

## Hostage Situations

Campus Security Services Emergency Number: 721-7599

### GUIDELINES IN THE EVENT OF A HOSTAGE TAKING INCIDENT

(from Campus Security Services Brochure #11)

If you are taken hostage

- Be patient. Time is on your side. Avoid drastic action.
- The initial 45 minutes are the most dangerous. Follow instructions and be alert. The captor is emotionally imbalanced. Don't make mistakes which could jeopardize your well-being.
- Speak only when spoken to and then only when necessary. Don't talk down to the captor who may be in an agitated state. Avoid appearing hostile. Avoid staring but maintain eye contact with the captor at all times if possible. Be as friendly as possible to the captor.
- Avoid speculating. Comply with the instructions as well as you can. Avoid arguments. Expect the unexpected.
- Be observant. Try to remember all distinguishable characteristics of your captor (tattoo, scar, teeth missing, etc.) In the event you may be released or escape, the personal safety of others may depend on your memory.
- Be prepared to answer the Police on the phone should a line be patched through to your location. Be patient, wait. Attempt to establish rapport with the captor. If medications or first aid is needed by anyone, say so. The captors in all probability do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.

If you are in a building where

a hostage taking has occurred

- If you are able to leave the area or the building without placing yourself in danger, take the closest exit and go to the nearest phone and call 911 and then Campus Security Services at 7599.

- If you are unable to leave the area or building without placing yourself in danger, go to the nearest unused office, lock and barricade the door and phone 911 and then Campus Security Services at 721-7599.

- State clearly that you need immediate assistance. If you are not in immediate danger, don't hang up until told to do so. Give your name, location, the nature of the problem and the people or area it involves.

#### After the hostage taking

- Write down mental notes.

- Obtain names of witnesses.

- Get medical attention for anyone injured.

- Utilize the services of Critical Incident Stress professionals, e.g., Counselling, Greater Victoria Police Victim Services.