

Security Alert: Armed Intruder

- The first employee to identify an armed intruder(s)/person(s) threatening with a weapon should immediately dial **911** and announce the situation, the location, and other pertinent information.
- The employee should then dial **78** on any hospital phone (2411 at Main Clinic) and inform the operator of a "Security Alert – Armed Intruder" and include the location and description of the incident, if known.
- If the hospital is informed of a credible threat from an outside agency, such as 911 or the police, a lockdown will be announced. The individual who received the notification will dial **78** on any hospital phone and inform the operator of a "Security Alert – Armed Intruder", and the location and description of the incident, if known.
- If faced with imminent danger from a person with a weapon: **Run** - if it is safe to do so for you and your patient, run out of the area or building; **Hide** - barricade self and patient into a room, locking/barricading door; or **Fight** - only as last resort for self-defense.
- Local law enforcement officers (LEO) will respond to clear the area and the alert. If approached by LEO, raise your hands in the air and follow instructions.
- DO NOT go to the affected area, but barricade your area/unit.

Report any hazardous or unknown substance that has spilled by calling 78 (2411 at Main Clinic). The appropriate individuals will respond to the area.

Security Alert: Respond

- Any event needed to control a physical or verbal situation without a weapon in use.
- Report situation or need of response by calling 78 (2411 at Main Clinic).
- The overhead page will indicate the "Security Alert: Respond and the location of event."
- The appropriately trained personnel will respond; all other personnel should stay away from the area until "All Clear" is announced.

Security Alert: BuildingThreat

- A phone call or message with a potential bomb threat.
- Report the phone message or forward the call to **78** (2411 at Main Clinic).
- Indicate or write all key information that was relayed in the message by being familiar with the information on the "Bomb Threat checklist" attached to the policy.
- Security Alert Building Threat will be paged overhead three times.
- Staff should tour area looking for suspicious looking items. DO NOT move or touch items. DO NOT use cell phones in the area of object if found.
- Security will secure the building entrances.

Refer to PolicyStat on the Hartnet for a complete list of Emergency Response Plans.



Standardized Alerts March 1, 2023

Emergency Numbers

Main Hospital: **78**

Main Clinic: **2411**

Outreach Clinics: **911**

NorthPointe: **4444, 0** (zero),
then announce the
Emergency Alert **3** times

All alerts called must have a report completed on the Event Reporting Tool on the Hartnet by the person who called the alert.

When a situation is complete or can return to normal operations, the overhead announcement will indicate "Alert, ALL CLEAR."



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SECURITY ALERTS

The purpose of this guideline is to provide team members with procedures to be followed in the event of a verbal altercation, threats of violence, physical altercations, or if there is an armed intruder event that involves members, guests, patrons, or team members.

Safety of all individuals is the top priority.

VERBAL ALTERCATION

A verbal altercation is a verbal disagreement where **no threats of physical harm or violent actions occur**.

Common Verbal Altercation Identifiers:

- Angry/Confrontational language
- Loud voices
- Name calling
- Foul language
- General statements of anger - no specific target, time, or method identified
- Individual(s) is/are cooperative when approached

A verbal altercation may escalate to a Security Alert if not resolved promptly.

FIRST RESPONDER Politely ask the parties to lower their voices or continue their conversation outside of the facility as **their interaction is making our team members and members uncomfortable**.

- If the behavior immediately stops, note any information you have on the individuals involved and notify the Center Director.
 - If the behavior stops:
 - Document known information
 - Notify the Center Director
- If the behavior does not immediately stop after team member intervention, the incident is upgraded to a **“Security Alert”**.

SECURITY ALERT - UNRESOLVED VERBAL ALTERCATION

If a verbal altercation does not end after team member intervention, the incident is upgraded to a **“Security Alert”**.

FIRST RESPONDER Politely ask the parties to lower their voices or continue their conversation outside of the facility. If the situation does not immediately stop, the incident is upgraded to a **“Security Alert - Assistance”**.

- Communicate using emergency paging system and state: **“Security Alert – Assistance (and location)”** two times.
- Ask participants to separate and provide their statements.
- Maintain communication with other responders and Incident Commander after they arrive on scene.
- When directed to do so, uses paging system to clear the code, **“Security Alert, all clear”** two times.

SERVICE DESK:

- Communicate using emergency paging system Dial 4444, wait for 1 long and 2 short beeps, Press “0” and announce **“Security Alert Assistance (and location)”** two times.
- Maintain communication with Incident Commander after they arrive on scene.
- Stay ready to activate a **“Security Alert – Emergency.”**
- If additional response is needed, dial **78** to reach Main Hospital
- When directed to do so, uses paging system to clear the code, **“Security Alert, all clear”** two times.

SECOND RESPONDER/FITNESS

- Bring First Aid Bag and AED to scene.
- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
 - Support any de-escalation activities occurring.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

ALL TEAM MEMBERS: If a **“Security Alert - Assistance”** is activated, all available team members, if safe to do so, respond to the location and maintain a safe distance.

- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared, if safe to do so.
- Attempt to de-escalate the situation, as trained.
- Direct other team members to support with crowd control and any other actions needed to maintain safety on scene.
- Manage communications with Emergency Responders, Team members, Center Director, and Power Wellness Risk.
- If the Security Alert ends without threats of violence or physical altercation, document the incident in an Incident report and notify the Center Director. Center Director will communicate with the Director of Operations and Risk and Safety Director to investigate the situation and determine next steps.

SECURITY ALERT - THREATS OF VIOLENCE

Threats of Violence: Any statement, behavior, or conduct that communicates with intent to cause physical harm to another person, or that a reasonable person would interpret as expressing such intent.

Threats of violence may include, but are not limited to:

- intimidation,
- bullying,
- physical or mental abuse,
- antagonizing (ex: aggressively lunging toward someone),
- involuntary detainment (hostage),
- or coercion.

Threats of violence toward team members or patrons will not be tolerated
On-site security and/or police must be notified if a threat of violence is made
Any altercation or threat of violence may escalate to an ARMED INTRUDER situation

Vague Threat: A statement or suggestion that implies harm or danger but lacks specific details or clarity.

- Non-specific statements that could be interpreted as threatening
- No specific target, time, or method identified

Imminent Threat: a credible threat where physical harm is likely or about to occur

Examples of Imminent Threat Scenarios

- Specific target identified
- Pattern of prior aggressive behavior
- Refusal to de-escalate or leave premises
- Others report feeling unsafe

FIRST RESPONDER

- Communicate using emergency paging system Dial 4444, wait for 1 long and 2 short beeps, Press "0" and announce **"Security Alert – Emergency (and location)"** two times.
- Maintain communication with Incident Commander after they arrive on scene.
- When directed to do so, uses paging system to clear the code, **"Security Alert, all clear"** two times.

SECOND RESPONDER/FITNESS

- Bring First Aid Bag and AED.
- Maintain a safe distance.
- Do not engage unless directed.
- Support de-escalation and crowd control.
- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

SERVICE DESK:

- Communicate using emergency paging system Dial 4444, wait for 1 long and 2 short beeps, Press "0" and announce **"Security Alert – Emergency (and location)"** two times.
- If additional response is needed, dial **78** to reach Main Hospital
- Contact Police, 911 via phone.
- Maintain communication with Incident Commander after they arrive on scene.
- When directed to do so, uses paging system to clear the code, **"Security Alert, all clear"** two times.

ALL TEAM MEMBERS: If a “**Security Alert- Emergency**” is activated, all available team members, if safe to do so, respond to the location and maintain a safe distance.

- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared, if safe to do so.
- Attempt to de-escalate the situation, as trained.
- Direct other team members to support with crowd control and any other actions needed to maintain safety on scene.
- Manage communications with Emergency Responders, Team members, Center Director, and Power Wellness Risk.
- After the scene is cleared:
 - Call Risk & Safety and Center Director, Beloit Health Systems
 - Document the incident in an Incident report and notify the Center Director.

CENTER DIRECTOR will communicate with the Director of Operations and Risk and Safety Director to investigate the situation and determine next steps.

SECURITY ALERT - PHYSICAL ALTERCATION

A confrontation involving intentional physical contact or force, with or without injury. Indicators include:

- Physical violence is occurring or has just occurred
- Weapon is visible, referenced, or suspected
- Stalking or repeated harassment despite warnings
- **Maintain a safe distance from all altercations, if necessary, leave the area and notify others via the two-way radio that you are leaving the area.**
- **Team members should never physically intervene unless necessary to protect life and they are trained to do so.**
- **If an individual has a weapon, activate Armed Intruder code (“Run, Hide, Fight”).**

FIRST RESPONDER Verbally call for help or use two-way radio or phone

- **“Security Alert – Emergency (and location)”** two times over the two-way radio. Give location of the situation and brief description of the situation (number of people involved, description of those involved).

SECOND RESPONDER/FITNESS

- Bring First Aid Bag and AED to scene.
- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
 - Support any de-escalation activities occurring.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

SERVICE DESK:

- Communicate using emergency paging system Dial 4444, wait for 1 long and 2 short beeps, Press “0” and announce **“Security Alert – Emergency (and location)”** two times.
- Contact Police, 911 via phone.
- Maintain communication with Incident Commander after they arrive on scene
- When directed to do so, uses paging system to clear the code, “Security Alert, all clear” two times

ALL TEAM MEMBERS: If a **“Security Alert- Emergency”** is activated, all available team members, if safe to do so, respond to the location and maintain a safe distance.

- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
 - Support any de-escalation activities occurring.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared, if safe to do so.
 - Notify Service Desk to clear code.
- Coordinate responding team members
 - Crowd control and any other support deemed necessary for the situation
- Manage communications with Emergency Responders, team members, Center Director, and Power Wellness Risk.
- Notify Center Director and Risk & Safety.
- Ensure completion of the Incident Report

CENTER DIRECTOR will manage further communications with Client, Power Wellness Risk, and Senior/Operations Director. If the threat of violence is toward a team member the Human Resources Department will also be contacted.

SECURITY ALERT - ARMED INTRUDER

ALL BUILDING OCCUPANTS:

RUN - Evacuate if possible.

HIDE If evacuation is not possible, move to a room/area with a door and barricade/lock if possible.

- Direct everyone to:
 - Silence phones and turn off lights to give the appearance of an empty room or area.
 - Wait quietly for the all clear before leaving the barricaded area or reentering the fitness center.
 - Present your hands above your head, follow instructions of law enforcement when they arrive.

FIGHT If you cannot run or hide, you have no choice but to fight in an attempt to disarm the assailant.

FIRST RESPONDER:

- If safe to do so, contacts 911 and states **“there is an armed intruder”**
- Inform the operator of the following, if possible, without jeopardizing yourself: location, number of individuals, male or female, physical description of the armed intruder(s) (height, weight, hair, clothing, etc.), what kind of weapon and how many, did they say anything, the last direction they were heading.
- If safe to do so, contact the Service Desk.
- If safe to do so, alert all team members on two-way radio.

SERVICE DESK:

- If safe to do so, alert all team members on two-way radio.
- If safe to do so, use emergency paging system Dial 4444, wait for 1 long and 2 short beeps, Press “0” and state **“Armed Intruder (and location)”** two times.
- If safe to do so, leave buildings, evacuating all encountered individuals, and use a cellular phone to contact 911.

ALL TEAM MEMBERS:

- If safe to do so, immediately attempt to evacuate the building, following Evacuation Procedures where possible.
- If safe to do so, direct parents as to the outdoor location of their children.

CHILDREN’S AREA SUPERVISOR: If safe to do so, remain with children and bring Sign-In/Sign-Out sheet.

INCIDENT COMMANDER:

- Collect information from managers of known individuals in the building at the time of the emergency.
- Note any individuals that leave the evacuation meeting area
- Manage communications with Emergency Responders, Team members, Center Director, and Power Wellness Risk

SECURITY ALERT POST INCIDENT PROCEDURES

- **WRITTEN STATEMENTS:** All team members involved, witnessing, and/or responding to the incident will complete a written statement and submit it to the Center Director and The Director of Risk & Safety within 24 hours of the incident.
 - Date, time, and location of incident
 - Name of reporting employee and any other known witnesses
 - Name of individuals(s) involved (if known)
 - Verbatim statements or detailed description of behaviors witnessed
 - Actions taken and de-escalation steps followed
 - Final outcome and response actions taken
- **INVESTIGATION/FUTURE ACTION:** The Center Director, Director of Risk & Safety, Legal, and the Director or Human Resources (when applicable) will conduct an investigation to determine actions to be taken regarding the incident with those involved, up to and including termination of membership, employment, and legal proceedings.

ALTERCATION/THREAT OF VIOLENCE QUICK ACTION GUIDE

REMEMBER:

- Your safety comes first
- Maintain distance
- Follow direction of the Incident Commander
- Complete written statements within 24 hours

If you observe a **verbal altercation**:

- Politely ask parties to lower voices or move conversation outside
- If resolved → Notify Center Director
- If unresolved → Activate **Security Alert – Assistance**, immediately

If there is a **threat of violence**

- Activate **Security Alert – Emergency** immediately
- Contact Police
- Maintain distance and do not engage

If there is **physical violence or a weapon is present**

- Activate **Security Alert – Emergency** immediately
- If weapon present → Activate **Armed Intruder Protocol (Run, Hide, Fight)**
- Do NOT physically intervene unless necessary to protect life