**Purpose**

Hostage Emergency Response plan with Weapon Involvement is to alert personnel to an incident where a [patient/resident/client] visitor, a member of staff is being held against their will by another individual or where someone is threatening violence with a weapon.

**Policy**

[Organization name] is committed to preparing for all types of foreseeable emergencies. All staff are required to follow Code Purple when activated in response to a potential Hostage situation.

**Definitions**

**Responsibilities**

Hostage Emergency Response with Weapon Involvement applies to all personnel.

**Procedure**

1. **ACTIVATION**

Hostage Emergency Response can be initiated by any member of staff who witnesses or recognizes a potential or actual situation of someone being held against their will that requires an immediate response by following the algorithm below.

If required, the Police would respond to a Hostage / Weapon Involvement Emergency. Once on site, the Police should be briefed by the Supervisor / Person in Charge of the impacted area. If possible, relevant floor plans and a copy of this Emergency Response Plan should be made available. The Police would assume command and control and would follow their own scene safety and management procedures.

1. **POST INCIDENT ACTIONS**

For a facility impacted by a Hostage Emergency, the (Designate) in charge is to:

* Assess for injuries and facility damage.
* Implement subsequent emergency response plans as appropriate.
* Complete incident documentation as follows:
	+ Site Specific Reportable Incident Form
	+ Other site/company documentation as per protocol

**Note:** please ensure a site-specific practice is in place for your documentation.

**Forms/Appendixes**

APPENDIX 1: HOSTAGE DO’S AND DON’T’S

**References**

**Cross Reference:**

Lockdown Emergency Response Plan; ERP Violence and/or Aggression; Active Assailant Emergency Response Plan

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| **Hostage Emergency Response ALGORITHM** |
| **All Staff Members** | * Close and secure doors if possible
* Ask all persons to remain in your work area until the ‘All Clear’ is announced
* If a Hostage Emergency is called for your work area while you are away, **do not return there**
* Report to an unaffected area to assist staff in securing their access

If Hostage Emergency is called for a different work area while you are away, return to your own work area if it is not affected, and it is safe to do so OR |
| **Supervisor or Person In Charge** | When directed by Insert Site Specific Leadership title, announce:* **“Hostage Emergency, All Clear”** (three times)
* Site specific variations to overhead announcements and internal activations

Notify Insert your Site Specific Leadership Title (COO, CAO, ED)Upon receiving notification, advise all staff:* **“Hostage Emergency / Incident Location”** (three times)
* Site specific variations to overhead announcements and internal activations
* Hold all calls to the hostage area
* Respond to incident location and provide assistance as required
* Secure the area and control access
* Prevent unnecessary / unauthorized traffic into the area to preserve crime-scene evidence
* Assist uninvolved areas to lockdown their areas
* Meet and assist Police on their arrival, providing a copy of facility’s layout, information on how facility doors open or close, utility access, video feeds; provide keys and access cards to the affected areas
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| **Hostage Emergency Response ALGORITHM** |
| **Supervisor of Affected Area** | Consult with Police, Insert your Site Specific Leadership Title (COO, CAO, ED)for possible escalation or when the incident is resolvedArrange for staff support as needed (EFAP, etc.)* Assist and direct staff to move those in close proximity of the incident to a safe area
* Gather information from staff discovering the incident
* Confirm ‘Emergency response has been activated
* Confirm **911** has been called
* Confirm Insert Site Specific Leadership title has been notified
* Notify physician and obtain health record if captor is a patient
* Assist Police as required

Ensure incident documentation is completed by staff |
| **Site Administration /** **Insert your organizations Site Specific COO, CAO, ED** | * Ensure incident documentation is completed
* Ensure that a debrief of the incident is being scheduled
* In consultation with Site Leadership, arrange for staff support as needed (EFAP, etc.)

In consultation with engaged parties determine when incident has resolved:* Announce “All Clear” (three times)

Seek updates from Supervisor of affected area / Police to determine actions, based on risk Provide Police with support, if requested:* Relevant floor plans
* Access cards / keys
* Shutdown of utilities and medical gasses to the affected area (Facilities)
* Determine the need to establish a Site Command Post at the facility or alternate location, to coordinate actions and communications to staff
* Ensure notification to

 (**Insert Zone Specific**  **Contact**) |

**APPENDIX 1: HOSTAGE DO’S AND DON’T’S**

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| **STAFF MEMBER TAKEN HOSTAGE**The first 15 – 45 minutes of a hostage-taking have the greatest threat of violence and aggression.**Do’s:*** Remain calm, if spoken to, speak in a calm voice using simple / plain language.
* Be patient and be an empathetic listener.
* Avoid phony friendship or compassion towards your captors.
* Consider escape opportunities carefully. If there is an accessible escape route and it is safe to do so and you are sure you will be successful, attempt to evacuate; regardless of whether other hostages agree or are able to follow.
* Without speaking unnecessarily, try to build rapport by reminding captors of your human needs and by asking for items that increase your comfort (e.g. going to the bathroom, eating, drinking, etc.).
* Follow the instructions of your captors especially if that means turning in your cell phone as you do not want to get caught being deceptive by keeping your cell phone.
* Try to stay a safe distance away from captors.
* Avoid appearing to study your captors.
* Identify yourself initially by first name only, but do not be deceptive about your identity. You do not want to get caught in a lie.
* Maintain a low key profile, remain alert and stay facing your captors.
* Stay away from doors and windows to avoid injury in the event of a Police intervention.
* Ask for clarification of captor’s instructions only if it will not escalate the situation, and be tolerant of other hostages.

**Do not’s:*** Do not be aggressive or use threatening body language.
* Do not speak unnecessarily or volunteer information.
* Do not negotiate by making promises in exchange for release.
* Do not make suggestions to your captors, never beg, plead, cry, demand or complain, and do not debate the captor’s cause.

**During or immediately after the Police intervention:*** Avoid sudden movement and do not run.
* Drop to the floor, remain still and keep in plain view.
* Follow the instructions of Police and keep your hands visible to them.
* For your own safety and for the safety of the Police officers, you may be placed in handcuffs or subdued until captors have been taken into custody.
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