

Active Shooter

Personal Safety

Awareness



“Preparation is the key to success”
Oscar Lizardi

50 shootings in 2016 & 2017

- ▣ 943 casualties (221 killed, 722 wounded)
- ▣ 13 law enforcement killed
- ▣ 20 law enforcement wounded
- ▣ 20 “mass killings”
- ▣ 50 shooters
- ▣ 13 committed suicide
- ▣ 11 killed by police
- ▣ 8 stopped by citizens
- ▣ 18 apprehended by police



Active Shooter

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area.

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.

4 Types of Incidents

<u>VIOLENCE BY STRANGERS</u>	<u>VIOLENCE BY CUSTOMERS CLIENTS</u>	<u>VIOLENCE BY CO-WORKERS</u>	<u>VIOLENCE BY PERSONAL RELATIONSHIP</u>
Criminals or terrorists who have no other connection with the workplace but to enter it and commit violence	Violence directed at employees by patients, customers, students against an organization or school that provides services	Violence against employees, supervisors, or managers by a present or former employee	Violence committed in the workplace by someone who does not work there, but has a personal relationship with an employee or spouse

5 Key Elements of Workplace Violence Prevention:

Management
commitment and
employee involvement

Security analysis of the
worksite
“Risk Assessment”

Hazard prevention and
control
EAP

Safety and health
training for employees
and management

Coordinated Drill along
with recordkeeping and
workplace violence
prevention program
evaluation

Actions to consider for a successful Active Shooter Risk Management Plan:

- ▣ Zero tolerance
- ▣ Establish behavioral pre-cursors
- ▣ De-Escalation steps when dealing with difficult customers
- ▣ Physical security entry and exit protocols
- ▣ Lock down protocols
- ▣ Secure in place vs. immediate evacuation response protocols
- ▣ Policy on employee management and locating during Secure in Place
- ▣ Expectations on law enforcement response
- ▣ Liaison with law enforcement & coordination of emergency action planning
- ▣ Coordinated exercise drill

De-Escalation Steps

Recall a negative experience and pinpoint what worked (or didn't work) for you during that encounter. Did the rep you talked to win you back over?

Goal is to turn the encounter into a win for your business. You can't control what the customer says or does, but you're in complete control of how you react to the customer. It's your chance to show that customer he/she was right to choose your company. Remember that by quickly resolving the customer's concern, you stand a chance of retaining up to 70 percent of them.

They're not angry customers: they're opportunities.

- ▣ Prepare in advance
- ▣ Keep emotions out of it
- ▣ Listen, listen, and listen some more
- ▣ Identify and understand their anger
- ▣ Sympathize with them
- ▣ Find a solution
- ▣ Don't make any promises you can't keep
- ▣ Avoid the hold or transfer button
- ▣ Imagine you're performing in front of an audience
- ▣ If all else fails, conclude conversation

Components of an Active Shooter Risk Management Plan

The goal of any active shooter risk management program is to mitigate the threat and teach victims how to survive.



Profile of an Active Shooter

Because active shooter situations are often over before law enforcement arrives on the scene, individuals must be prepared both **mentally** and **physically** to deal with an active shooter situation.

Tips to enhance survival during an Active Shooter Incident

Maintain situational awareness

Poor situational awareness makes it difficult to identify threats and respond to them in a timely manner

Develop the habit of scanning the area around them, watch what people are doing and be mindful of changes to their environment

Look for people and things that don't belong, or don't follow the pattern

Most of the public couldn't tell you what's happening beyond six inches from their nose ... don't let friends and family become one of these zombies.

Know where the exits are

Make a habit of identifying ways to get out of whatever space they find themselves in

Look for doors, stairs and service entrances.

Look for things that can be used to smash through windows – or even walls – to create an exit where none exists.

Identify the obstacles and chokepoints that could prevent you from getting out when a crowd rushes that way in a panic

Get off the floor

Hitting the deck during the initial moments of an attack might make a lot of sense and prevent you from getting hit by gunfire, but it might be a bad place to stay in the long run.

Staying on the floor-trampled by the crowd or targeted by an attacker

Don't freeze in place on the ground. It might make sense to stay still in some situations, but in most cases, your odds of survival will improve if you get out of there quickly.

A moving target is hard to hit, but a slow-moving or stationary target on the floor is easy target for an attacker.

Have a Plan

Should understand what you're expected to do if get caught in an active shooter situation.

First, you should break the freeze and get moving to safety.

Think about and discuss an offsite meeting point for the group if you get separated.

Get out, and stay out, do not go back inside looking for someone.

Be careful with cell phones

Make every effort to maintain situational awareness during use (especially in public)

Keep a charged cell phone. Off-body carry (i.e., in a purse, in the console of a car) is not recommended

Know critical information 911 needs to know when reporting an emergency

Know how to operate a traditional, wired phone

Memorize essential phone numbers, so can call family from someone else's phone.

Learn First Aid

Learn how to stop bleeding

Learn how to put someone in the recovery position and how to move a wounded victim

Learn the best locations in the area to transport a wounded victim for treatment.

Be prepared

Take the threat seriously, the shock and stress of an attack can lead an unprepared mind to panic and freeze

These events are survivable, even if you are wounded, if you keep your head and make good decisions.

Learn “tactical breathing” or other skills that will help to calm you down, and gain control of emotions so you can think and act.

Ignoring the threat won't make it go away, and will only set you up for failure if you're unlucky enough to get caught in one of these situations

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

*Quickly determine the most **reasonable** way to protect your own life.*

Remember that our customers and clients are likely to follow the lead of employees and managers during an active shooter situation

Viabile Considerations

Evacuate

If there is an accessible escape path, attempt to evacuate the premises.

- ▣ 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



Viabile Considerations

Hide

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

- Be out of the active shooter's view
- Move to protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Don't trap yourself or restrict your options for movement
- Lock the door to prevent an active shooter from entering your hiding place
- Blockade the door with heavy furniture



Additional Viable Considerations

Hide

If the active shooter is nearby:

- ❑ Lock the door
- ❑ Silence your cell phone
- ❑ Turn off any source of noise (i.e., radios, televisions)
- ❑ Hide behind large items (i.e., cabinets, desks)
- ❑ Remain quiet
- ❑ Remain calm
- ❑ Dial 911, if possible
(If you cannot speak, leave the line open and allow the dispatcher to listen)



Additional Viable Considerations

Take Action

If hiding out is not possible, you may have to take action.

- As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter
 - ▣ Committing to your actions (**mindset**)
- ▣ Acting as aggressively as possible against him/her
- ▣ Throwing items and improvising weapon
- ▣ Yelling



Law Enforcement Priorities

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.



How to Respond when Law Enforcement Arrives

- ❑ Officers usually arrive in groups
- ❑ 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 shout commands, and may push individuals to the ground for their safety
- ❑ First officers on scene will likely **not** provide aid to injured
- ❑ Officers will give commands for everyone to show their hands



How to Respond when Law Enforcement Arrives

- ❑ Remain calm, and follow officers' instructions
- ❑ Put down any items in your hands (i.e., bags, jackets, weapons)
- ❑ 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

Training Your Staff for an Active Shooter Situation

To best prepare your staff for an Active Shooter situation:

Risk Assessment

Active Shooter Awareness

Emergency Action Plan (EAP)

Coordinated Training Drills/Exercises



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.