

Continuing Care Emergency Response Code Training

Code Black Bomb Threat/ Suspicious Package Exercise Catalogue

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Continuing Care Emergency Response Code Training

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Code Black Exercise – Bomb Threat Telephone call

Purpose

To ensure your Continuing Care site has the ability to respond to Code Black.

Scope

Site dependent – can include one or more departments/units within a site.

This exercise may be an orientation, drill, table top, functional or full scale but is limited to one facility.

Objectives

- To evaluate existing site Emergency Response Code Plans related to Code Black
- To establish a Command Post to manage the response
- To evaluate the ability to communicate the emergency within the facility
- To demonstrate the ability to maintain safety for staff, clients/patients and visitors during the incident

Narrative

Bomb Threat Script:

A patient care unit receives a telephone call. The individual is calm and matter of fact. He starts off with “Hello” and asks how you are today. He then instructs you to “Listen carefully”, and goes on to explain how; *“My brother was a patient on your unit awhile back and he was very sick. Your doctor’s did nothing for him. They pumped him full of toxic medicine and sent him home before he was ready. He didn’t deserve to die at the hands of you people. I am so angry at each and every one of you! You are all responsible; each of you. There is a bomb on your unit and it’s going to go off at noon”* (choose appropriate time)

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Code Black Exercise – Suspicious Letter

Purpose

To ensure your Continuing Care site has the ability to respond to Code Black.

Scope

Site dependant – can include one or more departments/units within a site.

This exercise may be an orientation, drill, table top, functional or full scale but is limited to one facility.

Objectives

- To evaluate existing site Emergency Response Code Plans related to Code Black
- To establish a Command Post to manage the response
- To evaluate the ability to communicate the emergency within the facility
- To demonstrate the ability to maintain safety for staff, clients/patients and visitors during the incident

Narrative

A small package is delivered to your department/ area. It is about the size of 3 CD cases stacked. It is wrapped in brown paper and scotch tape. There are several Canadian postage stamps of different denominations and themes across the top. The return address has no name but reads “1534 Oak St., Saskatchewan”. The inked delivery stamp over the postage stamps indicates it was processed 3 days ago in Edmonton. The delivery address has no name, but indicates the “person in charge” of your area and the correct address. The writing is in black felt pen and is of poor penmanship.

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Code Black Exercise – Unattended Back Pack

Purpose

To ensure your Continuing Care site has the ability to respond to Code Black.

Scope

Site dependant – can include one or more departments/units within a site.

This exercise may be an orientation, drill, table top, functional or full scale but is limited to one facility.

Objectives

- To evaluate existing site Emergency Response Code Plans related to Code Black
- To establish a Command Post to manage the response
- To evaluate the ability to communicate the emergency within the facility
- To demonstrate the ability to maintain safety for staff, clients/patients and visitors during the incident

Narrative

You have left your area/ department and gone to a designated place to have your supper. On your way back, you stop to tie your shoe and notice what looks to be a small suit case behind a planter. Upon investigation you discover a back pack. It is dark in color, appears dirty and well used. The straps are frayed, and there is no manufacturer label or logo to indicate origin. There are several wires coming out of the top where the zippers meet and lead into the front pocket.

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Code Black Exercise –Delivery Vehicle

Purpose

To ensure your Continuing Care site has the ability to respond to Code Black.

Scope

Site dependant – can include one or more departments/units within a site.

This exercise may be an orientation, drill, table top, functional or full scale but is limited to one facility.

Objectives

- To evaluate existing site Emergency Response Code Plans related to Code Black
- To establish a Command Post to manage the response
- To evaluate the ability to communicate the emergency within the facility
- To demonstrate the ability to maintain safety for staff, clients/patients and visitors during the incident

Narrative

You and a colleague leave the property to have a cigarette on your scheduled break. You notice an older model GMC Van parked in the delivery area. It is white in color, some rust on the wheel wells, and the signage on the side has been painted over in a different shade of white. The windows are tinted and the four way flashers are on. The motor is not running. You do not see anyone sitting inside.

Approximately 1-1/2 to 2 hours later you are looking out the window. You see the same van parked at the delivery entrance. You notice that the flashers barely light and long intervals between each blink.

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Mini-Tabletop Exercise “*Bomb Threat*”

Facilitator Guide



1.0 Pre Exercise

- Identify opportunity for an exercise (staff meeting, training session, etc.)
- Add to agenda allowing 10 to 15 minutes for the exercise
- Access the following documents:
 - Participant Worksheet.
 - Facilitator Guide.
 - Exercise Evaluations.
- Reproduce sufficient copies of:
 - Participant Notes.
 - Exercise Evaluation.
- Access/provide props as needed
- Ensure reference materials are available (may request participants to bring the Emergency Response Manual to the exercise or reproduce the following):
 - Copies of the [insert site name](#) Code Black Plan.
 - Copies of the RCMP “Letter and Package Bomb Indicators” Poster.
 - Copies of the RCMP “Responding to Suspicious Mail” Pamphlet.
- Ensure familiarity with reference materials and resources.

2.0 Conducting the Bomb Threat Exercise

- 2.1 Distribute exercise materials:
 - Participant Worksheet
- 2.2 Review the exercise objectives as follows:
 - Familiarize participants with their role and the role of their colleagues responding to a Bomb Threat; identify key actions to be taken and by whom.
 - Evaluate the functionality of the plan; assess limitations of the plan.
 - Assess resource requirements (human and physical) for responding to a Bomb Threat.
 - Determine potential obstacles that could /would limit the effectiveness and efficiency of the response
 - Identify issues related to safety and security of staff and patients/clients when responding to a Bomb Threat.

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- Examine the interface between the site/service area, AHS, and external partners (e.g. Fire, Police, EMS, etc)
- 2.3 Present the Scenario as follows:

At 1950 hours, an employee receives a call about a bomb in their area of work. The bomb is set to go off at around 2200 hours. The caller promptly hangs up.
- 2.4 Ask the following questions:
 - What should the employee do now?
 - Where would they find reference to this information?
 - Where should this information be readily available? (e.g. on the units, service areas, etc)
- 2.5 Select one or two people in the room and ask them what they would do if they had received this call. (Allow reference to the plan).
- 2.6 Ask other participants to identify roles of other key personnel i.e. clinical staff, supervisor/manager or reception
- 2.7 Ask the group to consider their response had this package been found before the call?
- 2.8 What type of communication would be required, with and without media awareness of the threat? Who is responsible for this?
 - Internal communication
 - External communication
 - Site/Service to Region communication
- 2.9 Are there any immediate protective measures that should take place (e.g. evacuation of area, PPE, etc)?
 - Who makes this decision?
- 2.10 Which local, municipal, or provincial agencies are likely to respond?
 - How will you coordinate and communicate with all of them?
- 2.11 What other plans could come into play?
- 2.12 Distribute exercise evaluation tool to participants.

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Suggested References:

- RCMP Responding to Suspicious Mail Pamphlet <http://www.rcmp-grc.gc.ca/tops-opst/cbdc-ccdb/suspicious-soupcon-mail-poste.pdf>
- RCMP Letter and Package Bomb Indicators Poster <http://www.rcmp-grc.gc.ca/tops-opst/cbdc-ccdb/mail-poste-poster-affiche-eng.pdf>
- [insert site name](#) Bomb Threat/Suspicious Package Plan
- [insert site name](#) Emergency Response Manual

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Mini-Tabletop Exercise “*Suspicious Package*”

Facilitator Guide



1.0 Pre Exercise

- Identify opportunity for an exercise (staff meeting, training session, etc.)
- Add to agenda allowing 10 to 15 minutes for the exercise
- Provide the following documents:
 - Participant Worksheet.
 - Facilitator Guide.
 - Exercise Evaluations.
- Reproduce sufficient copies of:
 - Participant Worksheet.
 - Exercise Evaluation.
- Access / provide props as needed.
- Ensure reference materials are available (may request participants to bring the Emergency Response Manual to the exercise or reproduce the following):
 - Copies of the [insert site name](#) Code Black Plan.
 - Copies of the RCMP “Letter and Package Bomb Indicators” Poster.
 - Copies of the RCMP “Responding to Suspicious Mail” Pamphlet.
- Ensure familiarity with reference materials and resources.

2.0 Conducting the Suspicious Package Exercise

- 2.1 Distribute exercise materials:
- Participant Worksheet

- 2.2 Review the exercise objectives as follows:
- Familiarize participants with their role and the role of their colleagues responding to a Suspicious Package incident; identify key actions to be taken and by whom.
 - Evaluate the functionality of the plan; assess limitations of the plan.
 - Assess resource requirements (human and physical) for responding to a Suspicious Package event.
 - Determine potential obstacles that could / would limit the effectiveness and efficiency of the response.
 - Identify issues related to safety and security of staff and patients / clients when responding to a Suspicious Package incident.
 - Examine the interface between the site / service area, AHS, and external partners (e.g. Fire, Police, EMS, Business Owners / Operators, Contracted Service Providers, etc.).

- 2.3 Present the Scenario as follows:

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At 14:10 hours, an employee receives a suspicious looking package in their area of work. The Package was delivered by courier minutes ago.

- 2.4 Hand a simulated “Suspicious Package” to a participant and ask them to pass it around the room.
- 2.5 Ask the following questions:
 - What characteristics are present that would alert someone to the fact this is a Suspicious Package?
 - Where would they find reference to this information?
 - Where should this information be accessible (e.g. any points of mail delivery)
- 2.6 Select one or two people in the room and ask them what they would do if the package was delivered to them. (Allow reference to the Plan).
- 2.7 Ask other participants to identify roles of other key personnel (e.g. Protection Services).
- 2.8 Ask the group to consider the response had there been no markings and the package is opened by a recipient who finds a white powder?
- 2.9 What type of communication would be required, with and without media awareness of the event? Who is responsible for this?
 - Internal communication.
 - External communication.
 - Site / Service to Region communication.
- 2.10 Are there any immediate protective measures that should take place (e.g., evacuation of area, PPE, etc)?
 - Who will make this decision?
- 2.11 Which local, municipal, or provincial agencies and private organizations are likely to respond?
 - How will you coordinate and communicate with all of them?
- 2.12 What other plans could come in to play?
- 2.13 Distribute exercise evaluation tool to participants.

Suggested References:

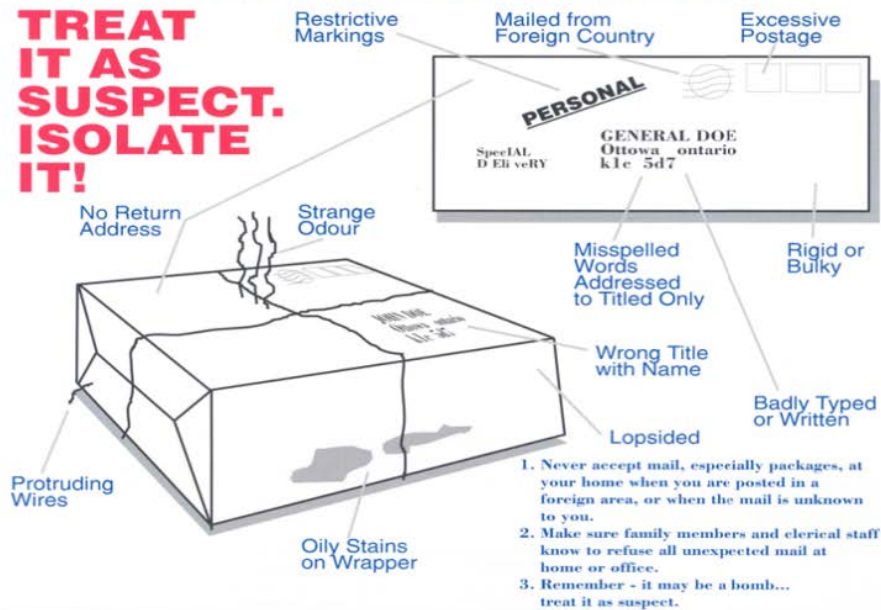
- RCMP Responding to Suspicious Mail Pamphlet <http://www.rcmp-grc.gc.ca/tops-opst/cbdc-ccdb/suspicious-soupcon-mail-poste.pdf>
- RCMP Letter and Package Bomb Indicators Poster <http://www.rcmp-grc.gc.ca/tops-opst/cbdc-ccdb/mail-poste-poster-affiche-eng.pdf>
- [insert site name](#) Bomb Threat/Suspicious Package Plan
- [insert site name](#) Emergency Response Manual

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WARNING

LETTER AND PACKAGE BOMB INDICATORS

TREAT IT AS SUSPECT. ISOLATE IT!



LETTER AND PARCEL BOMB RECOGNITION POINTS

- ✓ Excessive Postage
- ✓ Incorrect Titles
- ✓ Titles but no Names
- ✓ Misspellings of Common Words
- ✓ Oily Stains or Discolouration
- ✓ No Return Address
- ✓ Excessive Weight
- ✓ Rigid Envelope
- ✓ Lopsided or Uneven Envelope
- ✓ Protruding Wires or Tinfoil
- ✓ Visual Distractions
- ✓ Foreign Mail, Air Mail and Special Delivery
- ✓ Restrictive Marking such as Confidential, Personal, etc.
- ✓ Hand Written or Poorly-Typed Addresses
- ✓ Excessive Securing Material such as Masking Tape, String, etc.

RCMP CANADIAN BOMB DATA CENTRE

1200 Vanier Parkway, Ottawa, Ontario K1A 0R2 (613) 993-7880 FAX: 993-9917

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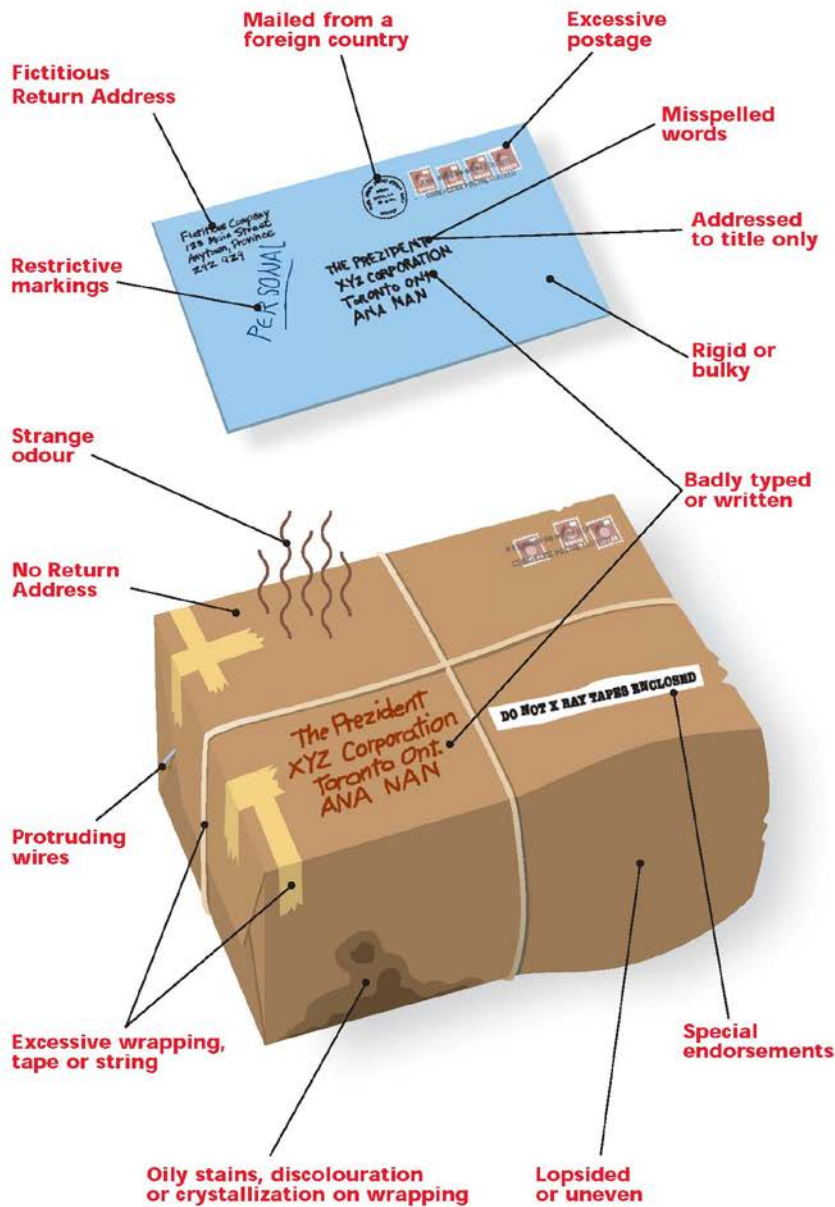
Suspicious Mail Alert

CANADA POSTES
POST CANADA

From anywhere... to anyone

If you receive a suspicious letter or parcel

(A COMBINATION of the following may constitute a suspicious mail item)



1 Immediately advise local emergency services of the situation.

2 Do not handle, shake, smell, or taste the suspicious article.

3 Isolate the article, and evacuate the immediate vicinity.

4 Anyone who has handled the article should immediately wash their hands with soap and water.

If a letter or parcel is open and/or a threat is identified

For a Bomb:

- Evacuate area immediately
- Call local emergency services

For Biological or Chemical:

- Isolate - do not handle
- Evacuate area immediately
- Wash your hands with soap and warm water
- Call local emergency services

For Radiological:

- Limit exposure - do not handle
- Evacuate area immediately
- Shield yourself from object
- Call local emergency services

Corporate Security

www.canadapost.ca