

Business Purpose:

After a major workplace security incident, the hospital administration has decided that an Annual Mandatory Training was necessary to help teach staff how to respond to an escalating situation and the proper way to respond to an Active Shooter event.

Seat Time:

84-90 minutes

Target Audience:

All of X Health’s employees and contracted staff across the state

Learning Objectives:

By the end of this training, participants will be able to:

- Describe workplace violence behavior
- Identify signs of an escalating situation
- Give examples of how to defuse and avoid a potentially violent situation
- Distinguish when a Security Alert – Active Shooter should be called vs dialing 911
- Summarize best practices for reporting an active shooter and interacting with law enforcement on arrival

Materials and Equipment Needed:

- 1) Workplace Safety and Security – PowerPoint Deck
- 2) Computer with Zoom
- 3) Webcam
- 4) Microphone
- 5) Mentimeter Account

Producer Pre-work	<ul style="list-style-type: none"> • There are two breakout room activities scheduled for this session on slides 13 and 15. The groups will be chosen at random (unless otherwise desired by the facilitator). Each group should have at least 3 participants.
	<ul style="list-style-type: none"> • Create a new Word Cloud presentation slide on Mentimeter. <ul style="list-style-type: none"> ○ Question: How would you describe “workplace violence” behavior? (Max: 3 Words) ○ Entries per participant: 1

- **Image:** Not required
- **Let participants submit multiple times:** False
- **Enable voting:** True
- **Show instructions bar:** True
- **Show results:** True
- **Layouts:** Content on left (wide) with image/sidebar on right [Bottom right option]

- Add the new Word Cloud voting link to slide 5 of the presentation in the “Navigate to:” textbox.

- Save the link to the Live Results for the Word Cloud presentation to be able to screenshare with the class later.

- Create a new Multiple Choice poll slide in Mentimeter.
 - **Question:** What is the first thing you should do when helping to defuse an angry person?
 - **Options:**
 - Ask the person to calm down
 - Call 911
 - Go find your manager or supervisor
 - Check your own emotions and remain calm
 - Check the checkmark beside “Check your own emotions and remain calm” to set as the correct answer.
 - **Image:** Not required
 - **Result layout:** Bars
 - **Show correct answer(s):** True
 - **Show results in percentage:** True
 - **Let participants choose multiple options:** False
 - **Present the results according to what the audience answered on another question:** No question selected
 - **Enable voting:** True
 - **Show instructions bar:** True
 - **Show results:** True
 - **Layouts:** Content only [First Option]
- Add a 2nd slide to this Multiple Choice poll.
 - **Question:** A visitor has arrived after normal visiting hours. Should you let him/her in?
 - **Options:**

- Yes
- No
- Check the checkmark beside “No” to set as the correct answer.
- **Image:** Not required
- **Result layout:** Bars
- **Show correct answer(s):** True
- **Show results in percentage:** True
- **Let participants choose multiple options:** False
- **Present the results according to what the audience answered on another question:** No question selected
- **Enable voting:** True
- **Show instructions bar:** True
- **Show results:** True
- **Layouts:** Content only [First Option]

- Add the new Multiple Choice poll voting link to slide 9 of the presentation in the “Navigate to:” textbox.

- Save the link to the Live Results for the Multiple Choice poll presentation to be able to screenshare with the class later.

- Create a new Quiz Game presentation slide in Mentimeter.
 - **Slide type:** Select Answer
 - **Question:** How do you mentally prepare for violent situations by “evacuating”?
 - **Options:**
 - Have an escape route and plan in mind.
 - Hide in an area out of the active shooter’s view.
 - Leave all your belongings.
 - Attempt to incapacitate the shooter.
 - As a last resort and only when your life is in imminent danger.
 - Keep your hands visible.
 - Check the checkmark beside “**Have an escape route and plan in mind**”, “**Leave all your belongings**”, and “**Keep your hands visible**” to set as correct answers.
 - **Image:** Not required
 - **Seconds to answer:** 20

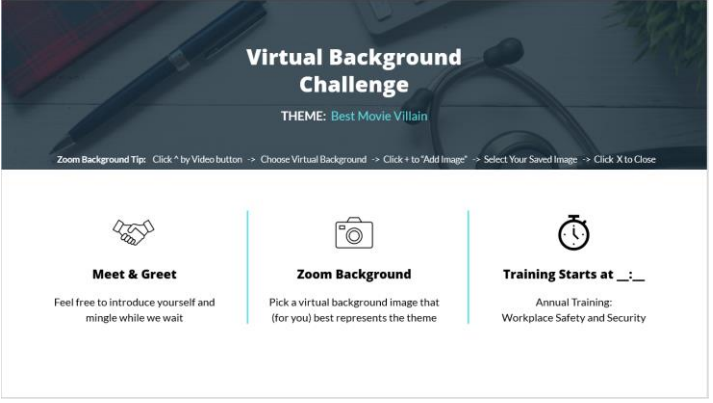




- **Faster correct answers get more points:** True
 - **Music:** Joe E. Lee – A One Way Ticket Too Much
 - **Show instructions bar:** True
 - **Layouts:** Content only [First Option]
- Add a 2nd slide (Leaderboard) to this Quiz Game presentation.
 - **Your title:** Leaderboard
 - **Show instructions bar:** True
 - **Layouts:** Content only [First Option]
- Add a 3rd slide (Select Answer) to this Quiz Game presentation.
 - **Slide type:** Select Answer
 - **Question:** How do you mentally prepare for violent situations by “Hiding Out”?
 - **Options:**
 - Act with physical aggression like throwing items at the active shooter
 - Hide in an area out of the active shooter’s view.
 - Block entry to your hiding place and lock the doors.
 - Have an escape route and plan in mind.
 - Silence your cell phone and/or pager.
 - Attempt to incapacitate the shooter.
 - Check the checkmark beside “**Hide in an area out of the active shooter’s view**”, “**Block entry to your hiding place and lock the doors**”, and “**Silence your cell phone and/or pager**” to set as correct answers.
 - **Image:** Not required
 - **Seconds to answer:** 20
 - **Faster correct answers get more points:** True
 - **Music:** Joe E. Lee – A One Way Ticket Too Much
 - **Show instructions bar:** True
 - **Layouts:** Content only [First Option]
- Add a 4th slide (Leaderboard) to this Quiz Game presentation.
 - **Your title:** Leaderboard
 - **Show instructions bar:** True
 - **Layouts:** Content only [First Option]
- Add a 5th slide (Select Answer) to this Quiz Game presentation.


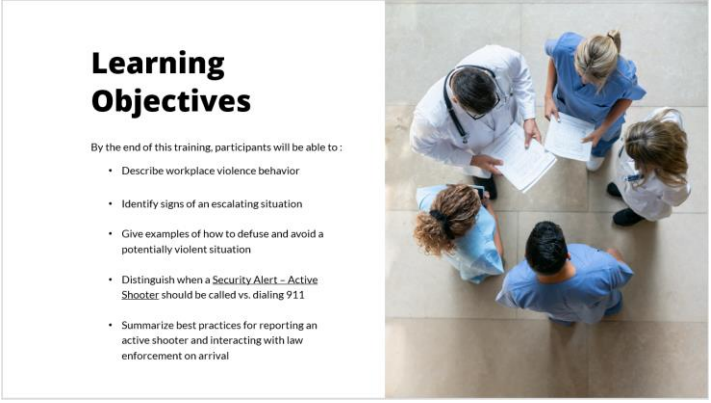
	<ul style="list-style-type: none"> ○ Slide type: Select Answer ○ Question: How do you mentally prepare for violent situations by “Taking Action”? ○ Options: <ul style="list-style-type: none"> ▪ Keep your hands visible. ▪ Silence your cell phone and/or pager. ▪ As a last resort and only when your life is in imminent danger. ▪ Attempt to incapacitate the shooter. ▪ Hide in an area out of the active shooter’s view. ▪ Act with physical aggression like throwing items at the active shooter ○ Check the checkmark beside “As a last resort and only when your life is in imminent danger”, “Attempt to incapacitate the shooter”, and “Act with physical aggression like throwing items at the active shooter” to set as correct answers. ○ Image: Not required ○ Seconds to answer: 20 ○ Faster correct answers get more points: True ○ Music: Joe E. Lee – A One Way Ticket Too Much ○ Show Instructions bar: True ○ Layouts: Content only [First Option] ● Add a 6th slide (Leaderboard) to this Quiz Game presentation. <ul style="list-style-type: none"> ○ Your title: Leaderboard ○ Show instructions bar: True ○ Layouts: Content only [First Option]
	<ul style="list-style-type: none"> ● Verify that all Mentimeter links still work (slides 5, 9, and 12) before the class starts. If they do not, log into the Mentimeter account and update the links that are in the PowerPoint presentation. Reset all Mentimeter polls/quiz responses to 0 for this new session.
Facilitator Pre-Work	<ul style="list-style-type: none"> ● This guide was developed for the purposes of delivering this course via Zoom, but it can also be used for classroom training with the following considerations: <ul style="list-style-type: none"> ○ Breakout room activities will need to be adapted to fit the classroom environment. ○ Questions and Quiz Game will be made directly to learners, rather than by using Mentimeter response tools.

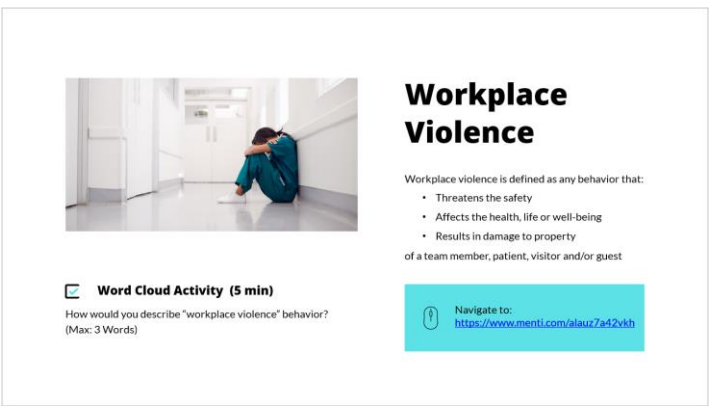
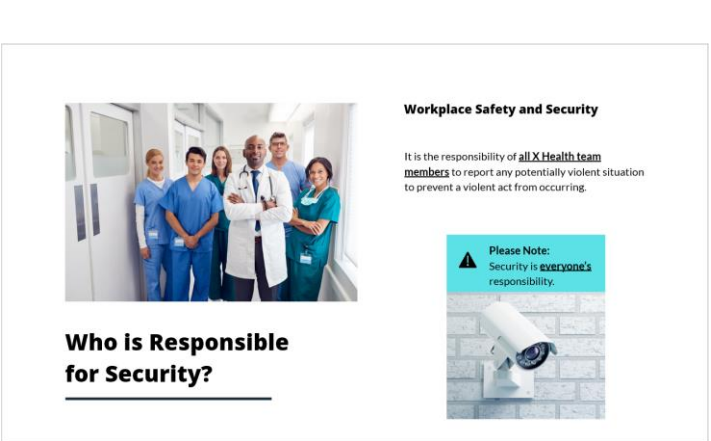
	<ul style="list-style-type: none"> This session contains two breakout room activities, where participants will need to be divided into groups of 3 or more. Collaborate with the Producer about whether you feel those groups should be formed a certain way or if the Producer can make them at random.
	<ul style="list-style-type: none"> Open the PowerPoint file associated with this guide.
	<ul style="list-style-type: none"> Share the PowerPoint application in Presentation Mode and ensure that the Zoom Chat panel is visible.
	<ul style="list-style-type: none"> Key talking points and questions are included in this guide but be prepared to add your own commentary and questions as needed, especially when responding to comments in chat or poll answers.
	<ul style="list-style-type: none"> Aim towards generating a response from the learner(s) at least once every five minutes; this will keep learners engaged and will encourage them to follow along closely.

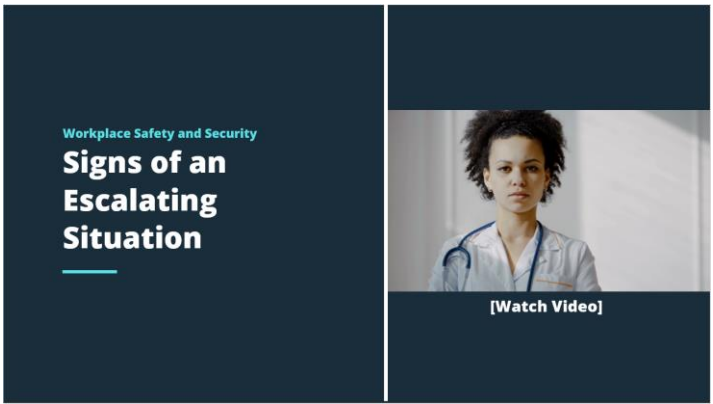

Session 1		
Slides	Approximate Timing	Topic
1	10 min	Ice Breaker Activity
2-4	8 min	Course Overview (Introduction, Agenda, Learning Objectives)
5-9	26 min	Workplace Safety and Security
10-16	37 min	Active Shooter
17	2 min	Summary
18	1 min	Thank You
Total:	84-90 min	

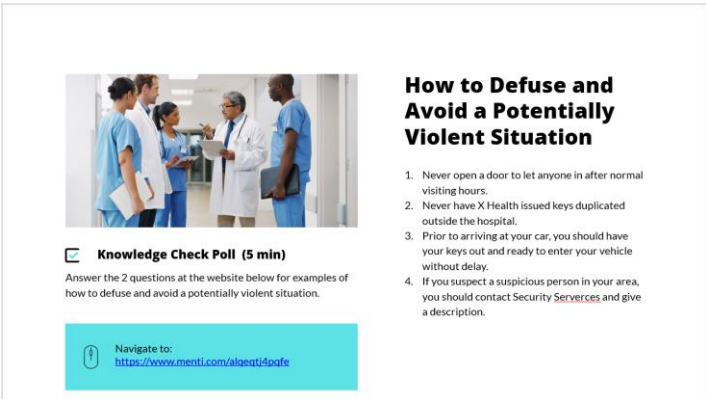
Slide#) Duration	Slide	Facilitator Notes	Producer Notes
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<p>1) 10 min</p>	 <p>Virtual Background Challenge THEME: Best Movie Villain</p> <p>Zoom Background Tip: Click * by Video button -> Choose Virtual Background -> Click+ to "Add Image" -> Select Your Saved Image -> Click X to Close</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  Meet & Greet Feel free to introduce yourself and mingle while we wait </div> <div style="text-align: center;">  Zoom Background Pick a virtual background image that (for you) best represents the theme </div> <div style="text-align: center;">  Training Starts at _:_ Annual Training: Workplace Safety and Security </div> </div>	<p>DO:</p> <ul style="list-style-type: none"> • Turn on your camera • Introduce yourself • Introduce the Virtual Background Challenge activity • Facilitate Meet & Greet and discussions around each learner’s chosen background to break the ice 	<p>DO:</p> <ul style="list-style-type: none"> • Check for facilitator readiness • Welcome early learners and let them know the session will begin at _:_ • Help learners change their background as needed via Zoom Chat
<p>2) 3 min</p>	 <p>X Health Hospital Workplace Safety and Security</p>	<p>DO:</p> <ul style="list-style-type: none"> • Remind learners that the session will be recorded and will be available for their review • Introduce X Health Hospital’s Workplace Safety and Security training • Formally introduce yourself <p>SAY:</p> <ul style="list-style-type: none"> • Please remind everyone that they should remain muted unless called upon. • Let learners know that they can use the hand raise icon if they have questions 	<p>DO:</p> <ul style="list-style-type: none"> • Formally introduce yourself
<p>3) 2 min</p>		<p>DO:</p> <ul style="list-style-type: none"> • Review the training agenda 	

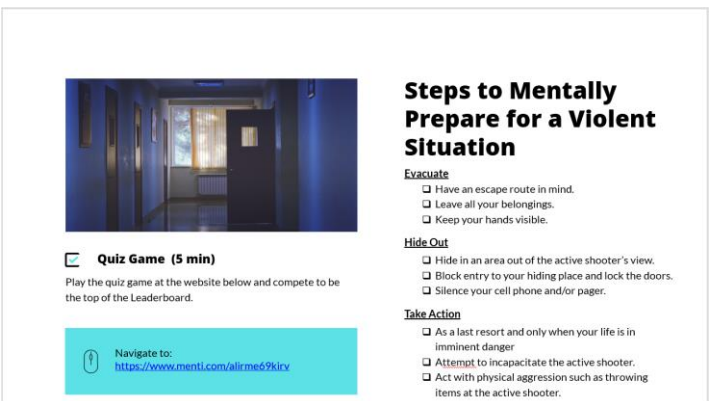
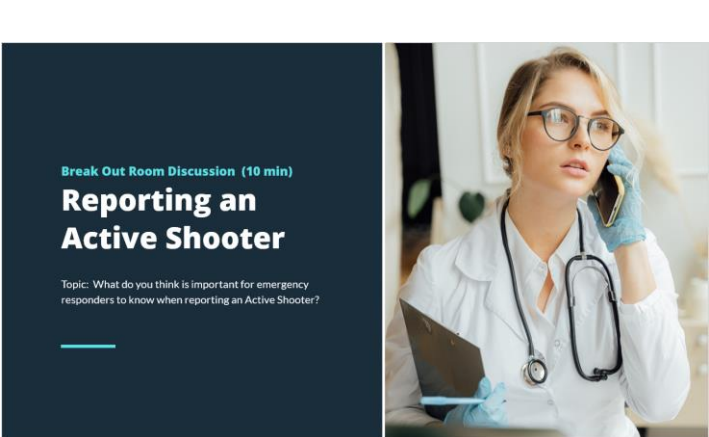

	 <p>Workplace Safety and Security Agenda</p> <ul style="list-style-type: none"> • Workplace Violence • Who Is Responsible for Security? • Signs of an Escalating Situation • How to Defuse and Avoid a Potentially Violent Situation • Security Alert - Active Shooter <p>555+555+5555 www.xhealthhospital.com</p>	<p>ASK:</p> <ul style="list-style-type: none"> • Does anyone have any questions before we start? <p>DO:</p> <ul style="list-style-type: none"> • Answer any questions that arise 	
<p>4) 3 min</p>	 <p>Learning Objectives</p> <p>By the end of this training, participants will be able to :</p> <ul style="list-style-type: none"> • Describe workplace violence behavior • Identify signs of an escalating situation • Give examples of how to defuse and avoid a potentially violent situation • Distinguish when a Security Alert – Active Shooter should be called vs. dialing 911 • Summarize best practices for reporting an active shooter and interacting with law enforcement on arrival 	<p>DO:</p> <ul style="list-style-type: none"> • Review the Learning Objectives 	
<p>5) 7 min</p>		<p>ASK:</p>	<p>DO:</p>



	 <p>Workplace Violence</p> <p>Workplace violence is defined as any behavior that:</p> <ul style="list-style-type: none"> • Threatens the safety • Affects the health, life or well-being • Results in damage to property <p>of a team member, patient, visitor and/or guest</p> <p>Word Cloud Activity (5 min) How would you describe "workplace violence" behavior? (Max: 3 Words)</p> <p>Navigate to: https://www.menti.com/alauz7a42vkh</p>	<ul style="list-style-type: none"> • How would you describe “workplace violence” behavior? <p>DO:</p> <ul style="list-style-type: none"> • Introduce the Word Cloud Activity • Review slide’s “workplace violence” definition when revealed 	<ul style="list-style-type: none"> • Hide the slide definition of “workplace violence” until the Word Cloud activity is complete • Share the Mentimeter Word Cloud results on screen • Re-share the PowerPoint Presentation and reveal the slide definition of “workplace violence”
<p>6) 2 min</p>	 <p>Workplace Safety and Security</p> <p>It is the responsibility of <u>all X Health team members</u> to report any potentially violent situation to prevent a violent act from occurring.</p> <p>Who is Responsible for Security?</p> <p>Please Note: Security is <u>everyone's</u> responsibility.</p>	<p>ASK:</p> <ul style="list-style-type: none"> • Who is Responsible for Security? <p>SAY:</p> <ul style="list-style-type: none"> • Security is <u>everyone's</u> responsibility. • It is the responsibility of all X Health team members to report any potentially violent situation to prevent a violent act from occurring. 	
<p>7) 2 min</p>		<p>SAY:</p>	<p>DO:</p>






		<ul style="list-style-type: none"> Here we have a video of an escalating situation in the workplace. Watch this video and think about all the signs that were providing clues for a situation that could potentially escalate out of control. What signs do you notice? 	<ul style="list-style-type: none"> Play the video on the slide.
<p>8) 7 min</p>		<p>DO:</p> <ul style="list-style-type: none"> Introduce the Zoom Chat Activity <p>ASK:</p> <ul style="list-style-type: none"> What “Verbal Signs” of escalation did you see? Type your answers in the Zoom Chat. <p>DISCUSS:</p> <ul style="list-style-type: none"> The answers provided in the Zoom Chat. Identify popular responses. <p>ASK:</p> <ul style="list-style-type: none"> What “Physical Signs” of escalation did you see? Type your answers in the Zoom Chat. <p>DISCUSS:</p>	<p>DO:</p> <ul style="list-style-type: none"> Hide the slide’s “Verbal Signs” and “Physical Signs” lists until the Zoom Chat activity is complete Reveal the slide’s “Verbal Signs” and “Physical Signs” lists when the Zoom Chat activity is complete


		<ul style="list-style-type: none"> The answers provided in the Zoom Chat. Identify popular responses. <p>SAY:</p> <ul style="list-style-type: none"> Review slide’s “Verbal Signs” and “Physical Signs” when revealed 	
<p>9) 8 min</p>	 <p>How to Defuse and Avoid a Potentially Violent Situation</p> <ol style="list-style-type: none"> Never open a door to let anyone in after normal visiting hours. Never have X Health issued keys duplicated outside the hospital. Prior to arriving at your car, you should have your keys out and ready to enter your vehicle without delay. If you suspect a suspicious person in your area, you should contact Security Services and give a description. <p>Knowledge Check Poll (5 min) Answer the 2 questions at the website below for examples of how to defuse and avoid a potentially violent situation.</p> <p>Navigate to: https://www.menti.com/alaqti4pufe</p>	<p>DO:</p> <ul style="list-style-type: none"> Introduce the Knowledge Check Poll Activity Review the poll responses after 5 minutes Review the correct answers <ul style="list-style-type: none"> What is the first thing you should do when helping to defuse an angry person? A: Check your own emotions and remain calm. A visitor has arrived after normal visiting hours. Should let him/her in? A: No. <p>SAY:</p> <ul style="list-style-type: none"> Review the tips to defuse and avoid a potentially violent situation when revealed 	<p>DO:</p> <ul style="list-style-type: none"> Hide the slide’s tips to defuse and avoid a potentially violent situation Share the Mentimeter poll results on screen Reshare the PowerPoint Presentation and reveal the slide’s tips to defuse and avoid a potentially violent situation when the Knowledge Check Poll activity is complete
<p>10) 2 min</p>		<p>SAY:</p>	

	 <p>Workplace Safety and Security Active Shooter</p> <p>An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.</p> <p>Security Alert – Active Shooter 555+555+5555</p>	<ul style="list-style-type: none"> • Review the definition of Active Shooter • Review the Security Alert – Active Shooter contact info 				
<p>11) 2 min</p>	 <p>Calling Security Alert - Active Shooter vs. 911 Workplace Safety and Security</p> <table border="0"> <tr> <td style="text-align: center;">  Security Alert – Active Shooter Baptist Baptist Parkridge Children's Hospital Heart Hospital Richland Tuomey </td> <td style="text-align: center;">  Security Alert – Active Shooter Off-site X Health facilities X Health USC Medical Group facilities </td> <td style="text-align: center;">  Dial 911 Off-site Locations </td> </tr> </table>	 Security Alert – Active Shooter Baptist Baptist Parkridge Children's Hospital Heart Hospital Richland Tuomey	 Security Alert – Active Shooter Off-site X Health facilities X Health USC Medical Group facilities	 Dial 911 Off-site Locations	<p>SAY:</p> <ul style="list-style-type: none"> • Review the locations for which you would call/contact Security Alert – Active Shooter in an Active Shooter situation • Review the situation in which you would call/contact 911 in an Active Shooter situation 	
 Security Alert – Active Shooter Baptist Baptist Parkridge Children's Hospital Heart Hospital Richland Tuomey	 Security Alert – Active Shooter Off-site X Health facilities X Health USC Medical Group facilities	 Dial 911 Off-site Locations				
<p>12) 8 min</p>		<p>DO:</p>	<p>DO:</p>			

	 <p>Steps to Mentally Prepare for a Violent Situation</p> <p>Evacuate</p> <ul style="list-style-type: none"> <input type="checkbox"/> Have an escape route in mind. <input type="checkbox"/> Leave all your belongings. <input type="checkbox"/> Keep your hands visible. <p>Hide Out</p> <ul style="list-style-type: none"> <input type="checkbox"/> Hide in an area out of the active shooter's view. <input type="checkbox"/> Block entry to your hiding place and lock the doors. <input type="checkbox"/> Silence your cell phone and/or pager. <p>Take Action</p> <ul style="list-style-type: none"> <input type="checkbox"/> As a last resort and only when your life is in imminent danger <input type="checkbox"/> Attempt to incapacitate the active shooter. <input type="checkbox"/> Act with physical aggression such as throwing items at the active shooter. <p>Quiz Game (5 min)</p> <p>Play the quiz game at the website below and compete to be the top of the Leaderboard.</p> <p>Navigate to: https://www.mentimeter.com/alrme69kiv</p>	<ul style="list-style-type: none"> • Introduce the Quiz Game Activity • Announce winner of the Quiz Game Activity <p>SAY:</p> <ul style="list-style-type: none"> • Review the steps to mentally prepare for a violent situation when revealed 	<ul style="list-style-type: none"> • Hide the slide's steps to prepare for a violent situation • Launch and share the Mentimeter Quiz Game on screen • Reshare the PowerPoint Presentation and reveal the slide's steps to prepare for a violent situation when the Quiz Game activity is complete
<p>13) 10 min</p>	 <p>Break Out Room Discussion (10 min)</p> <p>Reporting an Active Shooter</p> <p>Topic: What do you think is important for emergency responders to know when reporting an Active Shooter?</p> 	<p>SAY:</p> <ul style="list-style-type: none"> • Now we're going to go into Break Out Rooms to discuss as a group "What do you think is important for emergency responders to know when reporting an Active Shooter?" • When you come back in 5 minutes, we'll debrief and review what information you should definitely share in an Active Shooter report. • When the learners return, ask one group to volunteer to share what they discussed in their Break Out Room 	<p>DO:</p> <ul style="list-style-type: none"> • Divide the learners into groups of 3 people or more • Broadcast a 1 minute alert to all break out rooms when there is one minute left • Return all learners to the main presentation room at the end of 5 minutes

<p>14) 2 min</p>	<div data-bbox="283 224 661 618"> <h3>Reporting an Active Shooter</h3> <p>Provide the following information to Security Services, 911 operator or law enforcement:</p> <ul style="list-style-type: none"> • Location of the active shooter • Number of shooters • Physical description of shooters • Number and type of weapons held by shooters • Number of potential victims at the location </div> 	<p>SAY:</p> <ul style="list-style-type: none"> • Review what information should be reported to Security Services, 911 operator, or law enforcement in an Active Shooter event 	
<p>15) 10 min</p>	<div data-bbox="283 719 661 1114"> <p>Break Out Room Discussion (10 min)</p> <h3>Interacting with Law Enforcement</h3> <p>Topic: Law Enforcement has arrived after an Active Shooter has been issued. How should you interact with Law Enforcement on arrival?</p> </div> 	<p>SAY:</p> <ul style="list-style-type: none"> • We're going to go back into Break Out Rooms to discuss "When Law Enforcement has arrived after an Active Shooter has been issued. How should you interact with Law Enforcement on arrival?" • When you come back in 5 minutes, we'll debrief and review what is the safest behavior for interacting with Law Enforcement on arrival to an Active Shooter scene. • When the learners return, ask one group to volunteer to share what they discussed in their Break Out Room. 	<p>DO:</p> <ul style="list-style-type: none"> • Divide the learners into groups of 3 people or more • Broadcast a 1 minute alert to all break out rooms when there is one minute left • Return all learners to the main presentation room at the end of 5 minutes

<p>16) 3 min</p>	<div data-bbox="283 224 989 618"> <h3>Interacting with Law Enforcement</h3> <ul style="list-style-type: none"> • Remain calm and follow officers' instructions. • Put down any items in your hands and spread fingers. • Keep hands visible at all times. • Avoid making quick movements towards officers such as attempting to hold on to them for safety. • Do not stop to ask officers for help or direction when evacuating.  </div>	<p>SAY:</p> <ul style="list-style-type: none"> • Review what is the safest behavior for interacting with law enforcement on arrival to an Active Shooter scene. 	
<p>17) 2 min</p>	<div data-bbox="283 824 989 1224"> <h3>Workplace Safety and Security [SUMMARY]</h3> <p>To ensure your total safety when confronted with an active shooter, remember the following guidelines:</p> <ul style="list-style-type: none">  Be aware of your environment and possible dangers.  Take note of the two nearest exits.  If you are in your office, stay there and secure the door.  As a last resort, attempt to take the active shooter down. </div>	<p>SAY:</p> <ul style="list-style-type: none"> • Review the main takeaways to ensure your total safety when confronted with an active shooter. 	

18) 1 min		<p>SAY:</p> <ul style="list-style-type: none">• Thank you guys for your participation today! Please let me know if you have any questions. <p>DO:</p> <ul style="list-style-type: none">• Answer any questions that may arise.	