

# Workplace Violence and Conflict Resolution



Active Shooter

# Understanding Active Shooter Incidents

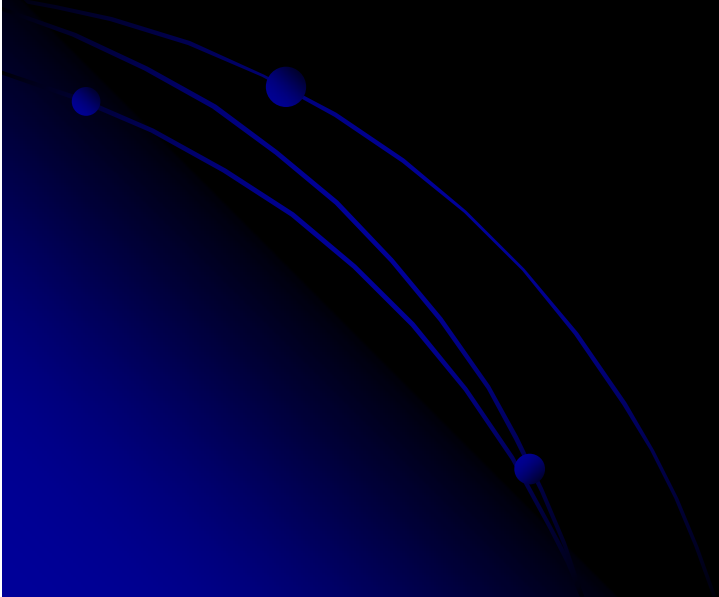
- Active shooter incidents are becoming more frequent.
- All employees can help prevent and prepare for potential active shooter situations.
- An active shooter is an individual killing or attempting to kill people in a confined and populated area.
- Typically, there is no pattern in the selection of victims in an active shooter incident.
- Common motives include, anger, revenge, ideology, and untreated mental illness.

# Active Shooter Profile

- An **active shooter** is an individual actively engaged in killing or attempting to kill people in a confined space or other populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims.
- 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. Active shooters usually will continue to move throughout building or area until stopped by law enforcement, suicide, or other intervention.

What can we as individuals do?

Respond  
Prepare  
Follow-up



# Respond

***Good practices for response include:***

- ***Being aware of your environment and any possible dangers.***
- ***Taking note of the nearest exits in any facility you visit.***
- ***If you are in an office, staying there and securing the door.***
- ***If you are in a hallway, getting into a room and securing the door.***
- ***As an absolute last resort, attempting to take the active shooter down.***
- ***Call 911 WHEN IT IS SAFE TO DO SO!***

# How To Respond

In an active shooter situation, you should quickly determine the most reasonable way to protect your own life. You should:

- **Run:** If there is an accessible escape path, attempt to evacuate the premises.
- **Hide:** If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
- **Fight:** As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter.
- It is important for employees to be trained so that they can react if they are ever confronted with an active shooter situation. As these situations evolve quickly, quick decisions could mean the difference between life and death. If you are in harm's way, you will need to decide rapidly what the safest course of action is based on the scenario that is unfolding before you.

# RUN

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

- Warn individuals not to enter an area where the active shooter may be.
- 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 it is safe to do so.

# Hide

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

Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
- Not trap you or restrict your options for movement.
- To prevent an active shooter from entering your hiding place:
  - Lock the door.
  - Blockade the door with heavy furniture.
  - Close, cover, and move away from windows.



# Keeping Yourself Safe While Hiding

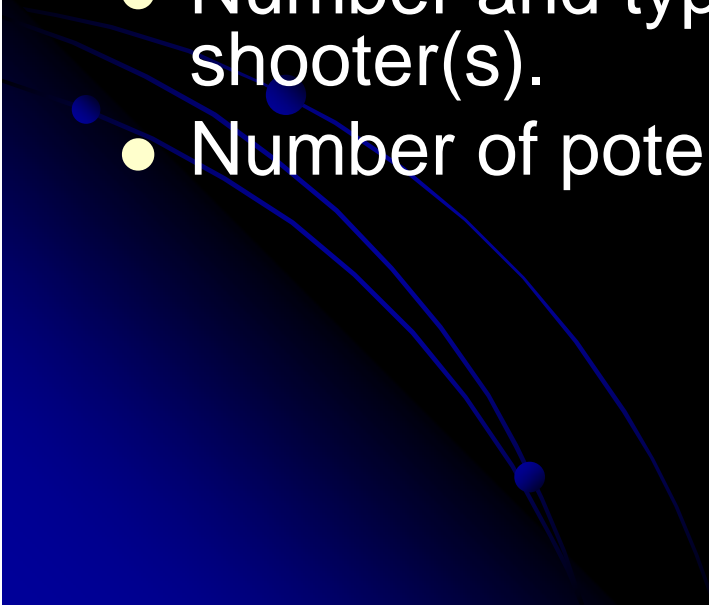
If the active shooter is nearby:

- Lock the door.
- Silence your cell phone. (Even the vibration setting can give away a hiding position.)
- Hide behind large items (i.e., cabinets, desks).
- Remain quiet.
- Consider the difference between cover and concealment. Cover will protect from gunfire and concealment will merely hide you from the view of the shooter. Choose the best space that is available quickly.



# When Evacuation and Hiding Are Not Possible

When possible, provide the following information to law enforcement officers or 911 operators:

- Location of the active shooter.
  - Number of shooters, if more than one.
  - Physical description of the shooter(s).
  - Number and type of weapons held by the shooter(s).
  - Number of potential victims at the location.
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# FIGHT

As an absolute last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter:

- Act as aggressively as possible against him/her.
- Throw items and improvise weapons.
- Yell.
- Commit to your actions.

# Reactions of Managers or Uniformed Personnel

- When an emergency occurs, customers and visitors will look to employees to direct them to safety, as they are familiar with the building and workspace. Employees and customers are likely to follow the lead of managers or uniformed officials during an emergency situation.
- During an emergency, managers should be prepared to:
  - Take immediate action.
  - Remain calm, professional, and prepared to lead.
  - Lock and barricade doors.
  - Evacuate employees and customers via a viable, preplanned evacuation route to a safe area.
  - When pre-selecting shelter-in-place locations, consider any safe areas within the facility.

## **When law enforcement arrives:**

- **Remain calm and follow instructions.**
- **Slowly put down any items in your hands (e.g., bags, jackets).**
- **Raise hands and spread fingers.**
- **Keep hands visible at all times.**
- **Avoid quick movements toward officers, such as holding on to them for safety.**
- **Avoid pointing, screaming, or yelling.**
- **Do not stop to ask officers for help or direction when evacuating, as they will be focused on finding and incapacitating the shooter. Not adhering to officers' instructions puts everyone in danger.**

# Law Enforcement's Role

- Law enforcement's immediate 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.
- The first officers to arrive at the scene will not stop to help injured persons because their first priority is life safety, so they will need to secure the scene first.
- When there is an emergency such as an active shooter incident, it is important to remember that officers arriving on scene may be coming from many different duty assignments and will likely be in various types of uniforms and even in street clothes. Do not be surprised by the variances in appearance, as law enforcement officials are trained to react quickly and work together.

# Emergency Action Plan

- Create the Emergency Action Plan with input from several stakeholders including your human resources department, your training department (if one exists), facility owners/operators, your property manager, and local law enforcement and/or emergency responders.
- The Emergency Action Plan will prepare your employees to respond effectively and help minimize loss of life.



# Emergency Action Plan

- **Ensure that your facility has at least two evacuation routes.**
- **Post evacuation routes in conspicuous locations throughout your facility.**
- **Items to include in the plan are ensuring that all necessary staff have access and keys.**
- **Conduct exercises.**
  - **Include local law enforcement and first responders during training exercises.**

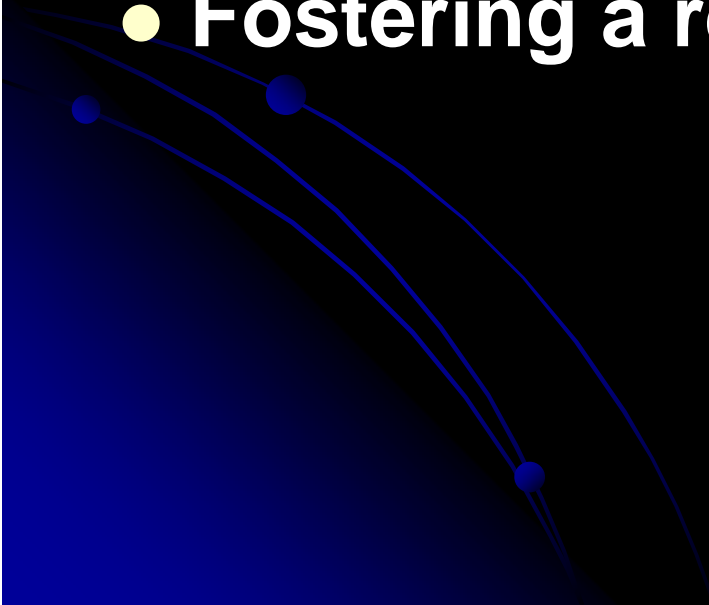
# Components of an Effective Emergency Action Plan

An effective Emergency Action Plan includes:

- A preferred method for reporting fires and other emergencies.
- An evacuation policy and procedure.
- Emergency escape procedures and route assignments (i.e., floor plans, safe areas).
- Contact information for—and responsibilities of—individuals to be contacted under the Emergency Action Plan.
- Information concerning local area hospitals (i.e., name, telephone number, and distance from your location).
- An emergency notification system to alert various parties of an emergency, including:
  - Individuals at remote locations within premises.
  - Local law enforcement.
  - Local area hospitals.

# Prevention

**Prevention measures include:**

- **Being aware of indications of workplace violence and taking remedial actions accordingly.**
  - **Fostering a respectful workplace.**
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# Indicators of Potential Violence

Employees typically do not just “snap,” but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated.

Indicators of potentially violent behavior by an employee may include:

- Depression/withdrawal.
- Repeated violations of company policies.
- Explosive outbursts of anger or rage without provocation.
- Behavior that may suggest paranoia (e.g., “everybody is against me”).
- Escalation of domestic problems into the workplace.
- Talk of severe financial problems.
- Talk of previous incidents of violence.

# Follow-up

- **Managing the consequences.**
  - Accounting for all individuals.
  - Determining method for notifying families.
  - Assessing needs and making referrals.
- **Capturing lessons learned.**
  - Analyzing the situation.
  - Creating an after-action report.
  - Refining Emergency Action Plan.

# The End



Homeland  
Security

