

Front Desk Active Shooter Survival Strategies

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What Is An Active Shooter?

- An individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.
- Active shooter incidents are unpredictable and evolve rapidly.
- Active shooting situations are often over within 3-5 minutes, often before law enforcement arrives on the scene.
- Individuals must be prepared both mentally and physically to deal with an active shooter.





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FACTS!

- **There is no definite technique to predict human behavior. There may well be warning signs, however there is no precise profile of a potentially dangerous person.**
- **The best prevention comes from recognizing any problems in the early stages and dealing with them without delay.**
- **Many cases of workplace violence begin as a simple disagreement or misunderstanding.**
- **Workplace violence can be caused by employees, supervisors, managers, customers, patients, visitors, family, or a stranger.**
- **Response:**
 - Trust your instincts, if something does not feel right, do something!
 - Let your manager know if you feel that anyone is a threat in the office.
 - The smallest details can mean all the difference between life and death.

Active Shooter Survival Strategies Have a Plan!

- Learn to recognize the warning signs of an active shooter.
- Your interaction with someone at the desk could escalate to an active shooter.
- Report all acts of aggression, on anyone's part, to management.
- If you feel that the tension between you and another person is escalating, consider asking someone else to step in and help the person.
- Try to understand how you may not have any control over precipitating factors.

Active Shooter Survival Strategies

Run – Hide – Fight

- Run:
 - Be prepared, have a plan, do not hesitate
 - Leave your belongings behind
 - Help others if you can do so safely, but your priority is getting yourself out of harms way.
 - Remember to follow the instructions of a police officer without question!

Active Shooter Survival Strategies

Run – Hide – Fight

- Hide:
 - Only if you cannot get out of your office.
 - Lock the doors, turn off the lights, and silence your phones (including cellphone).
 - Block the doors with furniture or equipment, deny entry to the shooter.
 - Understand concealment vs. cover.
 - Be very quiet, any sound could be fatal!
 - If you cannot get out of the danger area, remain in place and do not move until the police tell you to.

Active Shooter Survival Strategies

Run – Hide – Fight

- Fight:
 - Only as a last resort.
 - Throw objects at the shooter as distractors.
 - Incapacitate the shooter in any way possible as a last resort.
 - Act aggressively your actions may allow others time to escape.
 - Call out for help, this may give someone else the chance to distract the shooter

Active Shooter Survival Strategies

Run – Hide – Fight

- Call 911
 - Only when safe, be calm, speak slowly and clearly. If it is not safe, do not speak and ensure your phone is such that the 911 operator voice cannot be heard.
 - Many police departments have the ability to receive text messages (check with your local department).
 - Start the conversation by stating there is an active shooter and give the address slowly to the 911 operator.
 - Listen to their follow-up questions and reply the best you can.

Active Shooter Survival Strategies

Run – Hide – Fight

▪ Police Response:

- **Important!** Follow the officer's instructions!
 - The officers are not looking for information unless they ask you directly.
 - Keep your hands in full view with your arms raised above your head.
 - Do not carry anything in your hands, it may be mistaken for a weapon.
 - Do not make any sudden movements, if you do your actions may be taken as a sign of aggression and you could get shot!

Active Shooter Survival Strategies

Run – Hide – Fight

▪ Police Response:

- **Important!** Follows the officer's instructions!
 - The police will be in a hypervigilant state, and they may point a gun at you.
 - They will not provide you with first aid in the early stages so do not ask. Paramedics will assist you when the scene is safe or when you are in a safe area.
 - Try not to scream at the police, you may draw attention away from the actual shooter.
 - Walk to wherever the police tell you and run if they instruct you to do so.
 - If you have a weapon, do not take it outside with you, it could get you shot and killed!

Active Shooter Survival Strategies

Have a Plan!

- If you have not thought about an escape route from your work area, now is the time to do so.
 - Where are your exits? Are there at least two options?
 - Where do those exits lead to?
 - If you feel that your life is in danger, do not wait for someone to tell you to get out. Take the initiative to protect yourself.
- When executing your escape plan, do not go towards the sounds of gunfire!
- Take quick peeks around corners before you round them.
- Always go for the nearest exit, if you forget where an exit is, look for the overhead Exit signs which are directional and lighted.

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Active Shooter Survival Strategies

Have a Plan!

- Does your escape route have only one option to get out of the area?
- Your life may be on the line, think outside of the box. Planning now may in fact save your life later.
- Develop code words or phrases that staff can use that gives others an indication that something is happening. (e.g., Doctor Strong)
- Do not wait for the shooting to start, if you observe someone with a firearm act without hesitation!
- If you can see outside your office suite, such as into the parking lot or hallway, pay attention to what happens out there. It may give you time to lock the waiting room doors.

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Active Shooter Survival Strategies

Remember...

- Have an escape plan, and better yet have an alternate route as well.
- Report all aggression or workplace violence incidents to management.
- Trust your instincts, if something does not feel right, do something!
- Understand the Run – Hide – Fight protocols and think them through.
- Follow the instructions of the 911 operator or any police officer without questioning them!
- Your life may be on the line, think outside of the box. Planning now may in fact save your life later.
- Do not wait for the shooting to start, if you observe someone with a firearm act without hesitation!



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Thank You for Attending



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