

# Active Shooter Event

A member of your front office, who has been with your clinic for eight years, has just had his employment terminated. As he is escorted out of the building by security, he tells them they will regret treating him like this.

Who should be informed of this behavior?

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What concerns might you have?

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What actions would you consider taking, if any, at this stage?

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**Update # 1**

**Next Day...**

**A popping sound is heard within the building. An employee runs into your office shouting that there is a man firing a gun in the hall.**

What actions should you take?

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How are you communicating with employees? With patients? Who is communicating?

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Who is in charge of the situation?

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Who is responsible for contacting law enforcement?

What information do you relay to them?

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**Update # 2**

**You decide to shelter in place in an office, and secure the immediate area. The popping noises seem to be coming from your floor. There is yelling and screaming outside your door.**

**A patient (with her child) knocks frantically on your door pleading to be let in.**

What action will you take to ensure your office remains secure?

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What will you do about the patient and her child outside your door?

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What additional concerns do you have at this time?

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Are you able to communicate with employees? How?

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**Update # 3**

**You hear someone attempting to open the door, then several loud shots. After a few minutes of silence, it appears that the shooter may have moved on.**

**For nearly an hour there is no sound from outside your door. Employees are receiving calls from family members who have learned of the active shooter in your building. Emergency personnel can be seen outside. The patient tells you she wants to leave your office.**

What are your immediate concerns at this time?

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What do you tell the patient sheltering in place with you?

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Who is responsible for deciding when it is safe to leave the secure area?

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**Update # 4**

**Law enforcement personnel arrive outside your office door and direct you to evacuate the building. Upon evacuation, your employees are cornered by news reporters asking about the experience. Some employees do not have their car or house keys and are concerned about getting home.**

How will you account for patients? Employees?

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How will family members be contacted?

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How do you prepare your employees for the disturbing scenes they may encounter as they evacuate?

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Who is responsible for communicating with law enforcement?

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Who is responsible for communicating with news media?

What information will you give them?

Can you control who else the media approaches? If not, what can you do?

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How will your employees get home?

Will you request access back into the building? Who would go in?

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**Update # 5**

**The shooter has been apprehended by law enforcement.**

**There has been one death (an employee) and several injured.**

**The building is designated a crime scene and is closed for a week.**

Who initiates business continuity plans?

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What else needs to be considered?

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How is information disseminated to employees? To patients?

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**Update # 6**

**One Week Later...**

**You are able to get back into the building and resume normal business operations. Several employees ask for more time to emotionally recover from the event.**

Are you able to continue normal business operations using fewer staff?

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How will you accommodate individuals who have been emotionally traumatized by the event?

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What resources will you make available to staff? To patients?

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How will you communicate your clinic's resilience to concerned clients?

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**END OF EXERCISE**