

SECTION 11.6

CODE YELLOW: BOMB THREAT

PROCEDURES TO BE FOLLOWED IN THE EVENT A BOMB THREAT OCCURS AT LOMA LINDA UNIVERSITY HEALTH

RESPONSE

Threatening Call Procedure If available, push a “panic button” to summon Security.

When there is no “panic button,” get assistance from another staff member and have them notify Security by calling 911.

Keep the caller on the phone as long as possible. Remain calm!

- Ask the caller to repeat the message.
- Record every word exactly as spoken.
- Note the time the call was received.
- Note the phone number of the phone where the call was received.
- Ask the caller for their name.
- Inform the caller that the building is occupied and that detonation of a bomb could result in injury or death to many innocent people.
- Ask the caller where the bomb is located, when it will detonate, what will make the bomb detonate, and what the bomb is made of and looks like.
- Attempt to ascertain the motive for the call or action.

Listen for:

- Any strange or peculiar background noises.
- Voice inflections of the caller.
- Whether the caller is male or female.
- Any accent or speech impediments.
- Indication of approximate age of the caller.
- Information that would lead you to believe the caller has knowledge of our organization.

Immediately after the caller hangs up:

- Notify the Security Control Center (extension 911).
- Notify departmental head.
- Complete a *Bomb Threat Call Form*, giving details of the incident.

Security Control Center will notify:

- The Administrator on Call and other administrators as necessary
- Security Department Administration (Vice President, Assistant Vice President, Director and Lieutenants)
- Emergency Management Team

***BOMB THREAT RECEIVED BY TELEPHONE FORM
IS ON LAST PAGE***

**Response
Guidelines**

- If you see anything that looks out of place, immediately report to security control center. Do not touch and stay away from suspicious packages, keep others away, and keep others from touching the item.
- Only talk to a Security officer, Administration, or law enforcement.
- Administrator in charge or Incident Commander decides whether to order evacuation.
- Information and updates from the Incident Commander during a bomb threat will come through the LLUH Alerts Mass Notification System.
- When an evacuation becomes necessary, only at the direction of the Administrator in charge or Incident Commander, Security Control Center will notify Operator Services who will make an overhead announcement of “Code Yellow” and the location of the occurrence. Direction to evacuate affected areas will also be given by Operator Services and the LLUH Mass Notification Systems.
- In the event an evacuation is ordered, the evacuation procedure to follow is the same as that for fire and other emergency evacuation.

Search Guidelines The Security Department shall be responsible for search activities.

- With the assistance of a departmental representative, search for suspect items.
- In the event that the law enforcement agency wishes to repeat a search, personnel from Security and from the department who conducted the original search shall assist the law enforcement agency during their search.
- The Security Department shall assist the law enforcement agency by providing copies of floor plans or other items which may be required to assist in search tactics.

PREPARATION

**Education and
Training**

Faculty and staff are informed and instructed regarding recognition of bomb hazards, responding to telephone bomb threats, and procedures to follow in bomb incidents:

- New Employee Orientation
- Annual BLUE (Basic Learning Units for Employees) Book competency
- In-service training
- Drills & exercises

Security Department personnel are trained in recognition of bomb hazards, in dealing with bomb threats, and in response procedures according to LLUH operating policy, Safety & Security.

MITIGATION

Preventive Considerations

Unauthorized persons are prevented from entering areas where explosives might be deposited, such as labs, mechanical and maintenance areas.

All personnel and students are instructed to be alert for persons who appear or act suspicious, and report them to the Security Department at extension 44320 (emergency, 911.)

RECOVERY

- The LLUH Administrator in charge, in consultation with Security and/or the Incident Commander, determines when to return to normal activity.
- The LLUH Administrator in charge or Incident Commander approves notification regarding any change of status, to be delivered by the approved methods via the Public Information Officer
- Closure, investigation and follow-up are conducted by the Security Department in collaboration with law enforcement authorities having jurisdiction, with progress, status and outcomes communicated to the Administrator in charge.

Loma Linda University Health Administrative Procedure

CATEGORY: RISK MANAGEMENT CODE: T-15.A

BOMB THREAT RECEIVED BY TELEPHONE

If you receive a call:

1. Remain calm and as natural as possible.
2. Attempt to obtain the following information from the caller, in the order as listed, noting the exact wording of the caller:
 - a. Where is the bomb located?
 - b. When will it go off?
 - c. What will cause the bomb to go off?
 - d. What kind of bomb is it?
 - e. What does the bomb look like?
 - f. Why are you doing this?
 - g. Who are you?
 - h. What is your address?
3. Make note of the following during or immediately after the call:
 - a. Sex of caller.
 - b. Voice characteristics.
 - c. Detectable accent.
 - d. Background noises.
 - e. General attitude.
 - f. Knowledge of institution, etc.
4. Notify the Security Control Center (SCC) (ext. 911) of call.
5. Immediately notify supervisor/department head; do not discuss knowledge of threat with patients or visitors.
6. Remain with supervisor/department head and wait for contact by a Security Officer.