

GOOD SAMARITAN SENIORS COMPLEX POLICY AND PROCEDURE

Manual: FIRE and DISASTER	Subject: CODE PURPLE – Hostage Situation
Section: C	Effective Date: JUNE 2022
Approved By: Deirdre Britton	Supersede: June 2002, March 2004, June 2012, June 2019, June 2020

APPENDICES:

- Appendix 1 – Code Purple Emergency Checklist
- Appendix 2 – Code Purple – Post-Emergency Checklist

POLICY

Good Samaritan Seniors' Complex is committed to providing a safe and healthy environment for everyone.

If a hostage situation occurs, the primary aim is to remove all other people from the situation or area and have the police negotiate a successful resolution to the incident.

“**Code Purple (Location)**” will be used to inform staff in all areas that a hostage situation and/or violent situation external to the Home/Lodge is and assistance is required immediately.

PROCEDURES

In the event of a Hostage Situation:

ADMINISTRATOR or DESIGNATE / RN / RPN

1. Assess the situation and take charge. Ensure the police have been notified.
2. Do not page Code Purple overhead; appoint staff to notify areas adjacent to the incident.
3. Evacuate the area of Residents, staff and others safely.
4. Delegate an employee to meet the police at the main entrance and provide directions to the scene.
5. As soon as police arrive, they will assume control to successfully secure the release of the hostage(s).
6. Have the following information available for police:
 - a. Identification and number of hostage(s) (including photographs if available);
 - b. Identification and number of captor(s) (including photographs if available);
 - c. Type and number of weapons, if any, in possession of

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- captor(s);
- d. Threats and demands by the captor(s);
- e. Precise location/floor plan of area controlled by the captor(s);
- f. Location of people who could not be evacuated and are not considered hostages;
- g. Location and number of telephones in the available area.
- 7. Account for all Residents and staff, visitors and volunteers.
- 8. Notify the Administrator (if the Administrator is not already aware/on-site).
- 9. Contact necessary authorities and governing agencies, grounds and neighbourhood immediately.
- 10. Only the Administrator/ownership will provide appropriate information to families/other stakeholders, communicate with media.

FOLLOWING THE HOSTAGE SITUATION

1. Provide support to Residents, staff and volunteers impacted by the hostage situation. Arrange for medical aid and/or counseling services as needed and requested.
2. Account for Residents, staff volunteers and visitors.
3. Ensure Residents, staff, volunteers or visitors involved (even remotely) speak with the police following the incident.
4. Conduct a short initial debriefing of staff and volunteers involved in the incident. The Administrator will schedule a full debrief.
5. Ensure all staff involved completes a written report of the incident details and submits it to the Administrator before leaving the Home/Lodge.

ALL STAFF NOT CAPTIVE IN THE HOSTAGE SITUATION

1. Get away from immediate danger and evacuate Residents from the area safely. Call the police (9-1-1) and provide as much information as possible, i.e., location of the incident, number of hostage takers and hostages, physical description and names of the hostage takers and hostages (if known), any weapons involved (if known), your name, location and telephone number.
2. Notify the ADMINISTRATOR or DESIGNATE / RN / RPN.
3. Complete a situation report of the details of the incident and submit to

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the Administrator before leaving the Home/Lodge.

4. Do not speak to the media. Do not use the telephones or social media, including your wireless devices.

HOSTAGES

1. Remain calm, be polite, cooperate and follow instructions.
2. Do not leave unless you are certain you and anyone else with you is not in danger.
3. Do not negotiate with the captor(s). Leave decision-making and or action to resolve the situation to the ADMINISTRATOR or DESIGNATE / RN / RPN and/or police.
4. Avoid sudden movements or an aggressive / threatening stance or behaviour.
5. Meet demands with “I’ll do my best”. Never say “no.”
6. Avoid an aggressive stance or demeanor and do not engage in discussions with your captor(s). Do not speak unless spoken to.
7. Cooperate with the hostage taker and follow instructions. Do not make any suggestions to your captor(s) as they might think you plan to escape or have other motives.
8. Do not turn your back on your captor(s) unless ordered to and maintain eye contact without staring.
9. Be reassured that your fellow workers and police negotiators are doing their best to get you out safely. Be prepared to speak with police over the phone.
10. Stay low to the ground and away from windows and doors, if possible.
11. DO NOT RUN when rescue comes. Take cover on the floor and remain still for your protection. Keep your hands visible and do not make any sudden movements. Initial police response team will come in with guns and will not stop to help victims. Rescue teams will follow and will provide aid.
12. Do not disturb possible evidence. This is a crime scene. Expect police questions.

FOLLOWING THE HOSTAGE SITUATION

1. Provide police with as much information as possible about the hostage situation.
2. Participate in debriefing sessions.

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ADMINISTRATOR

1. Notify the ownership group as soon as possible.
2. Notify the required authorities (e.g. Ministry of Labour) if any staff suffers a critical injury.
3. Determine if the provincial health authority (e.g. Ministry of Long Term Care or RHRA) should be notified.
4. Complete a critical incident report.

FOLLOWING THE HOSTAGE SITUATION

1. Schedule a detailed review within one week of any Code Purple incident. Update the ownership group.
2. Coordinate communications and ensure approval by police and ownership group.
3. Communicate appropriate information to families and other stakeholders.
4. Prepare for media inquiries.

Definitions:

HOSTAGE SITUATION: An incident in which someone takes and unlawfully holds others against their will with the use or threatened use of force. The offender(s) may subsequently make demands to secure freedom or other items using the hostage(s) as a bargaining tool. Generally, the location of the hostage(s) and offender(s) will be known.

HOSTAGE TAKER: A person who unlawfully confines another with the use or threatened use of force.

HOSTAGE: Any staff or visitors within the home who has been taken captive.

References:

Extendicare: Emergency Preparedness and Response Manual, accessed June 13, 2022
<http://scoc.ca/wp-content/uploads/2021/06/2021-01-25-emergency-preparedness-and-response-manual-2021.pdf>