



Policy:

It is the policy of The Lutheran Home Association’s (TLHA) owned/managed facilities and programs to provide an emergency response plan to employees when an active aggressor/shooter appears to be actively engaged in harming or attempting to harm people in the facility or on company grounds. The facility will train employees annually on Active Aggressor/Shooter Incident response.

For purposes of this Policy: An active aggressor/shooter is defined as a person or persons who appear to be actively engaged in harming or attempting to harm people in the facility or on company grounds. In most cases, active aggressor(s)/shooter(s) use a firearm(s) and display no pattern or method for selection of their victims.

During an active aggressor/shooter situation, the natural human reaction is to be startled, feel fear and anxiety, and even experience initial disbelief. You can expect to hear noise from alarms, gunfire and explosions, and people shouting and screaming.

Procedure:

Please follow the following three step process to prevent or reduce loss of life in an active aggressor/shooter event.

RUN, HIDE, OR FIGHT

RUN – immediately evacuate the area

- Leave personal belongings behind;
- Put hands in the air to signal that you are unarmed to law enforcement responders;
- Visualize possible escape routes, including physically accessible routes for occupants, visitors, or staff with disabilities and others with access and functional needs;
- Avoid escalators and elevators; and
- Take others with you but do not stay behind because others refuse to leave.

Call 911 when safe to do so:

Information to provide to law enforcement or dispatchers:

- | |
|--|
| <ul style="list-style-type: none"> • Location of active aggressor/shooter(s) • Location of caller • Number of aggressors/shooters, if more than one • If there is law enforcement on-site (if known) • Physical description of aggressor/shooter(s) • Type and number of weapons used by aggressor(s)/shooter(s) • Use or threat of explosives/IEDs • If shooting is still occurring • Number of potential victims at the scene |
|--|

If you cannot speak, leave 911 line open so responder can hear what is going on and trace your location.

HIDE – seek a secure place where you can hide and/or deny the aggressor/shooter access

In addition, occupants should do the following:

- Lock the doors and/or barricade them with heavy furniture, if possible
- Close and lock windows and close blinds or cover windows
- Turn off lights
- Silence all electronic devices
- Remain silent
- Look for other avenues of escape
- Identify ad-hoc weapons (anything you can use as a weapon that was not designed to be one)
- When safe to do so, use strategies to silently communicate with first responders, if possible (e.g., in rooms with exterior windows, make signs to silently signal law enforcement and emergency responders to indicate the status of the room's occupants)
- Hide along the wall closest to the exit but out of view from the hallway (which would allow the best option for ambushing the aggressor/shooter and for possible escape if the aggressor/shooter enters or passes by the room)
- Remain in place until given an all clear by identifiable law enforcement

FIGHT – where your life or the lives of others are at risk, you may make the personal decision to try to attack and incapacitate the aggressor/shooter to survive.

- If possible, try to evacuate away from the incident to reduce the number of people in harm's way, and facilitate the police response. In the end, you will have to make decisions based on your assessment of the situation in how best to maximize the protection of life and what tactics to employ. When all other options have been exhausted, an individual decision to engage or fight the aggressor/shooter may be the only tactic available.

Crisis Management Responsibilities

911 should be called and employees should take the precautions necessary to ensure their own safety and the safety of others.

If the event is occurring in the facility, the facility will go in Partial Lockdown - no entry, to allow occupants to leave or evacuate (if safe to do so) and prevent anyone from entering the danger zone.

If the event is occurring outside of the facility, the facility will go into full lockdown to prevent anyone from entering or leaving the facility.

When safe to do so, the following procedures shall take place (in order):

1. Contact immediate supervisor or other management-level supervisor if immediate supervisor is not available
 - Supervisor shall handle next step below, unless supervisor is not available and then employee shall handle.
2. Contact Administrator (or Charge Nurse)
 - The primary contact person internally shall be the Administrator of the facility. He/she has authority to assume or delegate the duties required of this policy. In the absence of the Administrator, the Charge Nurse of the building shall be the primary contact. The Charge Nurse should contact the Administrator as soon as possible.
 - ✓ Liaison with the law enforcement, fire, medical and other community resources offering assistance, as necessary.
 - The Administrator will assume or assign the responsibility of:
 - ✓ Monitor of incoming calls and document in detail everything done in response to the crisis situation. Spokesperson for all communications with the media unless otherwise

assigned. Any contact made by media should not be answered by recipient but instead referred to the assigned spokesperson.

- o The Administrator will contact the Director of Marketing & Communications at the National Ministry Offices for assistance with preparing crisis communications.
 - o Handle all communication with immediate relative(s), resident(s) and employees as appropriate.
- ✓ The Administrator will notify the Vice President of Operations and Chief Executive Officer at the National Ministry Offices of the facts of the crisis situation as soon as possible.

Law Enforcement

Police officers responding to an active aggressor/shooter are trained to proceed immediately to the area in which shots were last heard in order to stop the shooting as quickly as possible. The first responding officers may be in teams; they may be dressed in normal patrol uniforms, or they may be wearing external ballistic vests and Kevlar helmets or other tactical gear. Officers may shout commands and push individuals to the ground for his/her safety as well as their own.

When law enforcement arrives:

- Remain calm, and follow officers' instructions
 - Do exactly as the team of officers instruct. The first responding officers will be focused on stopping the active aggressor/shooter and creating a safe environment for medical assistance to be brought in to aid the injured.
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the area

When the Police Officers arrive, they assume jurisdiction over the event. ALL employees will follow all reasonable directions by Law Enforcement, even when asked to leave the area.

Ethical Considerations during a healthcare active aggressor/shooter event

Every reasonable attempt to continue caring for patients must be made, but in the event this becomes impossible, without putting others at risk for loss of life, certain decisions must be made.

When focusing on resident safety, attend to residents in this order:

1. Ambulatory residents,
2. Those with assistive devices,
3. Residents in wheelchairs, and then
4. Those who are bedridden.

Consider hiding immediately those who cannot evacuate due to the location of the aggressor/shooter or the fact that they are bedridden or have other ailments or physical conditions.