



Methodist College
UnityPoint Health

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Section: E

Policy #: A-83

Approval:

Dr. K. P. A. J.

Date: 8/1/2015

Review by: 8/1/2018

Date Revised: NEW

Policy/Revision Submitted by: L. Moore

SUBJECT: Hostage Crisis Plan

I. POLICY:

To provide guidelines regarding appropriate response to a hostage situation and to protect the safety and welfare of staff, faculty, student, and visitor.

II. GENERAL INFORMATION:

The following is the role of Key Personnel in a Hostage Situation:

A. Employee Taken Hostage

1. Do everything the captor says to do
2. Speak **only** when spoken to. **Never** make wisecracks.
3. Keep eye contact with the captor(s) but don't stare. **Don't** turn away from the captor unless so ordered. Captors are less likely to harm hostage at whom they are looking.
4. Try not to show your emotions. Captors play on emotional weaknesses.
5. Act relaxed. This may relax the captor(s).
6. Sit, if possible, to avoid appearing aggressive.
7. Tell the captor(s) your first name. This will make you a person, not an object. Try to learn the name(s) of the captor(s).
8. Try to become "friendly" to your captor(s). Psychologically, it is much harder for a captor to harm a hostage they know or like.
9. Get rid of personal effects—photos of your spouse and your keys—if possible.
10. Don't make suggestions to the captor(s). If your suggestions go wrong, the captor may think that you tried to create problems.
11. Be especially careful during the first five minutes. These are the most critical minutes because captors are as desperate and jumpy as hostages.
12. Be patient. Have faith in fellow workers and trained hostage negotiators.
13. Carefully weigh any chance to escape. Be sure escape is certain and won't endanger anyone else.

B. The first Employee to Identify a Hostage Situation

1. Secure the immediate area. If possible, evacuate all non-participants.
2. Secure the door, if appropriate, so as to isolate the incident.
3. Immediately report the hostage situation by dialing 9-911 (external) and 3333 (internally).
4. Security will immediately notify the President of the College or designee and they should
 - a. Gather information and if necessary, activate the command center.

- b. Insure steps were taken to move individuals and secure area.
 - c. Brief command center people and make assignments.
 - d. Communicate information as appropriate to employees and students (example: email, sakai, school cast).
- 5. Carefully observe the situation so you can report fully on the:
 - a. Number of hostages.
 - b. Type of disturbance.
 - c. Number of captors.
 - d. Type and number of weapons possibly in the possession of the captor(s)
- 6. Make specific notes of any threats or demands. Use the words of the captor(s). Don't paraphrase.
- 7. Don't speak to media.

Note: The President or designee will handle all media communications.

Negotiations

Trained hostage negotiators for the Peoria Police Department or other law enforcement agencies should handle all negotiations with the captors. If MC must begin negotiations before the trained negotiator arrives, adhere to the following:

- A. Use a staff member—not an administrator or supervisor—to conduct the negotiations. This will allow the use of delaying tactics such as, "I'll ask," or "I'll seek clarification."
- B. Answer all demands with "I'll do my best."
- C. Never answer a demand with "No".
- D. Never give drugs to any participant in a hostage situation.
- E. Make every effort to resolve the situation peacefully. As a primary strategy, assaults do not work. Negotiation does. Be cautious. Time is on your side. More hostages die as a result of assaults than as a direct result of killing by captors.

Hostage Crisis Information Form

SEX _____

RACE _____

AGE _____

HEIGHT _____

WEIGHT _____

HAIR _____

EYES _____

SCARS/MARKS _____

HAT TYPE _____

COAT _____

SHIRT _____

TROUSERS _____

SHOES _____

TIE _____

TATTOOS _____

COMPLEXION _____

GLASSES (TYPE AND COLOR) _____

DEMANDS:

REASON GIVEN FOR SITUATION:

WEAPONS: _____ NUMBER: _____

TYPE: _____ (Pistol, Rifle, Shot gun, other) _____

MENTAL STATE:

Calm ()

Nervous ()

Drunk ()

Drugged ()

Angry ()

Confused ()

Note: Fill out one sheet for each captor if possible.