
	Manual: Emergency Preparedness	Section: Codes	Code: 10	Pages: 1 of 2
Subject: Code Purple				Area of Focus: Care & Service

1.0 Purpose	The purpose of the Code Purple is to provide a guideline to persons involved in actual or potential hostage situations at St. Joseph's Villa so that they may respond appropriately.
2.0 Policy	<p>In hostage taking incident, the objectives of staff are:</p> <ul style="list-style-type: none"> • the protection of life • the prevention of injury • the safety and welfare of the hostages and others in the building • the restoration of order • the protection of Villa property • the identification of the hostage-takers for possible prosecution
3.0 Procedure	<ol style="list-style-type: none"> 1. Clear and contain area. 2. Notify police immediately (dial 911). They will take control immediately upon arrival. 3. Contact Administration (Monday to Friday 8:00a.m. to 4:00p.m.) or Administrator-on-Call (evenings, nights and weekends). 4. Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long Term Care at 1-888-999-6973. . Notification will also be provided to respective unions and the Health and Safety committee. 5. Talk calmly to the hostage-taker(s). 6. Stall for time – never say "No". Comply with wishes, if available. 7. If possible, evacuate all residents from the area. If not possible, direct staff to contain residents in rooms, closing their doors, and moving away from door. 8. Immediately take notes and have on hand when Police or the Administrator-on-Call arrives (see next section). <p>Information to have on Hand</p> <p>When the Police or the Administrator-on-Call arrives, the following information should be available:</p> <ol style="list-style-type: none"> 1. Number of hostages being held and description of who they are, if known. 2. Number of hostage-taker(s) and description (including speech patterns, language or accents). 3. Threats or demands by hostage-taker(s). 4. Type and number of weapons thought to be in the captor(s) possession. 5. Presence of alcohol or drugs, if noticed. 6. Precise location of the area controlled by the hostage-taker(s), if known. 7. Floor plan of the area (Floor Plans are appended to this procedure). 8. Location and extension numbers of any telephones in the hostage area.

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	<p>Guidelines for Hostages</p> <p>Persons taken hostage may not have been exposed to this Contingency Plan. In which case, every effort should be made by the staff involved to communicate the following guidelines to hostages without antagonizing the hostage-taker(s).</p> <ol style="list-style-type: none"> 1. Remain calm and relaxed. 2. Always maintain eye contact and face in the direction of the captors as much as possible, unless directed otherwise. 3. Avoid aggressive behaviour and body language. 4. Do not accept food, drugs, alcohol, or other drinks from the hostage-taker(s). 5. Talk freely, calmly and never challenge, contradict, or raise your voice to the hostage-taker(s). 6. Remain alert for opportunities and/or escape. 7. Stay clear of windows or doors. <p>If the hostage-taker(s) gets to know you, it is proven, that they find it more difficult to harm you in any way.</p>
<p>Public Relations:</p>	<p>The Site President or Chief Operating Officer will communicate with the media. If questioned, employees are to indicate that they are not authorized to make any statement. Until such time as they are available to comment, there will be no comment.</p> <p>In a hostage-taking situation, the Villa becomes a crime scene area and will be restricted by police until it is released by police.</p>
<p>Termination and Debrief:</p>	<p>On occasion, people being held hostage will experience the "Stockholm Syndrome" which is a sympathy mechanism towards the hostage-taker(s). It is normal for the hostage to eventually start to relate to their captors. Keep in mind that at all times, the police and other authorities are working towards ensuring your freedom and safety.</p> <p>The Site President or delegate will assess the situation and may contact an EAP (Employee Assistance Program) representative to attend the scene to debrief. Or, upon request of the "On-Site Police Supervisor" to have a member of the "Victim Services Branch of the Hamilton-Wentworth Regional Police" come to assist, if requested, victims and their family members.</p>
<p>Documentation:</p>	<p>De-brief form filled out and filled with EPC committee.</p>