

If you find yourself in a hostage situation:

1. Don't be a hero, try to stay calm.
2. Follow instructions of the hostage taker(s).
3. Speak only when spoken to.
4. Don't make suggestions.
5. Try to rest and stay calm.
6. Be observant.
7. Be prepared to speak on the phone, you may be forced to do so.
8. Don't be argumentative and treat the hostage taker as normal as possible.
9. Be patient.
10. If police assault, drop to the floor and take cover under anything available.

If you attempt to risk an escape, ask yourself:

1. Can I do so quickly, quietly and safely?
2. Have I sufficiently studied the hostage-taker's pattern of behavior to give me a good chance of escape?
3. Will my absence be noticed?
4. Will my escape endanger the remaining hostages?

Active shooter situation

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms. The U.S. Department of Homeland Security has outlined the following information regarding what to look for and how to respond to an active shooter situation.

Characteristics of an active shooter situation:

- Victims are selected at random.
- The event is unpredictable and evolves quickly.
- Law enforcement is usually required to end an active shooter situation.

Coping with an active shooter situation:

- Be aware of your environment and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- Attempt to take the active shooter down as a last resort.

How to respond when an active shooter is in your vicinity:

1. Evacuate
 - Have an escape route and plan in mind.
 - Leave your belongings behind.
 - Keep your hands visible.

2. Hide Out
 - Hide in an area out of the shooter's view.
 - Block entry to your hiding place and lock the doors.
 - Silence your cell phone and/or other devices.
3. Take Action
 - As a last resort and only when your life is in imminent danger.
 - Attempt to incapacitate the shooter.
 - Act with physical aggression and throw items at the active shooter.
4. Call 9-1-1 when it is safe to do so.

How to respond when law enforcement arrives:

- Remain calm and follow instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid quick movements toward officers such as holding on to them for safety.
- Avoid pointing, screaming or yelling.
- Do not stop to ask officers for help or direction when evacuating.

Information you should provide to law enforcement or 9-1-1 operator:

- Location of the active shooter.
- Number of shooters.
- Physical description of shooters.
- Number and type of weapons held by shooters.
- Number of potential victims at the location.