



Virtual Tabletop Exercise: Active Shooter Scenario

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Louisiana's Health Initiative

Speakers

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Learning Objectives

- Understand the importance of a tabletop exercise
- Increase the general awareness and understanding of the potential hazard
- Know your facility's strengths and weaknesses based on the scenario presented
- Know the next steps your facility can take to be better prepared for an active shooter scenario or other emergency



Provider Education Network

- Emergency Preparedness training is now part of Well-Ahead's Provider Education Network
- The Provider Education Network helps healthcare professionals address the challenges facing our communities
 - Education
 - Technical Assistance
 - Quality Improvement Strategies
 - Workforce Development
 - Patient Education Tools
 - Links to Community-Based Programs
- Join today at www.wellaheadla.com/join-provider-education-network



Virtual Tabletop Exercise Series

Active Shooter Scenario



Agenda

- What to Expect
- Objectives
- Outcomes
- Active Shooter Scenario
- Exercise
- Hot Wash
- Next Steps



What to Expect

- **What is a Tabletop Exercise?**

- Discussion-based sessions where team members meet in an informal, classroom setting to discuss their roles during an emergency and their responses to a particular emergency situation
- A facilitator guides participants through a discussion of one or more scenarios



What to Expect

- Our exercise is being conducted virtually
- A scenario will be presented, followed by related questions
 - You will be expected to discuss your facility's activities during the allotted time
- I will randomly call upon facilities to share what was discussed



What to Expect

- Your microphone should remain muted until called upon
 - Use the “Chat” feature if you want to type a question or make any comments
- 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



Objectives

- **Core Capability: Prevention**

- Identify critical objectives during the planning process
- Provide a complete and integrated picture of the sequence and scope of the tasks to achieve the objectives
- Ensure the objectives are doable within the timeframe that is part of the plan, using available resources for prevention-related plans



Objectives

- **Core Capability: Protection**

- Implement risk-informed guidelines, regulations, and standards to ensure the security, reliability, integrity, and availability of
 - Critical information
 - Records
 - Communications systems and services



Outcomes

- Reveal planning weaknesses in the Emergency Operations Plan and Standard Operating Procedures
 - Test or validate recently changed procedures
- Identify current capabilities
- Improve the coordination between and among various response personnel
- Identify deficiencies and/or validate training on the critical elements of emergency response
- Increase the general awareness and understanding of the potential hazard

ACTIVE SHOOTER



Active Shooter Definition

- An active shooter by definition is an
 - individual actively engaged in killing or attempting to kill people in a confined and populated area



Active Shooter Scenarios

- Unpredictable and evolve quickly
- Often over within 10-to-15 minutes
- Typically, immediate intervention of law enforcement is required
- Staff should try to be prepared both mentally and physically to deal with an active shooter scenario

Mentality of an Active Shooter

- Desire is to kill and seriously injure
 - Not concerned for their safety or threat of capture
- Generally has intended victims and will seek them out
 - May accept targets of opportunity while searching for or after finding intended victims
- Will continue to move throughout the building/area until stopped by law enforcement, suicide or other intervention
- Will often create chaos along the way as part of their plan
 - Placing explosives or pulling fire alarms as he/she moves through the building
- Most shooters take their own life when confronted by law enforcement or resistance



How to React as Clinic Employees

- Evacuate if there is an acceptable 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 present
- Do not stop to assist wounded people
- Do not attempt to move wounded people
- Call 911 when you are safe



Where to Hide

- Get out of the active shooter's view
- Silence cell phones, radios and televisions
- Lock the door or blockade the door with heavy furniture to prevent an active shooter from entering your hiding place



When Law Enforcement Arrives

- Purpose is to stop the active shooter as soon as possible
- Officers will
 - Proceed directly to the area where the last shots were heard
 - Usually arrive in groups of two or more
- Officers may be
 - Wearing bulletproof vests, Kevlar helmets or other tactical equipment
 - In patrol uniforms or street clothes
 - Armed with rifles, shotguns and handguns



When Law Enforcement Arrives

- Officers may
 - Use pepper spray or tear gas to control the situation
 - Shout commands
 - Push individuals to the ground for everyone's safety
- The first officers to arrive at the scene will not stop to help injured persons



When Law Enforcement Arrives

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

START OF EXERCISE



Scenario

- 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, he tells them they will regret treating him like this



Discussion

- 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 after the employee's termination
 - 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



Discussion

- What actions should you take?
- How are you communicating with
 - Employees?
 - Patients?
- Who is communicating?
- Who on your staff would take charge of this type of event?
- Who is responsible for contacting law enforcement?
 - What information do you relay to them



Update 2

- You decide to shelter in place in an office
- You 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



Discussion

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



Update 3

- You hear someone attempting to open your office door, then several loud shots
 - After a few minutes of silence, it appears 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



Discussion

- 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 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



Discussion

- How will you account for
 - Patients?
 - Employees?
- How do you prepare your employees for the disturbing scenes they may encounter as they evacuate?



Discussion

- Who is responsible for communicating with law enforcement?
- Who is responsible for communicating with the 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?
 - If so, who would go in?



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



Discussion

- Who initiates business continuity plans?
- What else needs to be considered?
- How is information disseminated to
 - Employees?
 - Patients?



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



Discussion

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

END OF EXERCISE



Hotwash

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



Next Steps

- Now that you have completed your Tabletop Exercise (TTX), 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

QUESTIONS?



Contact Information

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Thank You for Joining Us!

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