

Active Shooter/Armed Intruder Event

Policy and Procedure

Purpose

To facilitate associates' responses to an active shooter/armed intruder event.

Definitions

An armed intruder actively threatens lives in a populated area, generally using firearms. These situations evolve very rapidly and require individuals to make decisions very quickly.

An active shooter kills or attempts to kill people in a confined and populated area; in most cases, active shooters/armed intruders use firearm(s), and there is no pattern or method to their selection of victims.

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Policy

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Procedures

Most active shooters intend to kill as many people as quickly as possible. Traditional law enforcement uses a "surround and contain" response to minimize the number of victims. The law enforcement agency with jurisdiction will initiate an immediate response.

When an active shooter is identified, as soon as safely possible, notify law enforcement by calling 911 and make a public announcement, including the shooter's location, if known.

The 911 call should be made from where the caller is safely concealed or upon exit from the building, and, if known, should include:

- Community name and address
- Location of the shooter(s)
- Number of shooters or types of shots heard
- Description of shooter(s), gender, clothing, among other points
- Direction of travel of shooter(s)
- Location and condition of any victims
- Your name

An incident commander, or any associate who is safely able to do so, will meet and guide law enforcement officers, if possible, and as appropriate.

- The goal of law enforcement: quickly locate, isolate, and neutralize the shooter and prevent additional deaths or injuries
- Allow them to quickly conduct their search

Responses

The **Four Outs** — Get Out, Hide Out, Keep Out, Take Out

- **Get Out** — If there is an accessible escape path, attempt to evacuate the premises. Take as many mobile residents and other associates as possible, keeping in mind that you need to exit quickly.
 - Have an escape route and plan in mind, and know the building exits.
 - Get out regardless of whether others agree to follow.
 - Leave your belongings behind.
 - Help others escape, if possible.
 - Prevent individuals from entering an area where the active shooter may be.
 - Keep your hands visible with fingers spread when you exit the building.
 - Follow the instructions of any police officers.
 - Do not approach police officers.
 - Do not attempt to move wounded people.
 - Call 911 when you are safe if the police haven't yet arrived.
- **Hide Out** — If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
 - Know in advance which rooms have locks.
 - Direct associates and residents into resident rooms or other adjacent rooms, preferably with a lock on the door.
 - Try to find a room that provides protection if shots are fired in your direction, such as a resident bathroom.
 - Hide in a place that is out of the active shooter's view.
 - Avoid areas which do not provide barriers or restrict your options for movement.
 - Close the door, lock it if possible, attempt to barricade the door if it cannot lock, turn off lights, stay as low to the floor as possible, and remain still and quiet.

- Silence your cell phone/pager/two-way radio and turn off the vibration mode.
- If the door doesn't lock and cannot be blocked, try hiding behind a large object, such as a cabinet, desk or other large furniture.
- Use a sheet or bedcover to hide in plain sight, masking your presence to remain unnoticed. This can also be used for bedridden residents.
- **Keep Out** — Prevent an active shooter from entering your hiding place.
 - Lock the door.
 - Barricade/block the door with anything available, especially heavy furniture.
 - Silence your cell phone/pager/two-way radio, and turn off the vibration mode.
 - Move away from the door.
 - Turn off any source of noise such as radios and televisions.
 - Hide behind large items such as cabinets and desks.
 - Remain quiet, still and calm.
 - Dial 911, if possible, to alert police to the active shooter's location.
 - Do not speak if you think you might be heard.
 - If you cannot speak, leave the line open and allow the dispatcher to listen, but turn down the volume on the phone.
- **Take Out** — As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter:
 - Act as aggressively as possible.
 - Throw items and improvised weapons such as pillows, lamps, fire extinguishers.
 - Yell.
 - Commit to your actions full force.
- An "all clear" is only determined by police/law enforcement. Wait until someone comes to find you before you come out of hiding.

Recovery

The health and wellbeing of our residents and associates is critical. As soon as possible after law enforcement has turned the command and control of the scene back to the community, the Community Incident Commander will develop strategies and provide direction to address resident, associate and family questions related to the event.

No one should leave the community until authorized by law enforcement or the Community Incident Commander.

Initially, the site of a violent incident will be secured as a crime scene. After the law enforcement authorities have completed their investigation and have released the crime scene, management will need to have the community appropriately cleaned and biologically sanitized.

- Cleanup for the safe removal of bio-hazardous substances including blood-borne pathogens must take place, yet must be sensitive, compassionate, and caring for the deceased.
- Relocate residents until cleanup has been completed.
- Do not use community associates to provide cleanup.
- Engage a bio-hazard remediation company to provide response services to the community.

Activate the company's crisis communication protocol that will implement a support response for the community.

- Effective coordination with the media and timely dissemination of information can help reduce media pressure on those most vulnerable.
- The Executive Director or a corporate representative will be designated as the Public Information Officer who is authorized to speak to the media on behalf of the community.
- Assistance with employee benefits and other administrative issues can reduce the burden on victims and families.
- Buffer individuals involved in the event from the media and others who are not necessary to recovery.

Preparedness — Part of preparedness is to identify, contact and/or establish agreements in advance for resources that will be required in the recovery phase of an active shooter event. Resources need to be able to respond to each community's location and at any time. These include:

- Temporary or alternate housing for residents
- Emergency management responder
- Media/PR/Press management
- Recovery and restoration services
- Uniformed security services (armed or unarmed)
- Crisis counseling
- Legal
- Risk/Claim management

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