

# Safety and Security in the Workplace



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## Topics

- ▶ Getting involved
- ▶ What happens to your body under stress
- ▶ What to say when you call 911
- ▶ Staying safe
- ▶ Stop the bleed
- ▶ Helping others
- ▶ Risk management
- ▶ Disclaimer

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## County Initiative:

### Making San Diego the most resilient community in America

- Encourage and promote residents to take important and meaningful steps to protect themselves and their families

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2019-2024 STRATEGIC PLAN

<b>VISION:</b> A region that is Building Better Health, Living Safely and Thriving 	<b>MISSION:</b> To efficiently provide public services that build strong and sustainable communities	<b>VALUES:</b> Integrity, Stewardship and Commitment
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**STRATEGIC INITIATIVES:** By focusing our priorities through Strategic Initiatives we will continue to advance the County's Live Well San Diego vision

**BUILDING BETTER HEALTH:**

- San Diego County has fully optimized its health and social service delivery systems to make it an industry leader in efficiency, integration and innovation.
  - Promote the implementation of a service delivery system that is sensitive to individuals' needs
- Every resident has the opportunity to make positive healthy choices that reduce preventable deaths
  - Strengthen the local food system and support the availability of healthy foods, nutrition education, and nutrition assistance for those who need it

**OPERATIONAL EXCELLENCE:**

- Make San Diego the best managed county in the nation
  - Promote a culture of ethical leadership and decision making across the enterprise
  - Align services to available resources to maintain fiscal stability
- Make San Diego County the best in the nation for providing exceptional customer service
  - Provide modern infrastructure, innovative technology and appropriate resources to ensure superior service delivery to our customers
  - Strengthen our customer service culture to ensure a positive customer experience
- Make San Diego County the best place to work in the nation
  - Develop, maintain and attract a skilled, adaptable and diverse workforce by providing opportunities for our employees to feel valued, engaged and trusted

The County makes health, safety and thriving a focus of all policies and programs through internal and external collaboration.

- Pursue policy and program change for healthy, safe and thriving environments to positively impact residents
- Leverage internal communication resources, resource groups and social media to enhance employee understanding of the County's vision, Live Well San Diego

**LIVING SAFELY:**

- Make San Diego the most resilient community in America
  - Encourage and promote residents to take important and meaningful steps to protect themselves and their families for the first 72 hours during a disaster
- Make San Diego the safest urban county in the nation
  - Plan, build and maintain safe communities to improve the quality of life for all residents
  - Expand data-driven crime prevention strategies and utilize current technologies to reduce crime at the local and regional level
- All San Diego children, youth and older adults are protected from neglect and abuse
  - Strengthen our prevention and enforcement strategies to protect our children, youth and older adults from neglect and abuse

The regional criminal justice system and the juvenile justice system achieve a balance between accountability and rehabilitation.

- Fully implement a balanced approach model that reduces crime by holding offenders accountable while providing them access to rehabilitation
- Use evidence-based prevention and intervention strategies to prevent youth from entering the juvenile justice system or progressing in delinquency or crime

**SUSTAINABLE ENVIRONMENTS/THRIVING:**

- San Diego is a vibrant region with planning, development, infrastructure and services that strengthen the local economy
  - Provide and promote services that increase the well-being of our residents and increase consumer and business confidence
- The region is a leader in protecting and promoting our natural and agricultural resources, diverse habitats and sensitive species
  - Enhance the quality of the environment by focusing on sustainability, pollution prevention and strategic planning

Cultivate a natural environment for residents, visitors and future generations to enjoy.

- Foster an environment where residents engage in recreational interests by enjoying parks, open spaces and outdoor experiences

All residents engage in community life and civic activities.

- Create and promote diverse opportunities for residents to exercise their right to be civically engaged and find solutions to current and future challenges.

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## YOU MAKE A DIFFERENCE

If you act quickly and purposefully, **you can save lives:**

- Call 9-1-1 to activate the Chain of Survival
- Move the injured away from danger to keep them safe
- Keep them alive until medical responders arrive:
  - Control bleeding
  - CPR, AED, recovery position
- Talk to the injured and provide comfort

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RESPONSE IMPACT

National Average EMS Response Time: 7-14 minutes\*

Life-threatening injuries can kill within minutes – *before* medical responders arrive (**HOW LONG?- 5 minutes**)

Simple actions save lives: you can take relatively easy steps that may have a great impact on survival



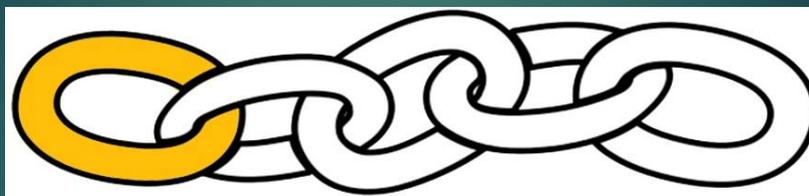
<https://www.youtube.com/watch?v=i8Wc5VwksPU>

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CHAIN OF SURVIVAL

How the emergency medical system flows to keep people with life-threatening injuries alive:



First Care  
YOU

Non-medical First  
Responders

Pre-hospital  
Medical Care

Emergency  
Medicine

Surgeons

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## DIFFUSION OF RESPONSIBILITY

- When multiple people witness an emergency, everyone assumes that someone else will help
- First person to step forward often triggers a supportive response from others nearby
- Someone must be the first to act!
- <https://youtu.be/P...YNTkHA>



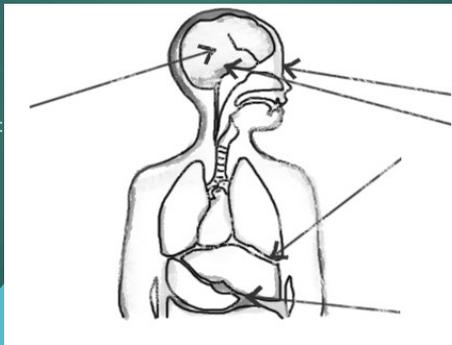
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## IMPACT OF STRESS

In a life-threatening emergency, you will experience physical and psychological effects that may include:

- Distortion of Time
- Assessment Loop:
  - Denial
  - Deliberation
  - Action



- Distortion of Senses:
  - Sight (Tunnel Vision)
  - Sound
- Adrenaline (Fight/Flight Response)
  - Temperature change
  - Shaky
  - Loss of other functions
  - Nausea

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# Col. Jeff Cooper's Awareness Color Code Chart



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<b>White</b>	Unprepared and unready to take action.
<b>Yellow</b>	Prepared, alert & relaxed. Good situational awareness.
<b>Orange</b>	Alert to probable danger. Ready to take action.
<b>Red</b>	Action Mode. Focused on the emergency at hand.
<b>Black</b>	Panic. Breakdown of physical & mental performance.

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## IMPROVE YOUR RESPONSE



### Train your brain.

Talk about and practice what you would do in various emergency situations to improve the speed with which you respond.

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## PROFILE OF AN ACTIVE SHOOTER



- ▶ An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) 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 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

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## Good practices for coping with an active shooter situation

- ▶ Be aware of your environment and any possible dangers
- ▶ Take note of the two nearest exits in any facility you visit
- ▶ If you are in an office, stay there and secure the door
- ▶ If you are in a hallway, get into a room and secure the door
- ▶ If you are outdoors, run to cover or concealment
- ▶ As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.
- ▶ **CALL 911 WHEN IT IS SAFE TO DO SO!**
- ▶ **HELP OTHERS WHEN IT IS SAFE TO DO SO!**



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## HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

- ▶ Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.



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## RUN



- ▶ **If there is an accessible escape path, attempt to evacuate the premises. Be sure to:**
  - ▶ Have an escape route and plan in mind
  - ▶ Evacuate regardless of whether others agree to follow
  - ▶ Leave your belongings behind
  - ▶ Help others escape, if possible
  - ▶ Prevent individuals from entering an area where the active shooter may be
  - ▶ Keep your hands visible
  - ▶ Follow the instructions of any police officers
  - ▶ Do not attempt to move wounded people
  - ▶ Call 911 when you are safe

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# HIDE



- ▶ **If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.**
  - ▶ **Your hiding place should:**
    - ▶ Be out of the active shooter's view
    - ▶ Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
    - ▶ Not trap you or restrict your options for movement
  - ▶ **To prevent an active shooter from entering your hiding place:**
    - ▶ Lock the door
    - ▶ Blockade the door with heavy furniture

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# HIDE (cont'd)

- ▶ **If the active shooter is nearby:**
  - ▶ Lock the door
  - ▶ Silence your cell phone and/or pager
  - ▶ Turn off any source of noise (i.e., radios, televisions)
  - ▶ Hide behind large items (i.e., cabinets, desks)
  - ▶ Remain quiet
- ▶ **If evacuation and hiding out are not possible:**
  - ▶ Remain calm
  - ▶ Dial 911, if possible, to alert police to the active shooter's location
  - ▶ If you cannot speak, leave the line open and allow the dispatcher to listen

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## FIGHT



- ▶ **As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:**
  - ▶ Acting as aggressively as possible against him/her
  - ▶ Throwing items and improvising weapons
  - ▶ Yelling
  - ▶ Committing to your actions

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## LAW ENFORCEMENT RESPONSE

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- ▶ Law enforcement's purpose is to **stop the active shooter as soon as possible**. Officers will proceed directly to the area in which the last shots were heard.
  - ▶ Officers usually arrive in teams of four (4)
  - ▶ Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
  - ▶ Officers may be armed with rifles, shotguns, handguns
  - ▶ Officers may use pepper spray or tear gas to control the situation
  - ▶ Officers may shout commands, and may push individuals to the ground for their safety **AND MAY POINT THEIR WEAPONS AT YOU**



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## How to react when law enforcement arrives:

- ▶ Remain calm, and follow officers' instructions
- ▶ Put down any items in your hands (i.e., bags, jackets)
- ▶ Immediately raise hands and spread fingers
- ▶ Keep hands visible at all times
- ▶ Avoid making quick movements toward officers such as holding on to them for safety
- ▶ Avoid pointing, screaming and/or yelling
- ▶ Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises



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## Information to provide to law enforcement or 911 operator:

- ▶ Location of the active shooter
- ▶ Number of shooters, if more than one
- ▶ Physical description of shooter/s
- ▶ Number and type of weapons held by the shooter/s
- ▶ Number of potential victims at the location



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## THINGS TO REMEMBER...



- ▶ The first officers to arrive to the scene will not stop to help injured persons.
- ▶ Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers.
  - ▶ They may also call upon able-bodied individuals to assist in removing the wounded from the premises.
- ▶ Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned.
  - ▶ Do not leave until law enforcement authorities have instructed you to do so.

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## Additional Ways to Prepare For and Prevent an Active Shooter Situation

- ▶ Preparedness
  - ▶ Have a plan
- ▶ Prevention
  - ▶ Foster a respectful workplace
  - ▶ Be aware of indications of workplace violence and take remedial actions accordingly
- ▶ Managers
  - ▶ Employees and customers are likely to follow the lead of managers during an emergency situation.
    - ▶ Take immediate action
    - ▶ Remain calm
    - ▶ Lock and barricade doors
    - ▶ Evacuate staff and customers via a preplanned evacuation route to a safe area



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## Assisting Individuals with Special Needs and/or Disabilities

- ▶ Ensure that Emergency Action Plan's (EAP), evacuation instructions and any other relevant information address to individuals with special needs and/or disabilities
- ▶ ADA requirements are met
- ▶ Managers need to ensure that all staff is prepared to evacuate
  - ▶ Must accommodate individuals with disabilities or persons with access and functional needs
  - ▶ Establish a "buddy system"
  - ▶ Have an accessible escape route in mind specific to their respective needs



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## Special Needs (cont'd)

- ▶ Some may find it hard to hide (e.g. individuals who use wheelchairs)
- ▶ Identify areas to hide at work
- ▶ Plan with colleagues/"buddies" to help with concealment
- ▶ Use assistive equipment to secure hiding spots



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## RECOGNIZING POTENTIAL WORKPLACE VIOLENCE

- ▶ An active shooter in your workplace may be a current or former employee, or an acquaintance of a current or former employee.
- ▶ Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee.
- ▶ **Alert someone!**



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## Indicators of Potential Violence by an Employee

- ▶ Employees typically do not just “snap,” but display indicators of potentially violent behavior over time.
- ▶ If these behaviors are recognized, they can often be managed and treated.



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## Potentially violent behaviors by an employee may include one or more of the following:

- ▶ **NOTE: This list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies:**
  - ▶ Increased use of alcohol and/or illegal drugs
  - ▶ Unexplained increase in absenteeism; vague physical complaints
  - ▶ Noticeable decrease in attention to appearance and hygiene
  - ▶ Depression / withdrawal
  - ▶ Resistance and overreaction to changes in policy and procedures
  - ▶ Repeated violations of company policies
  - ▶ Increased severe mood swings

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## Indicators (cont'd)

- ▶ Noticeably unstable, emotional responses
- ▶ Explosive outbursts of anger or rage without provocation
- ▶ Suicidal; comments about "putting things in order"
- ▶ Behavior which is suspect of paranoia, ("everybody is against me")
- ▶ Increasingly talks of problems at home
- ▶ Escalation of domestic problems into the workplace; talk of severe financial problems
- ▶ Talk of previous incidents of violence
- ▶ Empathy with individuals committing violence
- ▶ Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes

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# LASO Active Shooter video:



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- ▶ Stop the Bleed is a national awareness campaign and call-to-action.
- ▶ Stop the Bleed is intended to cultivate grassroots efforts that encourage bystanders to become trained, equipped, and empowered to help in a bleeding emergency before professional help arrives.



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## References:

- ▶ <https://www.dhs.gov>
- ▶ <https://www.ready.gov/active-shooter>
- ▶ <https://www.bleedingcontrol.org>
- ▶ <http://www.readysandiego.org>
- ▶ <http://www.sdcountyemergency.com>
- ▶ <https://www.fbi.gov/about/partnerships/office-of-partner-engagement/active-shooter-resources>
- ▶ <https://www.caloes.gov>

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## Questions???

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