**Emergency Plans and Procedures Exam Review Key**

1. Hostage-taking
2. Weather
3. Riot
4. Escape
5. Fire
6. Chemical spill
7. Bomb threat
8. Power failure
9. Lockdown
10. Inmate with a weapon
11. Safety of personnel, the public, and offenders
12. Stabilizing and containing the incident
13. Removing the endangered persons and getting treatment for the injured
14. Limiting expenses and damage to property
15. Generic
16. Simple
17. Practical
18. Simple
19. User-friendly
20. True system
21. Policy-based
22. Checklist driven
23. Auditable
24. Tailored to each facility
25. Agency wide
26. Field tested
27. Detailed
28. Poor communication
29. Little or no training
30. Poor leadership or chain of command during the incident
31. Insubordinate employees
32. No sense of urgency
33. Good leadership
34. The outcome of the emergency
35. The tone when responding to an emergency
36. –38. Possible answers: integrity, decisiveness, calm, tenacity, patience and maturity,

physical endurance, mental flexibility and creativity, tolerance for ambiguity, support for staff, communication skills, compassion, analytical thinking, self-confidence, open-mindedness

1. Constant criticism
2. Pressure to go with a suggestion
3. Egos
4. Isolation
5. –44. Possible answers: hoarding food or canteen goods; refusing to go to recreation; wearing extra clothing at recreation; warning well-liked staff not to come to work; sending personal items out of the institution; an increase of requests for protective custody, racial grouping and/or sick calls and infirmary admission attempts; a decrease of staff/inmate interaction and/or visiting among inmates; a sharp increase or decrease of the number of inmate grievances and/or the noise level in the institution
6. –46. Possible answers: overcrowding; understaffing; decreased access to inmate programs; poor labor management relations/poor staff morale; failures in the inmate disciplinary process; housing large numbers of maximum security inmates in a minimum- or maximum-security facility; lack of interaction and communication between the administration and the frontline staff
7. Bad weather
8. Crisis intervention team
9. Tactical team
10. Hostage negotiation team