

Hostage Situation, Suspected Terrorist, Violent Intruder

Overview

Perpetrators in these situations are unpredictable and may create panic and chaos at the location. This makes it difficult to establish a specific plan of action. Therefore, you must be aware of certain guidelines when making your decisions.

If confronted:

- Stall for time and create distance between you and the suspect.
- Do not be aggressive or use aggressive body language.
- Do not try to disarm an armed individual.
- Remain calm and understanding. Listen intently to what the person has to say.
- Take mental notes of what the suspect is wearing, types of weapons, what the suspect says, etc.
- Do not attempt to protect personal belongings.
- Attempt to call 911. Leave the phone off the hook if you cannot talk.

If it is not safe to exit your location and the threat is outside the area you are in:

- Lock all doors and windows and turn off the lights.
- Stay away from the suspects line of site.
- Place a message in the window or under the door to communicate your situation.
- Call 911.

If possible, evacuate away from the suspects location:

- Stay close to the walls and avoid wide-open areas.
- If there is shooting, run in a zigzag pattern.
- Seek safe shelter and call 911 or notify a supervisor as soon as possible

If law enforcement is present, they will be armed and moving quickly, follow these directions:

- Identify yourself.
- Keep your hands visible and above your head.
- Listen carefully to law enforcement instructions and follow them.

Report the incident as soon as possible to your supervisor. Submit any requested documentation immediately.