

# Active Shooter: What You Can Do & Preventing Workplace Violence



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Visual 1  
IS-907 – Active Shooter: What You Can Do

# Course Objectives

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- **Describe actions to take when confronted with:**
  - **An active shooter.**
  - **Law enforcement officers who are responding to the situation.**
- **Recognize potential workplace violence indicators.**
- **Describe actions to take to prevent and prepare for potential active shooter incidents.**
- **Describe how to manage the consequences of a violent event within your facility**



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# Active Shooter Incidents

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**Where we:**

- **Shop**
- **Exercise free speech**
- **Learn**
- **Work**



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Visual 3

IS-907 – Active Shooter: What You Can Do

# About Active Shooter Incidents

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- More frequent.
- Anger, revenge, ideology, untreated mental illness.

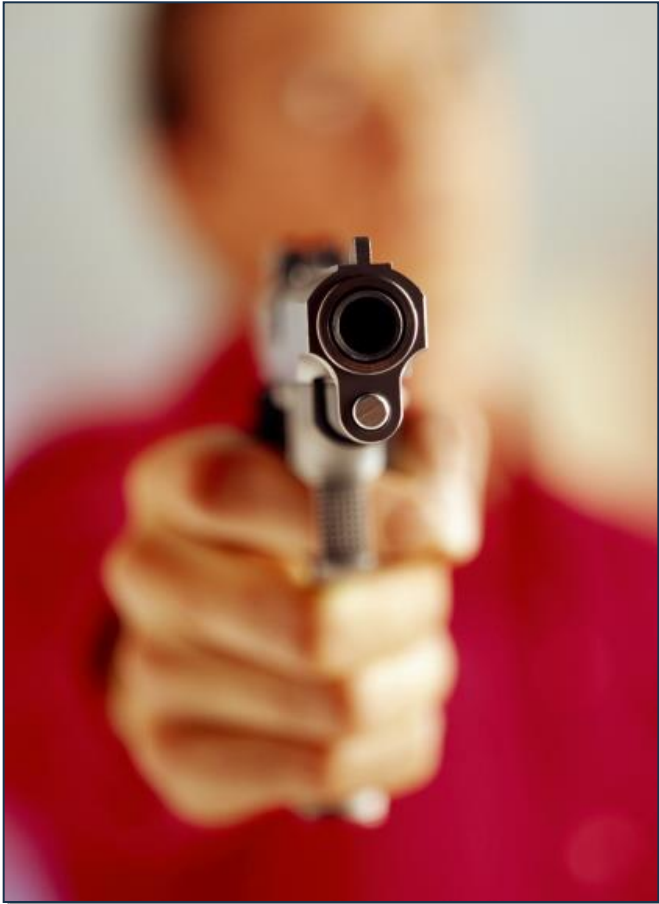
**Employees can help prevent and prepare.**



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# Active Shooter Situations

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- **Unpredictable.**
- **Evolve quickly (5-8mins)**
- **Continue until stopped by law enforcement, suicide, or intervention.**
- **Approximately 66% are concluded before law enforcement even arrives onscene.**



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Visual 5

IS-907 – Active Shooter: What You Can Do



# Course Topics



**Respond**



**Prepare**



**Follow Up**



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Visual 6  
IS-907 – Active Shooter: What You Can Do

# People React in Different Ways

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- They ignore the situation
- They look for more information
- They move toward the crisis area to investigate
- They do what others are doing, rather than what their training tells them to do

**All problematic during an active shooter event!**



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# **This course will teach you to:**

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- **Acknowledge**
- **Accept**
- **Take Action to help yourself and others survive**

**And**

**Will teach you 3 key concepts**



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# How To Respond

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**Respond**

- **Evacuate (RUN)**
- **Hide Out (HIDE)**
- **Take Action (FIGHT)**



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Visual 9

IS-907 – Active Shooter: What You Can Do

# Evacuate/Run (1 of 2)

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- **Have an escape route and plan in mind.**
- **Leave your belongings behind.**
- **Help others escape, if possible.**
- **Evacuate regardless of others.**
- **Warn/prevent individuals from entering.**



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# Evacuate/Run (2 of 2)

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- Do not attempt to move wounded people.
- Keep your hands visible.
- Follow police instructions.
- Call 911 when safe.



Why do police  
need to see  
your hands?



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# Hide Out

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**Your hiding spot should:**

- **Be out of the active shooter's view.**
- **Provide protection if shots are fired.**
- **Not restrict options for movement.**



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# Keeping Yourself Safe While Hiding

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**If the shooter is nearby:**

- **Lock the door.**
- **Hide behind large item (e.g., cabinet, desk).**
- **Silence cell phone/pager.**
- **Remain quiet.**



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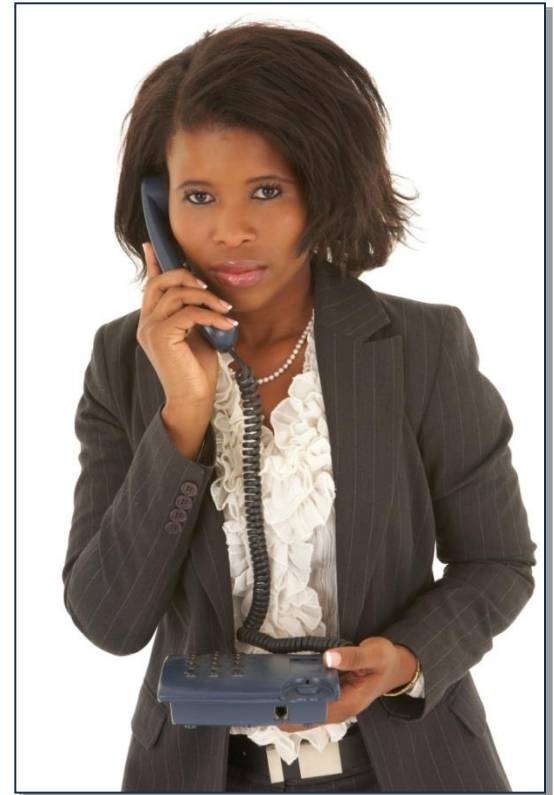


# Important Information

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**Provide law enforcement or 911 operators with:**

- **Location of shooter.**
- **Number of shooters.**
- **Physical description of shooters.**
- **Number and types of weapons.**
- **Number of potential victims.**



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# Take Action/Fight

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**As an absolute last resort:**

- **Act as aggressively as possible.**
- **Improvise weapons and throw items.**
- **Yell.**
- **Commit to your actions.**



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# Law Enforcement's Role

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**Immediate purpose:**

- **Stop the active shooter.**
- **Proceed to area where last shots heard.**
- **First priority is to eliminate the threat.**



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# Additional Officers and Rescue Teams

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**Teams may:**

- **Wear bulletproof vests, helmets, and other equipment.**
- **Be armed with rifles, shotguns, and/or handguns.**
- **Use pepper spray.**
- **Shout commands.**
- **Push individuals to the ground for their safety.**

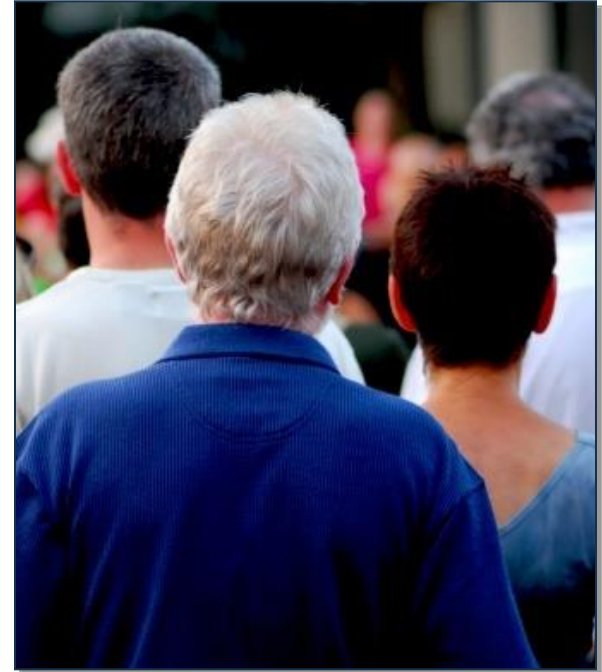


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# Reacting to Law Enforcement

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- **Remain calm.**
- **Put down any items.**
- **Raise hands and spread fingers.**
- **Avoid quick movements.**
- **Avoid pointing, screaming, or yelling.**
- **Proceed in direction from which officers are entering.**



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# Safe Location

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**Area controlled by law enforcement until:**

- **The situation is under control.**
- **All witnesses are identified and questioned.**



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# Course Topics



**Respond**



**Prepare**



**Follow Up**



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# How To Prepare

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- **Develop an Emergency Action Plan.**
- **Conduct training.**
- **Recognize indicators of potential workplace violence.**



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# Problem

**How do we prepare for a low probability – high impact event?**



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# What makes LTC different?

\*Please rank in order of significance the major limitations that your facility would face in responding to an active shooter event within your facility.

1 = Least significant, 5 = Most significant

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Time to respond is too short						61	3.8
Staff have not been adequately trained to respond						61	3.5
Internal communications and notification systems are insufficient						61	3.0
Staff would be reluctant to leave residents behind						61	3.5
No established response policy, plan or procedures						61	2.9
Have no established relationship with local law enforcement						61	2.0
Lack of security and surveillance systems to provide situational awareness during an event						61	2.8
Open door policy and ease of access into the building						61	3.6

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.



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# Developing an Emergency Action Plan

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**Get input from:**

- **Human resources department.**
- **Training department.**
- **Facility owners/operators.**
- **Property manager.**
- **Local law enforcement and emergency responders.**



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# Components of an Effective Plan

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- A preferred method for reporting different types of emergencies
- An evacuation policy and procedure
- Emergency escape procedures and reunification location
- Contact information for individuals to be contacted under the Emergency Action Plan
- Information concerning local area hospitals
- An emergency notification system to alert various parties of an emergency



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# Conducting Training

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**Employee training should include:**

- **Identifying the sound of gunfire.**
- **Reacting quickly- trust your instinct!**
- **Calling 911.**
- **Reacting when law enforcement arrives.**
- **Adopting a survival mindset during a crisis.**



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# Meet Everyone's Needs

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**Ensure that plans assess and provide for functional needs:**

- **Hearing or sight**
- **Mobility**
- **Limited or no English proficiency**
- **Dementia**



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# Facility Manager Responsibilities (1 of 2)

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- Institute access controls.
- Distribute critical items.
- Assemble crisis kits.
- Activate the emergency notification system.
- Ensure two evacuation routes.
- Coordinate with the facility's security department.



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# Facility Manager Responsibilities (2 of 2)

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- **Post evacuation routes.**
- **Place removable floor plans near entrances and exits.**
- **Include law enforcement and first responders in training.**
- **Encourage active shooter training.**
- **Foster a respectful workplace.**
- **Be aware of workplace violence indicators.**



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# Recognizing Indicators of Violence



**What were the indicators in the examples?**



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**Do YOU work with anyone like this?**



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1. Crying, sulking or temper tantrums.
2. Excessive absenteeism or lateness.
3. Pushing the limits of acceptable conduct or disregarding the health and safety of others.
4. Disrespect for authority.
5. Increased mistakes or errors, or unsatisfactory work quality.
6. Refusal to acknowledge job performance problems.
7. Faulty decision making.
8. Testing the limits to see what they can get away with.
9. Swearing or emotional language.
10. Handles criticism poorly.
11. Making inappropriate statements.
12. Forgetfulness, confusion and/or distraction.
13. Inability to focus.
14. Blaming others for mistakes.
15. Complaints of unfair personal treatment.
16. Talking about the same problems repeatedly without resolving them.
17. Insistence that he or she is always right.
18. Misinterpretation of communications from supervisors or co-workers.
19. Social isolation.
20. Personal hygiene is poor or ignored.
21. Sudden and/or unpredictable change in energy level.
22. Complaints of unusual and/or non-specific illnesses.
23. Holds grudges, especially against his or her supervisor. Verbalizes hope that something negative will happen to the person against whom he or she has the grudge.



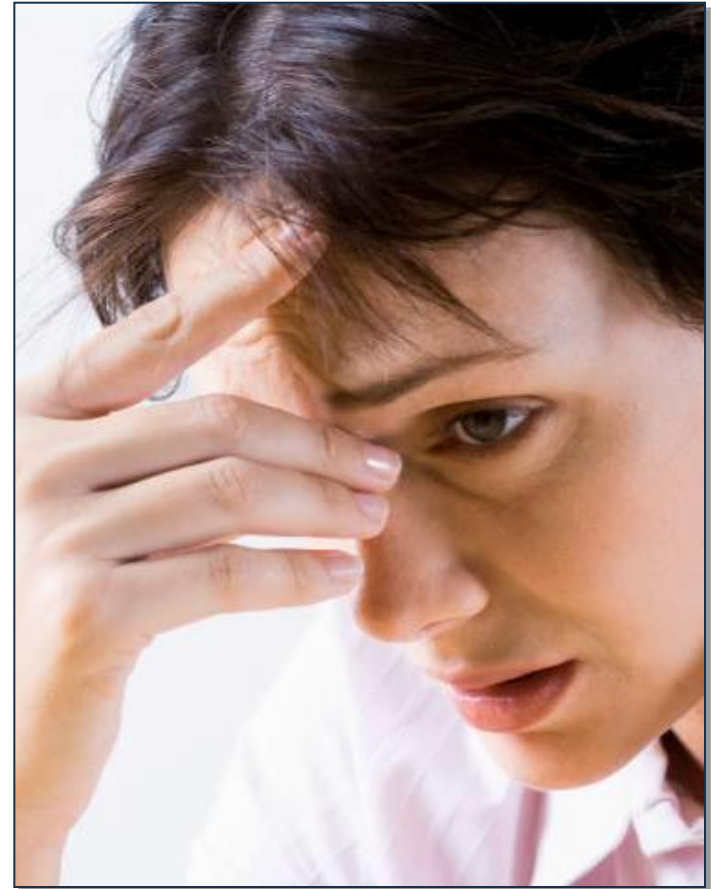
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# Workplace Violence Indicators

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- May be current or former employee.
- May display characteristics of potentially violent behavior.



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# Forms of Workplace Violence

- **Stranger**
- **Customers/Residents/Patients**
- **Colleague or former worker**
- **Personal relationship outside the workplace**



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# **Workplace violence classified**

- **Physical or verbal**
- **Active or Passive**
- **Direct or Indirect**



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# Healthcare workers

- **16 times more likely to experience workplace violence compared to other employees including:**
  - **Prison guards**
  - **Police officers**
  - **Bank staff**
  - **Retail employees**
  - **Transport workers**



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# Healthcare workers face significant risks of job-related violence



While under **20%** of all workplace injuries happen to healthcare workers...



Healthcare workers suffer **50%** of all assaults.

Source: Bureau of Labor Statistics

Source : OSHA Guidelines for Preventing Workplace Violence for Healthcare and Social Workers



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# **Nurses – at the forefront**

- **At the forefront of service delivery**
- **Direct interactions with residents and family members**
- **Exposed to residents dealing with dementia, mental illness, past domestic violence or other social problems**



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**Nursing home workers experience the most aggressive types of incidents while caring for their residents, leading to more lost workdays to compared to other human service professionals.**

## ***When?***

**During basic care such as dressing, washing, feeding or changing – 43% of violent incidents occurred while the resident was being dressed.**

Sources - National Institute for Occupational Safety and Health. Violence: Occupational Hazards in Hospitals. Available at <http://www.cdc.gov/niosh/docs/2002-101>.  
Gates D, Fitzwater E, Succop P. Relationships of stressors, strain, and anger to caregiver assaults. *Issues Ment Health Nurs.* 2003;24(8):775-793.



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# Problem

- Aggressive behaviors often minimized or overlooked because violence is unintentional or the perpetrators are residents who have dementia or other cognitive disorders

Source - Tak S, Sweeney MH, Alterman T, et al. Workplace assaults on nursing assistants in U.S. nursing homes: a multilevel analysis. Am J Pub Health. 2010;100(10):1938-1945



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# Human Resources Responsibilities

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- **Conduct effective background checks.**
- **Create system for reporting violent behavior.**
- **Make counseling available.**
- **Develop plan dealing with an active shooter situation.**



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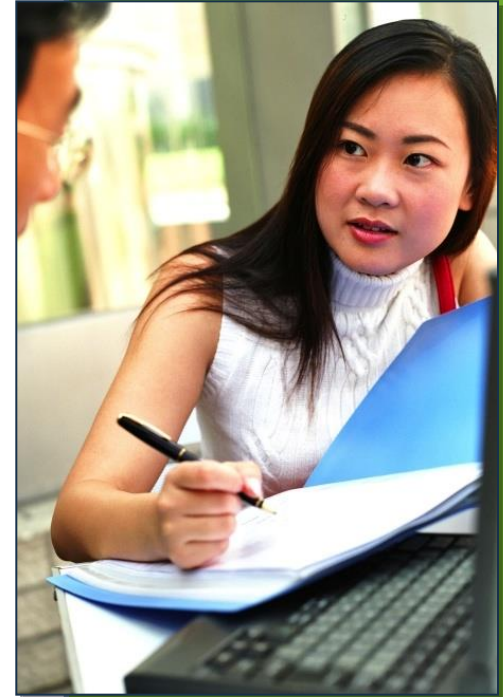
# Course Topics



**Respond**



**Prepare**



**Follow Up**



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# How To Follow Up

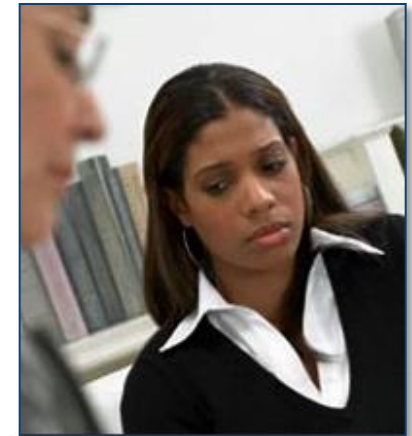
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## Important to:

- Manage consequences
- Capture lessons learned

## Results:

- Promotes well-being of those involved
- Facilitates preparedness for future emergencies



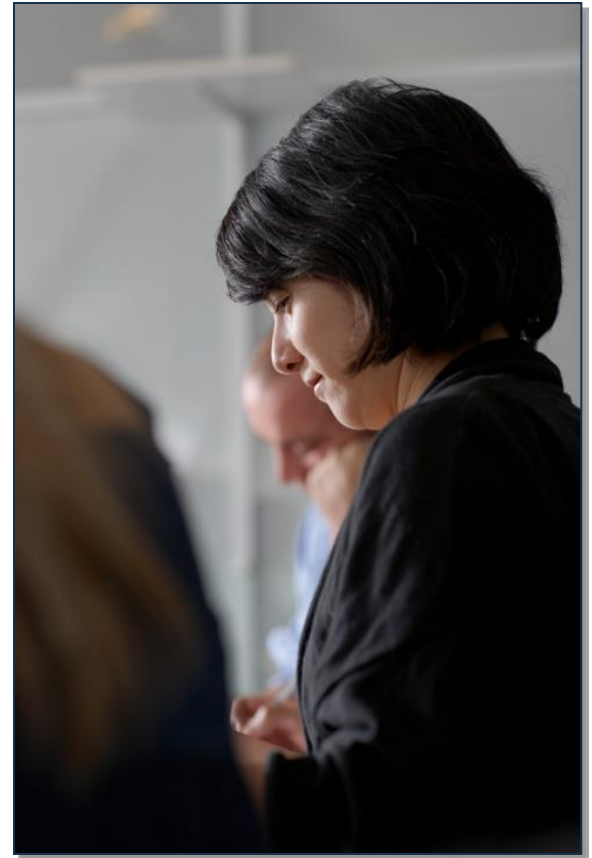
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# Managing the Consequences (Active Shooter)

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- **Determine who is missing or injured.**
- **Determine a method for notifying families- (Law Enforcement)**
- **Assess psychological state of individuals.**
- **Identify and fill critical personnel or operational gaps.**

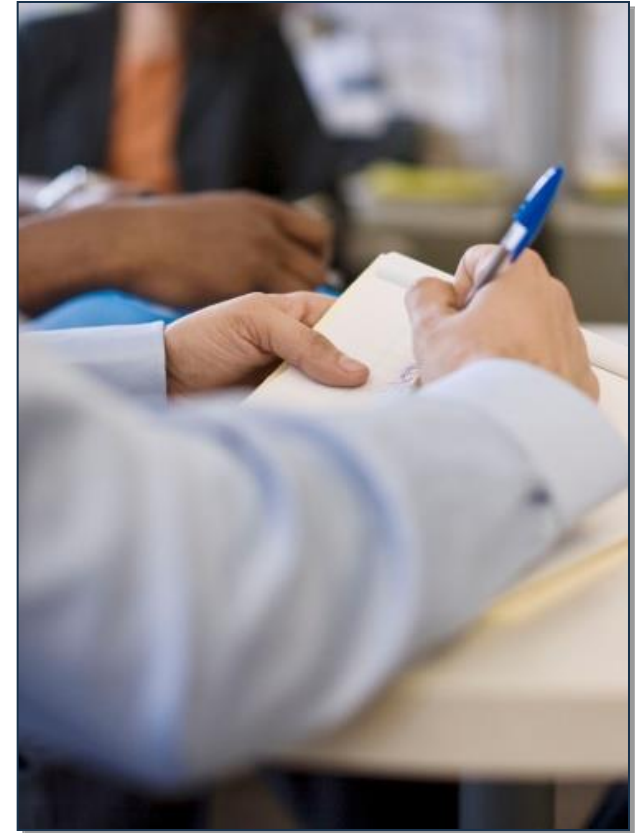


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# Lessons Learned

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- Document response activities.
- Identify successes and failures.
- Provide analysis of existing plan effectiveness.
- Describe plans for improvements.



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# **HCANJ's Active Shooter Program Lessons Learned**

- **Need to establish an accepted code for notification (plain language)**
- **Need for increase communication**
- **Situational awareness via security cameras**
- **Pre-even relationships with law enforcement**
- **Need for constant training**
- **Need for consistent exercising of plans**
- **Adopt a survival mindset**
- **Resist the idea of pulling a fire alarm for alerting staff – creates confusion**
- **Preplan for escape routes and potential safe hiding areas**

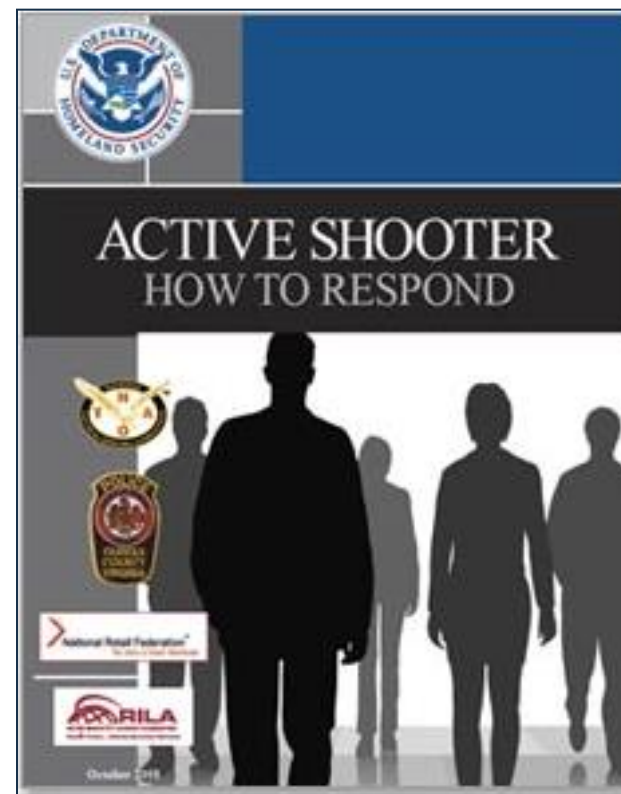


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# Workplace Violence Resources

## Resources include:

- **Active Shooter Booklet**
- **Active Shooter Pocket Guide**
- **Active Shooter Poster**
- **HCANJ's Active Shooter Program**



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# **HCANJ'S Active Shooter Program**

- **Active Shooter Policy Development**
- **FEMA 907 for all employees**
- **LTC Shots Fired Tabletop Exercise**
- **Active Shooter Drill**



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# Course Summary

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- Evacuate, hide, take action.
- Call 911 when it is safe to do so!
- Always take note of the two nearest exits.
- Be aware of your environment and possible dangers.
- Increase security measures.
- Conduct self assessments of security.



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**Thank You!**



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**Visual 50**  
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