

Hostage Crisis Protocol

I. Introduction

This protocol provides guidelines for responding to a hostage situation and to protect the safety and welfare of students, staff and visitors; to restore order; to protect property, and to identify perpetrators.

II. Protocol

A. Guidelines for a student, employee, or visitor who is taken hostage:

1. Do everything the captor says to do.
2. Speak **only** when spoken to.
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 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. Guidelines for the First Person 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 to the BSU Police Department by dialing 911 from any university telephone, or 508-531-1212 from a cellular phone.
4. Carefully observe the situation so you can report fully on the:

- Number of hostages.
 - Number of captors.
 - 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.

C. Negotiations

1. Trained law enforcement hostage negotiators should handle all negotiations with the captors. If a university staff member must begin negotiations before the trained negotiators arrive, adhere to the following:
 - 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.”
 - Answer all demands with “I’ll do the best I can.”
 - Never answer a demand with “No.”
2. Never give drugs to any participant in a hostage situation.
3. 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.
4. If law enforcement officers do stage an assault, get on the floor quickly and stay down.

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HOSTAGE CRISIS PROTOCOL CHECKLIST

ALL NON-INVOLVED PERSONNEL HAVE BEEN
EVACUATED.

HOSTAGE AREA HAS BEEN SECURED, IF POSSIBLE.

BSU POLICE HAVE BEEN NOTIFIED.

EMERGENCY NOTIFICATION SYSTEMS HAVE BEEN
ACTIVATED.

HOSTAGE CRISIS CHECKLIST