Response to Escalating Behavior

• Acknowledge the complaint and provide reassurance.
• Do not match threats, use low vocal tones.
• Speak slowly and in a clear and reassuring voice.
• Try to re-direct the person’s focus away from the issue causing the aggression.
• Alert the physician and your manager or supervisor of the situation.
• Contact Security - provide the location and description of the encounter.

Active Shooter

The United States Department of Homeland Security defines the active shooter as “an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims.”

A V A I D
B B A R R I C A D E
C C O N F R O N T

Fire/Security on Campus 911
From outside NYP 646-NYP-9111
If there is an accessible escape path, attempt to evacuate the area.

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 with palms open and fingers spread apart
• Follow the instructions of any police officers
• Do not attempt to move wounded people
• If you are responsible for patients, afford them protection as best that you can dependent on their mobility

Block the door with large heavy objects to make entry as difficult as possible and hide in an area away from windows
• Think **BIG** - filing cabinets, desks, refrigerators, beds, stretchers, etc.
• Do not stand directly in front of the door; stand off to either side
• Turn off lights, as well as radios or devices that emit sound
• **Silence** cell phones and pagers
  • Do not put them on vibrate
• Keep yourself out of sight and take adequate cover/protection

There is no single procedure that can be recommended in this situation.

If possible:
• Last resort options if you come face to face with the assailant are two fold:
  • Attempt to quickly overpower the individual with force in the most violent manner possible
  • If you are with other people you should work as a collective group to overcome the shooter
• Use anything at your disposal to make a weapon; fire extinguishers, oxygen tanks, IV poles, computer monitors, phones, etc.
• Confronting the shooter could distract his ability to shoot accurately and give others the chance to eliminate the threat