



Rancho Los Amigos National Rehabilitation Center

ADMINISTRATIVE POLICY AND PROCEDURE

SUBJECT: HOSTAGE INCIDENT PLAN

Policy No.: A431
Supersedes: April 18, 2016
Revision Date: March 18, 2022
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POLICY:

It is the policy of the Rancho Los Amigos National Rehabilitation Center to rely on law enforcement assistance to resolve any hostage situation.

DEFINITION:

A hostage incident is defined by law enforcement as: Any situation in which a person or persons holds another individual against his or her will by verbal threats or physical force, which requires the intervention of law enforcement authorities at the scene in order to obtain the negotiated release of the person (s) being held.

A hostage incident may result from one of the following three occurrences:

1. A hostage is taken during the commission of a crime to aid in the escape.
2. A hostage taker feels the medical center has cheated him/her and wants to strike back. For example, the unexpected death of a loved one or the unexpected negative outcome of a procedure or test.
3. A hostage taker perceives some type of personal offense, either by hospital personnel, a physician, or a family member, causing an irrational reaction.

FORM TO BE USED:

Security Incident Report.

PROCEDURE:

RESPONSIBILITY FOR PLAN ACTIVATION

1. The Administrative Person-On-Duty (AOD) or designee, in conjunction with the Director of Safety and Security or designee, is responsible for implementing this plan.
2. Overall control of the hostage situation and all negotiation is the responsibility of the LACO Sheriff's at Rancho Station.

STAFF RESPONSIBILITIES

EFFECTIVE DATE: August 1, 2003

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY: 

1. The first employee to identify a hostage situation should:

- a. Secure the immediate area, if possible, by removing all patients and personnel
- b. Secure doors, if appropriate, to isolate the situation
- c. Notify the Sheriff's Department rancho Station at extension 7042 or 551 and inform them of the hostage response.

NOTE: The Sheriff's will handle all the law enforcement tactical response. The Sheriffs will also handle traffic control.

- d. Observe the scene and report to LACO Sheriff's Department. Rancho Station.
 - The number of hostages taken
 - The cause/type of problem, if known
 - The number of hostage takers involved and description (s), if possible
 - The number and type of weapons possibly in the possession of these individuals
- e. Make specific notes of any threats or demands being made by the hostage takers
- f. Do not speak to the media. NOTE: All calls will be referred to the Public Information Officer (PIO), who will be in the designated media coordination area.

2. The Sheriff's Office and Telephone Operators, upon notification will:

INITIAL RESPONSE

- a. Rancho Sheriff's station, if not already notified.
- b. Using the beeper system, page the Safety Officer, the AOD and/or Nursing Director and request that they report to the Sheriff's Station immediately, if safe.

NOTE: The LACO Sheriff's Department Rancho Station will be the Command Post and these persons should be stationed there.

- c. Upon arrival of law enforcement along with the AOD and the Director of Safety or their designees, and if possible the staff member who took the call will provide a briefing of the information received.

SECONDARY RESPONSE

- a. Notify the Director of Facility Management and the Risk Manager and request that they report to Sheriff's Station.

- b. Notify the Pastoral Care Department (or person on call) and request that a pastoral care staff report to the Sheriff's Station.
- c. Refer all incoming telephone calls from the media to the PIO or designated media spokesperson.

1. The Administrative Person-On-Duty at the Command Post will provide the following information:

- 1. Number, description and identity (if known) of hostage takers
- 2. Number, description and identity (if known) of hostages
- 3. Threats and demands made by the hostage takers
- 4. Number and type of weapons thought to be in the hostage takers possession
- 5. Precise area controlled by the hostage takers
- 6. All necessary persons (staff, patients, physicians, etc.) still in the area
- 7. Floor plans of the area
- 8. Keys to all involved areas
- 9. Location and number of all telephones in the area. NOTE: A designated representative of Administration and Law Enforcement shall remain at the command post until relieved.

Establish/obtain a list of patients and medical staff known to be in the area of the incident.

- a. Establish a medical response team ready to support casualty operations, also handle traffic control.
- b. Establish an isolated area where Pastoral Care Staff can minister to all family members of the persons involved.

AD:MP