

Crisis Coordinator Role in Active Attack



When an Emergency Occurs

When an emergency occurs, employees and visitors will often look to you to direct them to safety, since you are familiar with the building and workspace.

Overview of CC Role

- Assist with decision-making, communication flow, and operational response
- Attend training sessions on emergency response, preparedness, and mitigation
- Hold training sessions, team meetings, and drills that may include any of the incident response protocols outlined in the hazard-response annexes of this EOP. Each building should designate a Lead Crisis Coordinator who has the additional following duties:
 - Act as the emergency management building coordinator during an emergency
 - Serves as a conduit for information between the Office of Emergency Management and the Crisis Coordinators in their buildings
 - Maintain order and discipline during an emergency
 - Lead evacuation and/or shelter-in-place initiatives in their building



Safety First – No Matter What

ASSESS THE SITUATION



Briefly pause. Use all your available senses:



What do you see?

- Downed power lines
- Smoke
- Debris
- Moving vehicles
- People running



What do you hear?

- Voices
- Creaking
- Hissing
- Booms
- Gunshots



What do you smell?

- Gasoline
- Smoke
- Chemicals

Always Remember

- Wear your vest
- Bring your radio
- Identify yourself to KSU Police

Where Should You Be?

THREAT

The Hartford Consensus
Improving Survival from Active Shooter and Intentional Mass
Casualty Events

Hot Zone		Threat Suppression
Warm Zone		Hemorrhage Control Rapid Extrication
Cold Zone		Assess Patient Transport to Hospital



KENNESAW STATE
UNIVERSITY

The More You Know, the More Help You Provide

- Floor plans
- Building occupants
- Daily schedules

Force Multiplier – Support First Responders

- Knowing your building – AEDs, Shelter Locations, Fire Control Panels, Stairwells, Elevators, Bathrooms, etc.
- Knowing *who* and *what* belongs
- Trained in CPR/AED
- Identified by Crisis Coordinator Vest and Radio

Force Multiplier – Support First Responders

- *Go get an AED*
- *Help me provide CPR*
- *Go to the front of the building to meet and bring in EMS*
- *Let the people outside know that is safe to return to the building*

CC Role During an Active Attack

- Communicate when safe
- Assist with evacuations or shelter when safe
- Assist first responders when safe
- Assist with first aid when safe
- Provide information (building occupants, floor plans, etc.)

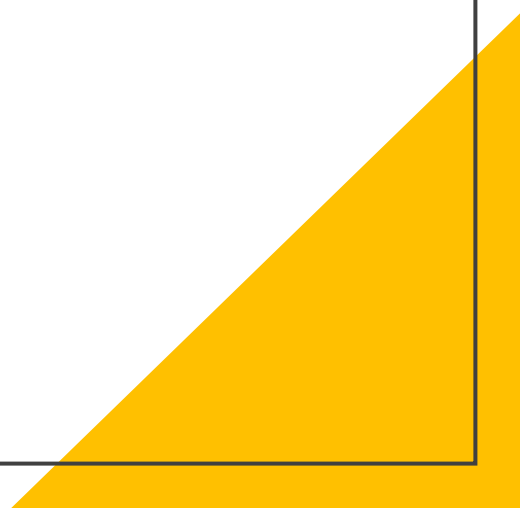
What Else?

- Include local law enforcement and first responders during training exercises.
- Encourage law enforcement, emergency responders, SWAT teams, canine teams, and bomb squads to train for an active shooter scenario at their location.
- Be aware of indications of workplace violence and take remedial actions accordingly.



CC Role During an Active Attack

Key Words --- When Safe!

A yellow right-angled triangle is positioned in the bottom right corner of the slide, pointing towards the top-left.

NOT the CC Role During an Active Attack

- Intervening with the attacker
- Ensuring everyone is safe

Remember, during a fluid situation...

- Only communicate on the radio when you have information
- The better you plan now, the better “it” will go
- You are the help, until help arrives
- Safety first!

Indicators of Potential Violence

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.

Indicators of potentially violent behavior by an employee may include:

- Depression/withdrawal
- Repeated violations of company policies
- Explosive outbursts of anger or rage without provocation.
- Behavior that may suggest paranoia (e.g., “everybody is against me”)
- Escalation of domestic problems into the workplace
- Talk of severe financial problems
- Talk of previous incidents of violence
- Grievance

Communication is the Key

75% of all problems are due to poor communications, and the other 25% of the problems are due to really poor communications.

Bud Peterson

It ain't over till it's over.

Yogi Berra

