

Tracer Protection Services

SECURITY SERVICES—HOSTAGE CRISIS

PURPOSE

The purpose of this plan is to establish guidelines during a Hostage Crisis

POLICY

The objectives of this plan is to resolve a Hostage Crisis and insure:

1. The protection of life and the prevention of injury.
2. The safety and welfare of hostages
3. The restoration of order and the protection of property
4. The identification of participants

PROCEDURE

The first employee to identify a hostage-taking situation should:

- * Secure the immediate area if possible by removing all non-participating patients, visitors, and employees
- * Secure doors, if appropriate, to isolate the incident
- * Notify by the quickest possible means Security, who will notify the Administrator-on-call and the local Law Enforcement agency.
- * Observe, in order to report fully on:
 - a. The number of hostages taken
 - b. The type of disturbance
 - c. The type and number of hostage takers
 - d. The type and number of weapons used.
- * Make specific notes of any threats or demands of hostage takers
- * Do not speak to the Media. When Security arrives at the scene, they will:
 - a. Assess the situation

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- b. Advise both the Administrator and the Police
- c. Take control until the Police arrive
- d. Supplement and reinforce personnel on the scene as the situation dictates in order to prevent death and injury to hostages
- e. The maintenance supervisor should be on scene to assist with the layout of the area

When Police and administration personnel arrive, the following information should be available:

- * Number of hostages
- * Threats and demands by hostages takers
- * Type and number of weapons thought to be in the hostage takers possession
- * Non-participating people who are still in the area
- * Floor plan of the area
- * Identify and description of hostages and hostage takers
- * Location and number of telephones in the area

Administration, Security, and the Police should establish the following rooms for use:

- a. Command Room
- b. Hostage debriefing room/Negotiators Room. Hostages and witnesses should be separated
- c. Think Room. These rooms should be close together and liked by telephone
- d. An area away from the scene for the Media
- e. An area away from the scene for family of the hostages

NEGOTIATIONS

Negotiations with hostage takers are best handled by the Police, who have trained personnel for such negotiations. If the security staff must enter negotiations with the

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hostage takers before the Police arrive, the following should be kept in mind:

- * Negotiations must be conducted using delay tactics, such as “I’ll ask” or “I’ll seek clarification”.
- * All demands should be met with an “I’ll do my best”, never with a “No”.
- * Under no circumstances should drugs be given to any parties involved in a hostage-taking situation
- * Every effort should be made to regain control of the situation by peaceful means; through discussion
- * Staff members on duty should not hesitate to contact those clinical staff members who are familiar with and have some influence over the persons involved in the hostage situation, even though they may not be on duty
- * The hospital Administrator and the Police must be the principals in any decision making process with regard to the handling of the hostage taking situation

ROLES OF KEY PERSONNEL IN A HOSTAGE CRISIS

All employees should know what to do if they are taken hostage. If taken hostage a person should:

1. DO EVERYTHING THE CAPTOR SAYS TO DO
2. BE ESPECIALLY CAREFUL DURING THE FIRST FOUR OR FIVE MINUTES. THESE MINUTES ARE THE MOST CRITICAL ONES, AS THE CAPTOR IS PROBABLY AS DESPERATE AND JUMPY AS THE VICTIM IS.
3. SPEAK ONLY WHEN SPOKEN TO AND NEVER MAKE WISECRACKS
4. TRY NOT TO SHOW EMOTIONS OPENLY. HOSTAGE-TAKERS LIKE TO PLAY ON EMOTIONAL WEAKNESSES
5. SIT DOWN, IF POSSIBLE, TO AVOID APPEARING AGGRESSIVE
6. ACT RELAXED, AS THIS POSTURE MAY RELAX THE CAPTOR
7. WEIGH CAREFULLY ANY CHANCE TO ESCAPE TO BE SURE IT IS CERTAIN AND WILL NOT ENDANGER ANYONE ELSE
8. HAVE FAITH IN FELLOW WORKERS AND NEGOTIATORS

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9. GET RID OF PERSONAL EFFECTS; I.E. PHOTOGRAPHS OF HUSBAND OR WIFE, KEYS; IF POSSIBLE
10. DO NOT MAKE ANY SUGGESTIONS TO THE HOSTAGE-TAKERS. IF THE VICTIM'S SUGGESTIONS GO WRONG, THE HOSTAGE-TAKER MAY THINK THAT THE VICTIM TRIED TO CREATE PROBLEMS
11. DO NOT TURN AWAY FROM THE CAPTOR UNLESS ORDERED TO DO SO, AND TRY TO KEEP EYE CONTACT WITHOUT STARING. PEOPLE ARE LESS LIKELY TO HARM SOMEONE AT WHOM THEY ARE LOOKING
12. BE PATIENT
13. IF POLICE/SWAT TEAM MAKE ENTRY, LAY FLAT ON THE FLOOR. DO NOT MOVE. DO EXACTLY WHAT THEY TELL YOU, WHEN THEY TELL YOU.