

Procedure:	CODE PURPLE – Hostage Taking		
Owner of Procedure:	Emergency Management and Risk Specialist and Corporate Security Leader		
Approval by:	Emergency Management Committee	Date: 2021-12-09	
Original Effective Date:	2018-05-07	Reviewed Date(s):	2021-12-03
		Revised Date(s):	2021-12-03

PURPOSE

St. Joseph's Health Care London is committed to ensuring the safety of all [staff](#), patients, visitors and [affiliates](#) and will activate a CODE PURPLE in the event of a [Hostage](#) taking situation.

PROCEDURE

1. The staff/affiliate being taken Hostage will:

- 1.1. Remain calm.
- 1.2. Remain cooperative with the hostage taker(s).
- 1.3. Avoid aggressive language and demeanor.
- 1.4. Avoid conversation with the hostage taker(s).
 - 1.4.1. Do not speak unless spoken to, and then only when necessary.
 - 1.4.2. Do not try to negotiate.
 - 1.4.3. Do not make suggestions.
 - 1.4.4. Do not be argumentative.
- 1.5. Maintain a low profile.
- 1.6. Don't make any sudden change in movement.
- 1.7. Take mental notes of the hostage taker's description.
 - 1.7.1. Examples would include but not limited to:
 - 1.7.1.1. Height
 - 1.7.1.2. Weight
 - 1.7.1.3. Tattoos/scars
 - 1.7.1.4. Any other prominent features/mannerisms
- 1.8. Avoid accepting food or refreshments offered by the hostage taker.

2. Upon witnessing or escaping from a Hostage Taking situation, staff/affiliates will:

- 2.1. Get away from the area of the hostage taking as quickly and safely as possible.
 - 2.1.1. Do not approach a hostage situation.
- 2.2. Direct others away from the area and to an area of safety.
- 2.3. Initiate Emergency CODE PURPLE procedures.
 - 2.3.1. Locate the nearest phone and dial 55555.
 - 2.3.1.1. State that you have a CODE PURPLE.
 - 2.3.1.2. Provide information related to the emergency situation.
 - 2.3.1.3. Provide detailed information about the location of the emergency
 - 2.3.1.3.1. Which facility are you at.
 - 2.3.1.3.2. Building, floor, zone and unit/department.
 - 2.3.1.3.3. Provide the room number or the nearest room number of the emergency situation, if known.
 - 2.3.1.4. Provide information about hostage taker(s) and how many hostages are in the area, if known, including:
 - 2.3.1.4.1. How many hostage takers?
 - 2.3.1.4.2. Any threats or demands?
 - 2.3.1.4.3. Are weapons involved?
 - 2.3.1.4.4. If the situation is stationary or provide the direction the hostage taker(s) are travelling.

- 2.3.1.5. Provide a room number or phone extension so the Police or Security can contact you for further information, if required.
 - 2.4. Make yourself available for Police and Security if further information is required.
 - 2.5. Inform on-site area leadership, when it is safe to do so.
 - 2.5.1. If there is a critical injury to staff, notify Occupational Health and Safety Services (OHSS) and follow response procedures.
 - 2.5.2. Complete a Workplace Occurrence Report (WORS) and a Patient Safety Report (PSRS), when safe to do so.
3. **When notified of a hostage taking, Security Control Centre (SCC) will:**
 - 3.1. Obtain information from caller.
 - 3.1.1. CODE PURPLE
 - 3.1.2. Nature of emergency including:
 - 3.1.2.1. How many hostage takers?
 - 3.1.2.2. Any threats or demands?
 - 3.1.2.3. Are weapons involved?
 - 3.1.2.4. If the situation is stationary or provide the direction the hostage taker(s) are travelling.
 - 3.1.3. Location of emergency.
 - 3.1.3.1. Building
 - 3.1.3.2. Unit/department
 - 3.1.3.3. Zone
 - 3.1.3.4. Floor
 - 3.1.3.5. Room Number
 - 3.2. Contact local Police Service immediately.
 - 3.2.1. Provide all relevant information.
 - 3.2.2. Provide location for police to meet Security.
 - 3.3. Activate CODE PURPLE [ENS2](#).
 - 3.3.1. Send out the CODE PURPLE Emergency Notification System ENS2 page.
 - 3.3.2. Complete an overhead announcement.
 - 3.3.2.1. State "Attention please, CODE PURPLE, (location)."
 - 3.3.2.2. Repeat 3 times.
 - 3.3.3. Activate the [ENS2 Conference Bridge](#).
 - 3.3.4. Provide available information to the individuals calling the ENS2 Conference Bridge.
 - 3.3.5. Page additional people if requested by the [Administrator on Call \(AOC\)](#).
 - 3.4. Send out the "All Clear" CODE PURPLE ENS2 page.
 - 3.4.1. The authorization to announce the "All Clear" will come from Security Services or the Administrator on Call after consultation with the local Police Service.
 - 3.4.2. When sending out the "All Clear" page add the following in the paging text box; "All Clear – Do Not Call In"
 - 3.5. Keep a log of events.
4. **When notified of CODE PURPLE, Security Services will:**
 - 4.1. Gather all available information and assess situation.
 - 4.2. Maintain scene safety until Police arrive.
 - 4.2.1. If able, isolate the area of threat, control access to area.
 - 4.3. Do not attempt to negotiate with the hostage taker(s).
 - 4.3.1. Police are the only ones qualified to negotiate with the hostage taker(s).
 - 4.4. Meet Police and escort to scene (may delegate)
 - 4.5. Provide liaison with Police.
 - 4.6. Organize and enforce scene/facility protection and traffic control.
 - 4.7. Keep the Security Control Centre apprised of situation.
 - 4.7.1. Notify the Security Control Centre if the situation is not contained and armed violent person is mobile in building.
 - 4.8. Remain available if needed to contact the ENS2 Conference Bridge to provide additional information, if required.
 - 4.9. Relay "all clear" directive to the Security Control Centre, once informed by the Local Police Service that the situation is safe.
 - 4.10. Complete a detailed report for the incident.

5. **When notified of a CODE PURPLE, Staff not involved in the incident will:**
 - 5.1. Listen to overhead announcements.
 - 5.1.1. Carefully determine proximity of incident to your area.
 - 5.2. Do NOT attend the area of incident.
 - 5.2.1. Ensure others from your area do not respond to the incident scene.
 - 5.3. Direct people in your area to remain calm, on guard and remain prepared to act immediately.
 - 5.3.1. Listen to immediate surroundings to ensure that the threat is not moving towards your area.
 - 5.3.2. Remember the threat may not be contained.
 - 5.3.2.1. You may need to quickly respond.
 - 5.3.2.2. Consider the safety of patients and visitors.
 - 5.4. Be prepared to evacuate your area if CODE GREEN procedures are initiated.
 - 5.5. Await further instructions and comply with orders.
 - 5.5.1. Information/direction will come through overhead announcements, by Security or by Police.
 - 5.5.2. Information/direction to resume normal duties when the incident is all clear or if the threat has been isolated will be broadcasted.
6. **When notified of CODE PURPLE, Administrator on Call (AOC) will:**
 - 6.1. Call the ENS2 Conference Bridge.
 - 6.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
 - 6.2. Request the SCC to have someone from the scene to call the conference bridge to provide details of the incident.
 - 6.2.1. Individual from the scene may include someone from Security Services or the Police Service
 - 6.3. Consult with other On-Call staff on the conference bridge.
 - 6.3.1. Additional ENS2 On-Call staff include:
 - 6.3.1.1. Security Leadership on Call
 - 6.3.1.2. Patient Relations, Privacy and Risk Management on Call
 - 6.3.1.3. Communicator on Call
 - 6.3.1.4. Clinical Leader on Call
 - 6.4. Request the SCC to contact additional people, as needed, to join the conference bridge.
 - 6.5. Determine if larger evacuation is required.
 - 6.5.1. Refer to CODE GREEN procedures.
 - 6.6. Determine if the [Emergency Operations Centre \(EOC\)](#) needs to be activated.
 - 6.6.1. Notify the [Incident Management Team](#), if the EOC is activated.
 - 6.6.2. Provide location of for the activated EOC.
 - 6.7. Speak with clinical care areas after CODE PURPLE is resolved, provide assistance as required.
 - 6.8. Speak with leaders of the area if appropriate.
 - 6.9. Relay the "all clear" directive to the Security Control Centre, once informed by the Local Police Service that the situation is safe.
7. **When notified of CODE PURPLE, Patient Relations, Privacy and Risk Management on Call will:**
 - 7.1. Call the ENS2 Conference Bridge.
 - 7.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
 - 7.2. Gather information related to the incident.
 - 7.3. Determine appropriate control measures to eliminate or reduce the impact of hazards.
 - 7.4. Identify, evaluate and reduce losses associated with:
 - 7.4.1. Patient, employee or visitor injuries.
 - 7.4.2. Property loss or damage.
 - 7.4.3. Other sources of potential legal liability.
 - 7.5. Review areas of actual or potential sources of risk and/or liability involving patients, visitors, staff and property.
 - 7.6. Provide guidance on the release of information.
8. **When notified of CODE PURPLE, Communicator on Call will:**
 - 8.1. Call the ENS2 Conference Bridge.
 - 8.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
 - 8.2. Gather information related to the incident.
 - 8.3. Implement Emergency Communication Plan.
 - 8.3.1. Coordinate/support general internal communication for staff, patients, residents and visitors.
 - 8.3.2. Arrange media interviews.
 - 8.3.3. Send news releases, as required.
 - 8.3.4. Coordinate/support communication for surrounding neighborhood, where appropriate.
 - 8.3.5. Provide follow-up information to all communications, including after the incident is concluded.

9. **When notified of CODE PURPLE, Clinical Leader on Call will:**

- 9.1. Call the ENS2 Conference Bridge.
 - 9.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
- 9.2. Gather information related to the incident.
- 9.3. Provide support as required.
- 9.4. Speak with clinical care areas after CODE PURPLE is resolved, provide assistance as required.
- 9.5. Speak with leaders of the area if appropriate.

DEFINITIONS

Administrator on Call (AOC) – A member of the Senior Leadership Team responsible for leadership and decision making after regular hospital hours, including weekends and statutory holidays, as well as during emergencies and other situations.

Affiliates – Individuals who are not employed by the organization but perform specific tasks at or for the organization, including appointed professionals (e.g., physicians, dentists), students, volunteers, researchers, contractors or contracted staff who may be members of a third-party contract or under direct contract to the organization and individuals working at the organization but funded through an external source (e.g., research employees funded by Western).

Emergency Notification System – The Emergency Notification System is an in house, proprietary automated system which is operated from the Security Control Centre (SCC). This system is utilized when a caller dials 55555 to report an emergency, or the SCC is notified of through the Community. The ENS system is also activated when an internal monitoring system (i.e., Fire Alarm System) indicates an emergency.

The ENS System is based upon two levels of notification. The first notification is for assigned first responders. The second level of notification is an escalated notification for leadership (on-call) to respond to provide additional support.

ENS1:

- Upon notification, the SCC notifies “first responders” by radio, pager and overhead announcement to respond and assess, mitigate or prevent the emergency from escalating and conduct response activities. Depending on the situation, the SCC will also notify key external responders (i.e. local fire, police, and ambulance) as required.
- Responders at the scene determine if the incident can be maintained safely. As well, responders determine if the emergency has reached thresholds of risk where additional leadership is required.

ENS2:

- ENS 2 means that an emergency has reached thresholds of risk where leadership must be notified to ensure a consistent and organized action planning.
- ENS 2 is immediately activated for Code Green, Code Black, Code Grey, Code Orange, Code Purple, Code Silver and Critical Incident.
- In an emergency which meets the criteria of an ENS 2 emergency, leaders are paged, and a telephone conference call occurs. A person from the emergency scene will be asked to provide a briefing to this telephone conference call.
- Dependent on the scope, intensity and duration of the emergency, the Administrator on Call (AOC) or another senior leader or official may activate the opening of an Emergency Operations Centre (EOC)

ENS2 Conference Bridge – A teleconference extension which is activated by the Security Control Centre when an emergency is elevated to ENS2. This teleconference is used for predetermined On-Call staff to gather information related to an emergency and to discuss an action plan to resolve the emergency with minimal impact.

Emergency Operation Centre (EOC) – The role of the Emergency Operations Centre is to gather all known information regarding emergency situations. Locations of the EOC's are listed in the Fire Safety Plans at each site. The primary responsibilities of the Emergency Operations Centre are:

- Provide direction, coordination and control of the emergency response and recovery
- Establish short term and long term priorities
- Collect, evaluate and communicate information
- Manage resources
- Liaise with other agencies

Incident Management System (IMS) – IMS was developed to standardize organizational structures, functions, processes and terminology for use at all levels of emergency response in Ontario. IMS addresses the need for coordinated responses to all types of incidents and has been developed with input from more than 30 emergency response organizations from Ontario.

Incident Management Team (IMT) – The Incident Management Team is responsible for central command and control of the incident and assists the critical processes in implementing their recovery plans. Activation of the IMT is determined by the AOC, as well as position assignments within the IMS structure. The St. Joseph's Health Care London Incident Management Team structure can be found on the intranet

Hostage – Any person or persons held against their will from moving freely or leaving an area under threat of assault or bodily harm by another person, until certain conditions or demands are met.

Staff – An individual who is hired and paid by the organization.

REFERENCES

Related Corporate Policies

Code Green Emergency Response Procedure
Health and Safety
Workplace Occurrence Reporting for Staff/Affiliates
First Aid Response for Staff/Affiliates
Critical Injury

Legislation

Occupational Health and Safety Act

Other Resources

Workplace Occurrence Reporting System
Patient Safety Reporting System
Workplace Injury Checklist for Person Injured
Workplace Injury Checklist for Leader
Initial Investigation Report of Workplace Violence Occurrence
Workplace Violence and Prevention Program
St. Joseph's Occupational Health and Safety Figure 1: Critical Injury General Procedure Flowchart (Rev. 2021-05)
St. Joseph's Occupational Health and Safety Process for Responding When Occupational Health and Safety Services (OHSS) is Closed Flowchart (Rev. 2021-05)
St. Joseph's Critical Injury to Staff/Affiliate or Critical incident to Patient/Visitor Flowchart (Rev. 2021-05)
St. Joseph's Critical Injury Report (Rev. 2021-05)
St. Joseph's Incident Management System and Structure
[Incident Management System \(IMS\)](#)