

SUBJECT: Code Silver – Active Shooter Incident

PROCEDURE: CH:FS:03cP

DATE EFFECTIVE: August 15, 1989

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I. PROCEDURE

A. Procedure

Any Children's National employee or contractor who becomes aware of an active shooter incident should immediately contact the Security Operations Center (SOC) at x2065. The following information should be provided to the security dispatcher:

- Exact location of the active shooter incident. Please be specific as to what the armed individual(s) is doing (i.e. actively harming people with a firearm or is threatening people with a firearm).
- Number of individuals involved and physical descriptions.
- Types of firearms being used (i.e. handgun, shotgun, rifle etc.)
- Any noted injuries of those involved in the event.
- Additional information as requested by security.

If the active shooter is in your immediate area or enters your unit, clinic, office or other area, you should:

Try to remain calm and take immediate **self-protective actions** as follows

- a) Avoid the active shooter and get to a safer location, if possible.
- b) If unable to avoid the active shooter (i.e. an exit being blocked by the shooter or not being able to exit without being seen and engaged by the shooter) then **barricade** yourself in a room or other suitable location. Turn off the lights in the room in which you have barricaded and silence cell phones or other devices which emit noises and do not open the door until instructed to do so by hospital security and/or local law enforcement.
- c) If unable to avoid or barricade AND your life is imminent danger, you can make a personal choice to engage the active shooter to defend yourself.

B. Roles/Responsibilities

1. General Staff (Clinical Areas)

If the active shooter incident is in another area of the hospital, such as a different floor, unit or area, please take the following actions:

- a) Try to remain calm
- b) Take **self-proactive actions** and facilitate the safety of patients, families, and visitors by:
 - Warning other staff, patients, families and visitors and directing them to take immediate shelter in a securable location.
 - Going into a room or area which can be locked or barricaded. Entrance doors to units/offices should be closed and secured and staff, patients, families or visitors

should not egress as this would create an unsecured door situation where the active shooter may be able to gain access

- Turning off lights in rooms
- Closing blinds, if applicable
- Blocking windows, if necessary
- Turning off devices that emit a sound
- Keeping yourself and others out of sight and take adequate cover/protection (i.e. concrete walls, thick desks, filing cabinets etc.)
- Keeping clear of the location of the Code Silver
- Not calling the operator or security for additional information regarding the active shooter or hostage incident (please listen to overhead announcements and pocket page alerts for updates). However, please do immediately call security at x2065 to report relevant information regarding the active shooter incident (i.e. sound of gunfire, attempt by the active shooter to gain access to your area)
- Do not leave your barricaded location until directed to do so by hospital and/or local law enforcement.
- It is important that keep your hands visible (put down all items in your hands) when law enforcement officers respond to your area to clear your location. Please do not make sudden movements and completely and immediately follow all given instructions.

2. General Staff (Non-Clinical Areas)

Staff (who are not in a clinical area/or not required for patient care), families and visitors who are close to an entrance of the building in which the Code Silver is called will:

- a) Exit the building immediately and get to a safe location out of the line of sight of anyone exiting the doors.
- b) Warn others to prevent anyone else from entering the building until the Code Silver has been cleared.
- c) Keep clear of law enforcement officers arriving in response to the Code Silver incident and follow all instructions given.

3. Extended Campus Locations

Children's National staff members assigned to extended campus locations will take the following actions

- Take immediate self-protective measures to avoid the active shooter (i.e. leaving the building via an exit) and get to a safer location or barricade in a securable location if unable to avoid the shooter. If barricading, silence all devices which emit a sound and do not open your secured location unless advised to do so by law enforcement.
- Call the local police via 911 and provide them with all relevant facts regarding the active shooter incident.
- Follow the instructions of the police dispatcher.
- If you have evacuated, keep clear of local law enforcement officers who will be responding to your call for assistance.
- If possible, inform Children's National Security at 202-476-2065 after you have notified local police.

4. Security Services

- a) Upon notification of the Code Silver incident, the security dispatcher will immediately contact the Communications Department via the stat page line x2222

and announce a Code Silver - Active Shooter for the floor and quadrant initially impacted by the event (note- active shooter incidents are extremely fluid in that the shooter will travel to other areas seeking victims). All hospital employees, contactors and visitors are expected to immediately take self-protective measures and to follow the instructions of security personnel and evacuate and/or avoid the impacted areas as directed.

- b) Security Services will immediately notify the Metropolitan Police Department (MPD) of the incident via 911, and provide the following information:
 - 1) Exact physical location of the incident within the facility
 - 2) Weapons possessed by or used by the active shooter(s)
 - 3) Weapon/explosive device information, if known
 - 4) Number of active shooters involved
 - 5) Actions taken by the suspect(s)
 - 6) Any additional relevant information as requested by the MPD.
- c) Lead the hospital's immediate Code Silver response.
- d) Follow security departmental procedures for responding to a Code Silver incident.
- e) Activate the campus-wide security plan and prevent others from entering the building.
- f) Assist departments as needed with lock down and shelter in place and/or evacuation procedures.
- g) Gather and record active shooter(s) intelligence per departmental procedures.
- h) If possible, the security control center should initiate and maintain CCTV surveillance of the incident. Live and recorded video documentation of the incident should be made available to the local police upon arrival at the facility.
- i) Relinquish oversight of the active shooter incident to the local law enforcement officials upon arrival at the facility. All information gathered during the initial stages of the incident should be immediately turned over to the local police. Security Services will then act in a supporting role at the discretion of the local law enforcement.
- j) Provide floor plans, access cards, and master keys as necessary to help law enforcement officers to facilitate the clearing of rooms and areas of the building.
- k) Assist the police in establishing a tactical command center as necessary
- l) Provide a room where the hospital's response team and police officials can meet to discuss intended actions, as it relates to the active shooter incident.
- m) Control media access to the facility in accordance with departmental and campus security plans.

5. Communications Department

Upon notification of an active shooter incident, communications shall announce a **Code Silver – Active Shooter** as designated by security for the impacted floor and quadrant. The operator will announce the Code Silver immediately and with the Code Silver designation AND plain language, via pocket page and the PA announcement system. The overhead page will be announced a minimum of 3 times. The communications department shall also page the designated members of the hospital response team. The hospital incident response team shall respond to the incident command center, or other safe location as designated by senior security person on duty, for the purpose of activating hospital resources in response to the incident. This team shall be comprised of:

- a) The Administrator on-call
- b) The Director of Security or designee
- c) The Public Relations spokesperson on-call
- d) The Chief Medical Officer or designee
- e) The Chief Information Officer or designee

- f) The Nursing Administrative Manager
- g) The Executive Director of Engineering or designee
- h) The Executive Vice President of Human Resources or designee
- i) The Executive Director of Safety & Emergency Management
- j) Other hospital employees as deemed necessary by the response team

All telephone inquiries from the media are to be directed to the Public Relations spokesperson on-call.

Communications will provide overhead announcement and pocket page updates as authorized by the lead security person on duty and/or members of the incident response team.

6. Medical Staff

Medical assistance will be provided as needed to individuals needing assistance. Possibilities include designating individuals to stand-by and/or activating the Code Blue Response Team.

NOTE: Code Blue medical teams should not enter the Code Silver incident area until it has been declared safe to do so by hospital security and/or local law enforcement.

7. Public Relations

- 1. Manage internal and external communications as it relates to the active shooter incident.
- 2. Coordinate interviews between staff and members of the media.
- 3. Follow internal crisis management communications plan procedures

No interviews with the media should be conducted without the approval of the Public Relations Department.

8. Human Resources

- 1. Cooperate with Security Services and the DC Police Department by providing demographic information requested on employees who may be involved in the Active Shooter Incident.
- 2. Activate the Critical Incident Stress Management (CISM) Team to facilitate the recovery process for employees due to the trauma of being involved in an active shooter incident.

9. Local Law Enforcement

- 1. Pre-plan with hospital security force to ensure each party is aware of the needs of the other, and that reasonable preparation is made to facilitate management of active shooter incidents at the hospital.
- 2. Immediately respond to the hospital and relieve the hospital security force of responsibility for securing the incident area.
- 3. Set up appropriate police command post, and to the greatest degree possible, coordinate intended actions with the hospital Administrator on-call. This is of particular importance when the use of chemical agents is contemplated to resolve the Code Silver incident.

C. Recovery

1. In conjunction with local law enforcement, hospital security will determine the conclusion of the Code Silver event and will request that Communications announce an “All Clear.”
2. Hospital leadership will convene a post-Code Silver debriefing immediately following the event to complete the following:
 - Document casualties, injuries and building damage
 - Ensure sentinel event documentation is prepared as required
 - Prepare a media release
 - Identify events leading up to the Code Silver incident
 - Review Code Silver procedures and staff roles
 - Discuss any identified problems that occurred during the code
 - Consider the immediate and long-term effects of the Code Silver incident on others and to develop an immediate and long term mitigation plan

D. Documentation

Actions taken by the active shooter, hospital staff and local law enforcement should be noted in detail in the Security Services computer aided dispatch (CAD) system. An incident report detailing the events surrounding the code silver incident should be prepared and submitted to Risk Management as soon as possible after the conclusion of the incident.

E. Training

Management staff members are to ensure that staff members are aware of the Code Silver policy and procedure and staff preparedness and response expectations. The Department of Security will provide additional training opportunities for staff members including, but not limited to active shooter incident response in-service training, self-paced video training, and supplemental active shooter response materials.

II. REVIEW OR REVISION DATES

Original:	08/22/89	Revised:	05/12/04
Reviewed:	07/21/92	Revised:	06/22/07
Revised:	02/12/97	Reviewed:	06/30/10
Revised:	04/15/97	Revised:	01/23/13
Revised:	06/10/98		
Revised:	07/31/01		

III. REFERENCES

1. CH: SEC:12 Security Department Specific Code Silver Response Policy
2. CH:FS:3c - Code Silver – Active Shooter Incident Policy
3. DC EHC Active Shooter Template Response Plan for Healthcare Organizations, March 2011
4. US Department of Homeland Security Active Shooter-How to Respond, October 2008
5. International Association of Healthcare Security and Safety Active Shooter Response Guidelines, October 2011