Boardroom / Meeting Room		
7. Adult Day Program & Washroom		
8. Main Hall & Kitchenette		
9. Vending Room		
10. Worship Centre		
11. Entrances / Library		
12. Volunteer and Recreation Offices		
3 Hairdressing		
4 Public Washrooms		
5 Practitioner & Admissions Offices		
13. The Harbour Resident Rooms		
14. The Harbour Dining & Activity Areas		
2nd Floor:		
1 Beaver River Resident Rooms		
2 Beaver River Dining & Activity Areas		
3 The Old Mill Resident Rooms		
4 The Old Mill Dining & Activity Areas		
5 Washrooms		
3rd Floor:		
6 Hummingbird Resident Rooms		
7 Hummingbird Dining & Activity Areas		
8 Blue Heron Resident Rooms		
1 Blue Heron Dining & Activity Areas		
9 Washrooms		
2 Penthouse		
3 Laundry Chute		
4 Garbage Chute		
5 Stairwells		
Grounds:		
1 Immediate Grounds – perimeter of the building, park, patios, courtyards, garbage containers, parking lot – including vehicles.		