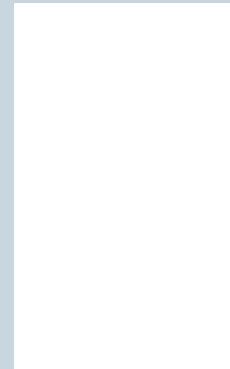
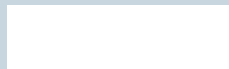
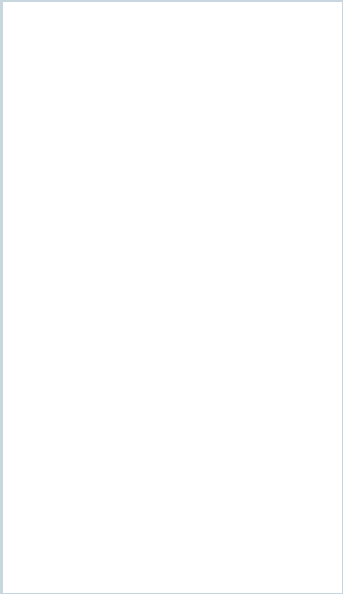


Active Shooter Response Plan

Senior Living Webinar Series



Presenters

JoAnne Carlin, MSN, RN, NHA, CPHRM

Willis Towers Watson 

Vice President of Clinical Risk Services, Willis Towers Watson

Leads the clinical risk services for the Senior Living Practice at Willis Towers Watson. Held positions as corporate nurse leader in a national senior living company for over a decade and several leadership positions in health systems for over 30 years.

Steve Wilder, BA, CHSP, STS



President & COO, Sorensen, Wilder & Associates

Senior consultant in healthcare safety, security and risk management. Provides consultation services to clients in all types of settings, including hospitals, long-term care, home care agencies, clinics and EMS services. In 2014, Sorensen, Wilder & Associates introduced their program “*The Active Shooter in the Healthcare Facility...Planning For...Responding To...and Recovering From the Unthinkable*”. Since that time, they have provided this training to thousands of healthcare professional across the nation, including over 30 different state associations and healthcare systems. They have become the recognized industry leader in healthcare workplace violence prevention programs and healthcare active shooter preparedness programs.

Objectives

1. **State the differences between preparing for an Active Shooter event versus other types of emergencies or disasters.**
2. **Describe the components of an Active Shooter / Armed Intruder plan.**
3. **List the ways to prepare communities and train staff to prevent and respond to an Active Shooter / Armed Intruder event.**



Active Shooter Incidents – FBI Statistics 2014-2015

It Can Happen: Anytime, Anywhere

40 Incidents in 26 states

- 20 in 2014
- 20 in 2015

• 231 Casualties

- 92 dead - excluding the shooters
- 139 wounded

• 14 ended in shootout with police

• 26 ended after law enforcement arrived

• 42 shooters

- 39 male
- 3 female



Emergency Preparedness for Senior Living Communities

Difference in Plans

Storms, Tornados, Earthquakes, Power Outages, Floods, Fires, Communicable Disease Outbreaks

How many have a plan for an Active Shooter/Armed Intruder event?

Barriers to being prepared:

- Subconscious need for normalcy
- Overwhelming sense of denial
- Unable to comprehend the scope of the event
- Optimistic bias
- Lack of safety culture
- Lack of planning or preparedness (don't know where to begin)
- Poor training (no training)
- No drills



Senior Living Communities – Unique Setting

Home Atmosphere based on a Hospitality Model

- Independent Living
- Assisted Living
- Memory Care
- Skilled Nursing
- Open and Inviting

Residents – Varying cognitive levels and mobility

- Dependent on caregivers and others in the community



Senior Living Communities – Unique Setting

Access control and security

- Monitoring
- Management

Buildings and campuses

- Multiple buildings
- Multi-storied
- Locked units

Geography

- Response time for law enforcement
- What is around your community



Active Shooter Plan Elements / Topics



Policies and Processes

- **Security Vulnerability Assessment (SVA) performed as part of Workplace Violence Prevention (OSHA requirement)**

- **Active Shooter / Armed Intruder**
 - Activation of Emergency Response: A preferred method for reporting active shooter incidents
 - Integration with the community Emergency Operations Plan and Incident Command System
 - Information concerning local area emergency response agencies
 - Emergency escape procedures and route assignments (i.e., floor plans, safe areas)

- **Incident Command System – Leadership and Organization**

Active Shooter Plan Elements

Policies and Processes

- **Community Lockdown – Ingress Lockdown, Egress Lockdown, Internal Lockdown**
 - Lockdown procedures for individual units and locations and other campus buildings
- **Unplanned Evacuation, Reunification, and Accountability**
- **Crisis Communication – Residents, Families, Public Relations**
- **Post Incident Recovery – Support, Counseling, Repairs, Return to Normalcy**



Security Vulnerability Assessment

What are the “threats” (acts or conditions that make an event likely)?

What are the vulnerabilities (“chinks in the armor” that would allow an event to occur)?

What are the risks (anticipated outcomes if an event occurs)?

Assessments are coordinated and comprehensive using the P2T2® system:

- **People**
- **Programs**
- **Training**
- **Technology**



Active Shooter / Armed Intruder Response – Plan Development

Table Top Exercise helps to design, develop and test your plan:

- What is it?
- Why should we do it?
- Who should do this?
- How do we do it?

A Tabletop Exercise (TTX) or Discussion Based Exercise (DBE) involves senior staff or other key personnel in an informal group discussion centered on a hypothetical scenario.

Goals

- Identify strengths and shortfalls
- Enhance understanding of new concepts
- Identify strengths and shortfalls

Conducting the Exercise

- Requires a facilitator
- In-depth discussion
- Slow-paced problem solving



Tabletop exercises are the starting point of exercises, testing your plan, not your people.

Active Shooter / Armed Intruder Response - Training

Exercises To Train and Drill Your Plan

- Use plain language and practice drills that teach responses to an active shooter
- Activities are scenario-driven for a specific event

Functional

- Specific areas of the plan that can be trained on and drilled independently

Full Scale Exercise (FSE)

- Functional exercises allow staff to assess plans and readiness by performing their duties in a simulated operational environment
- Typically most resource intense. Can involve multiple agencies.

- **Include RECOVERY** in reviewing your plan



Active Shooter / Armed Intruder Response - Training

Staff Training – What?

Train on policies including the follow-up of an event

Designed to prepare and exercise staff

- Communication
- Warning
- Notifications
- Response
- Incident command
- How to work with law enforcement to maintain a secure crime scene
- What steps to take to minimize emotional and physical trauma for residents and staff
- Recovery from the event



Active Shooter / Armed Intruder Response - Training

Staff Training – How (Methods)?

Discussions of the Topic

Power Point Presentations

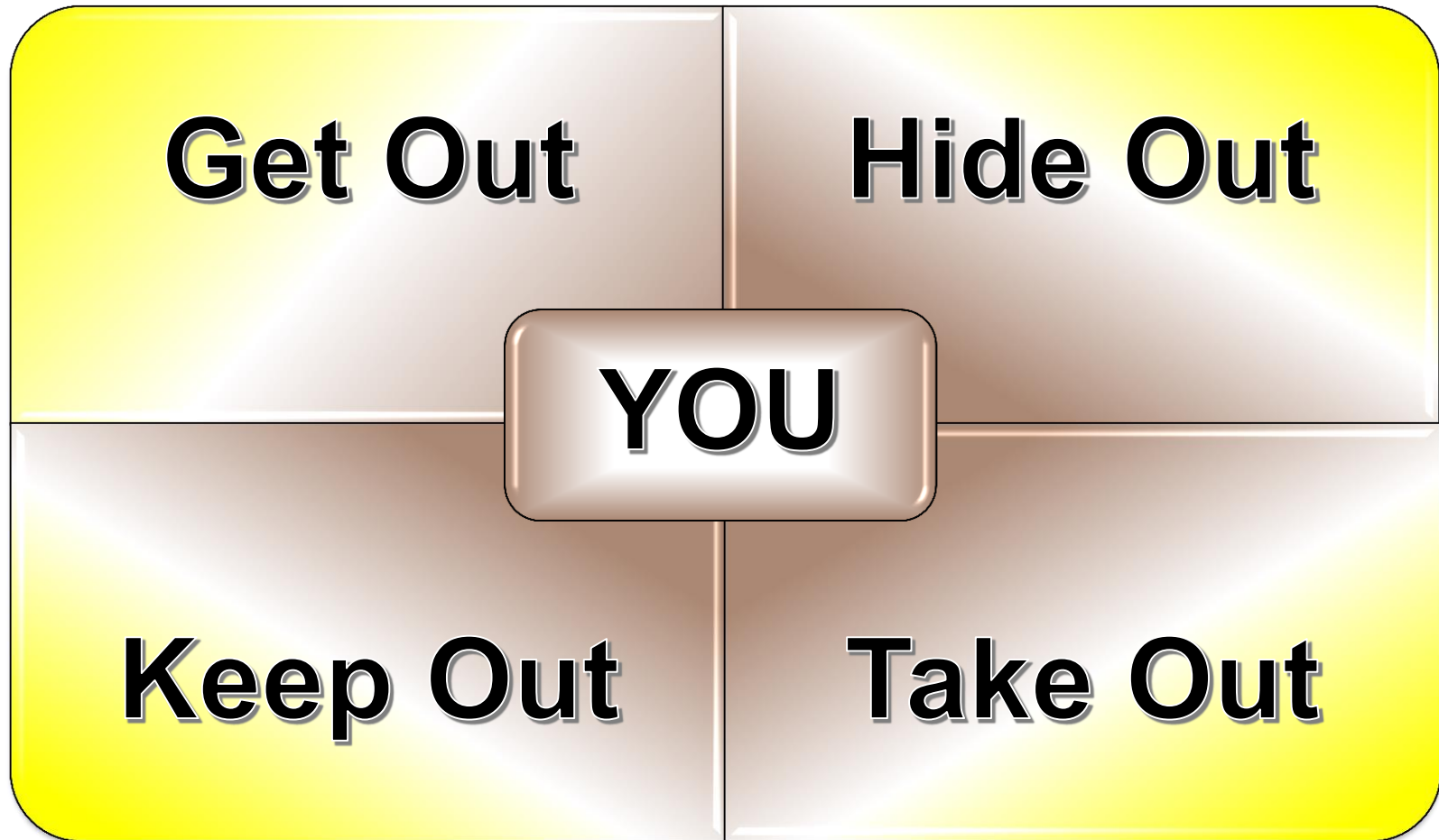
Active Demonstration - Video

Train the trainers in your communities



Active Shooter /Armed Intruder - Response

Senior Living Training – THE FOUR OUTS



Senior Living Training Video

Introduction of the Film and Acknowledgements



Active Shooter / Armed Intruder Response - Recovery

Recovery Resources Needed

- Temporary / Alternate Housing for Residents*
- Media / PR / Press Management*
- Emergency Management Responder*
- Recovery & Restoration*
- Uniformed Security Services (Armed Or Unarmed)*
- Crisis Counseling*
- Legal / Defense*
- Risk / Insurance Management*



* Should have a national footprint or the ability to respond to your locations

Active Shooter / Armed Intruder Response - Resources and Websites

- U.S. Department of Homeland Security Washington, DC 20528 cfsteam@hq.dhs.gov; www.dhs.gov
- U.S. Department of Health and Human Services www.hhs.gov
- Department of Justice Federal Bureau of Investigation Federal Emergency Management Agency www.fbi.gov
- Active Shooter Preparedness Program ASworkshop@hq.dhs.gov
- Steve Wilder, Bradley, IL swilder@swa4safety.com
- Willis Towers Watson, joanne.carlin@willistowerswatson.com

A blue rectangular box with the text "Active Shooter Resources" in white serif font.

Active Shooter Resources