



SAF.21: ACTIVE SHOOTER OR VIOLENT PERSONS

1. Hospice of the Western Reserve and Hospice of Medina County do not tolerate verbal or physical threats/aggression.
2. Any threats of violence should be taken seriously and reported immediately to supervisor.
3. Any management team member is expected to report real or potential violence, including threats, to their director immediately.
4. The ERT Team Facilitators should be notified quickly by supervisor/manager receiving information. Plans/actions put in place to respond to or mitigate real or potential violent situations. ERT to be activated as needed.
5. Means of reducing risks to violent incidents include:
 - a. Assessing and screening for potential or actual risks for violence/aggression including at time of admission to agency and ongoing
 - b. Timely communication of potential or actual risks to appropriate team and/or team members through direct communication and/or electronic medical record red alerts
 - c. Timely communication of potential or actual risks to agency emergency response team through agency emergency number or direct communication
 - d. Notification and use of agency onsite security/facility team members as well as security vendors as necessary
 - e. Notification and activation of local law enforcement
 - f. Site entry access control including and limiting building entry to specific doors, locked/secured doors, key card entry for authorized staff members
 - g. Securing, evacuating or temporary relocation of site with known threats
 - h. Timely notification of volunteer and paid staff when threats are known
 - i. Limitation/restriction of visitor(s) or staff with known or potential for violence/aggression
 - j. Staff knowledge and use of practices and procedures related to potential or actual violence/aggression
 - k. Agency communications to minimize access to sites with known or potential for violent/aggressive incidents.

Active shooters are:

Individuals engaged in killing or attempting to kill people in a confined and populated area. In most cases they use firearms and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and happen quickly. They are often over within 10-15 minutes. Law enforcement is needed to stop or mitigate harm to victims.

Because of the time needed for law enforcement to arrive on the scene, individuals need to be prepared mentally and physically to deal with an active shooter/violent person.

Important information:

Be aware of your environment and any possible dangers.

Note 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.

As a last resort, attempt to take the shooter down. When a shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

Communication during an actual event

Notification of 911 as soon as possible/when you are safe is most important

Do not assume others have called 911

If you call 911 but cannot talk leave the line open so the 911 operator can listen to what is happening

Information to give to 911 operator:

- Location of active shooter/violent person
- Number of shooters/violent persons
- Physical description of shooter/violent persons
- Number and type of weapons held by shooter/violent person
- Number of potential victims at the location

Verbally notify persons of an active shooter/violent person as you are evacuating or seeking a safe location to hide

In IPUs and at HQ Reception activate panic buttons

If you are in a safe location use the agency telephone intercom system to notify persons in the building/site of an active shooter/violent person in the building/site/location by announcing 3 times "Active Shooter/Violent Person in building, seek shelter" and location of violent person/active shooter.

Staff witnessing incident should call agency Emergency number (216-298-0335) as soon as safe to active agency emergency response team

Three actions you can take when there is an active shooter or violent person:

1. Run

- a. Attempt to evacuate if there is an accessible escape path.
 - Have an escape route and plan in mind
 - Evacuate regardless whether others agree to follow
 - Leave your belongings behind
 - Help others escape if possible
 - Prevent individuals from entering an area where an active shooter/violent person may be
 - Keep your hands visible
 - Follow the instructions of any police officers

- Do not attempt to move wounded people
- Call 911 as soon as possible/when you are safe

2. **Hide**

- If escape is not possible, hide in an area where the shooter is less likely to find you. Your hiding place should:
 - Be out of the shooters/violent person's view, where walls might be thicker and fewer windows. Hide along the wall closest to the exit but out of view from the hallway or common areas. This allows for the ability to ambush the shooter/violent person and then escape.
 - Provide protection if shots are fired in your direction (office with a closed and locked door).
 - Not trap you or restrict your options for movement.
- Prevent an active shooter or violent person from entering your hiding place:
 - Lock the door and windows
 - Blockade the door with heavy furniture. Use rope/belts/electrical cords to secure door handles. Secure to furniture used to blockade door(s) if necessary/possible
 - Close drapes/blinds/cover windows
- Silence cell phones/pagers
- Turn off other sources of noise (TVs, Radios)
- Hide behind large items
- Remain quiet, remain calm
- Dial 911, if possible, to alert the police to the active shooter/violent person's location.
- If you cannot speak, leave the line open and allow the dispatcher to listen
- Communicate to law enforcement through 911 or if in room with exterior window use signs to indicate occupants in space and their status
- Remain in place until given all clear by identified law enforcement

3. **Fight**

- As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter/violent person by:
 - Acting as aggressive as possible against him/her.
 - Throwing items (such as fire extinguishers, chairs) and improvising weapons
 - Yelling
 - Committing to and not hesitating in your actions.

When local law enforcement arrives

- They will proceed directly to the area in which the last shots were heard
- They may wear regular patrol uniforms or external bulletproof vests/tactical equipment
- They may be armed with rifles, shotguns or handguns
- They may use pepper spray or tear gas to control the situation
- They may shout commands.
- They may push individuals to the ground for their safety
- First officers to arrive will not stop to help injured persons. Rescue teams will follow to treat and remove injured persons. They may ask any abled bodied persons to assist in removing wounded from the premises.

What to do when local law enforcement arrives

- Remain calm and follow their instructions
- Put down any items in your hands including bags, jackets
- Immediately raise your hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements towards officers such as holding onto 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
- Once you have reached a safe location or an assembly point, you will likely be held in that area until the situation is under control, all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.
- Team leader of site or designee will be responsible for accounting for all patients, visitors, volunteers and paid staff utilizing sign-in/out sheets, census sheets or verbal confirmation by those present. Employee and Volunteer Tracking Logs and Patient and Family Communication Triage Logs found in the Red Book will be utilized.

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Emergency Response Team

Emergency response team to be activated and report to designated or alternate location.

Local Law Enforcement to be notified of location and designated representative will be dispatched to location.

Emergency Response Team members to assume designated roles and responsibilities

They will remain activated:

1. Throughout incident and as long as necessary to ensure patients, visitors, staff, volunteers are safe and have been released/evacuated by law enforcement.
2. Until site has been secured
3. Until local law enforcement/community resources in collaboration with HWR/HMC Human Resources have completed notification of families of victims
4. Until media inquiries/presence at site managed/controlled
5. Until internal agency communications have been completed
6. Prior to disbanding, an initial recovery plan will be outlined with designated responsibilities

7. Prior to disbanding, an initial plan for impacted staff and agency debriefing to be in place including activation/notification of community and agency crisis response resources for employees, volunteers, patients and family members impacted.
8. Prior to disbanding, a Project Manager will be assigned