



# ACTIVE SHOOTER RESPONSE PLAN

August 2022



## I. APPLICABILITY AND SCOPE

The objective of this Active Shooter Response Plan is to provide guidance to effectively address the response of an active shooter or violent intruder incident. It applies to permanent employees, temporary employees, contractors, and visitors. This plan will be updated when information listed below requires modification.

**IMPORTANT: If you are working at a Federal Government worksite, please refer to the Active Shooter Response Plan that the Federal Government has established for your site. A training should be conducted utilizing the protocols set forth in that plan.**

## II. PREPAREDNESS

Active shooter incidents are unpredictable, often begin and conclude quickly, leaving little to no time for leadership and police to coordinate response procedures with employees. Because active shooter situations are *often* over within 10 – 15 minutes—before law enforcement arrives at the area—individuals must be prepared, both mentally and physically, to deal with an active shooter situation.

Training and exercising this plan allows Job Options to identify gaps, correct weaknesses, and validate the plan. Each JOI worksite will be required to conduct the Active Shooter Response Plan training annually. Any changes specific to your worksite should be communicated to the Safety Director at JOI's Corporate Office so that the written plan can be revised and re-issued.

### Prepare for an incident

- Learn how to recognize potential workplace violence and suspicious behavior.
- Identify the nearest exits in a room, office, or building.
- Identify potential safe hideouts.
- Become familiar with what to expect from law enforcement during an active shooter incident.
- Know who to call to report an incident and what information to provide about the situation.
  - Call **911** to notify the police.
  - If at a federal government worksite, identify the emergency phone number(s) that should be called to report an active shooter.
  - Call JOI management personnel when safely able to report an active shooter situation:
    - Jeff Johnson, CEO, (760) 715-2357
    - Kelley Walker, Sr. Human Resources Manager, (706) 570-0468
    - Gladis Jarquin, Safety Director, (619) 917-1360
- Know whom to call to report suspicious behavior, a person acting strangely, or someone making statements that cause concern. **If you see something, say something.**
  - Notify your Project Manager or Supervisor immediately.
  - Project Manager should call the Sr. Human Resources Manager, Kelley Walker (706) 570-0468 or JOI's Safety Director, Gladis Jarquin, (619) 917-1360.

### III. GOOD PRACTICES TO MAINTAIN AWARENESS

- Be aware of your environment and any possible dangers at all times.
- Know where the two nearest exits are located in any facility you visit.
- Recognize potential workplace violence.
- Conduct Active Shooter Response training on an annual basis.

### IV. INDICATORS OF POTENTIAL VIOLENCE BY AN EMPLOYEE

Potentially violent behaviors of an employee may include one or more of the following (this is not a comprehensive list, nor is it intended to be a mechanism for diagnosing violent tendencies.) If you notice an employee acting outside of his/her normal character, notify your Project Manager, the HR Department or the Safety Director.

- Increased use of alcohol and/or illegal drugs
- Unexplained increase of absenteeism; vague physical complaints
- Noticeable decrease in attention to appearance and hygiene
- Depression/withdrawal
- Resistance and overreaction to changes in policy and procedures
- Repeated violations of company policies
- Increased, severe mood swings
- Noticeably unstable, emotional responses
- Explosive outbursts of anger or rage without provocation
- Suicidal; comments about "putting things in order"
- Behavior which is suspect of paranoia, ("everyone is against me")
- Increasingly talks of problems at home
- Escalation of domestic problems into the workplace; talk of severe financial problems
- Talk of previous incident of violence
- Empathy with individuals committing violence
- Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes.

### V. COMMUNICATION WITH 911 OPERATOR

In an active shooter situation, **your safety is the top priority**. Upon discovery of an active shooter situation and as soon as it is safe to do so:

- **Call 911**
- When speaking to 911 from a safe location, provide, if possible:
  - Address of location in which shooting is taking place, including floor or suite number if in an office.
  - Number of shooters and types of weapons, if known.
  - Description of shooter(s) and possible location. Note: mention any identifiable scars, tattoos, and clothing.
  - The number of people in the area that are in danger, if known.
  - Location and condition of any victims, if known.
  - Location where you are currently calling from (back office, warehouse, closet, bathroom, etc.).

## VI. RESPONSE CONSIDERATIONS

Active shooter incidents often begin and conclude quickly, and the incident may be at any location. The response to any incident will depend on the circumstances unique to that situation. However, there are general procedures that apply to all active shooter incidents.

During an active shooter situation, the general response should be to **RUN. HIDE. FIGHT**—in that order. **Remember, your safety is the top priority.** Quickly determine the most reasonable way to protect your own life and act accordingly.

### **RUN/EVACUATE**

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Determine an escape route based on where the active shooter may be located. Listen to where the noise/disturbance is coming from and run in the opposite direction.
- Leave your belongings behind. Keep your hands empty and visible at all times. This is especially important when law enforcement arrives.
- Run away even if others do not agree or follow. Help others escape, if possible.
- Do not attempt to move the wounded.
- Move quickly to a safe place far from the shooter and take cover. Remain there until police arrive and give instructions.
- Remain calm. Avoid screaming or yelling as you run away as this may bring the shooter's attention to you.
- When you reach a safe location and **only if it is safe, call 911.**
- If it is unclear where the shooter is, hide/barricade in a room before running into a hallway where the shooter may be.
- When law enforcement arrives, follow their instructions.

### **HIDE**

If running is not an option, find a place where the active shooter is less likely to find you. Think quick—your life may depend on it.

- Your hiding place should be out of the active shooter's view and provide protection if shots are fired in your direction.
- If in an office, lock the doors. If the doors do not lock, wedge the door shut or use the heavy furniture to barricade it.
- Turn the lights off. Close the blinds/cover the windows, if possible.
- Hide behind large items (i.e., cabinets, desks).
- Remain quiet. Identify an escape route in the event you are directed to evacuate.
- Silence all noise, including cellphones and electronics.
  - Call 911 **only if it is safe to do so.** Be prepared to answer the dispatcher's questions. Stay as calm as possible.
  - Establish a code word with the dispatcher to be used when law enforcement arrives. Use code word to identify law enforcement when they come.

- If it is not safe to talk, **put the phone volume all the way down** so the shooter(s) cannot hear but the dispatcher can still monitor what is going on.
- Remain under cover until law enforcement advises it is safe to evacuate.
  - Positively verify the identity of law enforcement. An unfamiliar voice may be the shooter attempting to lure victims out.
  - Ask law enforcement to provide a business card or call 911 to ask if the building is clear.

## **FIGHT**

Plan to fight when running and hiding are not options. Fight as though your life depends on it!

- As a last resort, and only if your life is in imminent danger, do anything and everything you can to disrupt and/or incapacitate the active shooter.
- Use any object in the vicinity to throw at and disorient the shooter, even a couple of seconds of disruption could cause less shooting.
- Act as aggressively as possible against the shooter.
- Work as a team when possible.
- Fully commit to your actions. Again, your life may depend on it.
- Use improvised weapons if possible (any heavy object you can throw or hit the shooter with).
- Survive by any means necessary.

## **VII. HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES**

It is important to note that law enforcement's immediate purpose and priority is to stop the active shooter. Officers will proceed directly to the area in which the last shots were heard. When law enforcement arrives:

- Remain calm, and follow the instructions of law enforcement officers.
- Put down any items in your hands. Keep hands visible at all times. Law Enforcement officials look at your hands to determine if you are a threat. Any items in your hands could cause a reaction. Keep your hands where they can be seen at all times.
- Immediately raise hands and spread fingers.
- Avoid making quick movements toward officers such as attempting to hold on to them for safety. Officers are already on high alert. Any sudden movements could trigger a reaction.
- Avoid pointing, screaming, and yelling.
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction in which the officers are directing you.
- Do not ask any questions of the officers; let them do their job to secure the premises as soon as possible.

## VIII. AFTER THE INCIDENT

After the active shooter has been incapacitated and is no longer a threat, site management shall engage in post-event assessments and activities including:

- Accounting for all employees at the designated emergency assembly point to determine any missing persons.
- Notifying CEO or Sr. Human Resources Manager of incident, if not already done.
  - Informing CEO or Sr. Human Resources Manager of injured employees' names.
- Assessing the psychological state of employees at the scene, and referring them to health care specialists if needed.

## RECOVERY

### Victims and Families

- Establish a hotline for family and friends who call for looking for information.
- Project Manager or most senior leader at the worksite at time of incident will gather information related to victim identities, extent of injuries, and what hospitals injured have been transported to, if known. This information will be relayed to the HR Department.
- HR Department will procure mental health counselors for employees and families.
- HR will develop an action plan to handle concerns about returning to work based on the circumstances.

### Internal Communication

- HR Department will provide continued communication to staff about the situation, to include:
  - When to return to normal business operations.
  - Where employees can obtain mental health services if needed.
  - If work location has been temporarily changed, where work will be conducted.

### External Communication

- The designated officials that will respond to media inquiries are listed below. They will determine what details to provide to the media that will ease community concerns without inciting panic or hindering the investigation.

Jeff Johnson, CEO  
Kelley Walker, Senior HR Manager

- No one else in the organization is authorized to conduct interviews or to speak to the media on the organization's behalf. If asked for an interview, you may respond with, **"It is our company protocol to direct all inquiries to our corporate office to connect with an authorized executive."**

## POST INCIDENT REVIEW

A Post Incident Review Committee will conduct an After Action Report to identify the major events, all lessons learned, and review any new initiatives developed or identified in the exercise/incident. The Committee will also discuss all techniques, tactics, and procedures used during the exercise/incident to include what went right, what went wrong, and the potential consequences resulting from the potential outcomes of those issues.

After the discussions, the committee will develop a written improvement plan that identifies areas that require improvements, actions required, timelines for implementing the improvements, and the organization(s)/parties responsible for each action.

The Post Incident Review Committee will include:

- Jeff Johnson, CEO
- Kelley Walker, Sr. Human Resources Manager
- Gladis Jarquin, Safety Director
- Project Manager at worksite involved in the incident
- Any other JOI leadership member present at the worksite at time of the incident

## ADDITIONAL RESOURCES

- Active Shooter Video: <https://www.youtube.com/watch?v=dD4f1M6sxEw>