

Louisiana Department of Health
in partnership with the
Louisiana Rural Health Association

Active Shooter Event

Virtual Tabletop Exercise Series

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General Ground Rules

- ▶ This exercise is being conducted via a webinar. You will be provided a scenario and are expected to discuss your facilities activities during the allotted time.
- ▶ The facilitator will randomly call upon facilities to share what was discussed.
- ▶ Your microphone will be muted by the facilitator until called upon.
- ▶ Use the “Raise Hand” feature to speak to the entire group.
- ▶ Use the “Chat” feature if you want to type a question or make any comments.
- ▶ We understand that you represent different types of facilities and at different locations throughout the country. Respond to the scenario as if your facility was being affected.
- ▶ A scenario will be presented followed by related questions. Take notes on the handout provided. These notes can be used to develop your After Action Report/Improvement Plan documentation. The more you are engaged during this exercise, the better your final product will be.

Exercise Goals

- ▶ Discuss a hazard-specific scenario to determine how your facility would respond during the event, paying special attention to your emergency response plan, capabilities, and staff responsibilities.
- ▶ Identify any weaknesses in your plan, consider the best ways to respond to your employees' and patients' needs, and ensure the facility is operational as soon as possible after the event.
- ▶ Debrief after the scenario to improve your response to emergencies and disasters and trouble shoot any other unresolved questions.

Exercise Objectives

1. Reveal planning weaknesses in the Emergency Operations Plan and its standard operating procedures or to test or validate recently changed procedures.
2. Identify current capabilities.
3. Improve the coordination between and among various response personnel.
4. Identify deficiencies and/or validate training on the critical elements of emergency response.
5. Increase the general awareness and understanding of the potential hazard.

Active Shooter By Definition...

- ▶ An individual actively engaged in killing or attempting to kill people in a confined & populated area
- ▶ Active shooter situations are unpredictable & evolve quickly
- ▶ Typically, immediate intervention of law enforcement is required to stop the shooting & mitigate harm or death to victims
- ▶ Active shooter situations are often over within 10 to 15 minutes
- ▶ Staff should try to be prepared both mentally & physically to deal with an active shooter situation

Mentality of an active shooter

- ▶ Desire is to kill and seriously injure without concern for his safety or threat of capture.
- ▶ Generally has intended victims and will search them out.
- ▶ May accept targets of opportunity while searching for or after finding intended victims.
- ▶ Will continue to move throughout building/area until stopped by law enforcement, suicide, or other intervention.
- ▶ Shooters will often times create chaos along the way as part of their plan, such as placing explosives or pulling fire alarms as they move through buildings
- ▶ Most take their own life when confronted by Law Enforcement or resistance

As Clinic Employees, How to React

- ▶ Evacuate if there is an accessible escape path
- ▶ Escort patients out with you if possible
- ▶ Leave your belongings behind
- ▶ Prevent individuals from entering an area where the active shooter may be
- ▶ Follow the instructions of any police officers
- ▶ Do not stop to assist wounded people
- ▶ Do not attempt to move wounded people
- ▶ Call 911 when you are safe

Where to hide if you can't get out?

- ▶ Get out of the active shooter's view
- ▶ Silence cell phones, radios & televisions
- ▶ Provide protection if shots are fired in your direction (i.e., an office with a closed & locked door)
- ▶ Do not trap yourself or restrict your options for movement
- ▶ To prevent an active shooter from entering your hiding place, lock door or blockade door with heavy furniture

What to Expect 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 groups of two or more
- ▶ Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, other tactical equipment, street clothes
- ▶ Officers may be armed with rifles, shotguns & handguns
- ▶ Officers may use pepper spray or tear gas to control the situation
- ▶ Officers may shout commands, & may push individuals to the ground for everyone's safety
- ▶ The first officers to arrive to the scene will not stop to help injured persons

How to React When Law Enforcement Arrive

- ▶ Remain calm, & follow officers' instructions
- ▶ Put down any items in your hands (i.e., bags, jackets)
- ▶ Immediately raise hands & spread fingers
- ▶ Keep hands visible at all times
- ▶ Avoid making quick movements toward officers
- ▶ Avoid pointing, screaming and/or yelling
- ▶ Proceed in the direction from which officers are entering the premises
- ▶ Stay in safe place until instructed otherwise

START OF EXERCISE

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.

Discuss

- ▶ Who should be informed of this behavior?
- ▶ What concerns might you have?
- ▶ What actions would you consider taking, if any, at this stage?

Update

Two Days Later...

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.

Discuss

- What actions should you take?
- How are you communicating with employees? With patients? Who is communicating?
- Who is in charge of the situation?
- ▶ Who is responsible for contacting law enforcement?
 - ◆ What information do you relay to them?

Update

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.

Discuss

- ▶ What action will you take to ensure your office remains secure?
- ▶ What will you do about the patient and her child outside your door?
- ▶ What additional concerns do you have at this time?
- ▶ Are you able to communicate with employees?

Update

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.

Discuss

- ▶ What are your immediate concerns at this time?
- ▶ What do you tell the patient sheltering in place with you?
- ▶ Who is responsible for deciding when it is safe to leave the secure area?

Update

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.

Discuss

- ▶ How will you account for patients? Employees?
- ▶ How will family members be contacted?
- ▶ How do you prepare your employees for the disturbing scenes they may encounter as they evacuate?
- ▶ Who is responsible for communicating with law enforcement?
- ▶ 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?
- ▶ How will your employees get home?
 - Will you request access back into the building? Who would go in?

Update

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.

Discuss

- ▶ Who initiates business continuity plans?
- ▶ What else needs to be considered?
- ▶ How is information disseminated to employees? To patients?

Update

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.

Discuss

- ▶ Are you able to continue normal business operations using fewer staff?
- ▶ How will you accommodate individuals who have been emotionally traumatized by the event?
- ▶ What resources will you make available to staff? To patients?
- ▶ How will you communicate your clinic's resilience to concerned clients?

END OF EXERCISE

Hot Wash

1. What strengths in your workplace's emergency plans did this exercise identify?
2. What weaknesses in your workplace's emergency plans did this exercise expose?
3. What unanticipated issues arose during the exercise?
4. What gaps were identified?
5. What are some high-priority issues that should be addressed?
6. What are some new ideas and recommendations for improvement?

Next Steps

- ▶ Now that you have completed your Tabletop Exercise (TTX) for an active shooter, consider these additional action items:
 - Compile all notes taken during this exercise
 - Gather staff at your respective facility to discuss gaps in your plan
 - Draft an AAR/IP report on results from TTX
 - ◆ Provided in the Handouts section of the Webinar with directions
 - Assign leads within the organization to address gaps
 - Communicate the steps you are taking to your entire organization

Next Steps

- ▶ If you don't have a plan:
 - Complete a Hazard Vulnerability Analysis
 - ◆ Provided in the Handouts section of the Webinar
 - Utilize the emergency operations plan template
 - ◆ Provided in the Handouts section of the Webinar

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