

## Finlandia Village



Manual: Emergency Measures	Policy Number: EM-TPC-02
Section: Threatening Phone Call Code Black	Policy Name: Code Black - Threatening Phone Call Procedure
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Effective Date: October 7, 2015	Revised: May 17, 2022

Upon receipt of a bomb threat, it is impossible to know if it is real or a hoax. Therefore, precautions need to be taken for the safety of residents and employees.

If a threatening phone call is received by telephone, the staff member should:

1. Take checklist from under phone.
2. If Bomb Threat, remove Code Black sign and signal any passing staff to call 911.
3. Listen carefully.
4. Make notes as the caller talks, but not ask him/her to wait while you search for a pen and paper.
5. Be calm and courteous.
6. Do not interrupt.
7. Keep the caller talking as long as possible in order to obtain the maximum amount of information.
8. Call display may identify the phone number; make sure to record this number.
9. If call is an abusive call, get as much information as possible then inform the caller you are hanging up and calling the police. Call 911 if you feel you or someone else in the building is at risk.
10. Contact Charge RN or designate/Assisted Living Supervisor and/or Manager on Call.  
Charge RN in LTC – 705-920-2640  
Supervisor in Assisted Living ext: PK #500 LK#292



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*THREATENING PHONE CALL REPORT*

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ CALL DISPLAY # \_\_\_\_\_

IF BOMB THREAT ASK THE FOLLOWING QUESTIONS:

1. When will the bomb explode? \_\_\_\_\_
2. Where in the building is it? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. Why did you place the bomb here? \_\_\_\_\_
5. What is your name? \_\_\_\_\_
6. Where are you calling from? \_\_\_\_\_

What the caller stated (use back of page if needed):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Identifying characteristics of caller:

Male \_\_\_\_ Female \_\_\_\_ Could not tell \_\_\_\_

Estimated age \_\_\_\_\_

Accent? \_\_\_\_\_

Anything familiar about the voice? \_\_\_\_\_

Voice: Loud \_\_\_\_ Soft \_\_\_\_ Effeminate \_\_\_\_ Other \_\_\_\_\_

Speech: Fast \_\_\_\_ Slow \_\_\_\_ Hesitant \_\_\_\_ Nervous \_\_\_\_

Diction was: Good \_\_\_\_ Nasal \_\_\_\_ Lisp \_\_\_\_

Manner was: Calm \_\_\_\_ Vulgar \_\_\_\_ Emotional \_\_\_\_

Background Noises: Office machine  Factory equipment  Animals  Quiet   
 Street traffic  Airplanes  Trains  Music  Voices

Other: \_\_\_\_\_

\_\_\_\_\_

Did the caller seem familiar with the building or area? \_\_\_\_\_

Your Name: \_\_\_\_\_