



EAST TENNESSEE CHILDREN'S HOSPITAL

Category:	Administrative
Unit/Division:	Administration
Policy No:	A00020
Former Policy No.:	Code Purple
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Effective Date:	2/12

TITLE: CODE PURPLE – HOSTAGE / LOCKDOWN

PURPOSE: To provide detailed instructions for specific actions required in the event a person or persons are taken hostage within the hospital.

SCOPE: All Hospital Staff, Medical Staff, and Volunteer Staff

POLICY:

Any staff member who recognizes the development of a hostage situation shall take action as described in the procedure below.

RELEVANT FACTORS:

DEFINITIONS:

For the purpose of this policy, a “**Hostage**” is defined as: A person who is held against their will by one party to insure that another party will meet specified terms.

PROCEDURE:

I. INITIAL RESPONSE

- A. Any staff member who recognizes the development of a hostage situation shall:**
1. Immediately notify Security at ext. 8479 or call PBX and have the officer on duty call you back, and advise them of the hostage situation.
 2. Prevent anyone from entering the area until Security arrives (DO NOT use force).
 3. Identify the number of hostages.
 4. Identify the number of suspects, with a description, if possible.
 5. Verify type of weapon being used. **Call 911** if weapon is observed.

***DO NOT call a CODE GREEN. This may only escalate the situation by having too many people respond.**

- B. Anyone who witnesses the incident will be interviewed by the Security officer and may be asked to remain at a designated location to wait for an interview with the Knoxville Police Department.**

- C. The Security Officer, after determining that there is a hostage situation will:**
1. Have the Operator page “Code Purple.”
 2. Secure the perimeter to keep unauthorized persons away from scene.
 3. Notify the Knoxville Police Department.
 4. Notify the Nursing Coordinator (or Code NM), Director of Security, and the Security Manager.



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D. Code NM / Nursing Coordinator

1. If advised to do so by the Security Manager or person in charge, begin emergency call – in procedures for the Security Department.
2. Notify Administration.
3. Notify Community Relations.
4. Notify ED to call and advise Med-Com at 215-2208 that the hospital is on complete divert until further notice.

Notify Pediatric and Neonatal Transport that the hospital is on divert until further notice.

II. CONTROL CENTER

Upon determination of a hostage situation, a Control Center will be located at the Security Office. A log of events will be located in the Security Office.

A. The Control Center:

1. Will be the area to which outside agencies will respond and coordinate their rescue efforts.
2. An Administrative designee will man the control center to coordinate with outside agencies and maintain a log of events.
3. If an area is needed as a Negotiations Center, it will be located as near the situation as possible or as designated by the Knoxville Police Department Negotiator.
4. The Control Center will have responsibility for clearing Code Purple.

III. NEGOTIATION GUIDELINES:

If conversations with the perpetrator(s) are necessary before a trained negotiator arrives follow these guidelines:

- A. Security Office will speak with the perpetrator(s).**
- B. Do not offer the perpetrator(s) anything.**
- C. Avoid direct attention to the victim(s).**
- D. Do not refer to the victims as “Hostages”.**
- E. Make notes on all dialogue.**
- F. Allow the subject to speak freely.**
- G. Do not give orders, which may escalate the situation.**
- H. Avoid tricks and deception.**
- I. Never say NO!**
- J. Never place a deadline on yourself.**
- K. Do not make alternative suggestions.**



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- L. Do not allow exchange of hostages and do not exchange yourself.
- M. Never expose yourself to negotiate face-to-face.
- N. As soon as a negotiator arrives introduce them to the perpetrator(s) and pass along all information to the negotiator and relinquish negotiations to them. Remain at scene as long as needed in case more information is needed by the negotiator.
- O. Tell no one of the conversation with the perpetrator(s) other than the Administrator or their Designee.

IV. RECOVERY

- A. Following clearance of Code Purple by the Control Center, all staff will report back to their work areas.
- B. A staff debriefing can be scheduled by contacting Social Work.

PRECAUTIONS: N/A

SUPPORTIVE DATA:

Preparation: All staff are oriented to the plan during orientation. Procedure will be exercised periodically by the Emergency Preparedness Committee.

Policy Owner: Safety Officer

References:

Related Policies:

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