

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

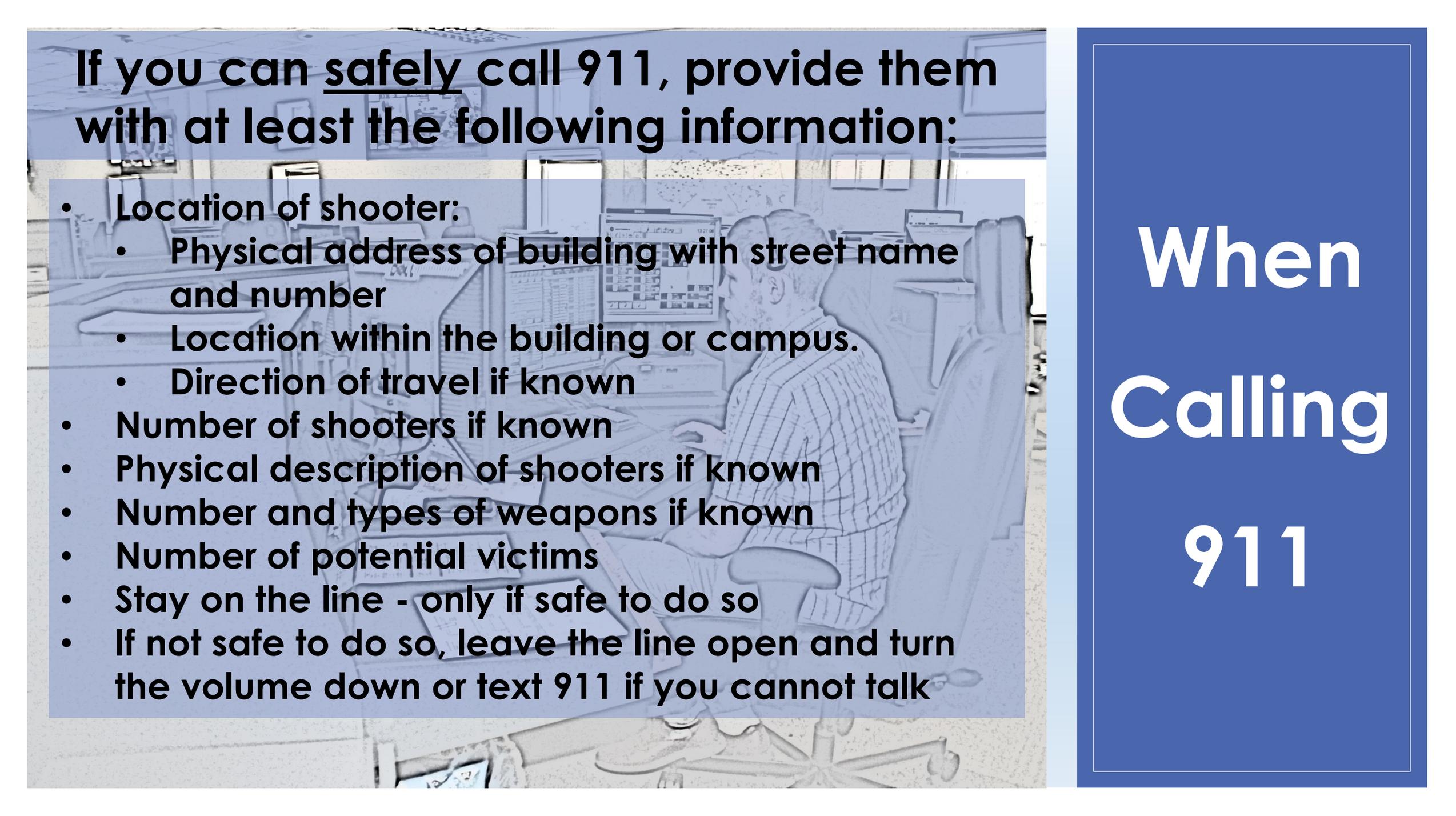


Three Stages of Response

- **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.**®

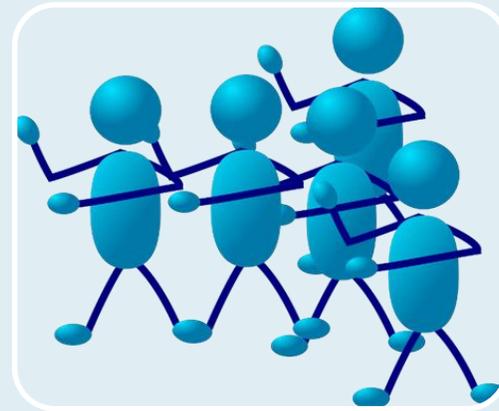
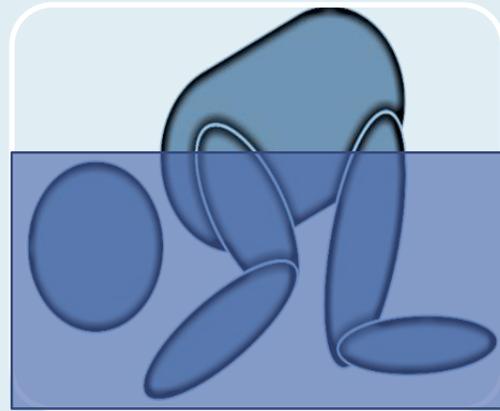
Do Not:

- 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
- **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?

