

Purpose:

To provide guidelines to YG staff in the event of a hostage situation.

Scope:

The following procedure applies to all owned/leased facilities under the authority of the Deputy Minister/President of YG departments/corporations and all the people in the facility.

Definitions:

Hostage – refers to person being held by a captor

Hostage-taker – refers to a person who seizes one or more hostages

Hostage situation – refers to a situation where an individual(s) forcefully restrict the movements and actions of another person(s) through threats or violence

Procedures:

If taken hostage:

- *Under no circumstances shall an employee, attempt to stop, fight or otherwise deal with a hostage taker*
- Do everything the hostage taker tells you
- Remain calm and be patient.
- Tell the hostage-taker(s) if you require any special medications
- If the hostage-taker(s) orders you to make or answer phone calls, be brief
- Once released, record all incident details being objective, detailed and descriptive
- Seek critical incident stress management services

You Become Aware of a Hostage Taking

- *Under no circumstances shall an employee, attempt to stop, fight or otherwise deal with a hostage taker*
- Notify your supervisor and senior manager
- Ensure 9-911 has been called
- Await instructions and follow accordingly
- Be prepared to evacuate
- Cooperate with authorities
- Seek critical incident stress management services

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Senior Management

- Meet with emergency service personnel to determine the best plan of action to deal with the hostage situation and the safety of the rest of the staff
- Keep staff informed
- Notify the Minister/Deputy Minister
- Arrange critical incident stress management services

Staff

- *Under no circumstances shall an employee, attempt to stop, fight or otherwise deal with a hostage taker*
- Stay away from the affected area and wait for instructions
- Be prepared to evacuate
- Cooperate with authorities

Behavioral Guidelines for Hostage:

- Speak only when spoken to
- Be courteous and genuine
- Do not use humour or sarcasm
- Do not show emotions
- Maintain face to face contact, unless otherwise directed
- Be patient – Police will be working to have you and others released unharmed

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