

Meritus School of Osteopathic Medicine

Safety and Security Handbook:

The Meritus School of Osteopathic Medicine and the student housing fall under the umbrella of Meritus Health's Dedicated security force. The security of the patients, visitors, physicians, staff, faculty, and students is of utmost importance on the campus of MSOM or in other areas. Attention to these policies are part of those general policies that are overarching within all units of Meritus Health. All policies are updated regularly and found online on the Meritus Health intranet (Meritus Policy Manager).

The Meritus School of Osteopathic Medicine (MSOM) security handbook is a general guide along with the policy's online, to be used for awareness. Good judgment and following these general rules are a start to a safe and secure campus. Familiarize yourself before an incident so that you will be able to handle situations most professionally.

Section 1: General information

Site information:

Business Hours-

- MSOM security is staffed and on-site 24/7

Food and Drink:

Food and drink are allowed in the buildings but not in any lab unless prior approval has been obtained. All food should be eaten in designated areas and desks should be cleared of food if visible to visitors and staff. Front desks and visitors' areas should be clean and clutter-free.

Lost and Found:

Campus Security will receive and collect lost and found items and store them for 30 days in the designated campus area, identified as the property room until claimed by the owner. Found property will be logged into the collection book and assigned a property tag. When an item is claimed, the release of property waiver must be completed and signed before any item is returned to the owner. The waiver is to be filed in the appropriate folder as designated by campus security.

Items that are left in student lockers at the end of each academic year will be collected. The Security officer assigned will send an email notice to the appropriate student group and will provide one week for students to claim lost items. After this period, all items that remain unclaimed will be donated to charity.

Pets and Service Animals:

1. Animals are not permitted inside the building except for service animals. Under the Americans with Disabilities Act (ADA), all service animals can access any common area of any college (i.e. medical offices), except for controlled and sterile environments that pose health and safety

hazards. Controlled environments include anatomy labs, courses that include dissection or suturing, and standardized patient areas.

2. Service animals must always be under the direct control of their owner.
3. Therapy or comfort animals are not considered service animals and are not covered by ADA. Employees and students are not permitted to bring comfort animals on campus.
4. Any animal or handler that violates MSOM regulations must be reported to security. This includes:
 - Animal barking, growling, demonstrating aggressive behavior, handler hitting the animal, or exhibiting any kind of unruly behavior.
5. Officers may inquire as to what service the animal provides. Such as “Is the animal required because of a disability?” or “What work, or task has the animal been trained to perform?”
6. As an institution of higher education, we do have the right to inquire about the service animal’s proof of state-required vaccinations.

Process Servers:

Process servers are permitted to deliver during regular hours of business, Monday through Friday, 8:00 a.m. to 5:00 p.m. and should be directed to the Manager of Security or, if not on duty, to the Dean’s Suite or the Human Resources Department. If the office is closed, advise the server to return during business hours. Security will not accept the service of documents.

Security will not give out information for employees or students being sought, such as their location, address, vehicle description, work schedule, or physical presence on campus.

Room Access:

Most campus educational and study spaces, including the library, are open during normal operating hours of the MSOM campus.

- Educational and study spaces with restricted access:
 - Simulation center and standardized patient areas: student access to the standardized patient and simulation labs is available at the discretion of the personnel.
 - Anatomy lab is restricted to students unless on an elective and with permission of the attending.

Smoking:

MSOM is a smoke-free campus. “No smoking on campus” signs are placed around the academic hall and the student living quarters. If anyone is seen or reported smoking or vaping on campus, security will establish contact with the individual(s), advise them of the policy, and have them extinguish and dispose of their lighted item or vape device.

Solicitors:

Solicitors will not be granted access to the building without prior authorization. If officers encounter a solicitor on the grounds, the officer should instruct them politely to leave the premises. If a solicitor wishes, they can call the main line during business hours.

Visitors:

All visitors must check in at the front desk or with security and will receive a visitor badge. They must sign an electronic waiver of liability. Visitor belongings are subject to search and any concerns about the items will be reviewed by the director of security. All visitors must be accompanied by a student, faculty or staff member while touring or visiting MSOM. After hours tours are permitted, however, the visit must be pre-arranged, approved, and the party must be accompanied by the corresponding student, faculty, or staff member.

Public service employees (Police, Fire, EMS) can enter the building at any time without authorization. In the event public service employees enter the building, a detailed Incident report must be created and logged in the computer by the on-duty Officer at that time. This report should include the individual's name, company, area visited, reason for visit, and time of the visit. The Security Manager or Supervisor are to be notified of the visit right away.

Holiday Schedules:

MSOM observes the holidays listed in the Employee handbook and any holiday recognized by applicable laws. The Employee Handbook is housed on the MSOM website.

School/Campus Closure Procedure:

When a severe weather event such as snow, flooding, ice, or other storm would make it difficult or dangerous for students or employees to come into the campus buildings, the officer on duty at the time should follow the procedure outlined below.

- The security officer will call the Manager of Security by 0430 hours and inform them of the weather and road conditions near the school. If the officer is not sure of the conditions near the school, the officer should call the Department of Transportation or conduct appropriate research on the outside conditions. The dean should be notified and the Associate Dean of Student Affairs to determine if the campus should be closed.
- Once a determination is made then Manager of Security will send a mass email and mass notification alert via text. Officers should be familiar with the Notification Policy.

Snow Removal:

Chemical pre-treatment of the walkways will be the onsite security personnel's responsibility. If snowfall is anticipated, security will monitor snow, report forecasted conditions, and pre-treat specified areas one hour in advance of a forecasted snowfall.

Universal Information Instructions:

1. Be on the Lookout (BOLO):
A BOLO is a way of alerting officers to pay attention to a specific individual or vehicle. A BOLO is created at the direction of the Security Supervisor or Manager. This can be placed on a person, either affiliated with MSOM, or associated with someone affiliated with MSOM, or an individual living near the campus who presents an immediate risk to employees and students. This is typically for someone who has previously committed a crime or violation, may have a psychiatric condition, has made threats in the past, or is suspected of making threats to the school's physical premises or an employee or student. The information included in a BOLO is confidential and should not be shared with anyone outside of law enforcement, the MSOM President, Dean, Senior leaders, or

others on a need-to-know basis. All BOLOs should include as much information as possible, including a physical description of the individual, vehicle(s) description, photograph (if available), address, phone number(s), the individual they are associated with or who is threatened, an explanation of behavior/incident, and last known sighting.

2. Camera Settings:

Officers should be familiar with the camera system and should utilize it and its functions daily; however, no one is to adjust the saved sensitivity settings unless explicitly instructed to by the Security Supervisor or Manager.

3. Clery Act:

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (20 USC § 1092 (f)) is the landmark federal law, originally known as the Campus Security Act that requires colleges and universities across the United States to disclose information about crime on and around their campuses. The latest crime report from the MSOM campus and the Washington County Police Department will be posted in the Security Office for access to students, faculty, or staff members who wish to review it. In compliance with federal standards and accreditation requirements, the latest Clery Act report will also be published on the public-facing MSOM website.

See appendix for information *

4. Emergency personnel Dispatched to MSOM:

If emergency personnel (ambulance, fire, police) are dispatched to MSOM, officers should notify the Security Supervisor and Manager and complete a report in the online system.

5. Fire Command/Public Address:

The key access to the fire command center and public access system is on a chain in the fire command center on the main fire panel.

6. High winds:

Officers will monitor weather reports for high wind warnings and watches. In the event of high winds, security will place signs on all affected entrances instructing patrols to use caution and to close doors behind them to reduce damage to the doors and glass.

7. Parking Violations:

All officers will enforce and issue parking violations. If an officer sees a parking violation, per Meritus Health policy, they are to promptly boot either of the front two tires of the vehicle. The perpetrator will be required to call the security office for boot removal. MSOM will not be held liable for any potential damages to the vehicle that may come of this process and repeat offenders may be referred to Team Member Services (HR) or Student Affairs.

8. Programming Door Unlocks After Hours:

All exterior doors will remain locked after hours. Exceptions are made for events with the approval of the Security Manager, COO, President, Dean, or in the case of certain emergencies.

9. Property left Overnight in the Building:

Security will recover any property that is found in the building overnight. All recovered property will be logged and secured in the lost and found.

10. Security Badges

All students and employees will be issued an ID badge that will grant entry to the building. All students and employees are required to display their ID badge while on school property. In the event an individual loses their MSOM ID badge, they must report immediately to the Security Office. The current ID will be disabled and the new ID created. If the card access system to the building is malfunctioning, immediately contact the Security Supervisor or Manager and follow instructions.

11. Key control

The security key ring is always carried by the on-duty officer(s). The officer must always keep a keyset in their possession and shall not loan them out or leave them unattended. Broken or damaged keys will be reported to the Security Supervisor or Manager and will be logged into the shift report. The security Supervisor and Manager are responsible for issuing all keys to employees once a key request/approval form has been received from Team Member Services (HR). The requested Key(s) will be issued, logged into the appropriate tracking form, and paperwork will be filed at the earliest convenience.

12. New Students and Employees:

New students will be processed during orientation week each year. Incoming students provide their vehicle information, driver's license, proof of insurance and registration information. In return they will receive their personal MSOM ID access badge and parking passes for student housing. New student photos will be provided by Student Affairs during orientation week. An officer will upload the photo, create a student profile and ID badge using the procedure on the Access Control System. New employee processing is similar; however, Team Member Services will take the new employee's photograph and create the ID badge following the same procedures.

13. Terminated Employees:

No terminated employee may enter the building without prior approval from the President of the School. In the event a former or terminated employee has approval to enter the building, the individual must sign in at the front desk or with security and must be escorted for the duration of the visit.

14. Timely Warning/Immediate Notification (CLERY Act):

In the event of a substantiated serious security or safety concern, either on school property or in the near vicinity of the campus; numerous and diligent efforts are made to advise members of the campus community. MSOM's security force takes its duty seriously to inform students and the campus community members of threatening situations and how they can best protect themselves from harm. Information regarding crime-related and other potentially threatening situations is provided in an accurate and timely fashion to students and other school community members.

Camera System:

It MSOM's policy to place security cameras on its properties where appropriate and necessary to aid in protecting students, employees, contractors, and guests. Cameras are also placed to protect institutional property and as a deterrent to crime. All monitoring of these cameras must be conducted in accordance with applicable laws and regulations and in a manner that balances the school's duty to promote and create a safe environment that adheres to the privacy rights held by MSOM faculty, staff, students, guests, and community members.

All safety and security personnel and some facilities and information technology (IT) personnel will be allowed to access the MSOM camera system's monitoring system. The Director of Security at MSOM will be the first to establish need for reviewing the system. No information can be viewed by a third party without email or written legal need and cleared by the COO, President or Legal department.

All security personnel will be knowledgeable and trained in the technical, legal, and ethical use of the camera monitoring systems by the Director of Security. All security personnel will use the monitoring systems as per the duties assigned in their job description.

Lockdown:

MSOM uses the lockdown function for two main scenarios: a school closure and an emergency. The officer on duty will be responsible for locking down the building. Officers must notify the Manager of Security of any instance the building is placed on LOCKDOWN and must pass along this information to the relieving officer. The Security Manager will notify the COO, MSOM Director of Security, specific SOM Administrators, and the School President. The system is to be taken off LOCKDOWN when the emergency has been alleviated or when the school reopens (if weather-related). Security access badges will continue to work at all entry points when the school is on LOCKDOWN.

Section 3- Safety Protocol

The MSOM Department of Security is committed to providing all students, faculty, and staff with a safe learning and working environment. Most workplace injuries are preventable. MSOM Security Officers are expected to both follow and enforce safety rules and guidelines. Officers should also identify safety hazards, report unsafe acts, and assist in minimizing them.

FIREARMS, WEAPONS AND PROHIBITED ITEMS:

This policy applies to all Meritus Health employees, MSOM faculty, staff, guests, students, and contractors. Possession, carry, transportation, and storage of the listed items on MSOM property is explicitly prohibited:

- Rifles, handguns, ammunition, BB guns, and air guns
- Realistic replicas of firearms or other weapons
- Explosives and explosive material
- Narcotics, recreational or illicit drugs, and drug-related items
- Fireworks and other firecrackers
- Gasoline, kerosene, and other fuels
- Combustible decorations
- Candles, lanterns, etc. (no open flame)
- Toxic and hazardous chemicals, except cleaning chemicals and approved lab chemicals
- Unauthorized cooking equipment
- Immersion heaters
- Any other items that may affect the safety or security of the school.

The only exception to this policy will be for city, state, federal law enforcement officers on MSOM property for official business.

Chemical Safety:

If an officer observes a chemical spill or noxious fumes, they should immediately report the spill to the Security Supervisor or the Manager of Security and notify the appropriate Fire Rescue. As mentioned previously, do not attempt to cleanup, handle, or dispose of hazardous materials. If you encounter or experience ill effects associated with chemical hazards, follow Officer Injury.

Construction Safety:

All personnel are required to wear hard helmets in and around any construction zones. Construction areas are notorious for safety hazards and require special attention. Be aware of scaffolding, power tools, electrical wiring, nails, and other obstacles that may cause a slip, trip, or other accident that could cause harm.

Elevator Safety:

Never enter the elevator pit at the bottom of the elevator shaft. In the event an elevator technician should need to service an elevator, notify the Security Supervisor or the Manager of Security and

generate a report.

In an emergency, the elevator will move to the first floor and the door will open until it is reset by the fire department. The fire department has a key to access the control panel and will return the elevator to service. Please note, in an emergency, do not use the elevators as they are not considered emergency exits.

Injury Investigation:

Slip, trip, and fall investigations along with accident prevention is extremely important. Through the information obtained from your investigation and checklist utilization, we can set preventative procedures, improve our approach to safety, and increase safety awareness.

The purpose of an investigation is not to place blame, but to determine the cause of the accident or near accident, and any changes necessary to prevent a similar occurrence. Accident investigation will also assist security in determining the facts useful for MSOM, serve to publicize hazards, and comply with policies and regulatory requirements.

A thorough investigation should yield at least the following information:

- Part of the body injured, and the type of injury sustained (fracture, bumps, burn, etc.).
- Type of accident (slip, trip, fall, etc.).
- Condition or act that caused the accident to occur (talking or texting, obstructed view, slippery surface, etc.).
- Additional factors that contributed to the accident (insufficient training, failed to use handrails, etc.).

Officers should be able to investigate impartially. The following guidelines are advised to aid you in your investigation and should result in a successful outcome:

- Initiate your investigation of the accident immediately after the injured person has been treated and before the scene can be disturbed or altered.
- If possible, discuss the accident with the injured person after first aid or medical treatment has been administered.
- Take photos of the victim and the scene.
- Talk with witnesses and those familiar with conditions immediately before and after the accident. Preferably away from the distractions of the immediate area.
- If an unsafe condition is discovered during the investigation, correct it if possible.
- Probe for small details that might yield clues as to what caused the accident. Allow witnesses to describe events in their own words.
- Reconstruct the events leading up to the accident from clues and eyewitness accounts.
- Determine the most probable cause of the accident.
- Write a detailed and accurate accident report.
- **DO NOT** accept responsibility for the accident on behalf of MSOM.

First Aid Station:

The Security Department will have a designated area for a first aid station, with easy access to the Security Office. In addition, Security has additional first aid and safety items including CPR resuscitators and Latex gloves.

These items are to be utilized and distributed by Security upon an injury or emergency. The first aid station should always remain stocked. In the event first aid items in the cabinet are getting low, notify the Security Supervisor or the Manager of Security. The building also has emergency wash stations, and blood borne pathogen kits located throughout the facility.

Fire Information:

The best way to fight a fire is through prevention. During patrols, be alert for fire hazards and create an information or incident report if a hazard is discovered. Security officers should be familiar with the emergency preparedness plan requirements in reacting to a fire. To protect MSOM and the students, faculty, and staff, security officers must be able to recognize fire hazards and know what conditions can start a fire. It is also important to know which steps to take if a fire breaks out when on duty. More on MSOM Security's fire responsibilities can be referenced in the appendix.

Classes of Fire:

Fire Fighters separate fires into four distinct groups. These groups are called "classes" of fires. Materials are placed into different classes according to how they burn. It is important that all officers know the classes of fires, so each of you will be able to select the proper method for extinguishing each type of fire.

- CLASS "A" FIRES- Class "A" fires are the most familiar. These are fires which leave ash, and usually consist of wood, cloth, paper, leaf matter, and rubbish. The best way to put out a Class "A" fire is to use water. Water helps to remove two of the three ingredients necessary for a Class "A" fire. Water cools the burning material down below the temperature where it will burn and coats the material which smothers the supply of Oxygen.
- CLASS "B" FIRES- These are fires involving highly flammable liquids, such as gasoline, oil, paint thinner, and naphtha. The starter fluid used on an outdoor barbecue is an example of a flammable liquid. These materials will usually burn at low temperatures. The best way to put these fires out is to remove the oxygen supply. This is usually done with a fire extinguisher.
- CLASS "C" FIRES- These are fires involving electrical equipment. Electrical fires can be dangerous because individuals can receive a serious electrical shock when trying to extinguish the fire. A fire extinguisher that does not conduct electricity must be used to put these fires out unless the electricity to the burning material has been turned off. CLASS "C" fires may be found in a fuse box or an electric motor. These fires should be put out with a dry chemical, liquid gas, or carbon tetrachloride fire extinguisher. Those which are available at all fire extinguisher locations at

MSOM. DO NOT use a water extinguisher.

- CLASS "D" FIRES- These are fires involving flammable metals. These fires must be put out with dry chemical fire extinguishers, which have been filled with special chemicals. These extinguishers help to keep oxygen away from the burning materials. Many kinds of metal will burn if they get hot enough.
- CLASS "K" FIRES- Class K fires involve vegetable oils, animal oils, or fats in cooking appliances. Extinguishers with a Class "K" rating are designed to extinguish these types of fires through a chemical reaction that occurs when alkaline mixtures encounter fat or cooking oils to extinguish flames completely.

Fire Alarm:

MSOM has a fire alarm system which includes fire sprinklers, emergency strobes and horns and fire doors. All officers should make themselves aware of the full procedures related to fire safety and alarms.

Sexual Assault and Domestic Violence Reporting:

Any report of sexual misconduct to a student or staff member should be reported to the Security Department, Office of Student Affairs, Team Member Services, and the Title IX Coordinator. All reports of sexual assault and domestic violence must be investigated by the School. If we receive a report of sexual assault or domestic violence, you are to ensure the following steps are taken:

- Take the victim to a neutral location; always have another officer with you if available.
- If the victim requests a female be present and an officer is not applicable, contact a Team Member Services representative or the Title IX Coordinator.
- Advise the victim of confidentiality rights- MSOM will protect the identity of any victim of domestic violence, sexual assault, and stalking.
- Be careful of what you ask and say, be extremely neutral and sensitive, and do not judge the victim.
- Take an initial report- include the victim's name, offender's name (if known), clothing, direction they went, physical description (approximate age, height and weight, gender, eye, hair and skin color, race, jewelry and/or tattoos), voice, weapons, and anything that may aid law enforcement in apprehending a suspect or that will assist in the ensuing investigation. **DO NOT** ask for specific details of the assault unless the victim willingly releases that information.
- Assist the victim with contacting Police (if they desire) and stay with them until Police arrive. The Police will provide a victim's advocate if requested.
- Provide the victim with a copy of victims' rights, available resources, and instructions for obtaining restraining orders.

- Encourage the victim to follow the School's applicable investigation procedure by submitting a request for investigation. The investigation by the School will be promptly completed, ordinarily within 30 days of first receiving the notice of the request for investigation.
- Speak with responding law enforcement and or victim advocate officer to obtain steps for follow-up with the investigation (if applicable).
- If the victim refuses police contact, encourage them to seek medical attention for pregnancy/STD's/counseling services.
- Notify the Manager of Security, Security Supervisor, and the Title IX coordinator as soon as possible. The Title IX coordinator will notify University Leadership according to Title IX policies and procedures.
- Create a thorough case report.

Advise the victim not to wash, shower, change clothes, smoke, or clean sheets to preserve evidence. If they do not want to seek forensic evidence collection, health care providers can still treat them for pregnancy or STD's. Instruct them to save other evidence such as emails, texts, social network feeds, pictures, logs, or other copies of documents if they have any that would be useful to MSOM or police investigation. This is useful in case the victim does not want to press charges but may change their mind later. It is the victim's right to file a report or not and the victim has the right to decline police involvement.

Security has the following resources on hand and will provide the following:

- On and off campus resources for treatment, counseling, assistance programs, Sheriff's Offices and County Courts.
- Information on how to receive Emergency Protection Orders.
- Assistance in procuring any additional documentation as required during said process.

Section 5- Emergency Procedures

PROTOCOLS:

In an emergency, dial 911 immediately and give the dispatcher as much information as possible. This should include:

- The name and address of the incident- MSOM or student housing
- Your name and position.
- The type and extent of the emergency, this includes how many individuals are impacted if known.
- The state or condition the victim(s) is in (i.e., is the victim conscious).
- Existing medical conditions of the victim(s) if known.
- Instructions for emergency responders to enter the building and reach the victim(s) most easily and swiftly.
- Any additional information the dispatcher may ask for.

Mass Emergency Notification System:

The MSOM Security Department utilizes an early emergency notification system that sends warning messages to all MSOM Students, Faculty, and Staff that are connected to the MSOM network either while on- site, or through SMS cell phone messaging.

The mass notification system contains pre-programmed alerts that can be sent from desktop computers and any mobile device with the downloaded app and authorization.

It is each Officer's responsibility to know the login and password information and to be familiar with the emergency mass notification systems. The following are the current pre-programmed events:

- Active Shooter
- All-Clear
- Bomb Threat
- Evacuation
- Gas Leak
- General Alert
- Hazmat Alert
- Intruder Lockdown
- Lockdown (other)
- MSOM Fire and Fire Drill
- Severe Weather
- System Test
- Tornado Watch and Warning

Emergencies:

In any emergency, a detailed incident report must be completed. Ensure your report is thorough and includes all details and pertinent information. The Security Manager must be notified whenever any of the following occur:

- Bomb threat
- Fire and fire alarm
- Explosion
- Theft, loss, and vandalism
- Severe injury to anyone in the building
- Riots, demonstrations, and civil disturbances
- Natural disasters
- Fights, assault, or battery directed against or between any persons located on the property
- Incidents involving media attention
- Elevator entrapment situation.
- The above list is not all-inclusive of every situation that would warrant a call to the Security Manager. If you believe that circumstances will cause immediate danger or property damage, contact the Security Manager immediately. If circumstances do not constitute immediate

The Director or Manager of Facilities and Grounds must be notified whenever any of the following occur:

- Building system failure (Power, HVAC, water loss, etc.)
- Elevator entrapment
- Major building maintenance problems (water leaks, open electrical wires, broken windows, etc.)

EMERGENCY SITUATIONS:

Active Shooter:

In the event of an active shooter, take the following steps:

- Call 911.
- If practical, post a mass emergency notification system alert message (can be completed using a Security Cell phone).
- Place MSOM on lockdown.
- If possible, meet responding law enforcement to establish communications and Intel.
- Provide law enforcement with all available resources (keys, radios, camera access, floor plans, etc.).
- Follow all directions given by law enforcement.
- If unable to meet law enforcement, get out of their way and let them complete their objective.
- Do not approach officers, make sudden movements or hold/wave objects in your hands.
- If necessary, run, hide, and fight.
- After the threat is removed, follow all directions of law enforcement up to and including aiding the wounded.
- Contact the Manager of Security as early as possible during the incident.
- If able to at any time during the incident, make a P.A. announcement stating the suspect(s) description and location.
- Announce an 'All Clear' once given by law enforcement and continue to assist in any way.
- Complete a detailed incident report before the end of shift.

The full active shooter policy can be referenced in the **appendix**.

Bomb Threat:

A bomb can be constructed to look like anything and can be placed or delivered in any number of ways. Fortunately, most bomb threats are just that, threats. Bomb threats can be received in many ways. Most threats are received at the facility where the threat is directed. Occasionally, these calls are through a third party. Sometimes a threat is communicated in writing or by a recording.

At no time should any threat be regarded as a false report. Every effort must be made to obtain detailed information from a bomb threat caller. When you are the person receiving the call, remember these helpful hints and immediately refer to the Bomb Threat Checklist. Once you are notified of a bomb threat and the caller has ended the call, take the following actions:

- Issue an emergency alert using the mass notification system.
- If received via phone call, keep the caller on the line as long as possible.
- Acquire as much information from the caller as possible.
- Fill out the bomb threat checklist.
- Listen for indicators of gender, speech impediments, background noise.
- Once the call ends, do not use radio or cell phones. Use a land line to immediately call 911.
- Notify the Manager of Security and follow any additional directions.
- Meet law enforcement personnel and provide them with the completed bomb threat checklist.
- Assist and follow all directions from law enforcement personnel.
- Announce an 'All Clear' once given by law enforcement.
- Complete a detailed incident report prior to the end of your shift.

If the Manager of Security and emergency personnel determine that it is necessary to evacuate the building, assist emergency personnel as needed. **NOTE:** If any unusual bags or boxes are found, do not attempt to handle them. Report these items to emergency and law enforcement personnel.

Building Evacuation:

- Announce evacuations via P.A. System and issue an emergency alert using the mass notification system.
- Call the proper authorities resulting from the evacuation (Police, Fire, etc.).
- Notify the Manager of Security of the evacuation order.
- Follow additional instructions from the Manager of Security and emergency response personnel.
- Provide a list of any handicapped or disabled persons and the location of their refuge.
- Monitor the evacuation of the building. Ensure that all occupants keep moving in a safe and orderly fashion through the lobby/exits and out of the building to the designated safe area.
- Prevent individuals or groups from congregating in the lobby area, entrances, or exits.
- Take positive action to prevent or stop individuals from running, pushing, shoving, or otherwise causing a problem or disturbance during the evacuation procedure.
- Reassure all personnel that everything is under control and to proceed to the designated safe area.

- Remain at your post until instructed by the Manager of Security or emergency response personnel.
- Give an 'All Clear' once ordered by emergency response personnel.
- Complete a detailed incident report prior to the end of your shift.

Evacuation of Handicapped Persons:

Mobility-impaired persons should be aided. Whenever it is safe to do so, security will assist them outside of the building. If it is not safe to get them out of the building, security will assist them into a stair well and have them wait there for the fire department crews to assist them out of the building.

Extreme Weather:

Severe weather conditions and monitoring these conditions is an essential function of the Campus Safety and Security teams.

Severe Weather Watch:

This is the first alerting message from the weather bureau to a potentially threatened area. Watches specify the areas and establish a period during which the possibility of severe thunderstorms, snowstorms or tornados are expected to be high.

Severe Weather Warning:

This is issued when a severe thunderstorm or tornado has been sighted in the area or is indicated by Doppler radar. A warning gives the location of the thunderstorm or tornado at the time of detection, the area it is expected to move into and the time during which it will move through the warned area. When severe thunderstorm or tornado warning is issued, persons in the path of the extreme weather should take immediate safety precautions, such as those listed below.

If you become aware that there is a severe weather watch or warning for our area, you must contact the Security Supervisor or Manager as soon as time permits. If you personally spot a funnel cloud, you must see that as many of the safety precautions listed below are carried out as possible:

- Issue an emergency alert using the mass notification system.
- Make a P.A. announcement (where possible)
- Direct all occupants to the safe area.
- Take shelter.
- Notify the Manager of Security.
- Call 911 (if necessary or if Tornado strikes bldg.).
- Shut off utilities (if necessary).
- Assist emergency responders and any injured.

- Follow directions of emergency personnel.
- Give an 'All Clear' once stated so by authorities.
- Obtain a run number.
- Create a detailed incident report prior to departing your shift.

Elevator Entrapment:

Each elevator car has an emergency notification intercom that will contact the elevator service company directly when activated. The occupants of the elevator car can communicate directly with the elevator service company dispatcher. There will be no indication of entrapment unless an occupant of the elevator car presses the emergency alarm button which activates an audible alarm.

For safety reasons, evacuation of passengers from stalled elevators will normally be performed under the direct supervision of the elevator service personnel. Unless a medical emergency arises, the elevator service company will be called to perform any required rescue.

Procedures:

1. If able to locate the elevator car, proceed to the floor of the entrapment and establish verbal contact with those trapped to let them know that help will arrive shortly. Follow these procedures:
 - Contact the appropriate Elevator Service Organization. and advise the operator of the situation and as much information as possible.
 - Establish and keep in constant verbal contact with those trapped to keep them up to date with the progress of rescue efforts.
 - Ask the trapped occupant(s) how many people are trapped, what floor is displayed on the indicator panel, and if anyone is injured.
 - Be honest and keep a positive attitude.
 - Remind the occupant(s) to remain calm and that help is on the way.
 - Tell them to stay clear of the doors and not to attempt to pry them open for their safety.
 - Offer to contact someone for them (supervisor, professor, family).
2. Upon arrival of the elevator technician, escort and provide as much information as possible regarding the entrapment and assist the technician as needed.
3. Upon departure of the elevator technician, complete a detailed incident report and submit a copy to the Manager of Security with a copy to the Manager or Director of Facilities, prior to departing at the end of your shift. Make sure your report includes the following information:
 - The malfunctioning elevators car number.

- Time of the entrapment.
- Name of all persons trapped in the elevator including phone numbers and affiliation to MSOM.
- Arrival time of the elevator technician and any fire rescue personnel.
- List of any injuries sustained by those entrapped.

In Case of an Emergency – Elevator Entrapment:

In the event of an emergency during an elevator entrapment, immediately call 911; include on the call the following information:

- If communication with the person(s) trapped is lost.
- If the person(s) trapped requested, you to call 911.
- A medical emergency occurred, including panic.
- An environmental emergency occurred such as a fire, tornado, etc.
- If a wall needs to be breached to evacuate any trapped occupants.
- If the responding elevator technician or the Manager of Security and the Manager or Director of Facilities deem it necessary.

Fire:

In the event of a fire, take the following steps:

- Activate the pull station located in the Fire Command Center (FCC) identified by signage/placards.
- Proceed to the fire control panel and locate the alarm and alarm type.
- Call 911.
- Work with Safety Stewards (if applicable) to ensure everyone reaches the safe area, including handicapped or disabled persons.
- Send mass notification system emergency alert for Fire.
- Prop open the outer Fire Command Center (FCC) door to allow access for fire crews.
- Contact the Manager of Security.
- Lock off both elevators.
- Direct Fire and Rescue to the Fire Command Center (FCC).
- Cooperate and assist Fire Rescue personnel as directed.
- Give an 'All Clear' once cleared by Fire Rescue personnel.
- Obtain a report or "run" number from Fire Rescue personnel.
- Do not silence or reset the fire alarm system unless directed by Fire Rescue personnel.
- Complete a detailed incident report.

Please reference fire responsibilities in the **appendix**.

Hazardous Materials:

Hazardous materials are known or tested to exhibit one or more of the following four hazardous traits: ignitable, reactive, corrosive, and or toxic. The Occupational Safety and Health Administration (OSHA) requires companies to keep a Safety Data Sheet (SDS) for each hazardous chemical they put into the workplace. This information must be available for review by anyone working at MSOM.

The following is a list of potentially hazardous materials located at MSOM:

- Pressurized Gases
- Water Treatment Chemicals
- Fuel, oil, and solvents
- Refrigerants
- Flammable Paints
- Cleaning Products
- Embalming solutions (Formaldehyde)

In the event you discover leaking or spilled hazardous materials, immediately notify the Security Supervisor or Manager and the Facilities Manager. Complete a detailed report for submission. Do not place dirt or any other medium over it. If the situation requires, immediately notify emergency personnel, or call 911. Do not attempt to cleanup, handle, or dispose of hazardous materials. If you come into direct contact with it or experience ill effects associated with hazardous materials, follow officer Injury instructions.

Nuclear or Biological Airborne Release:

In the event a nuclear or biological agent is suspected or known to have been released in the area, take the following steps:

- Issue an emergency alert using the mass notification system.
- Call 911.
- Shut off HVAC system.
- Make an announcement using the PA system or megaphone.
- Prevent patrons from leaving MSOM if possible.
- Contact the Manager of Security, the Manager of Facilities, and COO as soon as possible.
- Assist or follow directions of Emergency Responders/Manager of Security.
- Contact the appropriate Emergency Management if necessary (pathogenic specifics).
- Check the building and its occupants.
- Give the 'All Clear' once stated so by proper authorities.
- Create a detailed report prior to departing your shift.

Containment:

If an agent is released, impacted, or potentially impacted, individuals should move from the immediate area to an adjacent control area. Minimize activities until appropriate response personnel arrive on site. If necessary, move any affected individuals into the nearest restroom on that floor. The Fire Department should provide you with a local control area or additional instructions.

Unaffected individuals should be evacuated to a safer location provided by the Fire Department. Isolate impacted areas by shutting doors during your exit. Do not allow any unprotected personnel into the impacted area.

Medical Emergency:

In the event there is a medical emergency, take the following steps:

- Call 911.
- Check/clear the scene.
- Perform CPR (if necessary).
- Prop open main entry (if necessary).
- Lock off elevators on the first floor (if necessary).
- Provide as much information about the injured to emergency responders.
- Follow directions of emergency responders.
- Contact the Manager of Security.
- Obtain a run number.
- Complete a detailed report prior to departing your shift.

The following circumstances are less severe than the above-mentioned yet remain as emergency situations that could occur at MSOM. Included are the steps you should take in handling each situation. In a perfect situation, we would be able to perform each step one by one without distress. Know the steps to take in each emergency and do your best to perform each step while taking your, and the building occupants', safety into consideration.

Power Failure:

In the event of a power failure, it is important that you remain calm and always carry the necessary equipment with you. If a power outage occurs, take the following actions:

- Immediately notify the Director or Manager of Facilities and the Manager or Supervisor of Security.
- Contact the local power company and follow instructions from the operator and those of the Director or Manager of Facilities and the Security Supervisor or Manager.
- Use one of the supplied flashlights and check the entire building and ensure all occupants that the utility company has been notified and power is in the process of being restored.
- Ensure that all elevators are recalled to the first floor.

- Complete a detailed and submit a copy to the Manager of Security prior to departing at the end of your shift. Be sure to include the duration of the power outage, time utilities personnel arrived including their name and title, time the power was successfully restored, time the Director or Manager of Facilities was notified and arrived, Security Supervisor or Manager was notified, and any other pertinent information regarding the outage.
- If there is no power to your workstation, use the two-way radio to notify the Security Manager with the pertinent details above.
- Once power has been restored, patrol the entire building, and make sure all electrically controlled systems are functioning properly including lighting, HVAC, access control, and any refrigeration or cooling systems.

The School has a backup generator on campus which, in case of power loss, will provide short-term backup power to the facility. This does not completely ensure that we will not experience a total loss of power due to environmental and catastrophic scenarios and officers should always know the procedures to take in the event one occurs.

Protests, Expressions, Demonstrations and Gathering:

A demonstration is a meeting or march expressing or protesting views on political or social issues. Demonstrations of any kind on MSOM property should be approved using the MSOM event form. A demonstration on MSOM property that has not received prior approval should be addressed in the following manner:

Demonstrations within the building:

- Immediately notify the Security Supervisor or Manager.
- Seek out the organizer of the demonstration. Remind them of the MSOM policy for holding demonstrations and ask them politely to immediately disperse.
- Remain calm and avoid actions that might increase tensions or add to the possibility of further violence.
- If demonstrators refuse to disperse, call 911.

Demonstrations outside the building:

- Immediately notify the Security Supervisor or Manager and follow instructions.
- If protestors are or become disruptive, destructive, or violent, do not approach and call 911 immediately.
- Remain calm and do not approach the crowd alone or physically engage unless necessary for self-defense.
- If the protestors are not violent or destructive, approach the demonstrators, advise them that they are on private property, and should move or disperse immediately.
 - Notify them that local law enforcement will be notified if they do not disperse.

- Avoid any and all actions that might increase tensions or add to the possibility of violence.

Water Leaks and Flooding:

Upon notification of a water leak or flooding in the building, take the following action:

- Ensure the Facilities and Grounds Manager or Director is notified regarding the situation.
- Notify the Security Supervisor or Manager and provide as much information as possible regarding the situation.
- Assist and or follow the directions of the Facilities Manager or Director and the Security Supervisor or Manager.
- Use extreme caution in the event of a major water leak.
- Complete a detailed incident report and submit a copy to the Security Manager or Supervisor with a copy to the Facilities Manager or Director prior to leaving at the end of your shift.
- If there is no viable way to stop the water flow at its source, it is most effective is to try to isolate it as much as possible from entities such as electrical and computer equipment. This can be accomplished by any means found in the building such as mops, towels, or a wet/dry vacuum. All of which should be available from the housekeeping closets and facilities office.

Water Supply Lines:

These can be isolated at the main water supply located in the Fire Command Center. It is your responsibility to know where the main water supply shut off valve is located. Always try to isolate the system to a point where you stop the water flow and have a minimum impact on the unaffected or remaining parts of the system.

Fire Fighting Supply Lines:

These can be isolated either by securing the city water supply valve or securing the water directly at the fire pump. It is the officer's responsibility to know where the fire sprinkler shut off valve is located. A serious evaluation must be made to determine whether to isolate this water system and should only be done after notifying the Manager of Security, the Facilities Manager, and local Fire Rescue.

Utility Shut Off:

Officers should be familiar with all utility shut off locations and procedures. In emergencies, it may be necessary to shut off various systems in the building. Contact the Facilities Manager and confirm shut-off procedures.

Certain events may mean that the building electrical feed may need to be shut off. It is the Officer's responsibility to understand where the building's main electrical shut-off is located, and the procedures to shut the system down.

HVAC System:

The HVAC system is one of the most susceptible systems as it brings fresh surrounding air into the building meaning it will also pump contaminated or hazardous particles into the ventilation system. The HVAC system is affected by multiple environmental and anthropogenic hazards including natural gas leaks, fires, nuclear and biological release, and other hazardous particles. Officers should understand where the appropriate HVAC system shut offs are located and the procedures to shut these systems down.

Natural Gas Shut Off:

Certain events may require shutting off the natural gas feed. This is not limited to situations when natural or anthropogenic causes are at fault including gas leaks, tornados, bomb threats, etc. It is the officer's responsibility to understand where the natural gas shut off is located, and the procedures to shut the supply off.

DEPARTMENT: MSOM Security
POLICY NAME: Fire Responsibilities
POLICY NUMBER: 24
EFFECTIVE DATE: 06/90

SCOPE

Department of Security

PURPOSE

To define responsibilities of the Department of Security in the event of a fire.

POLICY

- A. If a fire alarm sounds, a Security Officer shall be responsible for each of the following:
 1. The control room officer will announce that we have a "Code Red" and will advise all officers go to channel "EM1". This officer will ensure all pertinent times are documented.
 2. Exterior officer will control traffic at Emergency entrance of hospital keeping fire lane clear. Upon arrival of fire department, the exterior officer will provide an escort to the scene of the fire.
 3. Interior officer will immediately respond to the scene of the fire for control purposes and extinguish fire if possible. Control room officer will inform staff how alarm sounded such as smoke detector, duct detector or pull station.
- B. The Security Department personnel shall be responsible for clearing entrances, lobby, and corridors of visitors. No visitors will be permitted to enter the hospital. Employees coming in need to stay in the lobby, until the all clear is given from (Code Red).
- C. ED post, W&C post, and Front Lobby officers will remain on their posts and keep visitors and staff at locations until we are secure from Code Red.
- D. The Security Department personnel will provide the Administrator-on-Call with a two-way radio.
- E. The Security Department personnel will perform other security functions as deemed necessary.
- F. The detailed internal disaster plan with the fire plan included shall be kept readily accessible in the security report room at all times.

DEPARTMENT: MSOM Security
POLICY NAME: Code Silver- Armed Assailant
POLICY NUMBER:
ORIGINATOR: Department of Security
EFFECTIVE DATE: 01/15

SCOPE

All personnel who work at Meritus Medical Center to include staff, medical staff, volunteers, and contractors, MSOM students, staff and faculty.

PURPOSE

The purpose of this policy is to provide personnel with possible courses of action or options that they can consider when confronted by an individual (s) who is actively holding a firearm.

DEFINITIONS

Armed Assailant- an individual armed with a firearm(s) who moves about the hospital's campus with while shooting at people with lethal intent to shoot as many people as they encounter.

Firearm- a combustible weapon that fires a projectile(s). Examples of a firearm include: handguns, rifles, and shotguns.

Cover- is a location that will provide you with some level of protection from shots being fired in your direction. Examples of cover include: brick or cement walls, automobiles, heavy furniture

Concealment- a location that will provide you with the ability to hide your body from view but will not protect you from shots being fired in your direction. Examples of concealment include: room or cubicle partitions, outdoor hedges, shower curtains, bed linens pulled over your body, and being under a bed

Code Silver- the code used to designate an "Armed Assailant" situation when the incident is actively taking place on the hospital campus.

Weapon - Anything designed or used for inflicting bodily harm or physical damage.

POLICY

Important Information You Should Know about Armed Assailant Incidents:

- A. Armed Assailant incidents are infrequent, but they do happen.

Appendix

- B. These incidents usually include warning signs, behaviors of concern, (e.g. emotional health issues and/or prior incidents of work place violence, etc.) exhibited by the assailant before the shooting incident takes place.
 - C. An Armed Assailant is not interested in taking hostages. The Armed Assailant's intention is to shoot as many people as s/he encounters.
 - D. These incidents usually involve someone who is, or has been, affiliated with the location where the shooting incident takes place.
 - E. Can involve single shooters or multiple shooters.
 - F. Encounters could be at close range or from a distance.
 - G. Victims could be either targeted, selected at random, or both.
 - H. Incidents could be a single room confrontation or mobile confrontations throughout the campus.
 - I. No two situations are alike.
 - J. The impact of the shooting incident upon employees and the hospital could be devastating for a long time to come after the incident.
 - K. Those individuals that are victims of an Armed Assailant incident must develop a mindset of self-survival to help them come out of the incident alive.
 - L. Based on research and after action reports of previous Armed Assailant incidents, those individuals immediately involved in the incident are often the "first line of defense" for their own survival. This may require that person having to physically eliminate the shooter by him/herself before law enforcement arrive.
 - M. Many Armed Assailant incidents are very short in duration and are over before the law enforcement arrive on the scene.
-

PROCEDURE

A. Employees in the Immediate Area of the Shooting Scene

Employees witnessing a shooting incident or those who are in close proximity of the immediate area of an "Armed Assailant" incident must immediately get into a mindset of self-survival. These same employees should consider using the following courses of actions/options which can increase a person's chances for survival:

Assess- Quickly assess what is taking place around you and quickly decide a course of action. COMMIT to your actions. Make a continuous mental assessment to determine where the shots are coming from and what direction you need to go.

Get Out- If you can, get out of the immediate area from around the shooter as fast as you can. Do not wait for someone's approval. Leave all of your personal belongings behind. Once you are out of the immediate area of the shooting, continue to proceed away from the area of gunfire and select a spot of cover that will protect you from shots being fired in your direction. If necessary, evacuate patients and staff and go to a safe place away from the danger. Security will respond to assist with evacuation.

Call Out- Once you are safely out of the immediate area, do not assume that someone else has called about the incident. You should call the STAT Line, 8122 or call 911. The Switchboard Operator can "three-way" connect you to 911 and will alert security. Be persistent as the lines could be busy. Tell the law enforcement officer where you are and what you saw.

Hide Out- If you are not able to get out, then you must find a safe place to hide out. Try to find a place of concealment and cover that will hide you from the shooter's view and protect you if the shooter fires in your direction (i.e. behind a heavy desk, large furniture items, filled file cabinet, etc.) Avoid places that trap you or those places that restrict your options for movement. As quickly and as quietly as possible, pass the word throughout your area for everyone to remain quiet and to secure themselves as best possible.

Barricade- Now that you are out of the shooter's sight, you must keep the shooter out of your hiding place. Lock all doors, and if possible, barricade the door to keep the shooter out. Stay away from all locked and/or barricaded doors and windows and lay as flat on the floor as possible. Turn off all lights and close all window blinds. Keep your cell phone turned on, but silence all ringers/tones/vibrate options and keep your phone turned on with the phone line open. Silence or turn off all radios, computers, pagers, and anything else that makes noises that the shooter can hear. Be silent and listen. Do not leave your secured area until you hear the "All Clear from Code Silver Armed Assailant/Active Shooter" message on the overhead announcement paging system, or unless you are instructed to leave your area by someone you recognize as a law enforcement officer.

Defend- Select a means of protecting yourself in the event that you need to combat or defend yourself from the active shooter. Commit to a weapon; items may include fire extinguishers, IV poles, office supplies such as staplers or hole punchers. Communicate quietly amongst yourselves about what you will do if the shooter enters your hiding place. Know what you are going to do before the shooter enters. Everyone in the room should act as a team if the shooter enters your hiding place. Remember to focus on survival.

Spread Out- If there are two or more people in the same place, then everyone needs to spread out. Spreading out gives all involved people options in the event you need to take action if the shooter enters your area. Do not huddle together for moral support or for the false feeling of safety. It is easier for a shooter to shoot groups of people who are close together than it is for the shooter to shoot at those people that are spread around the room.

B. Call Received by Hospital's Telephone Switchboard Operators

Appendix

1. The hospital's Telephone Operators will, after receiving the call of an Armed Assailant, immediately place a call to 911 and attempt a three-way call between caller, 911 center, and switchboard operator. If the three-way is unsuccessful, the hospital's Telephone Operators will provide as much information as possible about the incident to law enforcement to include information about the Armed Assailant, weapons if known, the last known location of the Armed Assailant, the number of people injured and the extent of those injuries if known. The hospital's Telephone Operators will then immediately alert MMC Security and advise them that there is an Armed Assailant on the campus.
 2. The hospital's telephone switchboard operators will also attempt to keep the employee caller on the line and obtain as much updated information about the Armed Assailant incident as possible.
 3. Employees witnessing an armed assailant incident should obtain and then provide to the hospital's Telephone Operators as much information as possible about the assailant (s) such as; identity of assailant if known, current or past employee if known, physical and clothing description of assailant (s), type of weapon (s), last known location and/or direction of travel.
 4. The hospital's Telephone Operators will as quickly as possible make an overhead announcement of a "Code Silver". This announcement must include the last known location of the "Armed Assailant" and must be broadcasted via the overhead paging system at least 5 times, preferably repeatedly. Announce immediate evacuation of all visitors if possible.
- C. Other Areas of Campus Not Initially Affected by the "Armed Assailant"
1. Upon hearing the overhead page "Code Silver" announcement, employees in areas of the campus not yet affected will immediately begin to provide instructions to patients, visitors, and coworkers to calmly enter those secure areas that have lockable doors or have doors that can be barricaded.
 2. **DO NOT GO NEAR THE PAGED LOCATION OR IMMEDIATE AREA.**
 3. Calm, clear, and concise communication by our employees to others is absolutely essential here to prevent panic and confusion.
 4. Employees in these not yet affected areas should follow the same safety and security guidelines as listed earlier in this policy under Section 1 for those areas in close proximity to the initial shooting incident. These guidelines should be employed once they are safely behind closed and locked/barricaded doors.
 5. Stay clear of all hallways, stairwells, and elevators to avoid contact with the "Armed Assailant" or responding law enforcement officers who are searching for the "Armed Assailant".
 6. If you are in a hallway, stairwell, or elevator at the time of the initial overhead page alert for a "Code Silver", then evacuate that location in a direction opposite of the location

where the shooter is active and either leave the building or secure yourself in the nearest location where a barricade is available. Lock and/or barricade the door and stay away from the door and remain calm and quiet.

7. Remember, DO NOT leave your secure area unless you hear the "All Clear" from the overhead paging system or unless you are instructed to leave your area by someone you recognize to be a law enforcement officer.

D. Security's Role during an Armed Assailant Incident

1. The control room security officer will push the door release button on the fire panel annunciator to release and close all fire doors. This WILL NOT activate the fire alarm system, it will just release the magnetic hold opens of fire doors, thus creating barriers throughout the medical center.
2. Security will contact the Robinwood Professional Center's (RWPC) property management company and advise them of the Code Silver. This will enable the property management company to use their communication system to alert suite owners in Robinwood Professional Center of the Code Silver.
3. MMC's Security Department will contact the hospital's Telephone Operators when the "Armed Assailant" incident is over and the event is cleared by the responding law enforcement agency. The responding law enforcement agency/Security Department will instruct the hospital's Telephone Operators when the "All Clear" overhead announcement can be made. Security will also notify HealthMed to alert their tenants in the Robinwood Center that the incident has concluded and the all clear has been authorized.
4. Since MMC's Security Officers are not armed, when possible, responding Security Officers should take up a position of safety where they can safely observe and report via two-way radio to the Security Office particular information about the shooting incident, the Armed Assailant (s), and any other pertinent information concerning the event.
5. Whenever possible, make access to those individuals who are injured and notify the Security Control Room/Switchboard of the number of victims and nature of their injuries.
6. If the scene is secure, move injured persons to a safer and more secure location so that they can receive medical attention as quickly as possible.
7. Whenever possible, evacuate all non-injured persons to a safer and more secure location. Once these individuals have been safely evacuated, they must be identified and debriefed about what they witnessed. These individuals will need to be interviewed by law enforcement after the shooting incident has ended and the area secured.
8. Ensure that 911 has been called and that law enforcement are responding to the hospital campus.

Appendix

9. Security staff will attempt to isolate the Armed Assailant(s) on the security camera system and monitor the movement and actions of the shooter(s).
10. Recognize that the responding law enforcement are in charge of this Armed Assailant situation and the Security Department staff will take their directions from law enforcement.
11. The Security Department staff will provide to the law enforcement officers any and all cooperation as is needed or requested by the responding law enforcement agencies. This will include providing them with "Master Access" badges.
12. The Exterior officer, upon being notified of a Code Silver, will immediately respond to provide responding law enforcement officers received a "Master Badge" and know the area of the incident.
13. Once the responding law enforcement officers have advised that the Armed Assailant incident is over and that the campus is now safe, the Security Department will ensure that the hospital's Telephone Operators are notified and that an "All Clear" overhead announcement is made on the hospital's paging system.

E. Facts to Remember Regarding Law Enforcement Response During and After Incident

1. When the first responding law enforcement officers arrive on the scene of an Armed Assailant incident they are not focused on helping people get out of the building nor are they focused on helping the injured. These first responding law enforcement officers are focused on identifying the threat. In other words, they are intent on identifying who is doing the shooting.
2. First responding law enforcement officers are focused on locating the shooter (s). They will be searching the immediate area in anticipation of an armed confrontation with the shooter and will be focusing on doing everything they can to eliminate the threat.
3. Employees who find themselves involved in an Armed Assailant incident will be understandably very frightened. When an employee first sees a law enforcement officer the employee will be greatly relieved and happy. The employee's first response might be to quickly stand up, yell, or want to hug, or point at the law enforcement officer. **THIS IS VERY DANGEROUS BEHAVIOR.** Employees should never make quick movements. The law enforcement officer could become surprised or startled by the employee's actions and it could result in the law enforcement officer shooting at what he/she perceives as a threat.
4. Employees **should expect** the law enforcement officers to point their weapons at them until the law enforcement officers are confident that the employee does not pose a threat to them. At this point everyone is considered a suspect.

Appendix

5. When confronted by a law enforcement officer, employees should always show the officer that their hands are empty. Palms should be facing towards the law enforcement officer so that it can be easily seen that the employee is not holding a weapon.
 6. Employees in the immediate area of the shooting incident should expect to be searched and even handcuffed by the law enforcement officers. Everyone is considered a threat until verified otherwise.
 7. Employees should follow every order or instruction given to them by a law enforcement officer.
 8. Once the employee has been removed from the area by the law enforcement officers, their identity will be verified and they will be debriefed by the law enforcement.
 9. The areas involved in the Armed Assailant incident are considered portions of a crime scene. As such, the law enforcement will be in total control of these areas. Once all of the injured persons have been safely removed from the areas and sent for medical treatment, the law enforcement officer will be in total control of the areas involved until the law enforcement are satisfied that their investigation and their evidence collection are complete. The law enforcement officer will inform the Security Department when the "All Clear" overhead page can be made. The Security Department will ensure that the hospital's Telephone Operators have been notified and the "All Clear" will be made.
 10. Once the law enforcement officers have completed their crime scene investigation they will relinquish control of those areas involved in the shooting back to the hospital.
- F. Preventing an Armed Assailant incident from occurring in the first place is the preferred course of action. Employees are strongly encouraged to report any threats, unusual actions, or violent acts by a disgruntled or aggrieved employee, former employee, patient or patient's family member against coworkers or supervisors. Any action that may threaten the safety of an employee, impact employee's physical and/or psychological well-being, or cause damage to company property are behaviors of concern and should be reported to management without delay.

REFERENCES:

Code of Maryland Regulations, Title 10, Part 1, Subtitle 7 Hospitals, Chapter 10.07.01. Acute General Hospitals and Special Hospitals, Sec. 10.07.01.33. Uniform Emergency Codes