

		<h2 style="margin: 0;">Emergency Operations Plan</h2>	
Title:	Code White – Bomb Threat/Suspicious Item	Section:	Emergency Operation Plan Section VIII
Emergency Management Critical Function:	Safety and Security	Type:	Emergency Preparedness Notification Code
Purpose:	To assure the uniform, safe and expeditious processing of bomb threats, bombing incidents, and unattended suspicious items/packages, it is necessary to specify the responsibilities of the Medstar Washington Hospital Center Public Safety Department and how the officers shall coordinate their activities with other agencies.	Number:	
Forms:		Effective Date:	09/01/2019

I. **POLICY**

The safety of patients, visitors, and associates is paramount. All possible efforts shall be made to prevent the detonation of explosive devices.

II. **RESPONSIBILITIES:**

A. If a bomb threat call is received, the initial response will include the following:

1. Instruct a co-worker to immediately notify the MedStar Washington Hospital Center Public Safety Office at 7-8911 and state "Code White". The co-worker should provide your exact location, their name and call back number.
2. Immediately note the time the call was received. Keep the caller on the line as long as possible. Ask him/her to repeat the message. Record every word spoken by the person. Try to complete a "Bomb Threat Checklist" (See appendix 1) while you are on the phone or as soon as the party hangs up.
3. If the caller does not indicate the location of the bomb or the time of possible detonation, you should ask him/her for this information.
4. Inform the caller that the building is occupied and detonation of a bomb could result in death or serious injury to many innocent people.
5. Be alert for distinguishing background noises such as traffic, music, voices, aircraft, church bells, etc.
6. Note distinguishing voice characteristic (sex, voice quality, and impediments).
7. Note if caller indicates knowledge of the hospital by his/her description of locations. Lead him/her on; kill time; learn if he/she is at all knowledgeable of the hospital.
8. Do not alarm patients or visitors unnecessarily by allowing them to learn of the threat until the situation has been assessed by the MWHC Public Safety Office.

III. **NOTIFICATIONS**

- A. The Public Safety Watch Commander shall immediately notify the following:
 - 1. Administrator On-Call
 - 2. Nursing Supervisor
 - 3. MWHC Director of Public Safety/designee
 - 4. Emergency Manager/s
 - 5. Life Safety Officer/designee
- B. The Administrator On-Call/designee and/or the MWHC Director of Public Safety/Watch Commander will be responsible for assessing the situation and, if necessary, will direct the operator to activate the Code White by announcing overhead three times in immediate succession: "Code White, room number, and/or descriptive information." And by sending the appropriate message over Cooper/RSAN-Everbridge emergency messaging system

IV. **SEARCH PROCEDURES**

- A. All MWHCPS Officers shall immediately begin a systematic search for suspicious packages in their assigned areas. Every item in an area should be checked, i.e. trashcans, linen bins, under objects, etc. In searching an area, look out for something out of the ordinary, something misplaced, or suspicious. The areas to be searched will be searched, if possible, by the personnel routinely assigned to and familiar with the area.
- B. The MWHCPS Watch Commander shall delegate non-assigned security posts areas to Foot-Beat and/or outside patrol officers to search for suspicious packages as needed.
- C. If a suspicious package is located, use of the security radio in the area of the package (100 yards) should cease immediately. Do not handle package. Clear the immediate area of patients and personnel. (See appendix 2)
- D. If an associate finds a suspicious item on campus, immediately call 7-8911. Call 911 if the item is found off-campus.
- E. Keep area clear until Metropolitan Police Department and/or bomb squad arrives and completes their inspection.

V. **ADDITIONAL ADMINISTRATIVE ACTIONS**

- A. The Administrator on- Call/designee, in concert with the MWHC Director of Public Safety/designee, shall be responsible for assessing the situation. If imminent danger is present (explosive device(s) located), the Hospital Command Center shall determine the need for evacuation of the area and/or terminating HVAC/Utility/Medical Services to the area, and if necessary:
 - 1. Activate Code Black (partial/complete)
 - 2. Activate additional emergency codes as necessary

3. Authorize use of bomb detection devices or dogs throughout the hospital
4. Once the facility is considered safe, cancel the search procedures and return to normal conditions

VI. **REQUIRED DOCUMENTATION**

- A. MWHCPS Report
- B. Hospital Occurrence Report
- C. After Action Report

All reports shall be detailed in nature, including the names of all persons involved and actions taken.

VII. **PRESS RELEASES**

The Public Information Officer and the AOC are the only persons authorized to make comments to the press.

GUIDELINES FOR HANDLING TELEPHONE THREATS

GENERAL INSTRUCTIONS FOR THREATENING CALLS/BOMB THREATS

REMAIN CALM, be courteous. Listen, do not interrupt the caller. Pretend difficulty hearing, "I'm sorry, we have a weak connection, could you speak up". Keep the caller talking.

Section I – BOMB THREATS

1. Location of bomb <input type="checkbox"/> Internal <input type="checkbox"/> External	2. Date/Time bomb set to explode	a. Date	b. Time <div style="text-align: right;">a.m. p.m.</div>					
3. Time call received <div style="text-align: right;">a.m. p.m.</div>		4. Date call received						
5. Exact location and description of bomb – a. If the caller indicates the bomb is in a MWHC building <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; border-bottom: 1px solid black;">Building</td> <td style="width: 20%; border-bottom: 1px solid black;"></td> <td style="width: 20%; border-bottom: 1px solid black;">Room</td> <td style="width: 20%; border-bottom: 1px solid black;">City</td> <td style="width: 20%; border-bottom: 1px solid black;">State</td> </tr> </table>			Building		Room	City	State	b. Did the caller show a knowledge of the facility? – Mark X one Yes <input type="checkbox"/> <input type="checkbox"/> No
Building		Room	City	State				
c. What does the bomb look like? <hr/>		d. What material is the bomb made of? <hr/>						
e. What will cause it to explode? <hr/>		f. Where is the bomb placed? <hr/>						
g. Did you place the bomb? <input type="checkbox"/> Yes <input type="checkbox"/> No	h. Where are you calling from?		i. What is your name?					
j. Why do you wish to harm innocent people?		k. Other pertinent information <hr/>						
6. Telephone line data →	a. Time call ended <div style="text-align: right;">a.m. p.m.</div>	b. Telephone number or extension call received from	c. Location	d. Your number or extension				

IMMEDIATELY AFTER CALLER HANGS UP NOTIFY PUBLIC SAFETY ON 202-877-8911 or 911 – SEE SECTION IV

Section II – THREATENING CALLS

1. Location of calls <input type="checkbox"/> Internal <input type="checkbox"/> External	2. Threat Made to? <input type="checkbox"/> You <input type="checkbox"/> Threat to others – <i>Specify</i> ↗ <hr/>	3. Time received <div style="text-align: right;">a.m. p.m.</div>	4. Date received	
<p><i>REMAIN CALM. Listen, do not interrupt the caller. Keep caller talking as long as possible.</i></p>				
Exact wording of the threat – _____ <hr/> <hr/>				
5. Telephone line data →	a. Time call ended <div style="text-align: right;">a.m. p.m.</div>	b. Telephone number or extension call received from	c. Location	d. Your number or extension

IMMEDIATELY AFTER CALLER HANGS UP NOTIFY PUBLIC SAFETY ON 202-877-8911 or 911 – SEE SECTION IV

Section III – OBSCENE CALLS

Hang up at the first obscene word of a call or if there is no answer after your second "hello." If obscene calls continue, notify PUBLIC SAFETY 202-877-8911

Section IV – ACTION TO TAKE IMMEDIATELY AFTER RECEIVING ANY THREATENING CALL

NOTIFY PUBLIC SAFETY ON 202-877-8911, give the officer the following information:

- | | | |
|-----------------------|-----------------------|---|
| 1. Nature of the call | 4. Unit | 7. Telephone extension on which you received call |
| 2. Your name | 5. Supervisor | 8. Duration of the call |
| 3. Your location | 6. Time call received | |

NOTIFY YOUR SUPERVISOR/MANAGER, COMPLETE CHECKLIST ON REVERSE OF THIS FORM

Section V – TELEPHONE THREAT CHECKLIST – Mark all that apply

<p align="center">VOICE SOUNDED</p> <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Adult <input type="checkbox"/> Juvenile <input type="checkbox"/> Loud <input type="checkbox"/> Soft <input type="checkbox"/> High pitch <input type="checkbox"/> Deep <input type="checkbox"/> Intoxicated <input type="checkbox"/> Disguised <input type="checkbox"/> Raspy <input type="checkbox"/> Pleasant <input type="checkbox"/> Other – <i>Specify</i> ↘ _____	<p align="center">SPEECH WAS</p> <input type="checkbox"/> Fast <input type="checkbox"/> Slow <input type="checkbox"/> Distinct <input type="checkbox"/> Distorted <input type="checkbox"/> Stutter <input type="checkbox"/> Nasal <input type="checkbox"/> Slurred <input type="checkbox"/> Lisp <input type="checkbox"/> Other – <i>Specify</i> ↘ _____	<p align="center">COMMAND OF LANGUAGE</p> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Foul <input type="checkbox"/> Other <p align="center">ACCENT</p> <input type="checkbox"/> Local <input type="checkbox"/> Foreign <input type="checkbox"/> Regional <input type="checkbox"/> Other – <i>Specify</i> ↘ _____
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<p align="center">MANNER</p> <input type="checkbox"/> Calm <input type="checkbox"/> Angry <input type="checkbox"/> Rational <input type="checkbox"/> Irrational <input type="checkbox"/> Coherent <input type="checkbox"/> Incoherent <input type="checkbox"/> Deliberate <input type="checkbox"/> Emotional <input type="checkbox"/> Laughing <input type="checkbox"/> Crying <input type="checkbox"/> Other – <i>Specify</i> ↘ _____	<p align="center">BACKGROUND NOISE</p> <input type="checkbox"/> Factory machines <input type="checkbox"/> Train <input type="checkbox"/> Animals <input type="checkbox"/> Traffic <input type="checkbox"/> Airplanes <input type="checkbox"/> Bells <input type="checkbox"/> Horns <input type="checkbox"/> Voices <input type="checkbox"/> Music <input type="checkbox"/> Office machines <input type="checkbox"/> Quiet <input type="checkbox"/> Television <input type="checkbox"/> Party atmosphere <input type="checkbox"/> Crying <input type="checkbox"/> Children <input type="checkbox"/> Other – <i>Specify</i> ↘ _____
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1. Reiterate words of caller – _____

2. Did you recognize voice?

No Yes – *Explain* → _____

Section VI – PERSON REPORTING THREAT

1. Name of person receiving call	2. Dept.	3. Unit
4. Location	5. Supervisor	
6. Signature	7. Date	

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the MWHC Police 7-8911 or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact MWHC Police immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call 7-8911 if in house otherwise 911
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call 7-8911 if in house otherwise 911
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT

- MedStar Washington Hospital Center Police 7-8911
- 911 if off campus

BOMB THREAT CHECKLIST

Date: Time:

Time Caller Hung Up: Phone Number Where Call Received:

Ask Caller:

- Where is the bomb located?
(Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice

- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Female
- Laughter
- Lisp
- Loud
- Male
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

Background Sounds:

- Animal Noises
- House Noises
- Kitchen Noises
- Street Noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long distance

Threat Language:

- Incoherent
- Message read
- Taped
- Irrational
- Profane
- Well-spoken

Other Information:



Hazardous Information Training Sheet

Suspicious Package Procedures. \

How to Recognize Suspicious Packages

One indicator of a suspicious package includes inappropriate or unusual labeling, such as:

- ✓ Excessive postage
- ✓ Misspelled common words
- ✓ No return address or strange return address
- ✓ Unusual addressing, such as not being addressed to a specific person or the use of incorrect titles or titles with no name
- ✓ Restrictive markings, such as “personal,” “confidential,” or “do not x-ray”

Other indicators include an unusual or inappropriate appearance, including:

- ✓ Powdery substances felt through or appearing on the item
- ✓ Oily stains or discolorations on the exterior
- ✓ Strange odors
- ✓ Excessive packaging material, like tape or string
- ✓ Lopsided or bulky shape of envelopes or boxes
- ✓ Ticking sounds, protruding wires, or exposed aluminum foil

Procedures for Handling to Suspicious Packages and Mail

- ✓ Stay calm.
- ✓ Do not move or open the package (or open any further), do not shake it, do not show it to others, or empty its contents.
- ✓ Leave the package where it is or gently place it on the nearest flat surface.
- ✓ If possible, gently cover the letter (use a trash can, article of clothing, etc.).
- ✓ Alert others nearby to relocate to an area away from the site of the suspicious item.
- ✓ Take essential belongings, like cell phones, keys, purse, etc. with you in case return to your area is delayed.
- ✓ Contact the Public Safety Office immediately at 7-6188 or 7-8911, if out of hospital call 911
- ✓ Leave and close the door to the space containing the suspicious package, section off the area if possible(keep others away).

- ✓ If you see something suspicious, SAY SOMETHING!!!!

For further information contact Craig DeAtley at 202-257-4714 or Pete Jensen at 202-374-1653

