

LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER

HOSTAGE CRISIS PLAN

Purpose: To provide guidelines regarding appropriate response to a hostage situation and to protect the safety and welfare of patients, staff and visitors, to restore order, to protect property, and to identify participants.

Policy: If an employee, patient, or visitor is taken hostage, no other LSU Health Sciences Center employee should make a deal with the captor(s).

I. 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 hostages 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 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 four or 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 ext. 53873 (53-UPD).
Note: University Police Dispatcher, in coordination with the Switchboard, will notify the appropriate administrators depending on the time/date of the incident. University Police will notify the Shreveport Police Department.
4. 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).
5. Make specific notes of any threats or demands. Use the words of the captor(s). Don't paraphrase.
6. Don't speak to media.
Note: The Administrator or designee will handle all media communications in coordination with the Shreveport Police Department.

C. The First Senior Person on the Scene

1. Assess the situation.
2. Contact University Police and the Administrator (or Administrator on duty depending on the time the incident occurs).
3. Take control of the scene until a more senior staff member arrives.
4. Supplement and reinforce personnel on the scene as the situation dictates to prevent death and injury to the hostage(s).
5. Complete a Hostage Crisis Information form (Attached).
6. When University Police and the Administrator on duty arrive provide the following information:
 - a. Number of Hostages.
 - b. Threats and demands of captor(s). Relate the exact words used by the captor(s).
 - c. Type and number of weapons believed to be in the possession of the captor(s).
 - d. Number, name and location of any patients and staff still in the area.
 - e. Precise area controlled by the captor(s).
 - f. Floor plan of the area.
 - g. Identity and description of the hostages and the captors. Provide photographs if possible of any participants.
 - h. Location and extensions of all telephones in the area.

II. Negotiations

Trained hostage negotiators for the Shreveport Police Department or other law enforcement agencies should handle all negotiations with the captors. If the health sciences center must begin negotiations before the trained negotiators arrive, 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 the 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.
- F. If law enforcement officer do stage an assault, get on the floor quickly and stay down.

HOSTAGE CRISIS INFORMATION FORM
(Fill in the blank)

SEX _____ HAT TYPE (COLOR) _____
RACE _____ COAT _____
AGE _____ SHIRT _____
HEIGHT _____ TROUSERS _____
WEIGHT _____ SHOES _____
HAIR _____ TIE _____
EYES _____ TATTOOS _____
SCARS/MARKS _____ COMPLEXION _____
GLASSES (TYPE & COLOR) _____

DEMANDS:

REASON GIVEN FOR SITUATION:

WEAPONS: _____ NUMBER: _____

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

METAL STATE: Calm () Nervous ()
 Drunk () Drugged ()
 Angry () Confused ()

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