DR. PABLO O. TORRE MEMORIAL HOSPITAL B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100	Document Code:	DPOTMH – TQD – QA – P001
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	Department/Section:	Quality Assurance
	Document Title:	**Bomb Threat**

PURPOSE:

1. To establish procedures and guidelines on correct response to any bomb threat within RMCI facility.
2. To safely manage employees, clients, patients and visitors during a bomb threat and suspicious package situation.

LEVEL:

Division Officers, Department Managers, Section Heads, Safety Officer, Security and Customer Relation Officers.

DEFINITION OF TERMS:

Bomb Emergency – This can be divided into two parts. The first is where a suspected explosive device has been discovered and not detonated. The second is when there is an actual bomb explosion.

1. **Bomb Threat** – A threat that exist when an explosive device has been reported or is suspected to be at a given location.

2. **Fragmentation** – Any particle/ item which is part of the device, and becomes a projectile (shrapnel)

3. **Ground Zero** – Is the area where a bomb or explosive device has detonated. This is where the bomber placed the bomb.

4. **Specific Bomb Threats** – Where information will be given about the device or suspicious item

5. **Non-Specific Bomb Threats** – Where no information is given, other than information that a bomb is present or nearby.

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6. **Letter and parcel bombs –** are types of bombs that are usually sent through the postal service and normally directed against specific organizations or personnel. These bombs will generally contain only small amounts of explosives. In general they are designed to be victim operated.

7. **Chemical** – a type of explosive that inflicts damage by mixing chemical to either cause an explosion or release of toxic substance such as gas.

8. **Hoax bomb threat calls** refers to calls designed to disrupt the workings of the organization and cause panic among staff.

9. **Biological, radiological and nuclear** – a type of explosive that inflicts damage by dispersing an agent into the environment to be inhaled or to coat surfaces which will cause injury by exposure to infectious viruses or radiation poisoning.

10. **Bomb** – an explosive device fused to detonate under specified conditions

11. **Improvised Explosive Device (IED)** – is a type of "Homemade" bomb and/or destructive device to destroy, incapacitate, harass, or distract. IEDs are used by criminals, vandals, terrorist, suicide bombers, and insurgents.

12. **Pipe Bomb** – is an improvised explosive device, which uses a tightly sealed section of pipe filled with an explosive metal.

13. **Grenades** – is an explosive weapon typically thrown by hand, but can also refer to projectiles shot out of grenade launcher. Generally, a grenade consists of an explosive charge, a detonating mechanism, and firing pin inside the grenade to trigger the detonating mechanism.

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14. **Blast Zone** – a region or area where a destructive explosion or detonation has occurred.
15. **C4 bomb** – a high explosive composed of various chemicals that make it moldable and plastic before it was detonated.
16. **Detonator** – a device or small sensitive charge used to detonate an explosive.

POLICY:

1. All Employees/Staff shall take a bomb threat or suspicious item seriously whether it is verbal or written, true or fake threat.
2. Employees/Staff who receives any type of threat shall inform their respective Supervisor, Head Nurse, Officer-in-charge as soon as he/she receives the information.
3. No Employee clients, visitors shall make any joke about bomb threat. Such act will cause panic to the public is a violation of Presidential Decree No. 1727,

"DECLARING AS UNLAWFUL THE MALICIOUS DISSEMINATION OF FALSE INFORMATION OR THE WILLFUL MAKING OF ANY THREAT CONCERNING BOMBS, EXPLOSIVES OR ANY SIMILAR DEVICE OR MEANS OF DESTRUCTION AND IMPOSING PENALTIES THEREFOR".

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PROCEDURE:

PERSON RECEIVING A BOMB THREAT CALL

Telephone Bomb threat response—A calm response to a bomb threat caller could result in obtaining additional information. This is especially true if the caller wishes to avoid injuries or deaths. If told that the building is occupied or cannot be vacated in time, the bomber may be willing to give more specific information on the bomb's location, components, or method of initiation. When a bomb threat is called in, the receiver shall:

1. Remain Calm. Keep the caller on the line as long possible. Do not interrupt except to ask the caller to speak louder, slower or to repeat the message.

2. Do not hang up your phone even if the caller does. Or do not transfer to another line.

3. Listen carefully. Be polite and show interest.

4. Record pertinent information on a Bomb threat checklist.

5. If the caller does not indicate the location of the bomb or time of possible detonation, ask him/her for this information.

6. Inform the caller that the building is occupied and detonation of a bomb can result in death or serious injury to many innocent people.

7. Pay particular attention to background sound, such as motors running, music playing, vehicle traffic and any other sound which may give a clue to the location of the caller.

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8. Listen closely to the voice (male or female), the mood of the caller (calm, excited, despondent, etc.) accents or speech impediments.
9. Report the threat to the Safety Officer and Security Specialist immediately after the caller hangs up.
10. Safety officer and Security Specialist will then implement its Bomb Threat Response Procedure (BTRP).

PERSON RECEIVING A BOMB THREAT ON COMPUTER

1. Do not delete!
2. Do not shut down the computer
3. Notify your head, immediate supervisor, officer-in-charge regarding a threat Call the authorities.
4. Wait for instruction or signal of the authorities for evaluation.
5. Report the threat to the Safety Officer and Security Specialist immediately after the caller hangs up.
6. Safety officer and Security Specialist will then implement its Bomb Threat Response Procedure (BTRP).

A SUSPICIOUS MAIL OR PACKAGE FOUND

1. DO NOT TOUCH, the package nor the object
2. Do not shake or empty the contents of suspicious package or envelope
3. Do not try to clean, adjust or open the package.

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4. Do not use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
5. Notify your head, immediate supervisor, officer-in-charge, authorities and Safety officer where the suspicious item is found.
6. Cordon the area, if the suspicious item found inside the room close the room and take action to prevent others to enter the area.
7. Report the threat to the Safety Officer and Security Specialist
8. Wait for instruction or signal of the authorities for further action.
9. And leave the area as soon as possible.
10. Safety officer and Security Specialist will then implement its bomb threat response procedure.

IDENTIFYING MARK/S OF SUSPICIOUS MAIL OR PACKAGE

1. Excessive Postage
2. Misspelled common words
3. No return address or strange return address
4. Strange odor
5. Powdery substance felt through or appearing on the item.

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EVACUATION

1. If the police or authority decide to evacuate the building Head Nurse, Supervisor, Officer-in-charge, and Safety officer should inform there staff regarding the evacuation.
2. The Safety Officer shall activate the exit point or emergency exit so that the staff and the patient can exit properly going to evacuation area.
3. The staff shall assist the patient to evacuation area according to patient color scheme/priority.
4. If the Patient needs full emergency assistance the patient shall be brought to our nearest affiliated hospital.
5. Do not turn on the fire alarm/s unless specified by emergency services.
6. Exit the building properly and calm. Don't Panic.
7. Follow the direction of emergency evacuation personnel
8. Take your personal belongings such as bags and wallets.
9. When at the evacuation area, conduct head count and inform the authority personnel about the missing patients and employees.
10. Do not re-enter the building until you are told to do so.

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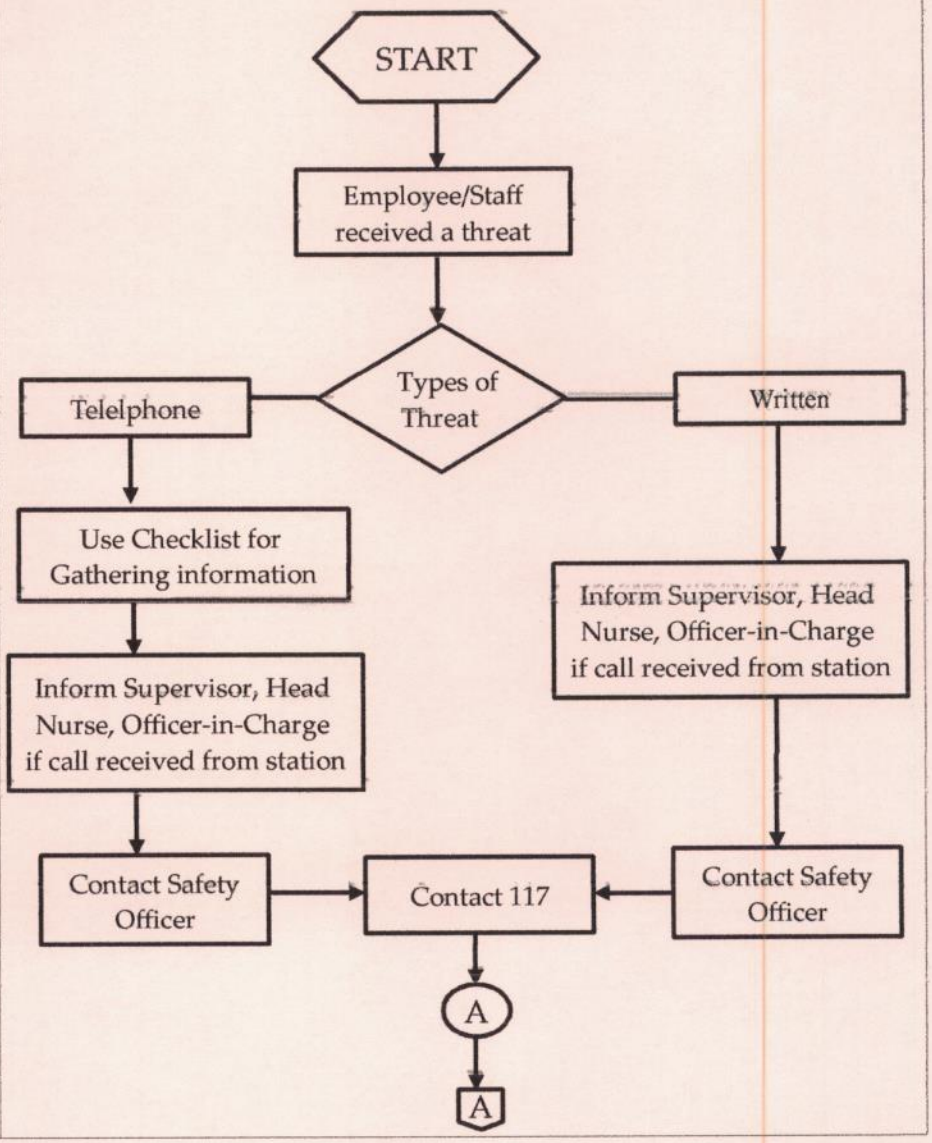
FLOWCHART:

PERSON RESPONSIBLE	ACTIVITY
Employee/Staff Employee/Staff Employee/Staff Employee/Staff Safety Officer	

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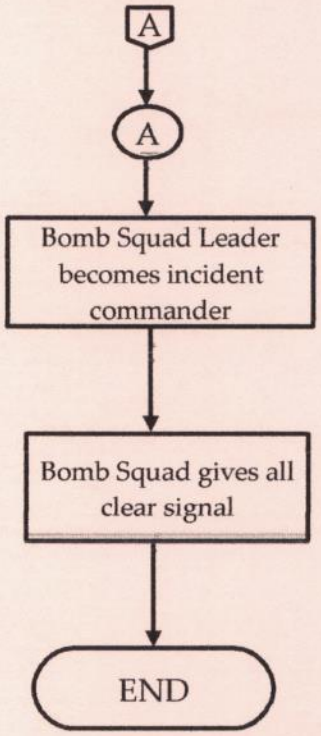
Bomb Squad Bomb Squad	

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FLOWCHART:

SUSPICIOUS PACKAGE

PERSON RESPONSIBLE	ACTIVITY
Staff/Employee	START Suspicious Package Found
Staff/Employee	Notify your Supervisor, Safety Officer, & Security Specialist
Staff/Employee	Do not open a suspicious package
Staff/Employee	Isolate the package and leave the room. Close the door. A A

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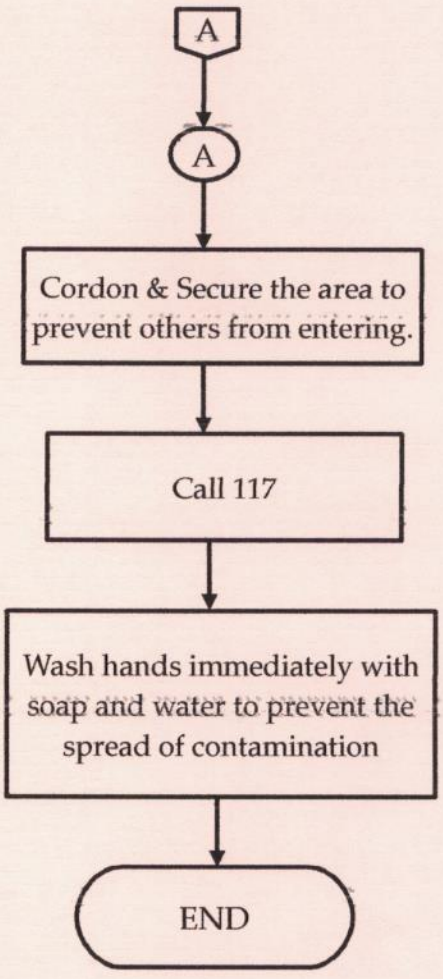
Staff/Safety Officer/ Security Specialist	
Safety Officer/Security Specialist	
Staff/Safety Officer/ Security Specialist	

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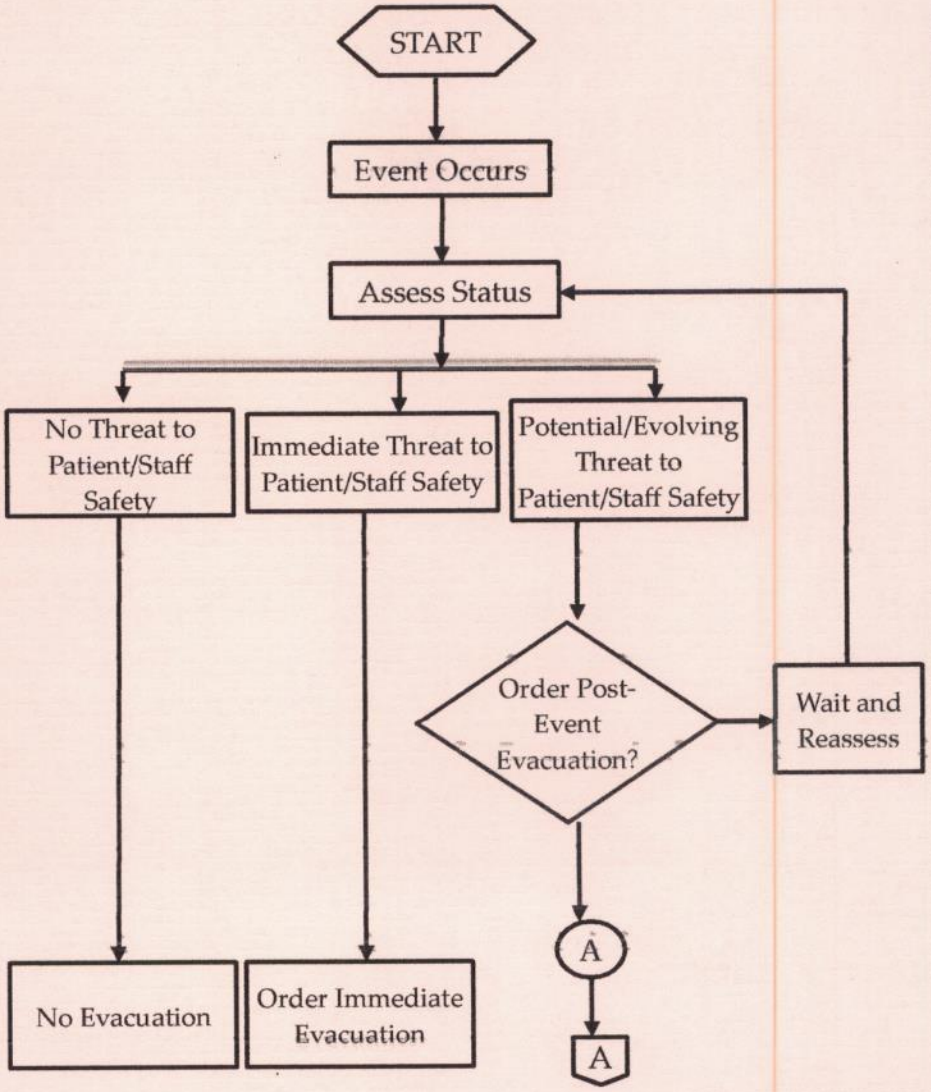
FLOWCHART:

EVACUATION PLAN

PERSON RESPONSIBLE	ACTIVITY
Safety Officer, First Responders Safety Officer, First Responders, Nurses, Employees Incident Commanders, Safety Security Incident Commanders, Safety Security	

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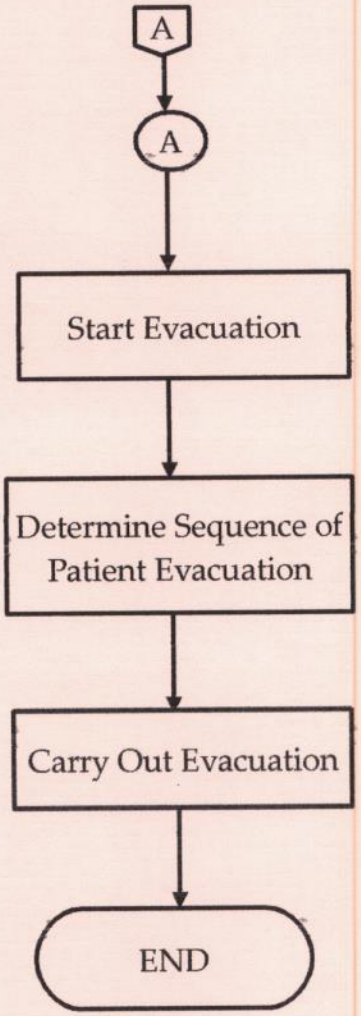
Incident Commanders, Safety Security, First Responders, Rescuer Incident Commanders, Safety Security, First Responders, Rescuer	

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BOMB THREAT CHECKLIST

Instructions: Remain calm and be courteous with the caller. Do not interrupt the caller. Pretend you cant hear the caller and try to keep the caller talking. Fill out the form below with as much information as possible.

1. Where the bomb going to explode?
2. When is the bomb going to explode?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause the bomb to explode?
6. Did you place the bomb? if so, why?

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7. What is your name?
8. What is your address?

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Time of call:	**Date:**	**Phone Number:**

Accent: ☐ Local ☐ Slavic ☐ Middle East ☐ American ☐ British **Others:**_____	**Manner:** ☐ Calm ☐ Angry ☐ Taped Message ☐ Coherent ☐ Emotional ☐ Laughing **Others:**_____	**Background:** ☐ Machines ☐ Trains ☐ Music ☐ Animals ☐ Office ☐ Traffic **Others:**_____
Voice: ☐ Loud ☐ High ☐ Raspy ☐ Pleasant ☐ Soft **Others:**_____	**Speech:** ☐ Fast ☐ Slow ☐ Distract ☐ Distorted ☐ Slurred **Others:**_____	**Language:** ☐ Fair ☐ Good ☐ Excellent **Others:**_____
Gender: ☐ Male ☐ Female	☐ Adult ☐ Juvenile **Age:**_____	**Call of Origin:** ☐ Local ☐ Non-Local
Your Name:	**Your Phone Number:**	
Position:	**Date of Report:**	

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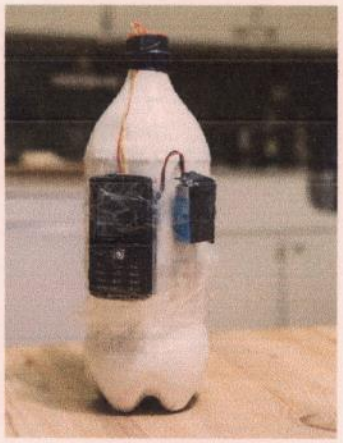
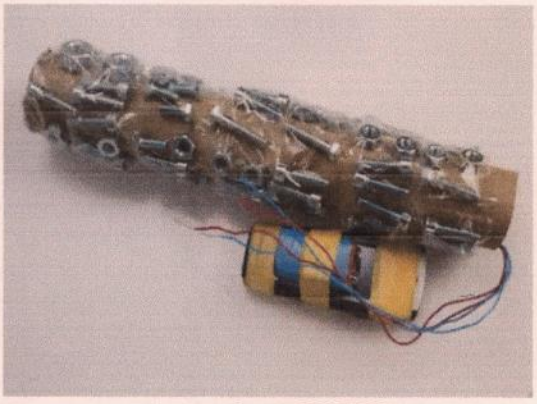
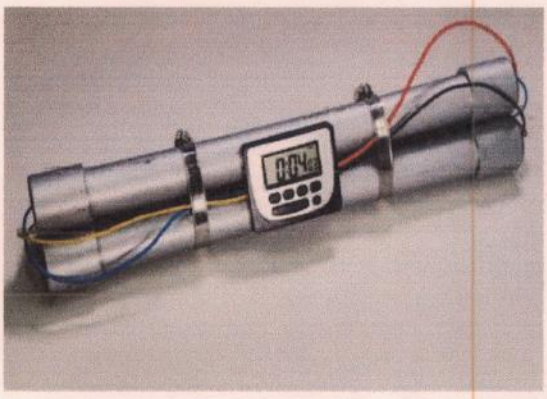
Sample Type of Bomb:

IED (Improvised Explosive Device)



Pipe Bomb:





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C4 Bomb:

Grenade:

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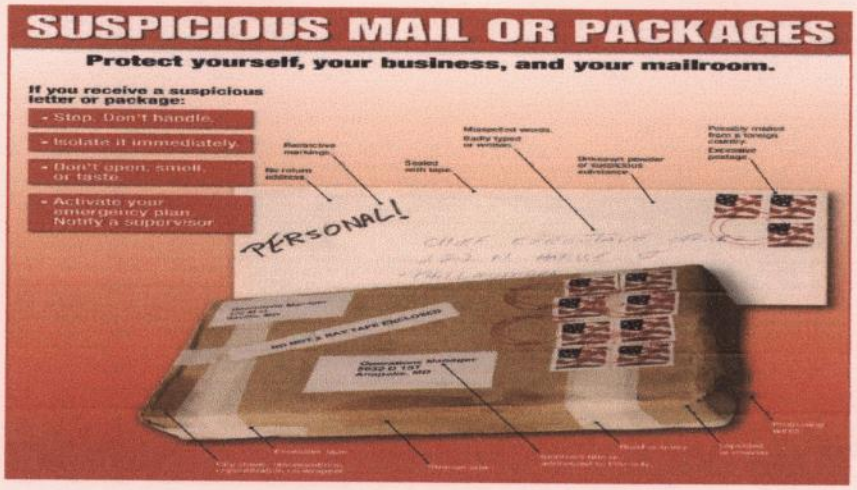
Detonator:

Suspicious package/Email:



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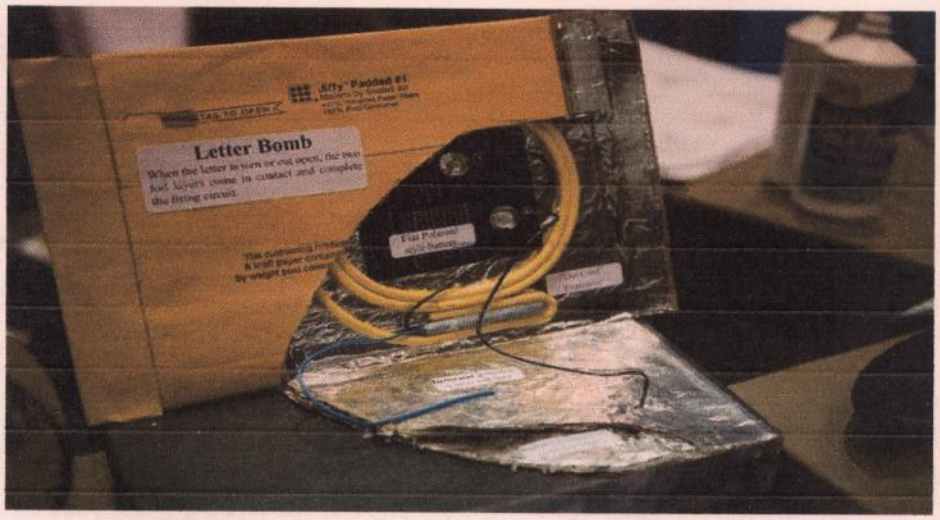
Parcel Bomb:



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