

# CRITICAL INCIDENT RESPONSE

What you can do to prepare



Henrico Police

# Course Objectives

1. You will learn what to do with ...



Active shooter



Suspicious or unattended package, vehicle, etc.



Suspicious circumstances



Threats of violence

# Preventing Active Shooter Incidents

Employees can prevent  
and help prepare for  
active shooter incidents!

# Risk Factors

- History of Violence
- Exposure to Violence
- Substance Abuse/Dependence
- Mental Illness
- History of Suicidal Tendencies
- FBI Behavioral Analysis Unit (2016)

# Risk Factors

- Stalking, harassing, or threatening behavior
- Negative family dynamics or support system
- Isolation or instability
- Others are concerned

# ACTIVE SHOOTER RESPONSE

What actions should you take to keep yourself safe during an active shooter situation?

# Signs of an Active Shooter Event

- Hear gunshots/bullet holes
- Bodies on the floor/bloodied victims
- People running and hiding
- Lots of yelling, screaming, praying, disbelief, denial or eerily quiet



# Three Stages of Response

- **Denial**
- **Deliberation (Pre-planned)**
- **Decisive Action**



# RUN HIDE FIGHT

This video,  
produced by  
the Department  
of Homeland  
Security and the  
City of Houston,  
illustrates how to  
survive an  
active shooter  
situation.



If you can safely call 911, provide them with at least the following information:

- Location of shooter:
  - Physical address of building with street name and number
  - Location within the building or campus.
  - Direction of travel if known
- Number of shooters if known
- Physical description of shooters if known
- Number and types of weapons if known
- Number of potential victims
- Stay on the line - only if safe to do so
- If not safe to do so, leave the line open and turn the volume down or text 911 if you cannot talk

**When  
Calling  
911**

# RUN

- Have an escape route and plan in mind
- Leave belongings behind
- Help others escape if possible
- Evacuate regardless of others
- Warn/prevent others from entering
- Do not attempt to move wounded people
- Call 911 - only when safe to do so

# HIDE

1. Your hiding spot should:
  - Be out of shooter's view
  - Provide protection from shots fired
  - Not restrict options for your movement
2. If the shooter is nearby:
  - Lock/barricade the door
  - Lights out
  - Silence all sounds on cell phone/pager
  - Remain quiet

# FIGHT

## **THIS IS AN ABSOLUTE LAST RESORT!**

- If you must act:
  - Act as aggressively as possible
  - Use improvised weapons such as fire extinguishers, scissors, chairs, etc.
  - Yell
  - Fully commit to your actions
  - Optimal Room Position



# What to Expect When Help Arrives ...



Law enforcement's role and immediate purpose is to:

## **FIND AND STOP THE ACTIVE SHOOTER!**

- They **WILL NOT** stop to help the wounded
- They **WILL NOT** escort people out
- THEY **WILL** PROCEED TO WHERE THE LAST SHOTS WERE HEARD
- THEY **WILL** ELIMINATE THE THREAT



# Additional Officers and Rescue Teams

You may also see a large contingent of fire fighters and other rescue personnel.



# How to Respond When Help Arrives ...

- Remain calm
  - Follow commands
    - You might be handcuffed or searched
  - Keep your hands visible at all times
    - Raise your hands, show your palms, and spread your fingers
- Do not move unless told to do so
  - Avoid quick movements
  - Avoid pointing, screaming, or yelling





# How to Respond When Help Arrives ...

- Proceed in the direction from which officers are entering
- **Do Not** come out of hiding until you have heard multiple officers yelling that the scene is secured
- **Do Not** attempt to leave your safe zone until you have given officers your name and contact information



# SUSPICIOUS OR UNATTENDED PACKAGES RESPONSE

What actions should you take to keep yourself safe when encountering a suspicious or unattended package?

# What is an “*unattended package*”?



1. Any item that:
  - Does not outwardly present itself as threatening or suspicious in nature;
  - Cannot be associated with a communicated threat;
  - Is not positioned to avoid detection or observation where people congregate or critical assets are present
2. The owner may not be readily determined or located
3. There is usually an acceptable explanation as to why the item was left unattended

# What is a “*suspicious package*”?



1. Any item that makes one feel uneasy or threatened.
2. Items may include but are not limited to:
  - Unexplained wires or electronics;
  - Other visible bomb-like components;
  - Unusual sounds, vapors or mists
3. Suspicious indicators are also based upon:
  - A communicated threat;
  - Placement and proximity of the item to people or valuable assets
4. Any such items should be treated as suspicious and all safety protocols should be followed



# Suspicious Package or Vehicle

Assess item without  
manipulation. If  
deemed innocuous,  
item is not a threat.



# Unattended Package or Vehicle

If determined to be a  
threat, don't move,  
touch, or open item.

Call police  
immediately.  
Secure the area.  
Evacuate the  
immediate area to a  
distance of at least  
300 feet.

# SUSPICIOUS SITUATIONS AND/OR VIOLENT THREATS

What actions should you take to keep yourself safe when encountering a suspicious situation or violent threat?

# What is a “*suspicious* situation”?



1. May include threats of violence in various forms:
  - Suspicious phone calls, letters, emails, or posts on social and other electronic media
2. May also come in form of direct verbal threats to a specific:
  - Person,
  - Organization,
  - Business,
  - Government entity

# Suspicious Situations and/or Threats of Violence

Employees shall immediately report:

- Any behavior that threatens their safety or the safety of others
- Any language that threatens their safety or the safety of others
- Such threats to a:
  - Supervisor,
  - Department head, or
  - Human Resources





# Suspicious Situations and/or Threats of Violence



Police should be notified if:

- Situation escalates
- Situation causes you the fear of immediate harm to yourself or others
- Situation includes direct threat by:
  - Phone
  - Electronic means (email, text), or
  - Social media



# *If you* **SEE Something, SAY Something.**®

A national public awareness campaign

Raises awareness of:

- Indicators of terrorism
- Terrorism related crime
- The importance of reporting to local law enforcement the following: suspicious activity, behavior, items, and vehicles



# *If you* **SEE Something, SAY Something.®**

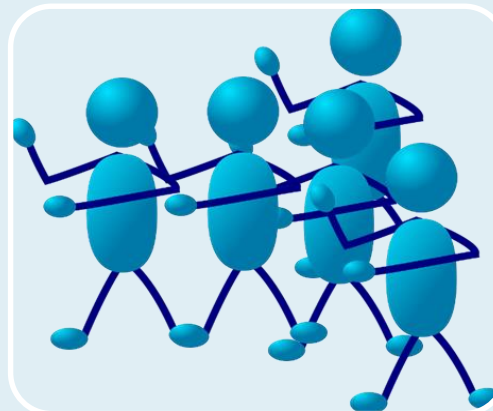
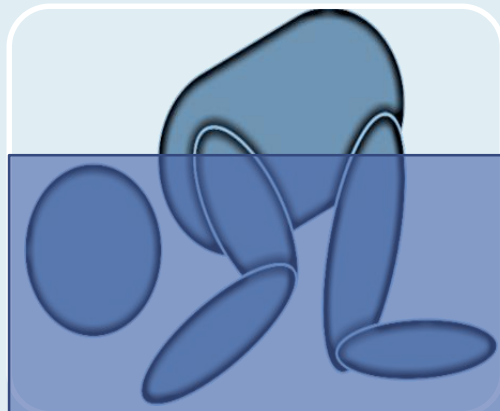
## **Do Not:**

- Take direct action
- Confront individual
- Reveal your suspicions.

## **Do:**

- Record as many details as possible
- Notify the appropriate authorities as soon as possible
- Report the incident to your department head or supervisor





## RUN

Only if  
safe to  
escape  
and warn  
others.

## HIDE

In a place  
that is  
fortified  
and  
remain  
quiet

## FIGHT

Only as a  
last resort  
and  
commit to  
your plan

# Active Shooter Summary

Remember to  
make a plan  
for your  
specific  
department or  
situation.

Be sure to  
practice at  
least twice  
annually.

# *Response Summary*

- Report all suspicious activity, behavior, packages, items, and vehicles
- Remove yourself and others from danger
- Gather as much information as you can
- Call 911 if the situation is life threatening
- Call 501-5000 in non-life threatening situations

## Suspicious/ unattended packages/ vehicles Summary

Learn how to  
report crime.

Stay on the line if  
safe to do so. If  
not, leave the line  
open and turn  
the volume down.

# DEVELOPING YOUR EMERGENCY ACTION PLAN



# Develop an Emergency Plan

Managers/supervisors  
are responsible for  
developing a plan  
to include:

ACTIONS TO TAKE

STEPS TO PROTECT

WRITING IT DOWN

REHEARSING THE  
PLAN

**Help is  
available  
online to  
assist with  
developing  
your plan.**

# Safety Plan Training

Employee training should include:

- Safety plan familiarity
- How to react quickly and appropriately
- How to call 911 and how to report incidents
- What to expect when first responders arrive
- How to adopt a survival mindset during a crisis



Ensure that safety plan assesses and makes adjustments for:

- Hearing or visually impaired
- Mobility impaired
- Limited or no English proficiency



# Safety Plan Components



An evacuation  
policy and  
procedure

Specific  
reporting  
procedures for  
different types of  
emergencies

Emergency escape  
procedures and  
route assignments



# Safety Plan Components

Emergency notification system to alert various parties of emergency

Contact information or phone tree of key individuals to contact in an emergency

Accountability checklist to ensure personnel follow-through after threat has passed



# Post Event Personnel Issues

**Expect mental  
trauma from any  
traumatic event**



**Shock**

**Nightmares**

**Post traumatic  
stress disorder**

**Survivor's  
guilt**

You may need a critical incident stress management plan. (Henrico Mental Health, Henrico Police Crisis Intervention Team, Employee Assistance Program.)

# Additional Resources

- **Department of Homeland Security Planning and Response to an Active Shooter:**  
An Interagency Security Committee Policy and Best Practices Guide  
[www.dhs.gov/publication/isc-planning-and-response-active-shooter-guide](http://www.dhs.gov/publication/isc-planning-and-response-active-shooter-guide)
- **How to Plan for Workplace Emergencies and Evacuations**  
U.S. Department of Labor, Occupational Safety and Health Administration,  
OSHA 3088, 2001 (Revised) <http://www.osha.gov/Publications/osh3088.pdf>
- **BleedingControl.Org**  
Stop the bleed campaign  
<https://www.bleedingcontrol.org/>
- **FEMA IS-907: Active Shooter: What You Can Do**  
<https://training.fema.gov/is/courseoverview.aspx?code=IS-907>

# Questions?

