

MAPLE VILLA LONG TERM CARE CENTRE

DEPARTMENT: ADMINISTRATION DATE OF ORIGINAL ISSUE: MAY 2018

ISSUED & APPROVED BY: ADMINISTRATOR REVIEWED/REVISED: August 1st-2023

SIGNATURE: *Russell Borden*

TO: ALL STAFF AND VOLUNTEERS

SUBJECT: HOSTAGE TAKING – CODE PURPLE

PURPOSE

The purpose of the Hostage Taking Reaction Plan is to ensure that safety of all residents, staff and other involved parties and to return the home to normal as quickly as possible.

HOSTAGE

- Do whatever the captor tells you.
- Be especially careful during the first four or five minutes. This is a critical time.
- Speak only when spoken to.
- Try not to show open emotions. Hostage-takers like to play on emotional weakness.
- Sit down if you get a chance. It shows a lack of an aggressive stance
- Act relaxed. This should have the same effect on the captor.
- If you see a chance to escape, weigh it carefully. Don't rush it without being certain or getting clear, and don't endanger anyone.
- Have faith in your fellow workers and negotiators
- Don't make suggestions to hostage-takers. If your suggestions go wrong, they may think you planned it that way.
- Don't turn your back on your captor unless ordered to. Try to keep eye contact without staring. People are less likely to harm someone they are looking at.
- Be patient.

FIRST PERSON TO IDENTIFY THE SITUATION

1. Secure immediate area where possible, by removing all non-participating persons. Secure door, if appropriate, and isolate the incident.
2. Notify the charge nurse by the quickest possible means, who will then call 911.
3. Use signage to notify others of the situation- i.e.. Code Purple, room number
4. Observe, if order to fully report on:
 - Number of hostages taken and type of disturbance;
 - Type and number of participating persons;
 - Type and number of weapons, if any, in possession of persons.
5. Do not speak to the media unless authorized to do so.

FIRST SENIOR PERSON ON THE SCENE

1. Assess the situation, advise both the Police and the Administrator and take control until they have arrived.
2. Try to have the following information available when police and Administrative staff arrive:
 - Threats and demands by the hostage-taker;
 - Type and number of weapons thought to be in hostage-taker's possession;
 - Presence of any non-participating persons;
 - Precise location of the area controlled by hostage-taker, if available;
 - Floor plan of the area;
 - Identify and description of participants;
 - Photographs of hostages and hostage-taker, if available;
 - Location and numbers of available area telephones.
3. Supplement and reinforce as the situation dictate, in order to prevent death or injury to hostages

GENERAL GUIDELINES

Negotiations with hostage-takers should be handled by the Police, who have trained personnel for this type of job. If the staff must enter into negotiation with hostage-takers pending the arrival of police:

1. Under no circumstances should drugs be given to any parties involved in the incident
2. Every effort should be made to reign control of the situation by peaceful means, i.e., discussion
3. Prevent anyone from entering the home
4. Leave any decision-making process to Police and Administrator
5. Do not follow orders given by hostage under conditions of duress, expect to save lives
6. Debriefing- follow the conclusion of the situation, all staff shall be debriefed
 - How the situation was handled
 - What worked well and did not work well
 - Any change for future situations

This debriefing session shall be documented, refer any person involve to social support services who are experiencing distress due to the incident

The documentation shall include:

- Details of the incident
- CIS report to the MOLTC
- Notify MOL if any employee sustains injury