

**Immediate Threat
of Injury or Death**

Suspicious / Dangerous Persons

A **suspicious** person could be someone at the agency who does not appear to have a legitimate purpose for being on the property.

To deal with a suspicious person within the agency:

- Politely greet and identify yourself (consider asking another staff person to accompany you before approaching)
- If possible, have something between you and the person i.e. A corridor or railing
- Inform person that all visitors must sign in at reception. Ask the person the purpose of their visit. If possible, attempt to identify the individual and/or their vehicle
- If the person's purpose is not legitimate, ask them to leave. Accompany them to the exit
- Notify the receptionist and Executive Director or designate of the suspicious person

A **dangerous** person is someone whose behavior suggests a possible threat.

To deal with a dangerous person within the agency:

- Try to remain calm. Think rationally and picture everything clearly
- Do not confront the person. Do not obstruct the person's passageway
- Politely ask the person to discontinue behavior and to leave. Tell them that 911 is being called for everyone's safety
- Call 911, or ask a co-worker to phone 911 to report and request assistance. Access a panic button if possible.
- Take measures to protect your own safety and the safety of those around you (i.e. Have clients leave the room, position yourself close to the door)
- Try to defuse the situation by:
 - Talking to the person quietly and slowly,
 - Listening and offering assistance, don't be judgmental,
 - Maintain appropriate distance,
 - Avoiding staring, which may be perceived as a challenge,
 - Avoiding unnecessary or sudden movements and gestures,
 - Being a problem solver,
 - Getting the person's license plate number,
 - Comply with instructions as well as you can

Procedure:

- Notify the receptionist, Executive Director, or designate immediately of a dangerous or suspected dangerous person by either calling/yelling for help or using your phone. If necessary, the receptionist or designate will use a broadcast to notify staff stating facts such as, "attention all staff, please remain in your office"
- Once notified, stay in your office unless otherwise directed by the Executive Director, designate or Emergency Services
- Follow the **EMERGENCY NOTIFICATION TREE** to contact MRPMCS Personnel
- Stay with your client, volunteer, or visitor
- Call 911, or alert a co-worker to phone 911 to report and request assistance.
- The Executive Director or designate will determine if further action is required.

Hostage Taking

When a hostage taking occurs or if there is a threat of this situation:

- Remain calm
- Call 911 stating there is a hostage taking, your name and location and a brief description of the incident
- Press on of the panic alarm buttons, if possible
- Evacuate all clients, personnel, volunteers and visitors from the immediate area
- Close off the area to prevent others from coming close
- Make best efforts to have an appropriate clinical staff member to try to maintain dialogue with the hostage taker, pending the arrival of the RCMP
- Do not provide the hostage taker with drugs, alcohol, food, drink, transportation or means of escape unless directed to do so by the RCMP
- Prepare to fully cooperate with the RCMP
- Follow the **EMERGENCY NOTIFICATION TREE** to contact MRPMCS Personnel

Guidelines for hostages:

- Remain calm
- Activate your panic alarm or call 911
- Avoid aggressive behavior, language, stance, or gesture
- Attempt to establish a sympathetic rapport with the hostage taker
- Remain alert for safe opportunities to escape (do not take risky chances)
- Refuse any offer of food or drink from the hostage taker
- Stay away from windows and doors (in case a rescue attempt is made from outside of the room)

Suicide

When agency personnel believe a **PERSON IS A DANGER TO THEMSELVES, OTHERS OR THE COMMUNITY** or has **SERIOUS SUICIDE IDEATION**, they are to:

- Consider any reference to suicide as serious
- If known client of the agency, let the client know that you will contact their worker or the Program Supervisor/Manager to determine the best course of action which may include contacting a social worker, mental health therapist, and/or 911
- Contact an appropriate colleague for assistance and/or direction
- If the danger is immediate, personnel are to contact 911 immediately, and then follow up with an Incident Report to Supervisor as soon as possible
- If in doubt of whether there is risk or danger, personnel are to consult with their immediate Supervisor
- Stay with the person until help arrives
- Try to calm the person
- Reassure the person/be supportive
- Try to engage the person in appropriate decision making

Violent Assault

Violence, threats, harassment, intimidation, and other disruptive behavior will not be tolerated. All reports of incidents are taken seriously and will be dealt with appropriately. Such behaviors include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm.

Do not ignore violence, threatening, harassing, intimidating, or other disruptive behaviors. If you observe or experience such behavior report it immediately to your Program Supervisor or Management team.

Procedure:

- In the event of a violent incident, whether verbal, physical, or implied, personnel will immediately respond by assessing the need of their safety and that of others
- Call for help from others
- Call 911 for assistance
- Activate a Safety Monitoring Box or Panic Button if possible
- Try all possible ways to get to safety
- Personnel will remove clients, volunteers and visitors from the incident
- Meet the emergency personnel upon their arrival and apprise them of the current situation
- Personnel and/or clients are offered a debriefing session as appropriate

Active Shooter

This procedure is used when there is an imminent threat to Maple Ridge/Pitt Meadows Community Services. Staff are to shelter in the offices they are currently in and no one can leave until the situation has been safely resolved or everyone has been evacuated safely. This protocol will be implemented when the building has an intruder, whether it is known they have weapons or not. A lockdown can be initiated by the RCMP or by the Executive Director and/or Directors.

Steps to implement lockdown after a threat has been identified:

1. Lockdown signal is given via broadcasting to all phones;
“This is a lockdown...” (repeated 3 times)
2. Staff call 9-1-1 and remain on the line with the RCMP
3. Using the **EMERGENCY NOTIFICATION TREE**, notify all necessary individuals of the situation
4. All persons must report to the nearest securable office/room immediately.
5. Once inside a secured office:
 - a. Secure and barricade doors;
 - b. Turn out the lights;
 - c. Cover windows;
 - d. Pull shades;
 - e. Move staff out of line of sight of doors and windows;
 - f. Hide; and
 - g. No talking
6. Staff are not allowed to open doors for ANYONE under ANY circumstance.
7. Ignore fire alarms unless first-hand knowledge of fire or emailed/texted information to respond. If exiting, go to the Muster station – as directed by RCMP or Directors
8. In the event of an Active Shooter/Homicide in progress:
 - a. Follow the instructions above. Stay secure/barricaded and hidden!
 - b. In the presence of a deadly threat, it is ultimately your discretion to remain in lockdown, confront the intruder or to evacuate. Evacuation may be by means other than hallways. .
 - c. Got to the exit area as identified by the RCMP.

WHEN EVACUATING, LEAVE WITH HANDS UP UNTIL CLEAR OF THE RCMP PERIMETER

9. **“Code Green – ALL CLEAR” (repeated 3 times)** will be broadcast to all phones, only after the building is secured and most have been evacuated by RCMP. Only open doors/Come out of hiding for the RCMP.

Death

The cause of a possible death (natural or unnatural) and the circumstances surrounding the incident (violent or not) will affect your behavior during the event and during post-trauma procedures.

Never assume someone is dead until certified by appropriate medical personnel. Provide all possible support until that time.

Procedure:

- Provide medical support if it is safe to do so
- Call 911
- Call Program Supervisor/Director
- Police will notify the family
- Emergency Personnel will provide further instructions
- Follow the **EMERGENCY NOTIFICATION TREE** to contact MRPMCS Personnel
- Reassure others if appropriate and have them leave the area, if possible
- The Executive Director or designate will contact the Ministry or Health Authority

Missing Person

If someone is missing from the worksite/work location, first contact immediate Supervisor or designate.

Procedure:

- Program Supervisor/Director will make all reasonable attempts to find the person, including calling the missing person's cellphone, emergency contacts numbers, and/or their family
- Call 911 for assistance if the person is not found within a short span of time
- Emergency personnel will provide further instruction
- If appropriate, the Program Director with other staff, will contact/check the last known work location
- Executive Director is immediately notified after calling 911