

Active Shooter Response Plan

I. Introduction

Effective response to an Active Shooter event requires effective planning and role reinforcement through training for personnel caught in the incident, as well as for leaders coordinating the response to the incident.

Personnel in the vicinity of an Active Shooter may need to evacuate or shelter in place depending upon circumstances unique to that incident.

Organization leadership coordinating the response to an active shooter incident need to be able to provide effective direction to personnel in the vicinity of the Active Shooter, provide clear situation information to first responders, and inform the public.

II. Purpose

This Active Shooter Response Plan provides instructions and guidance to effectively address the response of Utah Valley University to an Active Shooter or Violent Intruder incident.

This Active Shooter Response Plan was prepared by the Emergency Management Office. This document was prepared in coordination and cooperation with the UVU Police Department.

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III. Preparedness

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated place; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10-15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

IV. Command Structure/Response Organization

The initial Incident Command Structure will be led by University Police and likely include a Unified Command with other responding law enforcement agencies. The location of this command structure will be decided upon at the time and will be close to the incident. University Police will communicate with outside law enforcement agencies regarding response, meeting locations, crime scene details, and other needed resources. The Incident Commander (IC) will communicate with the University EOC if activated.

An Emergency Operations Center (EOC) and Policy Group will be activated (if needed) as soon as possible in areas designated by the University Emergency Operation Plan (EOP). Their function will be of support and assistance to the IC. Also to make high level decisions about school closure and management of the media and so forth.

V. Pre-Incident Planning

Active shooter incidents often begin and conclude quickly, leaving university leadership and university police little to no time to coordinate response procedures with employees. University readiness requires that leadership develop and exercise response plans that apply general preparedness and response protocols. Training and exercising the plan allows the university to identify gaps, correct weaknesses, and validate the plan.

A. Employee/Student Training and Awareness

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- Training captures the development of skills and/or understanding through procedurally defined learning activities.
- Active Shooter face to face training is available by contacting Emergency Management at 801-863-7977.
- Active Shooter training videos are available on the Emergency Management website: www.uvu.edu/safety.
- Faculty can request training for their students by contacting Emergency Management at 801-863-7977.

B. Prepare for an Incident

- Learn how to recognize potential workplace violence and suspicious behavior.
- Identify the location of the nearest exits in a room, office or building, identify potential safe hideouts.
- Become familiar with what to expect from law enforcement during an Active Shooter incident.
- Know who to call to report an incident and what information to provide about the situation.
 - Call 911: Notifies Orem Police Dispatch (who will respond and notify UVU PD)
 - Call extension 5555: Notifies UVU Police Dispatch (who will respond and notify Orem Police Dispatch)
- Know who to call to report suspicious behavior, a person acting strangely or someone making statements that cause concern.
 - Call extension 1234: Tip line, to alert university of suspicious behavior of a student, employee, or visitor on campus
- Behavior Assessment Team (BAT): A team on campus that meets regularly to perform assessments of those who may have concerning behavior. This could include students, employees and visitors. This team uses a behaviorally based operational assessments of persons of concern.
To contact this team call:
 - The Dean of Students 801-863-8681
 - If there is imminent danger call: 911 (Orem City Dispatch) or extension 5555 (801-863-5555) for UVU PD dispatch.

D. Exercise Emergency Plans Regularly and Repeatedly

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- Schedule regular training, drills, tabletop and functional exercises.
- Assess gaps in plans, exercises and training

E. Establish a Relationship with Emergency Responders

- Involve emergency services responders from multiple agencies in training and exercises.
- Invite all emergency services responders to tour your site and provide details about the facility that will help responders to adjust their protocols if necessary,
- Involve other agencies as needed, such as the FBI, DHS, and relevant state agencies.

VI. Incident Response Considerations

Active shooter incidents often begin and conclude quickly, and the incident may be at any location. This leaves university police very little time to coordinate response procedures with off campus law enforcement and students, faculty and staff. The response to a specific incident will depend on the circumstances unique to that incident. However, there are general procedures that apply to all active shooter incidents.

A. Students/Faculty/Staff:

- **RUN** away if possible:
 - Determine an escape route based on where an active shooter may be located. If it is unclear where the shooter is, hide/barricade in a room before running into a hallway where the shooter may be.
 - Leave your belongings behind. Keep your hands empty and visible at all times.
 - Help others run away, if possible, but do not attempt to move the wounded. Run away even if others do not agree to follow.
 - Move quickly to a safe place far from the shooter and take cover. Remain there until police arrive and give instructions.
 - Remain calm. Avoid screaming or yelling as you run away.
 - Follow all instructions of law enforcement.
 - When and only if it is safe call 911.
- **HIDE** if applicable/necessary:
 - Go to the nearest room, office, or classroom and lock the door(s). If the door does not lock, wedge the door shut or use heavy furniture to barricade it.

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- Identify an escape route in the event you are directed to evacuate.
- Close blinds, turn off lights, and cover windows.
- Silence all noise, including cell phones, radios, and computers.
 - Have one person call 911, if it is safe to do so. Be prepared to answer the dispatcher's questions.
- If it is not safe to talk, keep the phone on so it can be monitored by the dispatcher.
- Stay out of sight and take cover behind large, thick items or furniture.
- Do not open the door until the person can provide an identification badge.
- Remain under cover until law enforcement advises it is safe to evacuate.
 - Positively verify the identity of law enforcement as an unfamiliar voice may be the shooter attempting to lure victims from a safe place.
- **FIGHT**, if you must:
 - If there is no opportunity to run or hide, as a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter.
 - Use any object in the vicinity to throw at and disorient the shooter, even a couple of seconds of disruption could cause less shooting.
- **Consideration for Specific Areas:**

In a classroom, or office

- STAY THERE. Secure the door.
- If the door has no lock and the door opens in, a heavy door wedge should be kept on hand and driven in as hard as you can, or use heavy furniture to barricade the door.
- If the door has a window, cover it if you can. Get out of sight from the door and stay low and quiet. Silence cell phones and other electronic devices.
- If no police units are on scene, move well away from the shooter and find safe cover positions and wait for the police to arrive.
- When officers arrive on scene follow their directions.
- Do not leave the area entirely; you may have valuable information regarding the suspect or incident that responding police officers will need. Once in a safe place, stay there.

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In hallways or corridors

- If you are in a hallway, get to a nearby room and secure it. Unless you are close to an exit, do not attempt to run through a long hallway to get to an exit as you may encounter the shooter.

In large rooms or auditoriums

- If in a gym, theater or auditorium and the shooter is not present, move out external exits and get to safety. When encountering responding police officers, keep your hands visible and do as you are directed.

Trapped with the shooter

- If you are trapped in a room with the shooter, do not do anything to provoke the shooter. If no shooting is occurring, do what the shooter says and do not move suddenly.
- If the shooter starts shooting, take decisive action:
 - Freeze:** some will freeze because they are unable to act.
 - Run:** run for an exit while zigzagging (if appropriate).
 - Fight:** attack the shooter. Attacking the shooter is very dangerous, but may be less dangerous than doing nothing in some cases. A moving target is harder to hit than a stationary one, and the last thing the shooter will expect is to be attacked by an unarmed person.
 - Any option** (freezing, running or fighting) may result in a bad outcome.

Open Spaces

- Stay alert and look for cover, such as brick walls, large trees, retaining walls, parked vehicles or any other object that may stop gunfire rounds from penetrating.
- Always notify the police department as soon as it is safe to do so.
- **Be Aware of those with accessibility and functional needs:**
 - This group of people may need extra assistance to Run or Hide.
 - They may be very disoriented or scared if they cannot hear or see.

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- Think about escape routes for those that may need it
- **Respond Appropriately When Law Enforcement Arrives:**
 - Remain calm and follow officers' instructions.
 - Raise your hands, spread your fingers, and keep hands visible at all times.
 - Do not run when police enter the vicinity. Drop to the floor, if you are told to do so, or move calmly out of the area or building.
 - Do not make quick moves toward officers or hold on to them for safety.
 - Avoid pointing, screaming, or yelling.
 - Do not stop officers to ask for help or directions. Evacuate the building in the direction the officers arrived while keeping your hands above your head.
 - For your own safety, do not get upset or argue if an officer questions whether you are a shooter or a victim. Do not resist, even if you are handcuffed and searched.
 - If you are a witness you will be asked to give a statement to the police.
- **When is it safe to come out of hiding or return to the building?**
 - Stay hidden and quiet until a law enforcement officer tells you it is safe or you receive other valid information that lets you know the incident has ended.
 - Law enforcement may enter the room with keys and give instructions regarding evacuation.
 - A mass text notification may be sent indicating it is safe and clear.
 - Other forms of communication may be used to let people know it is safe and clear.

B. University Law Enforcement:

- Identifying Secondary Impacts
 - Identify additional shooters or other threats
- Establish a safe location to stage evacuees/injured
- Assist Emergency Medical Services (EMS) and other law enforcement agencies
- Manage the crime scene
- Conduct interviews
- Consider a family reunification area (work with EOC to establish)
- Manage the perimeter

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- Control or prevent the entrance of the media into secure or sensitive areas

C. Warnings, Messages and Signage

In order to notify students, faculty and staff of the incidents happening on campus, Emergency Notification Messages need to be pre-scripted. This section includes information related to how messages will reach the students, faculty, and staff. Including location and method of communicating warnings and messages.

- Mass Text Notification: a text message will be sent as soon as possible to those who are in the database.
 - Opt-Out Program (phone numbers are automatically added to service. If one would like to remove their number they may do so).
- Overhead announcement: a public announcement system will be used to alert people of danger.
- iNotify: a system that displays information on hallway monitors and campus computers.
- UVU app, push notifications: For those that have the app, a notification will be sent.
- UVU Emergency website: www.uvu.info. This website will have more information and updates can be found as the incident progresses and comes to a close. Many of the other communications methods listed will refer to this site for more information.
- UVU email: as possible information will be sent through this resource.
- UVU Social Media: as possible information will be sent through these resources.

D. Activation, Staging, and Mobilization

Emergency Medical Support Staging

The University Police/IC will select with coordination from EMS a location secure and close to the location of the incident. This location is where the injured will be taken as soon as possible for medical treatment, triage, and transport. Selection of the staging area will be dependent on the location of the incident.

Family Reunification Assistance

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The University EOC and/or University police will set up an appropriate location for family reunification. This area will allow those involved in the incident a location to be reunited with friends and family. Considerations should be made for food services, mental health services, easy public access. (note: this area needs to away from the media)

- Possible locations to consider:
 - Center Stage/Student Center
 - Ballroom/Student Center
 - Lockhart Arena/PE Building
 - UCCU Event Center

Crime Scene/Interview Staging

The University Police/IC will select an area to conduct interviews for those who were close to, involved with, or have information regarding the incident.

Considerations should be taken to:

- Select an area large enough to provide privacy and discourage witnesses from talking to each other
- Provide snacks/water for witnesses
- Paper and pens to allow for written statements
- Provide mental health services

E. Incident Recovery Considerations

Address Victims and Families

- Established a hotline early on for family and friends to call who are looking for information.
- Publish information quickly to main UVU website (referring to www.uvu.info for updates.
- Gather information related to victim identities, extent of injuries, and what hospitals are being utilized.
- Coordinating with the University EOC, notify the family members
 - Use personnel who are specifically trained for this responsibility
- Procure mental health counselors for employees and families

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- Develop an action plan to handle concerns about returning to work

Consideration for students, faculty, and staff

- Consider:
 - Returning to work may be difficult for some. An assessment for time off may need to occur on a case by case basis.
 - Returning to class may be difficult for some. An assessment for time off may need to occur on a case by case basis.
 - Mental health services, short-term and long-term should be offered.
 - Funeral leave accommodations
 - Overwork, burnout: the first few days directly after an incident may have many employees working more than usual to cover for absent employees. Consider memorandum of agreements (MOAs) with other universities in the state to relieve UVU employees, allowing needed respite to occur.
 - Other

Communicate Internally

- After the initial emergency communications, continue to give updates to student, faculty, and staff regarding the situation.
- When to return to normal business operations.
- Where to obtain mental health services if needed.
- If work location has changed temporarily where will work be conducted?

Communicate Externally

- Identify the designated official for responding to media inquiries.
- Determine what information and details the University will provide to the media that will ease community concerns without inciting panic or hindering the investigation.
- Continue to provide updates for several days.

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- Contact Board of Trustees, Regents, and other state departments.

Continue Business Operations

- Implement business recovery/continuity plans: which business operations will stay open, which will close temporarily, if any.
- Make re-entry decisions after site is released by law enforcement.
- Provide safety and security debriefings.
- Fill positions of deceased and injured employees.
- Take actions to ensure employees feel safe. This may include more police officers that are visible for a period of time.
- Determine how the institution will continue operating with limited business operations or with certain areas of the institution designated a crime scene.
- Depending on the location of the incident some business operations may need to be moved to another location temporarily.

VII. Post Incident Review/After Action Report (AAR) Process

An AAR should be conducted immediately following an exercise or incident and should involve representatives from each participating agency/organization. This should include information on the major events, all lessons learned, and review any new initiatives developed or identified during the exercise or incident.

The AAR should also include a discussion of all techniques, tactics, and procedures utilized during the exercise/incident to include what went right and what went wrong. It should identify any issues and the consequences resulting from the potential or actual outcomes of those issues.

Following the AAR meetings and discussion, an After Action Report/Improvement Plan (AAR/IP) should be written which identifies areas that require improvements, the actions required, the timelines for implementing those improvements, and the organization and party responsible for this action.

The AAR/IP should be shared with all stakeholders, and used to further define the plans and procedures related to incidents at the university.