

CONNECTICUT VALLEY HOSPITAL OPERATIONAL PROCEDURE MANUAL

SECTION II:	ORGANIZATION FOCUSED FUNCTIONS
CHAPTER 7:	Management of the Environment of Care
PROCEDURE 7.8:	Bomb Threats
REVISED:	01/14/05, 2/23/07; 10/24/16; Reviewed 06/18
Governing Body Approval:	05/14/15; 10/27/16; 06/27/2018(<i>electronic vote</i>)

PURPOSE: To provide staff with adequate procedures to deal effectively in the event of a bomb threat.

SCOPE: All CVH and BHSAS Staff

PROCEDURE:

All Connecticut Valley Hospital (CVH) and BHSAS (Blue Hills Substance Abuse Services) employees receiving telephone bomb threats will implement the following procedures:

1. Remain calm;
2. Allow the caller to speak his/her mind;
3. Attempt to gather specific information such as:
 - a. time the bomb is scheduled to explode;
 - b. location of the bomb;
 - c. reasons the bomb was planted; and
 - d. type of materials used to make the bomb.
4. Express a desire to save lives by informing the caller that many innocent people may be injured if the bomb explodes;
5. Listen closely to the caller's voice and note the following:
 - a. gender of the caller (male/female);
 - b. voice quality (calm/excited);
 - c. accents or speech impediments;
 - d. background noises which may give a clue as to location of the caller; and
 - e. the phone number of caller if received on a display phone.
6. Immediately after the caller hangs up, dial the DMHAS Police Dispatch Center x999 from a hospital telephone, and inform the Dispatcher of your name, your location, and that you have received a call which was a bomb threat (use the exact words used by the caller). BHSAS staff should dial x882 to alert Agency Police at Capitol Region Mental Health Center.
7. Notify the Nursing Supervisor of the situation and your actions taken thus far.

8. Talk to no one other than your immediate supervisor.
9. The Dispatch Center institutes procedures to activate the emergency response.
10. If a bomb threat is made, the Dispatch Center immediately notifies the DMHAS Police and Middletown Police Communications for assistance from the South District Fire Department.
11. Should staff find any suspicious object they:
 - a. are not to touch it or move it; and
 - b. are to notify the command post by calling the Telecommunications Dispatcher.
12. The Dispatch Center, after receiving word from the DMHAS Police that the bomb threat is over, announces the “all clear” over the Public Address System.