I. Hostage - Institutions must establish methods to respond to hostage situations on campus.

A. If taken hostage or witnessing another person being taken hostage or contained in a specific area:

1. Appear as calm as possible.

2. The initial 45 minutes are often the most dangerous. Follow instructions, be alert, and stay alive. Captors are emotionally disturbed: it is difficult to predict their response to a given situation.

3. Don’t speak unless spoken to and then only when necessary. Don’t talk down or attempt to rationalize with the captor.

4. Avoid appearing hostile.

5. Maintain eye contact with the captor at all times, if possible, but do not stare.

6. Do not make quick or sudden moves. Ask your captors before going to the bathroom, taking medication, or receiving first aid.

7. Be observant and try to remember as many details about the captors as possible. In the event of release or escape, the personal safety of others may depend on facts remembered about the situation.

8. Displaying some fear may work to one’s advantage.

9. Be prepared for action in the event entry by police is made. Often they will shout instructions. Follow them immediately.

B. If not taken hostage:

1. Immediately evacuate the building, using the established evacuation route. Carefully avoid the attention of those taking hostages.

2. Take no action to intervene.

3. Call the appropriate law enforcement agency at 911. Provide as much accurate information as possible, if it is safe to do so, stay on the line with the dispatcher.