

ACTIVE SHOOTER

AWARENESS MODULE



Objectives

- NYC Health + Hospitals is committed to providing a safe workplace for its employees as well as the patients and public it serves. Pursuant to its mission of workplace violence prevention, NYC Health + Hospitals has established an active shooter emergency protocol.
- The objective of this training is to provide information to all staff on how to prepare and respond to an active shooter emergency.

NYC Health + Hospitals

Roles & Responsibilities

- All NYC Health + Hospitals' employees are expected to cooperate with the implementation of these guidelines, including participation in training and drills.
- Hospital Police are responsible for performing duties to promote the safety of all NYC Health + Hospitals staff, patients and the public at our facilities. They remain vigilant and mindful at all times when on their post & patrol assignments.
- All employees are required to challenge all unauthorized individuals attempting to gain access to sensitive areas.
- Security at non-hospital facilities (Central Office, At Home, MetroPlus, Correctional Health Services, One City) is managed by third-parties, who are responsible for tenant safety.
- *Note: Hospital Police does not carry fire arms, and third-party security officers may or may not carry fire arms.*

What is an “Active Shooter”?

An individual actively engaged in killing or attempting to kill people in a confined and populated area, and often there is no pattern or method to their selection of victims.

An active shooting event is the most extreme case of workplace violence.

Active Shooter Events

- Unpredictable
- Dynamic
- May occur inside or outside a facility
- Usually short duration (often over within 10 to 15 minutes)
- Typically, immediate intervention of law enforcement is required to stop the shooting and mitigate harm or death to victims

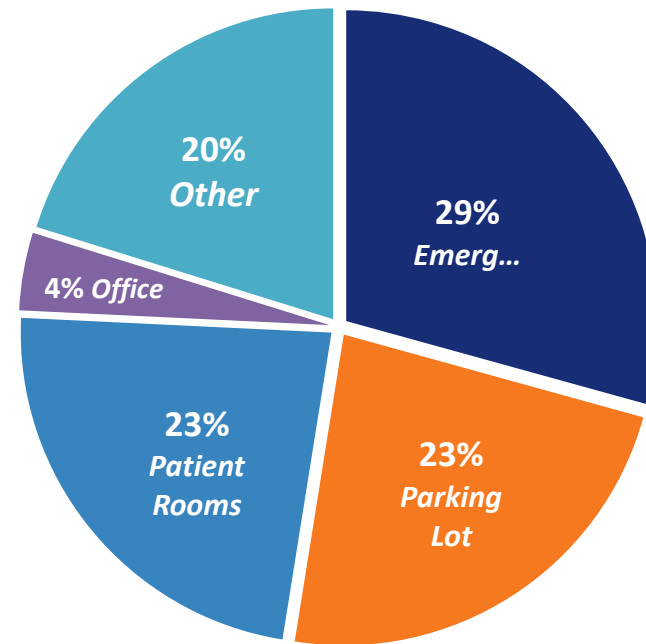
Although Rare, Active Shooter Events do Happen Close to Home...

- In September 2004, a man walked into Elmhurst Hospital emergency room and demanded to see his wife (an admissions clerk) and then shot her co-worker, also an admissions clerk.
- On June 30th, 2017 a former employee walked into Bronx-Lebanon Hospital with an assault rifle and shot seven people. One of them died instantly.

In a Hospital Setting where are the Risk Areas for an Active Shooter ?

- High Risk Areas:
 - Emergency Department
 - Human Resources
 - Administration
 - Critical Care Units
 - Parking Lots/Garages

Hospital Shooting Locations



Hospital based shootings in the States 2000-2011 Kelen et al.

Active Shooter & Workplace Violence Risks at Healthcare Facilities

- Healthcare workers are at a risk for violence.
 - According to the Occupational Health and Safety Administration (OSHA), healthcare workers in particular are at an increase risk for workplace violence. About 50% of all non-fatal injuries occur in healthcare and social service organizations.
 - Patient stress is the most common cause of hospital violence.
 - The person inflicting the violence is usually known to the facility.
 - Your top priority when violence occurs is to protect yourself and your patients.

Active Shooter Notification Protocol

- Call 911/Hospital Police/Security as soon as it is safe for you to do so. Provide all relevant details, including the location and direction of travel of the active shooter, a physical description of the person(s), and number and types of weapons, if known, as well as the location and condition of any victims.
- Notification over the NYC Health + Hospitals facility PA system “Active Shooter” – will be made repeatedly along with the last known location and direction of travel (*if known*) of the shooter. Emergency announcement/response protocol will be made at locations with no Hospital Police.

Send Word Now

Send Word Now is **NYC Health+Hospitals'** electronic mass notification system that notifies employees via email, telephone, etc. of:

- Any events that are deemed emergency situations such as:
 - Active Shooter
 - Fire
 - Other emergency situations
- All clear notification – situation under control

Employees can sign up for *Send Word Now* with their Empl ID at the following link:

<https://nychhc.sendwordnow.com/homepage.aspx>

Consider Safety and Care of Others

Healthcare professionals have a duty to care for the patients for which they are responsible.

If an active shooter incident occurs, NYC Health + Hospitals' employees must balance the need for safety and security with continuing to provide care in a therapeutic environment.

Reasonable attempt to continue caring for patients should be made, but in the event this becomes impossible without putting others at risk for loss of life, certain decisions must be made.

This personal choice means dealing with risk associated with abandoning care versus continuing care under the stress of knowing that an active shooter has not been neutralized.

What are your options?

In response to an active shooter event, there will be three potential courses of action that you may decide to take:

AVOID / RUN

BARRICADE / HIDE

CONFRONT / FIGHT

Avoid / Run

- Your first option is to *escape the danger*.
- If you hear gunshots in one direction, head in the other direction.
- DO NOT wait for someone to come and tell you to leave.
- Do not use elevators. Use the stairs and move away from the floor if possible. If shooter is below, move up. If shooter is above, move down.
- Be familiar with your work unit and be aware of exit locations.



Avoid / Run

If there is an accessible escape path, attempt to evacuate the premises, following these recommendations:

- Have an escape route and plan in mind
- Leave your belongings behind
- Help others escape, if possible (be mindful of any patients who have difficulty ambulating or are immobile)
- Warn individuals about entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers

Barricade / Hide



- If there is no safe exit or if you are unsure of where the violence is occurring **Barricade** yourself in a room, if necessary, and **stay out of sight**.
- If you hear gunshots **or** are notified that there is an 'active shooter' in the area and you do not feel safe making an attempt to flee: **lock your doors**.
- Once barricaded, do not look outside or unlock the door until law enforcement is identified and advises to do so.

Barricade / Hide

If evacuation is not possible, find a place to barricade yourself where the active shooter is less likely to find you, with these recommendations:

- The ideal barricade place should:
 - Be out of the active shooter's view
 - Be a room that can be locked, such as a bathroom, medication/linen/janitorial room. Lock the door, stay as low to the floor as possible and remain quiet and motionless
- Blockade the door with heavy furniture and hide behind large items
- If the active shooter is nearby:
 - Silence or turn cell phone and/or pager **ringers to OFF** and *not on vibrate*
 - Turn off any source of noise (i.e., radios, televisions)

Confront / Fight

- If you cannot **avoid**, **barricade** (or tried to and were discovered), you may make a decision to resist or **confront!**
- Be bold and aggressive. This is a life-threatening situation. Commit to your actions!
- Numbers: Most 'active-shooters' work alone, but YOU don't have to...
 - ...if you are with a partner or group, attack together from multiple sides.



Law Enforcement Response

Comply with the police instructions. The first responding officers will be focused on stopping the active shooter and creating a safe environment for medical assistance to be brought in to aid the injured.

Law Enforcement Response

When the Police arrive at your location:

- a) They may shout and have their weapons drawn so please remain calm, and follow officers' instructions
- b) Put down any items in your hands (i.e., bags, jackets)
- c) Immediately raise your hands and spread your fingers
- d) Keep your hands visible at all times
- e) Avoid making quick movements toward officers such as attempting to hold on to them for safety
- f) Avoid pointing, screaming and/or yelling
- g) Proceed in the direction from which officers are entering the area or to an area to which they direct you
- h) Notify Company representatives that you have evacuated the premises

Post Incident Action

When the police have determined that the active shooter emergency is under control, the emergency operator will provide a announcement and notification that the emergency is over by indicating that the “ACTIVE SHOOTER” alert is no longer in effect.

Send Word Now will also send “all clear” notification.

Orderly cooperation is extremely important to manage investigation; patient and employee information; media and restoration of operations and services.

Mental Health professionals will be available at H+H facilities to assist with post-incident trauma.

Employee Assistance Program

- EAP can provide practical solutions, information, support, and referrals for a wide range of issues, including anxiety, depression, relationship challenges, alcohol and other substance abuse, grief, and loss, financial or legal concerns and work/life balance.
- An employee can talk about issues in confidence with a knowledgeable, caring professional to connect with resources and gain a new perspective, strategy, information, or solution.
- All NYC Health + Hospitals employees can seek confidential counselling by reaching an EAP Counselor at (212) 306-7660 or email eap@olr.nyc.gov.

References

- U.S. Dept. Of Homeland Security – “Active Shooter, How to Respond”
- NYPD – “Active Shooter, Recommendations and Analysis for Risk Mitigation”
- FDNY - “Active Shooter and Medical Emergency Preparedness Training Course”
- Publications by the FBI in coordination with the Healthcare & Public Sector Coordinating Council on Active Shooter Planning and Response in Health Care settings

Questions



For additional information regarding these guidelines, please contact any of the following:

- [Hospital Police Directors](#)
- [Workplace Violence Prevention Coordinators](#)
- [Emergency Preparedness Coordinators](#)