

**HACKETTSTOWN REGIONAL MEDICAL CENTER  
ADMINISTRATIVE POLICY MANUAL**

**BOMB THREAT (CODE YELLOW)**

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<b>Effective Date:</b>	<b>06/93</b>	<b>Policy No:</b>	<b>AD16</b>
<b>Cross Referenced:</b>		<b>Origin:</b>	<b>Emergency Preparedness</b>
<b>Reviewed Date:</b>	<b>09/97, 04/02, 04/05, 04/07, 08/07, 05/10, 0711 2/2016</b>	<b>Authority:</b>	<b>Chief Operating Officer</b>
<b>Revised Date:</b>	<b>07/11</b>	<b>Page:</b>	<b>1 of 6</b>

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**PURPOSE**

To provide specific instructions for handling a bomb threat and to establish guidelines for reacting to threats of sabotage or destruction of Hospital facilities by explosives or incendiary devices.

**POLICY**

Notification of a bomb threat will be considered an internal disaster situation. In order to assure the safety of all patients, visitors and staff, all appointed personnel will assist the Maintenance/Security staff in the search for suspected explosive devices without causing alarm to patient, visitors and other Hospital personnel.

**OBJECTIVE**

The primary objectives of the Hospital in determining the response to bomb threat incidents are:

- ✓ To assure the safety of patients, visitors and staff on Hospital property;
- ✓ To protect Hospital property;
- ✓ To maintain operations to the extent feasible.

The objectives shall be pursued within the limitations imposed by the situation.

**PROCEDURE**

The possibility of a bomb threat being made to the Hospital is a real threat. Pre-planning is of utmost importance in order to get as much done in as little time as possible in order to avoid bodily harm.

If the bomb threat is received by telephone, the person receiving the call can be the key to an effective response.

***Receipt of Threat***

**1. Taking the Call**

The person receiving the call will probably be the switchboard operator. The switchboard operator should prolong the caller as long as possible.

- a. Keep calm and alert;
- b. Write down the exact time and caller ID number or the trunk and line code (example: 5001-12). (See call tracing protocol on page 6);
- c. Note background noises;
- d. Note distinguishing voice characteristics;
- e. Note if caller indicates knowledge of hospital by location description;
- f. Get as much information as possible, such as:

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- Where the bomb is located.
  - What time will it explode?
  - What kind of bomb is it?
  - Does the caller represent a group or individual?
  - Where is he/she calling from?
  - What does the bomb look like?
  - What is the caller's name?
2. Upon receipt of a bomb threat by mail, or discovery of a note, the person discovering or receiving same will notify Security. The person receiving a written threat should immediately place it in an envelope and avoid additional handling.

**What to do after receiving the threat**

- a. Person receiving message will first call Maintenance/Security, then Nursing Administrator, Administrator on Call and Safety Officer. Report we have a Code Yellow.
- b. Security will determine need for and contact as necessary the police and other external involvement.
- c. Security to request all involved in search to shut off all transmitting devices such as two-way radios and cellular phones. Above individuals to conduct communication through landline phones. In extreme cases Security will request all cellular phones within building to be shut off.
- d. To avoid panic or confusion all communication is directed through Security and limited to essential personnel.
- e. Operator/call receiver records as much information as possible about the call and the caller using the "**Bomb Threat Checklist**," (Code Yellow) copy attached.

**Threat Evaluation**

Immediately upon receipt of the threat Security, Administration and the Police will meet to evaluate the authenticity of the threat. Items taken into account during this evaluation will include, but not be limited to:

- Text of message;
- Voice characteristics;
- Caller's approximate age;
- Background noises, if any;
- Specific characteristics of threat;
- Current labor problems, if any;
- Recently dismissed, disciplined or disgruntled colleagues/contactors;
- Unique facility vulnerabilities;
- Building occupancy factors; and
- Threat history.

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**Search Procedure**

Concurrent with the threat evaluation, a special search will be conducted at the facility identified in the threat. The search shall be conducted in accordance with the following priorities:

1. The specific area identified by the caller or writer, if any. Evaluate need to seal off the area and begin evacuation from the affected area.
2. Unattended vehicles parked in building proximity.
3. Areas generally accessible to the public including the building exterior, lobbies, waiting rooms, restrooms, stairwells, and garbage receptacles.
4. All entrances and exits, including hallways.
5. Highly critical areas such as generator, HVAC systems, vehicle entrances and places in which toxic, flammable, or explosive materials are stored.

The search will be conducted by Security personnel, supplemented by Facilities personnel, police and others as needed. Staff may be asked to survey their work area for anything unusual, since they are most familiar with their work environment and report any suspicious findings to Security immediately. Quietly notify staff members of the Code Yellow situation.

1. Look for **ANY** suspicious object or moved object or furniture
2. Do not touch anything that looks suspicious
3. A Security Officer or designee will maintain a list of all areas being searched, direct the operations of the search teams, record the times the area searches are completed, and keep the Administrator informed of all actions and results.
4. Whether to evacuate or not to evacuate upon the receipt of a bomb threat must be decided on a case-by-case basis. The decision as to whether to evacuate must be made upon examination of all evidence at hand and, if time permits, after a search of critical areas.

**Finding a Suspicious Package or Device**

Should a suspicious package or device be found, the person finding the package or device will:

1. Not touch the device or package.
2. Notify Security. The Police or Security will investigate the object visually and determine whether the object should be handled as a bomb.
3. With the assistance of other staff, prevent other personnel from entering the area.
4. Not transmit on a radio or cellular phone near the suspicious item.

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**Security Duties**

Security, with the assistance of the police, will determine whether the suspicious package or device shall be handled as a bomb. If it to be handled as a bomb, Security will:

1. Notify Security Manager.
2. Direct an evacuation of the area immediately surrounding and adjacent to the device.

**3. Ensure that no personnel are permitted access to the areas being evacuated.**

**Nursing Duties**

In the absence of the Administrator on Call, during evening/nights/holidays and weekends the Administrative Coordinator will:

1. If instructed, notify the in-house managers or resource nurses in patient care areas that a bomb threat has been received and to await further instructions.
2. If instructed, immediately prepare for evacuation (order to be given by Police or Administrator).

**Incident Command**

1. When necessary activate Emergency Operations Plan.

**IN EVENT OF EXPLOSION**

1. If fire and police authorities are not already on site, call 6000 for the hospital operator who will request fire and police assistance. In cases where phone service is disrupted, locate a cellular phone or use a messenger to report incident.
1. Move injured persons to a safe area. Request assistance in transporting injured persons to emergency department (or other temporary treatment area).
2. Seal off area to prevent unauthorized entry until all clear is given and investigation is complete.
3. Maintenance to coordinate.

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**TELEPHONE PROCEDURES CHECKLIST**

**Instructions:** Be calm. Be courteous. Listen; do not interrupt the caller. Notify your Supervisor or Security Office while the caller is on the line. If possible, patch the Supervisor in so that he/she may monitor the call. Keep the caller talking. **Do not** talk with anyone else about the call. Time: \_\_\_\_\_AM/PM

**QUESTIONS TO ASK**

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?
10. What organization do you represent?

**CALLER'S VOICE**

- |                      |                       |
|----------------------|-----------------------|
| _____ Calm           | _____ Nasal           |
| _____ Angry          | _____ Stutter         |
| _____ Excited        | _____ Lisp            |
| _____ Slow           | _____ Raspy           |
| _____ Rapid          | _____ Deep            |
| _____ Soft           | _____ Ragged          |
| _____ Loud           | _____ Clearing Throat |
| _____ Laughter       | _____ Deep Breathing  |
| _____ Crying         | _____ Cracking Voice  |
| _____ Normal         | _____ Disguised       |
| _____ Distinct       | _____ Accent          |
| _____ Slurred        | _____ Familiar        |
| _____ Whispered      | _____ Male/Female     |
| _____ Adult/Juvenile |                       |

If voice is familiar, whom did it sound like?  
\_\_\_\_\_

**THREAT LANGUAGE**

- \_\_\_\_\_ Well spoken (educated)?  
\_\_\_\_\_ Incoherent?  
\_\_\_\_\_ Foul? \_\_\_\_\_ Taped?  
\_\_\_\_\_ Message read by threat maker?  
\_\_\_\_\_ Irrational  
Did you notice any favorite phrases of the caller? \_\_\_\_\_
- 

Did the caller seem familiar with areas?  
\_\_\_\_\_ Yes \_\_\_\_\_ Possibly \_\_\_\_\_ No

Approved at President's Council 2/29/2016  
Write as much of the message he/she gives you down on a separate piece of paper and attach it to this form. Give both to your Supervisor or Security.

**BACKGROUND SOUNDS**

- |                         |                     |
|-------------------------|---------------------|
| _____ Street noises     |                     |
| _____ Factory machinery |                     |
| _____ Cooking           | _____ Animal noises |
| _____ Voices            | _____ Clear         |
| _____ PA System         | _____ Static        |
| _____ Music             | _____ Local         |
| _____ House noises      | _____ Long distance |
| _____ Motor             |                     |
| _____ Office machinery  |                     |
| Other: _____            |                     |

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**Call Tracing Protocol for Switchboard Operator**

**Note: Do Not** hit the release key on the console too quickly. If you get a suspicious call and the caller hangs up, the caller information will stay on the screen for a period of time. This gives you time to note the information you will need. Then you can hit release.

Obviously, the first step is to follow your existing procedures as documented. Let **Maintenance/Security and the local authorities know first.** After you have done that, follow these tips if a call trace should be needed.

1. If the caller ID comes up note it immediately along with the exact time the call came in. Have this information ready to provide to authorities when requested.
2. If the caller ID does not come up on the display, note the trunk and line codes that do come up on the display (examples 5001-12, 5002-6,5003-8). First four digits are the trunk ID; last digit or two is the line ID.
3. If you need a trace done during normal business hours, please page the IS Telephone Coordinator at (9) 1-800-239-2482. Give him the exact information you noted and he will place the call to Verizon.
4. On evenings, nights and weekends (or if the IS Telephone Coordinator does not respond in a timely manner), you as the switchboard operator can place the call to Verizon directly at (9) 1-800-333-0309. Tell the support person you are calling from Hackettstown Regional Medical Center and need a trace. They will ask for the hospital's main number (908-852-5100) and give them the other information that you have noted.
5. Verizon has informed me that a call trace with no caller ID can take up to an hour depending on the time of day and call volume. They will usually ask if a police report for the incident has already been filed.