



## PHOENIX COUNSELING CENTER POLICY AND PROCEDURE

<p><b>Title:</b> Active Shooter</p> <p><b>Responsible Department:</b> Quality Management (Health and Safety Committee)</p> <p><b>Last Revision:</b> 06/12/2019</p> <p><b>Board Reviews:</b> 09/18/2019, 08/17/2020, 08/25/2021</p>	<p><b>Policy Number:</b> III-B-007</p> <p><b>Effective Date:</b> 06/12/2019</p> <p><b>Board Chair:</b> <u>Heidi Amie</u>      <b>Date:</b> <u>08/25/21</u></p> <p><b>CEO:</b> <u>VPOL</u>      <b>Date:</b> <u>8/25/21</u></p>
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### POLICY:

- A. To provide a safe and secure environment for all employees, consumers, and visitors. In the event of a person or persons taking a hostage during an incident on the property, or someone actively firing a weapon, facility staff shall respond quickly and efficiently to secure the affected areas, protect life, and to clear the area for response by law enforcement.
- B. In the event that a person or group of persons enter on to the property and take any person as a hostage or begin to fire weapons, there must be a controlled response to this situation. Consumers, staff, and visitors must be removed from the affected areas. Movement by the hostage takers must be reduced as much as possible. Information must be clear so law enforcement can respond in a timely manner. The goal of this policy is to expedite the conclusion of the incident in the safest manner possible.
- C. It is of the utmost importance that no employee risk injury to him/herself or others to try to end the situation. Employees are to cooperate as much as possible without putting themselves into further danger.
- D. "Active Shooter" is an individual or persons actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) 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. Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

### PROCEDURE:

- A. All Employees, Students, Volunteers
  1. In the event an individual or individuals come into the facility displaying a firearm or as an "active shooter" as defined above, employees in the affected area should quickly determine the most reasonable way to protect their own life. Remember that visitors are likely to follow the lead of employees during an active shooter situation.
    - a. Run. If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
      - i. Have an escape route.

- ii. Evacuate regardless of whether others agree to follow.
  - iii. Leave your belongings behind.
  - iv. Help others escape, if possible.
  - v. Prevent individuals from entering an area where the active shooter may be.
  - vi. Keep your hands visible.
  - vii. Follow the instructions of any police officers.
  - viii. Do not attempt to move wounded people.
  - ix. Call 911 when you are safe and give as much information as possible to they can dispatch police to the scene immediately.
- b. Hide.
- i. If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
    - 1. Be out of the active shooter's view.
    - 2. Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
    - 3. Not trap you or restrict your options for movement.
  - ii. To prevent an active shooter from entering your hiding place:
    - 1. Lock the door.
    - 2. Blockade the door with heavy furniture.
  - iii. If the active shooter is nearby:
    - 1. Lock the door.
    - 2. Silence your cell phone.
    - 3. Turn off any source of noise (i.e., radios, televisions).
    - 4. Hide behind large items (i.e., cabinets, desks).
    - 5. Remain quiet.
  - iv. If evacuation and hiding out are not possible:
    - 1. Remain calm.
    - 2. Dial 911, if possible, to alert police to the active shooter's location.
    - 3. If you cannot speak, leave the line open and allow the dispatcher to listen.
- c. Fight/Survive. As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
- i. Acting as aggressively as possible against him/her.
  - ii. Throwing items and improvising weapons.
  - iii. Yelling.
  - iv. Committing to your actions.
2. **Departments outside of the affected area should lockdown their units. Doors shall be closed calmly reassuring consumers and visitors who may seem distressed. Keep all visitors and consumers as calm as possible during this time. Emergency lockdown status should be ensured (stairwells and elevators) so staff can calmly continue consumer care responsibilities. Department supervisors, safety coordinators, charge nurses, or clinical leaders for consumer and non-consumer areas should take count of all individuals in their respective units or departments and be ready to report the following to the Incident Commander:**
- a. Number of staff members
  - b. Number of consumers
  - c. Number of other individuals such as visitors, vendors, etc.
  - d. Number of individuals who may be hurt or wounded.
3. **Upon arrival, law enforcement shall assume accountability for the situation. The facility shall provide assistance as needed, which may include providing access badges, floor plans of the area and any live feed cameras that the facility can provide.**
4. **Know the location of exit routes (Horizontal and Vertical) and potential safe areas in your work environment.**

5. Ensure that all exit-access corridors remain cleared of all obstructions (chairs, boxes, etc.)
6. Identify and report any threatening comments and/or behavior. Notify appropriate authorities immediately of suspicious activity or the presence of weapons.
7. All staff and consumers shall participate in required trainings, drills, and emergency response activities.

**B. Safety/Emergency Coordinators & Safety Committee**

1. Act as outlined in the Active Shooter procedure: Run – Hide – Fight/Survive.
2. Ensure notification of all staff, consumers, and visitors of the threat using mass notification, overhead page, radios, and/or phones as appropriate and if safe to do so. In the event the facility safety coordinator is not available, the front desk person should assume this role if safe to do so.
3. Manage the physical environment to reduce the risk of barriers to evacuation.
4. Conducts risk assessments of the physical environment and risk assessments in conjunction with security as needed to mitigate against obstructions or barriers to evacuation, cover, and/or concealment.
5. Act as liaison between Health and Safety Committee and those within his/her assigned area.
6. Conduct and/or participate in emergency drills at a minimum of annually per shift.
7. Conduct initial and ongoing training with employees, volunteers, students/interns, contract employees of assigned worksite/location. Training shall be competency-based and include issuing certificate of completion for training provided.
8. Annually review the Active Shooter Policy and Procedure and make necessary revisions. Note: All revisions must be approved by the Quality and Performance Improvement (QPIC) Committee.

**C. Clinical Staff**

1. Act as outlined in the Active Shooter procedure: Run – Hide – Fight/Survive.
2. Ensure that consumers and parent/guardians are familiar with the Active Shooter policy and procedures through:
  - a. Orientation of consumers during admission process.
  - b. Consumer participation in drill.
  - c. Maintaining and updating emergency contact information in service record for each consumer.
  - d. Continually work to improve the safety of assigned work area

**D. Quality and Performance Improvement Committee Managers/Supervisors**

1. Enforce safety and active shooter policies and procedures within his/her department.
2. Utilize appropriate corrective action for non-participation in drills, improper actions during Drills and/or actual emergencies, not attending training, etc.
3. Communicate or forward to Safety Officer or Quality and Improvement Committee any safety needs, suggestions and/or concerns.
4. Continually work to improve the safety of assigned work area.

**E. CEO**

1. Shall keep Board advised of any incidents and/or events that present risk or potential liability to PCC.

**F. Governing Board**

1. Shall approve all policy related to an active shooter, emergency preparedness and workplace violence safety.