

St. Joseph's Care Group  
**Hogarth Riverview Manor**  
300 Lillie Street North  
Thunder Bay, Ontario  
Long Term Care Facility

**CODE PURPLE: HOSTAGE (PLAN)**

Is a situation where any person(s) is forcibly confined or held against their will with the threat of violence. The taking of a hostage is a **criminal act, and therefore a police matter.**

**PURPOSE OF CODE PURPLE PROCEDURE**

- Provide an appropriate coordinated response to a hostage situation on the St. Joseph's Care Group, Hogarth Riverview Manor Grounds.
- Ensure that staff are aware of the actions that might reduce the risk of violence to the person(s) involved, and bring the situation under control so that a safe and successful conclusion can be reached.

**Emergency codes that may escalate into a Code Purple:**

<b>Emergency Code</b>	<b>Reason for Escalation</b>
Lockdown	When lockdown procedures fail to prevent a suspected or confirmed armed intruder from accessing the building and they have taken a hostage.
Code White (violent or threatening person)	When a violent or threatening person has taken a hostage. Immediate Police response is required.

Hostage situations are motivated from greatly differing factors. The situation usually develops in three stages: confrontation, communication, and negotiation. Actions taken during the first hour are critical. Staff will assist police on arrival.

Awareness of a hostage situation may become apparent in different ways:

- Hostage taker calls
- Hostage is forced to call
- Witness calls
- Witnessed person being forcibly confined

**FIRST RESPONSE WHERE EMERGENCY OCCURS**

1. If Hostage call is received. Listen for key information

<b>CODE PURPLE</b>	<b>HRM</b>
EPC Approved	March 2020

- i. name, description and demands of the hostage taker(s)
  - ii. name of the hostage(s)
  - iii. weapons involved
2. Press [REDACTED] on the telephone keypad to announce "Code Purple and the Exact Location" 3 times.
3. Remove other residents and visitors from immediate danger.
4. Call 9-911 and prepare for Police intervention and transfer all information to the police.
5. Immediately notify Manager of the hostage situation (if unavailable notify Leadership ([REDACTED]))
6. Code Purple will not result in additional staff attending to the area of emergency.
7. St. Joseph's Care Group and Thunder Bay Police do not support staff participating in hostage negotiations.
8. Participate in the debriefing meeting if required.

**If you observe a hostage situation and are not in danger, Evacuate.**

- Communicate emergency to others in the area if safe to do so.
- Remain calm and evacuate. Leave all belongings behind. Try to evacuate without causing attention to be drawn to you. Raise hands with fingers spread when exiting to not be confused with the assailant.
- As soon as possible, call 911 for police and advise 911 operator of all available information such as:
  - Location of hostage (current, last or direction headed if known)
  - Description
  - Type and description of weapon(s)
  - Information on hostages/victims.
  - Any comments or demands made by the assailant(s)
- Do not speak to the hostage taker but do answer when spoken too. Listen to all demands, do not try to obtain additional information from the hostage taker if not provided.
- Do not confront a person with a weapon.

**If unable to evacuate, hide.**

- Proceed to the nearest room or office as quickly as possible and lock and/or secure the door bringing any staff, clients or visitors in the immediate area with you.
- Lock and secure yourself by barricading the door with heavy furniture.
- Close windows and blinds.
- Silence all cell phones. Use only for emergency assistance.
- Turn off lights and keep everyone in the room quiet.

<b>CODE PURPLE</b>	<b>HRM</b>
EPC Approved	March 2020

- Remain quiet and low to the ground.
- Call 9-911 as soon as possible.
- Press ■ on the telephone keypad to announce "**CODE PURPLE –EXACT LOCATION**" 3 times
- Remain secured in the room until the police have arrived or notification from the overhead paging system has declared emergency "**ALL CLEAR**"

**If you become a hostage**

- Remain Calm, the objective is to survive. Accept the situation and be prepared to wait.
- Mentally plan an escape route, don't try to escape, unless certain you can make it, and the situation has seriously deteriorated.
- Continue to make appropriate eye contact with captor, attempting not to stare.
- Keep a relaxed posture not to be perceived as a threat.
- Stay away from windows and doors if possible
- Avoid suggestions / opinions, avoid saying the word "No". If your suggestion goes wrong, he/she may think you planned it that way.
- Don't speak unless spoken to, and only if necessary. Try to be friendly, if possible, but not phoney.
- Try to get rest or sit, if you can. If the situation goes for a long period of time, try to sleep if you can.
- If anyone needs special medication, inform your captor.
- Be observant of everything you see and hear. Try to memorize the number of captors, their description and conversations, weapons carried, etc., also the number and identities of other hostages. You may be released, and your information will help the police.
- If you are permitted to speak on the phone, be prepared to answer YES or NO to questions asked by the police.
- Don't be argumentative to the captor(s) or other hostages. Put forth a co-operative attitude.
- Don't turn your back on your captor(s) unless directed to do so, but don't stare at him/her either.
- Be patient, the police are attempting to rescue you unharmed as soon as possible.
- Do not assume that the police will know you are a hostage. If you believe a rescue is taking place, or you hear a noise or shooting, hit the floor and stay down. Keep your hands on your head. Do not make any fast moves.

**RESPONSIBILITIES OF MANAGER WHERE THE EMERGENCY OCCURRED**

1. Assume responsibility for management of the emergency situation until the arrival of the Thunder Bay Police.
2. Assess the situation to ensure safety of staff and residents and the need to evacuate residents and visitors from the vicinity immediately around the hostage situation.
3. Notify Leadership.
4. Ensure documentation of the emergency.
5. Arrange for a critical stress debriefing session for staff as needed.
6. Participate in the debriefing meeting with the authorities.

<b>CODE PURPLE</b>	<b>HRM</b>
EPC Approved	March 2020

## RESPONSIBILITIES OF COMMAND CENTRE

The Command Centre is located at the Finance Office however location will depend of the location of the emergency situation.

1. Ensure Thunder Bay Police has been contacted by dialling 9-911. Upon their arrival, the police assume responsibility for the hostage taking incident.
2. Obtain and turn on portable radio to Channel #2
3. Assign staff/security to meet the police and escort them to the emergency location.
4. If requested by police establish a communication link (telephone) to the hostage taking area.
5. Assign a staff to isolate and secure the area where hostage(s) are being held, assuring that no staff is placed in jeopardy.
6. Ensure everyone is informed on the progress of the emergency situation.
7. Document all communications regarding the Hostage taking.
8. Announce "**CODE PURPLE ALL CLEAR**" when the emergency over as directed by the Police.
9. Ensure staff who have witnessed the event or are emotionally/physically injured get the support they may require from EFAP.
10. Arrange debriefing meeting with first responders and employees involved in the emergency.

## RESPONSIBILITIES OF SECURITY

Upon hearing "CODE PURPLE" announcement

- Report to the Command Centre
- Provide a floor plan if required
- Provide security camera footage of the area if available
- Isolate & secure the area where hostage(s) are being held until the arrival of the Thunder Bay Police.
- Notify program/unit manager if existing hazard(s) and conditions in patterns that may indicate causes of aggressive behaviour and assaults prior to entering the facility.
- Limit access to program areas to eliminate unwanted or dangerous persons.
- Ensure access into the building is limited and patrolled by security after regular business hours.

## FIRST RESPONSE IN OTHER AREAS

Upon hearing "**CODE PURPLE**" announcement

- Do not return to your department and avoid the area of emergency.
- Secure your department, clear the halls of patients, visitors and staff.
- Remain alert to further instructions from Manager/Command Centre/Designate.
- Code Purple will not result in additional staff attending to the area of emergency. **DO NOT** go to the location of the incident.

<b>CODE PURPLE</b>	<b>HRM</b>
EPC Approved	March 2020

## POST EMERGENCY RECOVERY EFFORTS

Upon hearing "**CODE PURPLE ALL CLEAR**" announcement

- All staff will immediately report to their supervisor.
- Building will be assessed for hazards once the area has been deemed safe to return to by Police.
- Staff involved in the incident will participate in debriefing meeting.
- Staff who have witnessed the event or are emotionally/physically injured will inform their Manager.

<b>CODE PURPLE</b>	<b>HRM</b>
EPC Approved	March 2020