

## Youth Programs Active Shooter Response Plan

733 FSS/FSYY  
Joint Base Langley/Eustis  
Fort Eustis, Virginia 23604

### **Standard Operating Procedures for Active Shooter Incidents**

1. Purpose. This SOP establishes procedures and plan of action to be followed in the event of an Active Shooter incident in the buildings belonging to Youth Programs, B1102.
2. Applicability. This SOP applies to all personnel within Youth Programs.
3. Availability. This SOP is available in a copy is also in the JSTO binder and Emergency Response Plan Binder.

#### **4. References:**

- a. Active Shooter Pamphlet: (Attachment 1) Active Shooter Pamphlet is required to be available within the workplace. The Active Shooter Pamphlet is located in the administrative area and on the safety board located in the staff lounge.
- b. Active Shooter Pocket Card: (Attachment 2) is required to be available within the workplace. The Active Shooter Pamphlet is located in the administrative area and on the safety board located in the staff lounge or at <https://www.dhs.gov/private-citizen>.
- c. Active Shooter How to Respond Booklet: (Attachment 3) is required to be available within the workplace. The Active Shooter Pamphlet is located in the administrative area and on the safety board located in the staff lounge or at <https://www.dhs.gov/private-citizen>.
- d. Pathway to Violence Fact Sheet: (Attachment 4) is required to be available within the workplace. The Pathway to Violence Fact Sheet in the administrative area and on the safety board located in the staff lounge or at <https://www.dhs.gov/private-citizen>.

#### **5. General.**

- a. An active shooter is described as a suspect(s) who causes death and/or serious bodily injury through the use of a firearm. It is a situation that usually evolves



rapid response and immediate deployment of law enforcement to terminate the life-threatening situation.

b. An “active shooter” is an individual who is 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.

c. Immediate deployment will involve the first officers on the scene taking aggressive action to find the suspect(s) and stop the killing. Emergency medical team may also be on the scene.

## **6. Responsibilities.**

### **a. All personnel will:**

#### **(1) RUN**

(a) Have an escape route and plan in mind.

(b) Leave your belongings behind.

(c) Evacuate regardless of whether others agree to follow.

(d) Help others escape, if possible.

(e) Do not attempt to move the wounded.

(f) Prevent others from entering an area where the active shooter may be.

(g) Keep your hands visible.

(h) As you exit the building, remain calm, keep your hands above your head and listen for instructions that may be given by police officers on the outside. If you receive no instructions, proceed to your evacuation assembly point. Evacuation Point for my building is General Smalls Inn. If officers have not arrived on scene yet and the shooter is known to the organization (ie an employee or assigned Soldier familiar with evacuation point), do not evacuate to the evacuation point listed in this plan as this area may be booby trapped or the shooter may move to that area knowing a large number of people will gather there. Instead proceed to a bldg or area which provides for the most cover and concealment. When you are absolutely certain the incident is over (you will hear an announcement over Giant Voice) return to your designated evacuation point for accountability.

(i) Call 911 when you are safe, determine your escape route and know where to evacuate. (Check with your supervisor or safety officer if you are unsure.).

#### **(2) HIDE (only if you have no viable escape route)**





- (a) Hide in an area out of the shooter's view.
- (b) Lock door or block entry to your hiding place.
- (c) Silence your cell phone (including vibrate mode) and remain quiet.
- (d) If you cannot find an escape route, remain calm, lie on the floor or under a desk and remain silent. Wait for the police to come and find you. Do not open unlocked doors until you can verify identity of personnel requesting entry.
- (e) If you have the opportunity, call 911 or 878-4555. If you can't speak, leave the line open so police can hear what's going on.

### **(3) FIGHT**

- (a) Fight as a last resort and only when your life is in imminent danger.
  - (b) Attempt to incapacitate the shooter.
  - (c) Act with as much physical aggression as possible.
  - (d) Improvise weapons or throw items at the active shooter.
  - (e) Commit to your actions, your life depends on it.
- (4) If you have the opportunity, call 911 to report your name, location, and what you know about the situation in the immediate area. Provide as much information as possible concerning the shooter to include, your location, number of shooters, type of weapons or explosions, shooter's location and direction of movement and shooter's description.

### **7. Law Enforcement Actions**

- a. If an officer points a firearm at you, please try to remain calm. Make no movement that may cause the officer to mistake your actions for a threat.
- b. Be aware that law enforcement officers arriving on the scene may not immediately treat wounded personnel as they attempt to locate and disable the shooter. Do not be alarmed by this. As soon as the threat is neutralized aid will be rendered.

**8. Communication** - During an active shooter event you will receive a message over your computer system and/or over giant voice with the following message:  
**LOCKDOWN – ACTIVE SHOOTER HAS ENTERED THE AREA-LOCKDOWN.**

### **9. Lock Down**



a. During lockdown all windows and doors will be secured. Personnel will remain away from doors and windows. Lights and cell phone ringers will be turned off.

b. No one will leave the lockdown facility until the lockdown has been cleared by an official email from the installation or by the giant voice. BE CAREFUL as rumors re: lockdown status will circulate. Wait for the official notice for your safety.

**10. Accountability** – The most senior person in the work area will take accountability of all personnel within their area (regardless of unit of assignment) and report accountability per the JBLE Accountability Plan.

11. This memorandum must be read and reviewed annually by all 733 FSS personnel. In the event of an incident involving a shooter, Youth Programs employees will instruct those customers who are in the area on what to do.

*///original signed///*

Billie L. Hogan

YOUTH PROGRAMS DIRECTOR

JBLE-EUSTIS, VA 23604



**When law enforcement arrives:**

- Remain calm and follow instructions
- Drop items in your hands (e.g., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers, such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not ask questions when evacuating

**Information to provide to 911 operations:**

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons shooter has
- Number of potential victims at location

**For questions or additional assistance contact:**  
Your local law enforcement authorities or FBI Field office :



Department of Homeland Security  
3601 Nebraska Ave, NW  
Washington, DC 20528



# ACTIVE SHOOTER EVENT

QUICK REFERENCE GUIDE

An "active shooter" is an individual who is 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.

- Victims are selected at random
- Event is unpredictable and evolves quickly
- Knowing what to do can save lives



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## ACTIVE SHOOTER EVENTS

When an Active Shooter is in your vicinity, you must be prepared both mentally and physically to deal with the situation.



### You have three options:

#### 1 RUN

- Have an escape route and plan in mind
- Leave your belongings behind
- Evacuate regardless of whether others agree to follow
- Help others escape, if possible
- Do not attempt to move the wounded
- Prevent others from entering an area where the active shooter may be
- Keep your hands visible
- Call 911 when you are safe

#### 2 HIDE

- Hide in an area out of the shooter's view
- Lock door or block entry to your hiding place
- Silence your cell phone (including vibrate mode) and remain quiet



#### 3 FIGHT

- Fight as a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with as much physical aggression as possible
- Improvise weapons or throw items at the active shooter
- Commit to your actions ... your life depends on it

The first officers to arrive on scene will not stop to help the injured. Expect rescue teams to follow initial officers. These rescue teams will treat and remove injured.

Once you have reached a safe location, 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 the area until law enforcement authorities have instructed you to do so.

(Attachment 1)

<p><b>Lockdown vs Shelter-In-Place</b></p> <p><b>KNOW THE TERMS AND THE DIFFERENCES</b></p> <ul style="list-style-type: none"> <li>• “Lockdown”: Used in an Active Shooter Scenario</li> <li>• “Shelter-In-Place”: Used when a toxic cloud is floating over the installation</li> </ul> <hr/> <p>AtHoc (Computer notifications) and Giant Voice will be used to notify personnel for both incidents</p> <p>Contact SFS for more information and training on Active Shooter/Lockdown procedures</p> <p>Contact Emergency Management for more information and training on Shelter-In-Place procedures</p> <p style="text-align: center;"><b>633 CES/CEX</b> Langley 757-764-4840 Eustis 757-878-6085</p>	<p><b>Shelter-In-Place (SIP) Procedures</b></p> <ul style="list-style-type: none"> <li>• All personnel move to SIP room</li> <li>• Turn off ventilation if possible</li> <li>• Seal windows and doors with materials from SIP kit</li> <li>• Stay in place until notified by Giant Voice or proper authorities</li> </ul> <p><b>Lockdown Procedures</b></p> <ul style="list-style-type: none"> <li>• Implement Lockdown upon hearing shots or when directed</li> <li>• Entire installation will be locked down for any incident</li> <li>• All Personnel must restrict movement</li> <li>• If in a building stay there and secure doors and windows</li> <li>• No movement between areas until the all clear issued</li> </ul> <div style="display: flex; justify-content: space-around; align-items: center;">  <div style="background-color: #0056b3; color: white; padding: 5px; text-align: center;">See Reverse for Detailed Active Shooter Procedures</div> </div>
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(Attachment 2)



<p><b>ACTIVE SHOOTER REPOSENSE</b></p> <p><b>WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY</b></p> <p><b>1. Run</b></p> <ul style="list-style-type: none"> <li>• Have an escape route and plan in mind</li> <li>• Leave your belongings</li> <li>• Keep your hands visible</li> </ul> <p><b>2. Hide</b></p> <ul style="list-style-type: none"> <li>• Hide in an area out of the shooter's view</li> <li>• Block entry to your hiding place and lock the doors</li> <li>• Silence your cell phone or mobile device</li> </ul> <p><b>3. Fight</b></p> <ul style="list-style-type: none"> <li>• As a last resort and only when your life is in imminent danger</li> <li>• Attempt to incapacitate the shooter</li> <li>• Act with physical aggression and throw items at the active shooter</li> </ul> <p><b>CALL 911 WHEN IT IS SAFE TO DO SO</b></p>	<p><b>ACTIVE SHOOTER RESPONSE</b></p> <p><b>WHEN LAW ENFORCEMENT ARRIVES</b></p> <ul style="list-style-type: none"> <li>• Remain calm and follow instructions</li> <li>• Put down any items in your hands (e.g. bags, jackets)</li> <li>• Raise hands and spread fingers, keep hands visible at all times</li> <li>• Avoid quick movements toward officers such as holding on to them for safety</li> <li>• Avoid pointing, screaming or yelling</li> <li>• Do not stop to ask officers for help or directions when evacuating</li> </ul> <p><b>INFORMATION</b></p> <p>YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR</p> <ul style="list-style-type: none"> <li>• Location and number of the active shooters</li> <li>• Physical description of shooters</li> <li>• Number and type of weapons held by shooters</li> <li>• Number of potential victims at the location</li> </ul>
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(Attachment 2)





# ACTIVE SHOOTER HOW TO RESPOND



(Attachment 3)

# Emergency Numbers

EMERGENCY SERVICES: \_\_\_\_\_ 9 -1 -1 \_\_\_\_\_

LOCAL EMERGENCY INFORMATION LINE: \_\_\_\_\_

LOCAL POLICE DEPARTMENT: \_\_\_\_\_

LOCAL FIRE DEPARTMENT: \_\_\_\_\_

LOCAL HOSPITAL: \_\_\_\_\_

LOCAL FBI FIELD OFFICE: \_\_\_\_\_

FACILITY SECURITY: \_\_\_\_\_

FACILITY ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

FLOOR: \_\_\_\_\_ SUITE/ROOM: \_\_\_\_\_

OFFICE #: \_\_\_\_\_ EXT. \_\_\_\_\_

(Attachment 3)



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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 firearm(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.

### 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
- 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!

(Attachment 3)

## 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.

### 1. 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

### 2. 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

(Attachment 3)



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

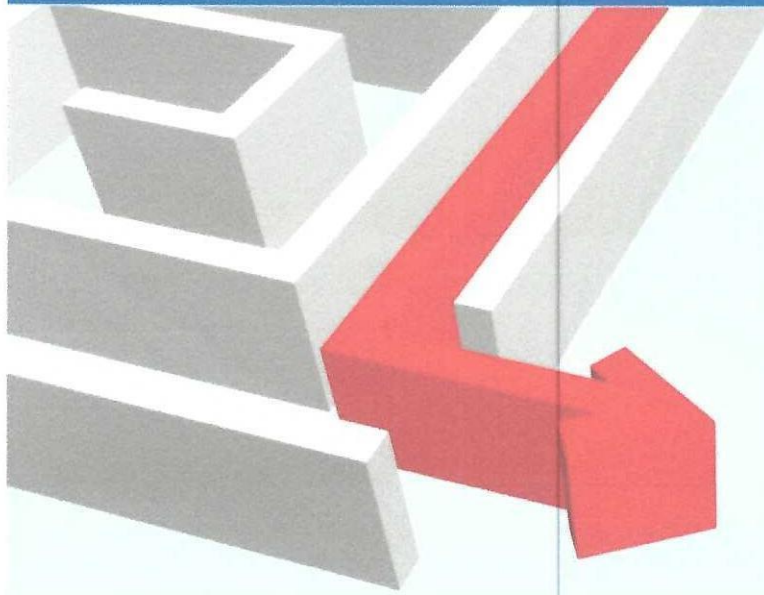
If evacuation and hiding out are not possible

- 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

### 3. 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



(Attachment 3)



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## HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

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

### 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

### 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

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. These rescue teams will treat and remove any injured persons. 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.

(Attachment 3)



## TRAINING YOUR STAFF FOR AN ACTIVE SHOOTER SITUATION

To best prepare your staff for an active shooter situation, create an Emergency Action Plan (EAP), and conduct training exercises. Together, the EAP and training exercises will prepare your staff to effectively respond and help minimize loss of life.

### Components of an Emergency Action Plan (EAP)

Create the EAP with input from several stakeholders including your human resources department, your training department (if one exists), facility owners / operators, your property manager, and local law enforcement and/or emergency responders. An effective EAP includes:

- A preferred method for reporting fires and other emergencies
- An evacuation policy and procedure
- Emergency escape procedures and route assignments (i.e., floor plans, safe areas)
- Contact information for, and responsibilities of, individuals to be contacted under the EAP
- Information concerning local area hospitals (i.e., name, telephone number, and distance from your location)
- An emergency notification system to alert various parties of an emergency including:
  - Individuals at remote locations within premises
  - Local law enforcement
  - Local area hospitals

### Components of Training Exercises

The most effective way to train your staff to respond to an active shooter situation is to conduct mock active shooter training exercises. Local law enforcement is an excellent resource in designing training exercises.

- Recognizing the sound of gunshots
- Reacting quickly when gunshots are heard and/or when a shooting is witnessed
  - Run
  - Hide
  - Fight the shooter as a last resort
- Calling 911
- Reacting when law enforcement arrives
- Adopting the survival mind set during times of crisis

(Attachment 3)



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

- Preparedness
  - Ensure that your facility has at least two evacuation routes
  - Post evacuation routes in conspicuous locations throughout your facility
  - Include local law enforcement and first responders during training exercises
  - Encourage law enforcement, emergency responders, SWAT teams, K-9 teams, and bomb squads to train for an active shooter scenario at your location
- Prevention
  - Foster a respectful workplace
  - Be aware of indications of workplace violence and take remedial actions accordingly

For more information on creating an EAP, contact the U.S. Department of Labor, Occupational Health and Safety Administration, [www.osha.gov](http://www.osha.gov)



(Attachment 3)



## PREPARING FOR AND MANAGING AN ACTIVE SHOOTER SITUATION

Your human resources department and facility managers should engage in planning for emergency situations, including an active shooter scenario. Planning for emergency situations will help to mitigate the likelihood of an incident by establishing the mechanisms described below.

### Human Resources' Responsibilities

- Conduct effective employee screening and background checks
- Create a system for reporting signs of potentially violent behavior
- Make counseling services available to employees
- Develop an EAP which includes policies and procedures for dealing with an active shooter situation, as well as after action planning

### Facility Manager Responsibilities

- Institute access controls (i.e., keys, security system pass codes)
- Distribute critical items to appropriate managers / employees, including
  - Floor plans
  - Keys
  - Facility personnel lists and telephone numbers
- Coordinate with the facility's security department to ensure the physical security of the location
- Assemble crisis kits containing
  - radios
  - floor plans
  - staff roster and staff emergency contact numbers
  - first aid kits
  - flashlights
- Place removable floor plans near entrances and exits for emergency responders
- Activate the emergency notification system when an emergency situation occurs

(Attachment 3)

### Reactions of Managers During an Active Shooter Situation

Employees and customers are likely to follow the lead of managers during an emergency situation. During an emergency, managers should be familiar with their EAP, and be prepared to:

- Take immediate action
- Remain calm
- Lock and barricade doors
- Evacuate staff and customers via a preplanned evacuation route to a safe area

### Assisting Individuals with Special Needs and/or Disabilities

- Ensure that EAPs, evacuation instructions and any other relevant information address to individuals with special needs and/or disabilities
- Your building should be handicap-accessible, in compliance with ADA requirements



(Attachment 3)



## 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 your Human Resources Department if you believe an employee or coworker exhibits potentially violent behavior.

### 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. Potentially violent behaviors by an employee may include one or more of the following (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
- 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

(Attachment 3)



## MANAGING THE CONSEQUENCES OF AN ACTIVE SHOOTER SITUATION

After the active shooter has been incapacitated and is no longer a threat, human resources and/or management should engage in post-event assessments and activities, including

- An accounting of all individuals at a designated assembly point to determine who, if anyone, is missing and potentially injured
- Determining a method for notifying families of individuals affected by the active shooter, including notification of any casualties
- Assessing the psychological state of individuals at the scene, and referring them to health care specialists accordingly
- Identifying and filling any critical personnel or operational gaps left in the organization as a result of the active shooter

## LESSONS LEARNED

To facilitate effective planning for future emergencies, it is important to analyze the recent active shooter situation and create an after action report. The analysis and reporting contained in this report is useful for:

- Serving as documentation for response activities
- Identifying successes and failures that occurred during the event
- Providing an analysis of the effectiveness of the existing EAP
- Describing and defining a plan for making improvements to the EAP

## References

Safety Guidelines for Armed Subjects, Active Shooter Situations, Indiana University Police Department, April 2007

Safety Tips & Guidelines Regarding Potential "Active Shooter" Incidents Occurring on Campus, University of California Police

Shots Fired, When Lightning Strikes (DVD), Center for Personal Protection and Safety, 2007

Workplace Violence Desk Reference, Security Management Group International, [www.SMGICorp.com](http://www.SMGICorp.com)

How to Plan for Workplace Emergencies and Evacuations, U.S. Department of Labor, Occupational Health and Safety Administration, OSHA 3088, 2001

(Attachment 3)





U.S. Department of Homeland Security

Washington, DC 20528

[cfsteam@hq.dhs.gov](mailto:cfsteam@hq.dhs.gov)

[www.dhs.gov/active-shooter-preparedness](http://www.dhs.gov/active-shooter-preparedness)



(Attachment 3)



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Homeland  
Security

## Pathway to Violence

Warning Signs and What You Can Do

### Be Alert to Signs of Trouble



Potential warning signs include:

- Increasingly erratic, unsafe, or aggressive behaviors.
- Hostile feelings of injustice or perceived wrongdoing.
- Drug and alcohol abuse.
- Marginalization or distancing from friends and colleagues.
- Changes in performance at work.
- Sudden and dramatic changes in home life or in personality.
- Financial difficulties.
- Pending civil or criminal litigation.
- Observable grievances with threats and plans of retribution.

### Appropriate Intervention



Help ensure the safety of you and your colleagues by:

- Being aware of drastic changes in attitude toward others.
- Taking note of any escalations in behavior.
- Providing any information that may help facilitate intervention and mitigate potential risks.

### Reach Out for Help



Concerned? Witnessed disturbing behavior?

Contact your supervisor or your human resources department to alert them of potential dangers and enable them to mitigate any emerging risks.

**You are the first line of defense. Report suspicious activity.**

In an emergency, always call 9-1-1 or contact local law enforcement.

(Attachment 4)



Joint Base Langley-Eustis

**FORCE**  
SUPPORT