

SAMPLE POLICY: Code Silver, Individual with a Weapon or Hostage Situation

PURPOSE:

To provide a rapid, organized and thorough response to an incident where there is an individual wielding/firing a weapon and/or a hostage situation.

DEFINITIONS:

Code Silver: A Code Silver is the response initiated by the when an individual is wielding/firing a weapon and/or holding a hostage (shooting/hostage situation).

Code Silver Response Team: The Code Silver Response Team is made up of Security Department staff that has been appropriately trained to respond to a shooting/hostage situation. The Code Silver Response Team Leader will be the highest ranking Security Officer on duty at the time of the initiation of the Code Silver.

NIMS: NIMS or the National Incident Management System provides an efficient tool for the management of emergency operations, and enables a common and consistent language to enhance integration and coordination with local, regional, state and federal agencies. It is designed to be adaptable to any emergency.

SCOPE:

This policy and associated procedures applies to the following facilities:

- Hospital campus
- Additional Hospital campus
- Heart Hospital
- Sleep Disorders Center
- Surgical and Neurosurgical Associates

In this policy and associated procedures, these facilities will be referred to as the Hospital.

POLICY:

1. This policy was developed in response to the results of the Hospital Hazard Vulnerability Analysis which identified a shooting/hostage situation as a high risk threat to the Hospital.
2. This policy will be used in conjunction with the Emergency Operations/Management Plan (EOP) to guide the response of the Hospital in the event of a shooting/hostage situation.
3. The Hospital has incorporated NIMS into its EOP and associated code policies and procedures to ensure maximum compatibility with local, regional, state and federal government response plans and procedures.
4. Code Silver will be initiated by dialing "20" at any time a shooting/hostage situation occurs.
5. The Administrator-on-Call (AOC) and/or Incident Commander (IC) will collaborate with Security in following all instructions of local law enforcement.
6. All Code Silver drills and actual events will be followed by an After Action Review (AAR) which will be evaluated by the Emergency Management Committee, with oversight from the Environment of Care Committee.

PROCEDURE: Response

Incident Management System (NIMS)

1. The House Supervisor will be responsible for coordinating the response until the AOC arrives or assigns a designee.
2. The Safety Officer and AOC will determine the need to activate the incident management system. Activation will include:

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- A. Location and set-up of the Incident Command Center (ICC) in a building outside of the affected location.
 - B. Determination of the IC following the Hospital NIMS chart.
 - C. Assignment of ICC positions.
3. The IC will be responsible for determination to activate ICC positions. This may expand or compress during the response.
4. Upon arrival of local law enforcement, the IC will relinquish command to the law enforcement representative serving as the IC.

Communication-Internal

1. The employee or volunteer who witnesses a shooting/hostage situation will:
- A. Warn others of the situation by calling out for everyone to “take cover”.
 - B. Immediately seek cover and move away from the door.
 - i. Lock the door to the room or closet if possible.
 - C. If a landline is available dial extension “20” and report “Code Silver”. Do not dial “0”.
 - D. Provide the Operator/Security Dispatch with as much information as possible including, but not limited to the following:
 - i. Exact location of the shooting/hostage situation and/or where the individual with the weapon was last seen.
 - ii. Description of the individual.
 - iii. Number of victims and/or hostages.
 - iv. Leave the phone open.
 - E. If a landline is not available and a cell phone is used, dial “911” and report that there is a shooting/hostage situation.
 - F. Provide the 911 Call Center with the following:
 - i. Campus and exact location of the shooting/hostage situation and/or where the individual with the weapon was last seen.
 - ii. Description of the individual.
 - iii. Number of victims and/or hostages.
 - iv. Leave the phone on but in the SILENT mode.

NOTE: The steps listed above should only be performed if the situation permits. The employee or volunteer should seek shelter first and remain there until instructed by law enforcement that the area is safe.

2. The Operator/Security Dispatch who receives the call via extension “20” will:
- A. Record all information from the caller.
 - B. Leave the line open and ask another staff member to monitor the open line and record all that is heard.
3. Once the information is received the Operator/Security Dispatch will communicate in the following ways:
- A. Notify in-house staff by overhead paging once every 30 seconds for a total five pages.
 - i. “Emergency Code Silver”, followed by the unit, department or location, if known.
 - ii. “All Departments please refer to your Emergency Flipchart”
 - iii. “All staff, patients and visitors, please seek shelter or remain in a room with the door closed and secured.
 - B. Notify Leadership by emailing a text message once.
 - i. “Emergency Code Silver” followed by the specific facility name, unit, department or location, if known.

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- C. Provide a second notification to in-house staff if the “All Clear” is not called within five minutes of the initiation of the Code Silver. See 3.A.i, ii, iii immediately above.
 - D. Meet with local law enforcement to provide any information received from the caller and/or the open phone line.
4. The Operator/Security Dispatch will communicate the “All Clear” when instructed to do so by the AOC or IC under the command of the local law enforcement IC.
- A. Notify in-house by overhead paging once every 30 seconds for a total of five pages.
 - i. “*Emergency Code Silver All Clear*”
 - B. Notify Leadership by emailing a text message once.
 - i. “*Emergency Code Silver All Clear*”

Communication External

The House Supervisor, AOC or IC will ensure notification to external agencies which include but may not be limited to:

- A. The Louisiana Emergency Response Network (LERN)
 - i. LERN will facilitate notification to the Region 2 healthcare facilities via the ESF-8 Portal notification system.
 - B. The 911 Call Center.
 - C. Acadian Ambulance Service.
 - D. Other ambulance services.
 - E. The Mayor’s Office of Homeland Security and Emergency Preparedness.
2. A Joint Information Center or JIC will be established by the Corporate Communications representative serving as the Public Information Officer (PIO).
3. All internal updates and communications to media and other external agencies will be coordinated by the PIO in collaboration with the AOC or IC.

Resources and Assets

- 1. Not applicable.

Safety and Security

- 1. The Code Silver Response Team will report to the perimeter of the affected area to secure the area and prevent any traffic from entering the area.
 - A. The team will not attempt to apprehend the assailant unless a member of local law enforcement is present.
 - B. The team will not attempt to rescue any injured persons.
 - C. Follow the instructions provided to them by local law enforcement.
- 2. The Security Department will also be responsible for the following:
 - A. Instituting a partial or total secured access to the facility.
 - B. Providing local law enforcement with temporary access badges and/or keys to allow entrance into locked or secured areas.
- 3. The Facility Management Department will be responsible for providing copies of the facility layout to local law enforcement.

Staff Responsibilities

- 1. Staff in all areas will be responsible for the following:
 - A. Staying away from the affected area.
 - B. Immediately seeking cover and moving away from doors.
 - C. Locking or securing the door to the closet or room where they are seeking cover.

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- D. Turning cell phones to the SILENT position without vibrate so that ring or vibration does not alert the assailant.
2. Staff will be responsible for answering any questions and following any instructions provided to them by local law enforcement.

Utilities

1. Refer to the Resources and Assets section above.

Patient and Clinical Support

1. All patient care processes will be minimized to prevent moment through hallways.
2. Patients will be managed in the area where they are located at the time of the initiation of the code and may be treated using alternative options.
3. Procedures underway at the time of the code will be completed as emergently necessary.
 - A. New procedures will not be initiated.
 - B. The patient will be maintained in the area and will not be transported.

PROCEDURE: Recovery

1. Recovery actions will be initiated by the ICC under the direction of local law enforcement as soon as possible either during or after the event and will be based on the severity of the event.

THE FOLLOWING MAY BE IN ADDITION TO THE POLICIES AND PROCEDURES LISTED ABOVE AND ARE SPECIFIC TO THE CLINICS LISTED BELOW.

SCOPE:

- Clinic 1
- Clinic 2

POLICY:

1. A shooting/hostage situation will be reported by dialing “911” for any clinic listed above.
 - A. The manager and staff of the threatened clinic will follow all instructions provided to them by local law enforcement.
2. The clinic manager or designee, when and if possible, will dial XXX-XXX-XXXX and notify the Operator that they have a shooter/hostage situation.
 - A. The Operator will notify Leadership by emailing a text message once.
 - i. “*Emergency Code Silver*” followed by the specific clinic name.
3. The Clinic 1 (located within another facility) will adhere to the site facility procedures.
4. The Clinic 2 (located within another facility) will adhere to the site facility procedures.

REFERENCES:

Current Joint Commission Standards
National Incident Management System (NIMS)
U.S Department of Homeland Security, October 2008. Active Shooter: How to Respond

ASSOCIATED BRG FORMS AND POLICIES:

Emergency Operations/Management Plan: EOC-1000
NIMS Chart