

THE CAROL GROTNES BELK



CHILDREN &
FAMILY
SERVICES CENTER

601 EAST FIFTH STREET
CHARLOTTE, NC

EMERGENCY MANAGEMENT MANUAL

Revised September 2021

EMERGENCY MANAGEMENT MANUAL

TABLE OF CONTENTS

EMERGENCY PHONE NUMBERS.....	3
UNRULY CLIENTS.....	4
MEDICAL EMERGENCY.....	5
BOMB THREAT.....	7
ELEVATOR EMERGENCY.....	10
FIRE PROCEDURES.....	11
EMERGENCY EVACUATION EVACUATION PLAN.....	13
EMERGENCY EVACUATION EVACUATION TEAM.....	14
EMERGENCY EVACUATION TEAM DUTIES.....	15
FIRE EVACUATION PROCEDURES.....	17
INCIDENT REPORT FORM.....	19
ACTIVE SHOOTER PROCEDURES.....	20

EMERGENCY PHONE NUMBERS

FIRE & RESCUE.....911
(NO NEED TO DIAL OUTSIDE EXTENSION)

BUILDING SECURITY DESK..... 704-943-9521 OR X9999

TKC MANAGEMENT SERVICES.....704-319-8161

WEISER SECURITY SERVICES.....704-535-1441

CFSC offers a SMS text emergency notification system. To enroll, text **777777** (seven sevens) to **95643** (that's the phone number to text to). You will get a confirmation text once you are enrolled. You will need to reenroll every six months. (Message and data rates may apply.) Note: Some smaller phone carriers block communications to a five digit code (text vs. full phone number). You will have to call your carrier's customer service and ask them to allow the phone number. After you get clearance from your carrier's customer service, you can enroll in the emergency notification system.

SECURITY PROCEDURES FOR UNRULY CLIENTS

BLUE FILE

IN THE EVENT AN AGENCY HAS A VOLATILE OR POTENTIALLY OUT OF CONTROL CLIENT, THE FOLLOWING PROCEDURE SHOULD BE FOLLOWED:

1. If the staff member is able to leave the room, they should do so immediately and follow steps 4-8.
2. If the staff member is unable to leave the room, they should tell the client that they would like to get them some information that you feel would be very helpful for them.
3. Call the front desk of the agency or the CFSC Security Desk (x9999 or 704-943-9521) and ask for the "Blue File." This will alert the agency's front desk staff or Security Officer that they need Police assistance immediately.
4. The front desk staff or the Security Officer should immediately call 911 and inform them we need a Police Officer dispatched to the CFSC building.
5. If the agency front desk is contacted, they should inform the CFSC Security Officer of the situation by dialing 9999 (or 704-943-9521), so that when the Police Officers arrive, the Security Officer is expecting them and can direct them to the appropriate floor.
6. A member of the affected agency's staff should wait in the elevator lobby of their floor to meet the Police Officers when they exit the elevator.
7. This staff member should inform the Police Officer(s) where the client is located so that they can determine the best suite door to enter.
8. Provide the Police Officer(s) as much pertinent information as possible regarding the client.
9. Escort the Police Officer(s) to the location of the client and let them handle the situation.
10. Complete an incident report (on Page 19).

GREEN FILE

IN THE EVENT AN AGENCY HAS A CLIENT WITH WHOM THEY ARE UNCOMFORTABLE, THE FOLLOWING PROCEDURE SHOULD BE FOLLOWED:

1. If the staff member is able to leave the room, they should do so immediately and follow steps 5-8.
2. If the staff member is unable to leave the room, they should tell the client that they would like to get them some information that you feel would be very helpful for them.
3. Call the front desk of the agency or another staff member and ask for the "Green File." This will alert the agency's front desk or other staff member of a potential problem.
4. The front desk or other staff member will monitor the situation from outside the door or area occupied by the client.
5. If the staff member monitoring the situation believes the situation warrants intervention by the CFSC Security Officer, they should contact the Officer by dialing 9999 (or 704-943-9521) immediately.
6. The Security Officer will call the CFSC Executive Assistant, or alternate staff member, to man the Security Desk so that they can handle the client situation.
7. The Security Officer will go to the affected agency suite and handle situation.
8. If the front desk or other staff member believes the situation warrants Police intervention, they should follow the "Blue File" procedure above.

MEDICAL EMERGENCY

IN THE EVENT OF MEDICAL EMERGENCIES:

1. Call 911.
2. Call the Security Officer at 704-943-9521 or x9999.
3. Provide the following information:
 - Building address – 601 E. 5th Street (corner of 5th and Davidson)
 - Floor and suite number, or conference room number, restroom, breakroom, stairwell, corridor or other location
 - Description of victim
 - Type of injury or illness
4. **Do not** move the injured or ill person.
5. **Do** try to make them as comfortable as possible.
6. **Do** administer first aid, as necessary, until emergency personnel arrive (Automatic External Defibrillator (AEDs) are located at the first floor security desk and on the third floor across from the elevators).
7. **Do not** activate the fire alarm pull station in the event of a medical emergency.
8. **Do** have someone meet the emergency responders at the elevator lobby in order to escort them to the exact location of the injured or ill person.
9. **Do** secure the area.
10. **Do** direct any onlookers away from the area.
11. **Do** clear the area of any objects that might impede emergency responders.
12. **Do** inform the injured or ill person that emergency responders are in route.

THIS IS WHAT HAPPENS

1. The Security Officer will call the CFSC Executive Assistant (704) 943-9409.
2. The CFSC Executive Assistant will report to the Security Desk.
3. Emergency responders arrive.
4. The Security Officer will direct the emergency responders to the proper floor or escort them if necessary.
5. A staff member of the affected tenant will meet the emergency responders at the elevator lobby and lead them to the exact location of the injured or ill person. If the illness or injury is not related to a specific tenant, the Security Officer will assume this duty.

BOMB THREAT

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly and remain calm. Use the following check list to record the information for the bomb threat.

IF A BOMB THREAT IS RECEIVED BY TELEPHONE:

1. Remain calm. Keep the caller on the line for as long as possible.
2. Make a note as to the date and time of day.
3. Listen carefully. Be polite and show interest.
4. Try to keep the caller talking to learn more information, using the Bomb Threat Checklist (on Page 9) as a guide.
5. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
6. If your phone has a display, copy the number and/or letters on the window display.
7. Complete the Bomb Threat Checklist on page 9. Write down as much detail as you can remember. Try to record exact words.
8. Immediately upon termination of the call, dial 911 to report the threat.

IF A BOMB THREAT IS RECEIVED VIA EMAIL

1. Immediately call 911, and then call the Security Officer at 704-943-9521 or x9999.
2. **Do not** delete the email.

IF A BOMB THREAT IS RECEIVED IN WRITING VIA HAND DELIVERY OR MAIL:

1. Immediately call 911, and then call the Security Officer at 704-943-9521 or x9999.
2. Handle document as little as possible. Save all material, including envelopes or containers. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper, and postal marks, essential to tracing the threat and identifying the writer.

SIGNS OF A SUSPICIOUS PACKAGE:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Incorrect titles
- Foreign postage
- Restrictive notes
- Poorly handwritten
- Misspelled words

DO NOT:

1. Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
2. Evacuate the building until police arrive and evaluate the threat.
3. Activate the fire alarm.
4. Touch or move a suspicious package.

FOR ALL BOMB THREATS:

1. After you have made the necessary calls, notify your supervisor or another member of your organization's management.
2. When the Police Department/Bomb Squad arrives follow their direction.
3. The Police Department/Bomb Squad may ask employees to search their area. Employee cooperation is vital, as they should be able to identify if an object does not belong in their area. **If a suspicious object is located, do not move, jar or touch the object or anything attached thereto.** Notify your supervisor or another member of your organization's management.
4. If an evacuation of the building is necessitated, you will be notified by building personnel.

BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER
HUNG UP:

PHONE NUMBER WHERE
CALL RECEIVED:

Ask Caller:

• Where is the bomb located?
(building, floor, room, etc.)

• When will it go off?

• What does it look like?

• What kind of bomb is it?

• What will make it explode?

• Did you place the bomb? Yes No

• Why?

• What is your name?

Exact Words of Threat:

Information About Caller:

• Where is the caller located? (background/level of noise)

• Estimated age:

• Is voice familiar? If so, who does it sound like?

• Other points:

Caller's Voice

- Female
- Male
- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Laughter
- Lisp
- Loud
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

Background Sounds

- Animal noises
- House noises
- Kitchen noises
- Street noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long Distance

Other Information:

Threat Language

- Incoherent
- Message read
- Taped message
- Irrational
- Profane
- Well-spoken

ELEVATOR EMERGENCY

Elevators occasionally malfunction. If you are on an elevator and it stops between floors or the doors fail to open, **DO NOT PANIC**. Building elevators are equipped with mechanical brakes designed to operate in the event of a power failure. The direct phone number for the Security Officer is posted in all elevators.

WHAT TO DO:

CALL THE SECURITY OFFICER AT 704-943-9521:

- Provide the level on which the elevator is stuck, if possible.
- Provide the elevator number located inside the elevator.
- State if any medical emergencies are present.

DO:

- Remain calm.
- Provide a cell phone number to the Security Officer.
- Answer the elevator phone.

DO NOT:

- Try to force open an elevator door.
- Panic.

WHAT HAPPENS NEXT:

- The Security Officer and/or Property Management will immediately call the elevator company.
- Passengers will be assisted as soon as possible. Please note, for your safety, building personnel are not permitted to attempt to open the elevator doors.

FIRE PROCEDURES

WHAT TO DO UPON DISCOVERY OF A FIRE:

R – Rescue persons in immediate danger

A – Activate the nearest pull station

C – Contain fire and smoke by closing all doors to fire area

E – Evacuate immediately all persons to assembly area, extinguish fire if you have been trained and it is safe to do so.

WHEN THE FIRE ALARM IS ACTIVATED:

- All electronically secured doors will automatically unlock
- All elevators will automatically go to the first floor and allow passengers to exit
- The entire building will be evacuated

It is the responsibility of each employee to know who their company searchers and alternates are, and to be familiar with their respective evacuation plans.

Do:

1. Remain calm
2. Follow the instructions of your individual company Searcher or Alternate Searcher
3. Close the door of your office as you leave
4. Form an evacuation line - two abreast
5. Keep talking to a minimum
6. Do not smoke
7. Use closest stairwell
8. Use hand rails in stairwells
9. Exit building at nearest exit
10. Listen for instructions and follow them
11. Evacuation of disabled persons will be handled by each Searcher
12. Watch out and clear a path for Fire Department personnel
13. Merge with other people evacuating the building
14. Once out of the building go directly to the “safe zone” – along the sidewalk and grassy area at the corner of 5th and N. Alexander Streets.

DO NOT:

1. Attempt to take the elevators, as they are disabled when the fire alarm is activated
2. Return to your area for coats, purses or any other reason
3. Run or create panic
4. Return to the office until “All Clear” is given by the Evacuation Director

WHERE TO EXIT:

1. Locate the closest exit/stairwell to you and exit the building through that exit/stairwell.
2. Once you exit the building, walk directly to the “safe zone” (along the sidewalk and grassy area at the corner of 5th and N. Alexander Streets) and stand with your agency.

EMERGENCY EVACUATION PLAN

PURPOSE:

The purpose of the plan is to establish procedures for systematic, safe and orderly evacuation of The Children and Family Services Center at 601 East 5th Street in case of fire or other emergency.

OBJECTIVE:

1. The primary objective of this plan is to minimize and/or prevent injury and property damage.
2. The secondary objective is to provide proper education as part of the continuing training program for all occupants, to assure the prompt reporting of a fire and the proper response to fire alarms, and the immediate initiation of fire safety procedures to safeguard life and contain fire until the arrival of the fire department. The Evacuation Safety Plan is applicable to each floor of the building and will be placed into effect by designated emergency evacuation personnel upon the activation of fire alarms or notifications of any emergency situation.

EQUIPMENT INFORMATION:

The design of our building incorporates the following features to ensure maximum fire and life safety.

1. Automatic smoke detection system. Each floor has one (1) ceiling mounted detector in the main elevator lobby. Other smoke detectors are within the ventilation ductwork of each floor.
2. Manual Fire Alarm Pull Stations are located on all floors adjacent to each exit door. Activation of any of these stations will sound the alarm horns.
3. An emergency power and lighting system will provide electrical power sufficient for evacuation purposes (stairwells and corridor lights).
4. Fire Extinguishers (5 pound ABC, General Purpose, Dry Chemical) are located near the restrooms and between the mechanical room and service elevator on all floors. There is an additional fire extinguisher near the first floor training rooms.
5. Emergency Exits are marked with illuminated EXIT signs. The two (2) exit stairwells are identified as Stairwell A and Stairwell B. Stairwell A exits to the service corridor of the building (leading to the rear lobby and parking lot). Stairwell B exits to the front lobby of the building.
6. The building is protected by an Automatic Fire Sprinkler System on all floors.
7. Special locking devices (magnetic card readers) are located at the first floor stairwell doors, server room, mail room and exit doors. These locks automatically disengage in the event of a fire.
8. Key box (located outside).

To effectively implement the provisions of this Emergency Evacuation Plan, an Evacuation Team has been established and staffed as follows:

EMERGENCY EVACUATION TEAM

EVACUATION DIRECTOR:

Paula Culp

ALTERNATE EVACUATION DIRECTOR:

Allison Bumgardner

Area	Searchers	Alternate Searchers
1st Floor Meeting Rooms/Restrooms	Becca Dolan	Sharon Davis
2 nd Floor Breakroom/Restrooms	Diane Beechum	Angela Dreher
3 rd Floor Breakroom/Restrooms	Andrew Ladd	Denise Badgett
4 th Floor Breakroom/Restrooms	Jaime Lane	Alejandro Garcia
5 th Floor Breakroom/Restrooms	Chris Brown	Heather McDonough
CFSC Back Door Monitor	Clark Maciag	Jonathan Gaines
Parking Lot Monitors	Fabian Roncancio	David Brown
Server Room	Jonathan Gaines	Drew Jett
Autism Speaks-Suite 120	Lauren Kidder	
Care Ring-Suite 140	Geneva Anglero	Ana Cevallos
Care Ring Clinic-Suite 150	Patti Hodge	Nina Daneshvar
CFSC-Suite 450	Jessica Noll	Linda Tucker
Community Building Initiative – Suite 460	Christi Lee	Annetta Foard
Communities In Schools – Suite 300 & Room 376	Linda Stallworth/Andrew Ladd	Denise Badgett
Community Link-Suite 220	Angela Cavender	Lynda Watson
Council For Children’s Rights-Suite 510 & Room 520	Chris Brown	Heather McDonough
HopeWorks-Suite 330		
Law Offices of Anderson, Hunt, Patterson, Wray-Suite 100	Karen Jones	Rosemary Vargas
MECK Pre-K-Suite 200	Sharon Spigner	Sonia Acosta
RAIN-Suite 470	Jacki O’Dierno	Darlana Blackwell
Safe Alliance-Suite 400	Jill Abell	Carmen Moody/April Donovan
Smart Start-Suite 500	Lexii Louis	Mike Blackwelder
Social Serve-Suite 550	Daryl Smith	JT Moore/Indira Cosio
Socialserve-Suite 250	Stephane Delma	Silvia Monroig
Supportive Housing Communities-Suite 255	Diane Beechum	Angela Dreher
Survivor Resource Center-Suite 530	Nia McCaslin	Abbie Peters/Markel Limbacker
United Way of Central Carolinas-Suite 350	Adelaide Martin	Tracy Smith
Interim Safety Committee Chair:	Becca Dolan	
TKC Representative	Gary Welch	Jackie Cranford
Weiser Security	Brian Blackwell	
CFSC President & CEO	Shelley White	

EMERGENCY EVACUATION TEAM DUTIES

SECURITY:

When a Manual Fire Alarm Pull Station has been activated, both the Security Officer on duty and the Central Monitoring Station will immediately call 911 and report – “We have a **FIRE ALARM** at 601 East 5th Street.” The Security Officer will proceed to the main entrance and prevent anyone from entering while employees are being evacuated. The Security Officer will be in contact with the Evacuation Director to ensure complete evacuation. Once the Alarm has been cleared and the Fire Marshall approves re-entry to the building, the Security Officer will reset the alarm and the Evacuation Director will be given permission to allow re-entry to the building.

EVACUATION DIRECTOR:

The Evacuation Director is responsible for receiving verbal reports from each Searcher to confirm the complete evacuation of all employees from the building and/or account for any individuals remaining in the building. The Evacuation Director then reports the final status to the responding Fire Department Officials.

Location of Evacuation Director during evacuation: The Evacuation Director will be positioned outside of the 5th Street entrance to the building. This person will be wearing an orange face mask for identification.

While waiting at this location for final reports from the Searchers, the Evacuation Director should give instruction as necessary to keep exiting employees moving towards the designated Safe Zone – along the sidewalk and grassy area at the corner of the building parking lot and N. Alexander St.

In the event the fire is in the path of the evacuation route, direct all employees to the nearest alternate route.

SEARCHER RESPONSIBILITIES:

1. The overarching responsibility is to ensure that all occupants in their assigned area, quickly and safely vacate the building to the Safe Zone.
2. During a fire drill or actual building emergency, Searchers shall check every room within their assigned areas, including restrooms and public areas, to be certain they are evacuated, before they leave the area.
3. Ensure that all employees in their assigned area are made familiar with building evacuation procedures, that all means of egress are kept free of obstructions, and that doors designated as self-closing smoke barriers are not blocked.
4. Assist staff and visitors in exiting the building quickly, in an orderly manner, and direct them to meet at the designated assembly area for their agency.
5. Direct staff to obtain the number of visitors in their immediate work areas and provide assistance, as needed, to visitors in exiting the building.

6. Ensure that staff is aware that they must escort visitors from the building to the designated assembly area until accounted for.
7. Designate a staff person to assist physically disabled persons, or those accompanied by small children, in leaving the building.
8. In the event a disabled person is unable to exit by the stairway, after all other persons are evacuated from the area, the Searcher will designate a staff member to assist such person to a non-involved stairwell, a stairwell clear of the emergency situation, to the Area of Assistance, and push the "Push For Help" button. The designated staff member should stay with the disabled person until a fire fighter arrives or for as long as they feel comfortable.
9. Upon safely exiting the building and reaching the designated assembly area, assisted by their backups, perform roll call and account for staff members in the field or on leave.
10. If it is determined that a person is unaccounted for, give the Evacuation Director the name(s) and possible locations (i.e. floor and suite or room number) so s/he can advise the Fire Department Commander. The Fire Department will probably operate from a command post in front of the building nearest the fire control room on the Lobby level. This is the best place to contact the Fire Department Commander.
11. After staff and visitors have been accounted for, instruct everyone to wait until the fire department has declared the building safe for reentrance. Visitors parked in safe areas outside of the building are allowed to leave once they have been accounted for. This does not include the CFSC parking lot.

Note: If a Searcher is not in their assigned area when an alarm sounds and does not feel that they can reach their area in the necessary time to fulfill their responsibilities, the Searchers should proceed to the nearest designated exit and proceed outdoors. The Alternate Searcher should be aware of the Searcher's absence and assume the appropriate responsibilities.

STAFF AND VISITORS WITH SPECIAL NEEDS:

In the event that there are staff/visitors with special needs in the building during an evacuation, the designated employee should assist with their evacuation.

If an individual is on any floor other than the first floor, and cannot exit down the stairwell, they must be assisted, if necessary, to the Area of Assistance in a non-involved stairwell, a stairwell clear of the emergency situation, and push the "Push For Help" button. Once outside the building the Searcher from the affected area will notify the Evacuation Director of the name and location of the individual who needs assistance.

If an individual located on the first floor has difficulty walking, the Searcher from that area will designate a staff member to wait with such person until they can be safely escorted from the building.

NOTE: Staff members are not required to stay with those persons needing assistance if they don't feel comfortable doing so.

FIRE EVACUATION PROCEDURES

EXITING THE BUILDING:

When the alarm sounds, calmly and immediately proceed to the exit designated for your area. If exiting from your office, please close the door to your office when you leave. At least one Searcher will be available for each area to help assist with evacuation. However, exit the building immediately upon hearing the fire alarm; do not wait for directions from a Searcher. Searchers will be holding bright pink flags.

ONCE OUTSIDE:

Upon exiting the building, proceed to the designated “Safe Zone” (sidewalk and grassy area at the corner of 5th and Alexander St.) and remain there until the Evacuation Director provides further instruction. Do not stand in the parking lot or get in your car and depart.

PROCEDURES:

1. **Use designated stairways. Never use elevators!** The stairways are identified by lighted exit signs – there are two on each floor.
2. Feel closed doors for heat before opening them and exiting. If they are hot, or smoke is seeping in, **do not open them. Call 911 immediately** to report your location so that rescue operations can be started immediately.

If the door is cool, allow it to open slightly. Brace yourself to push the door closed should heated air pressure and/or smoke be present on the other side. Do not expose your face to the opening if smoke or pressure is felt. If the way is clear, look to see if there is a safe path to the exit stairways.

3. If smoke or heat blocks your safe exit, close as many doors as possible between you and the fire. Dial 911 to advise the fire department of your floor and specific location. **Do not hang up the phone**, keep the line open. If a phone is not available, go to an outside window where you may be seen.
4. If an **impaired person** is unable to exit by stairway, push the “Push For Help” button. A staff member should use their own judgement as to whether they should stay with the impaired person until emergency personnel arrive.
5. Keep all vehicle lanes open for the use of emergency personnel.
6. If you are parked in the CFSC parking lot, do not attempt to exit the lot.
7. Do not re-enter the building until told to do so by the Evacuation Director who will be given permission by the Fire Marshal.

INCIDENT REPORT

1. The Security Officer must complete an incident report (found on Page 19) and submit it to TKC and the CFSC Executive Director.

EVERYDAY...

Be aware of your surroundings, of others around you, and always act in a safe manner!



WEISER SECURITY SERVICES, INC.

INCIDENT REPORT

1. Facility: _____ Phone # _____
3. Address: _____
4. City, State: _____

WHEN?

5. Date of Incident _____ 6. Time of Incident _____ indicate AM or PM
7. Check Type of Incident Fire Accident Injury Theft Arrest Vandalism
8. Other: _____
9. Police Notified? Yes No Police Item # _____
10. Guard on Duty: _____ From: _____ To: _____
11. Person Making Report: _____

WHO?

12. People involved or witness to incident:

Name	Address, City, State, Zip	Home Phone	Busin Phone

13. **WHERE** (specific location)?

14. **WHAT** happened?

15. **HOW** did it happen?

16. **WHY** did it happen?

Please attach sheet with any additional remarks or diagrams.

17. Client notified? (name) _____ 18. Time: _____ indicate AM or PM
19. Comments? _____
20. W.S.S. notified? _____ 21. Time: _____ indicate AM or PM

Guard Signature _____

22. Supervisor's comments: _____

Supervisor Signature _____

Reviewed By: _____ Date: _____ Branch: _____

ACTIVE SHOOTER PROCEDURES

PROFILE OF AN ACTIVE SHOOTER

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10-15 minutes, before law enforcement arrives, individuals must be prepared both mentally and physically to deal with an active shooter situation.

GOOD PRACTICES FOR 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
- If you are in a hallway, get into a room and secure the door (breakrooms are a good option with the locking keypad)
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

CALL 911 WHEN IT IS SAFE TO DO SO!

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

PROCEDURES:

1. Evacuate

IF THERE IS AN ACCESSIBLE ESCAPE PATH, ATTEMPT TO EVACUATE THE PREMISES. BE SURE TO:

- Have an escape route and plan in mind
- Evacuate 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
- Follow the instructions of any police officers

- Do not attempt to move wounded people
- Call 911 when you are safe

2. Hide out

IF EVACUATION IS NOT POSSIBLE, FIND A PLACE TO HIDE WHERE THE ACTIVE SHOOTER IS LESS LIKELY TO FIND YOU.

YOUR HIDING PLACE SHOULD:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

TO PREVENT AN ACTIVE SHOOTER FROM ENTERING YOUR HIDING PLACE:

- Lock the door
- Blockade the door with heavy furniture

IF THE ACTIVE SHOOTER IS NEARBY:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

IF EVACUATION AND HIDING OUT ARE NOT POSSIBLE:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

3. TAKE ACTION AGAINST THE ACTIVE SHOOTER

AS A LAST RESORT, AND ONLY WHEN YOUR LIFE IS IN IMMINENT DANGER, ATTEMPT TO DISRUPT AND/OR INCAPACITATE THE ACTIVE SHOOTER BY:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e.: bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operator:

- Location of the active shooter/s
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

TRAINING YOUR STAFF FOR AN ACTIVE SHOOTER SITUATION

To best prepare your staff for an active shooter situation, create an Emergency Action Plan (EAP), and conduct training exercises. Together, the EAP and training exercises will prepare your staff to effectively respond and help minimize loss of life.

COMPONENTS OF AN EMERGENCY ACTION PLAN (EAP)

Create the EAP with input from several stakeholders including your Human Resources Department, your Training Department (if one exists), facility owners / operators, your property manager, and local law enforcement and/or emergency responders. An effective EAP includes:

- A preferred method for reporting fires and other emergencies
- An evacuation policy and procedure
- Emergency escape procedures and route assignments (i.e., floor plans, safe areas)
- Contact information for, and responsibilities of individuals to be contacted under the EAP
- Information concerning local area hospitals (i.e.: name, telephone number, and distance from your location)
- An emergency notification system to alert various parties of an emergency including:
 - Individuals at remote locations within premises
 - Local law enforcement
 - Local area hospitals

COMPONENTS OF TRAINING EXERCISES

The most effective way to train your staff to respond to an active shooter situation is to conduct mock active shooter training exercises. Local law enforcement is an excellent resource in designing training exercises.

- Recognizing the sound of gunshots
- Reacting quickly when gunshots are heard and/or when a shooting is witnessed:
 - Evacuating the area
 - Hiding out
 - Acting against the shooter as a last resort
- Calling 911
- Reacting when law enforcement arrives
- Adopting the survival mind set during times of crisis

ADDITIONAL WAYS TO PREPARE FOR AND PREVENT AN ACTIVE SHOOTER SITUATION

- Preparedness
 - Ensure that your facility has at least two evacuation routes
 - Post evacuation routes in conspicuous locations throughout your suite, if appropriate
 - Include local law enforcement and first responders during training exercises
 - Encourage law enforcement, emergency responders, SWAT teams, K-9 teams, and bomb squads to train for an active shooter scenario at your location
- Prevention
 - Foster a respectful workplace
 - Be aware of indications of workplace violence and take remedial actions accordingly

For more information on creating an EAP contact the U.S. Department of Labor, Occupational Health and Safety Administration, www.osha.gov.

RECOGNIZING POTENTIAL WORKPLACE VIOLENCE

An active shooter in your workplace may be a current or former employee, or an acquaintance of a current or former employee. Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert your Human Resources Department if you believe an employee or coworker exhibits potentially violent behavior.

INDICATORS OF POTENTIAL VIOLENCE BY AN EMPLOYEE

Employees typically do not just “snap,” but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism; vague physical complaints
- Noticeable decrease in attention to appearance and hygiene
- Depression / withdrawal
- Resistance and overreaction to changes in policy and procedures
- Repeated violations of company policies
- Increased severe mood swings
- Noticeably unstable, emotional responses
- Explosive outbursts of anger or rage without provocation
- Suicidal; comments about “putting things in order”
- Behavior which is suspect of paranoia (“everybody is against me”)
- Increasingly talks of problems at home
- Escalation of domestic problems into the workplace; talk of severe financial problems
- Talk of previous incidents of violence
- Empathy with individuals committing violence
- Increase in unsolicited comments about firearms, other dangerous weapons, and violent crimes

MANAGING THE CONSEQUENCES OF AN ACTIVE SHOOTER SITUATION

After the active shooter has been incapacitated and is no longer a threat, human resources and/or management should engage in post-event assessments and activities, including:

- An accounting of all individuals at a designated assembly point to determine who, if anyone, is missing and potentially injured
- Determining a method for notifying families of individuals affected by the active shooter, including notification of any casualties
- Assessing the psychological state of individuals at the scene, and referring them to health care specialists accordingly
- Identifying and filling any critical personnel or operational gaps left in the organization as a result of the active shooter

LESSONS LEARNED

To facilitate effective planning for future emergencies, it is important to analyze the recent active shooter situation and create an after action report. The analysis and reporting contained in this report is useful for:

- Serving as documentation for response activities
- Identifying successes and failures that occurred during the event
- Providing an analysis of the effectiveness of the existing EAP
- Describing and defining a plan for making improvements to the EAP