

BETH ISRAEL MEDICAL CENTER New York, New York	POLICY 244
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Department: SECURITY	
Subject: ACTIVE SHOOTER (Code Silver)	

Original date of issue: 2013

Reviewed:							
Revised:							

I. PURPOSE:

To provide an immediate and effective response to minimize personal risk/harm and loss of life to patients, visitors and staff in the event of an active shooter event at Beth Israel Medical Center (BIMC).

II. POLICY:

In order to preserve life and address the reality of an active shooter event, these guidelines have been established to guide response(s) to this event to maximize survivability.

Unauthorized firearms and illegal weapons are prohibited at BIMC. Only persons authorized by law to carry weapons in the performance of duty such as City, State and Federal law enforcement authorities may carry weapons on hospital property. Weapons, dangerous devices and illegal or unsafe items will be retained by security personnel and/or local law enforcement authorities.

III. DEFINITIONS:

- a) Active Shooter: An armed person(s) on the hospital property with a firearm/weapon threatening to cause harm or actively engaged in the use of deadly force and/or causing serious physical injury. The armed person is not contained and has intent to seek victims in both public and confined areas with the potential of unrestricted access to additional victims.
- b) "Shelter-In-Place": Term used to seek shelter outside of public view. Employees should remain calm; clear the hallways of patients, visitors and staff, if possible close blinds, turn out all lights, silence all cell phones and remain quiet.
- c) Weapon: An actual or perceived firearm, knife, bomb or instrument that can cause or threaten others with bodily harm, injury or death.

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IV. PROCEDURES:

A. General:

Any staff member who encounters or observes a person with an unauthorized or illegal weapon or using a weapon on the campus should adhere to the following guidelines:

1. Hospital Staff Members Should Not Attempt to Intervene or Negotiate.
2. **Dial "911"** (Once it is deemed safe to do so)
 - "911" on BI-hospital phones are forwarded to Security @ Petrie and BI-Brooklyn. Security will notify the New York City Police Department (NYPD). Security will also call 77 and report a "CODE SILVER – ACTIVE SHOOTER" condition.
 - "911" calls from off-site locations go directly to NYC Emergency Services. Off site callers must report the active shooter/hostage situation to the City 911 Operator.
 - Employee's cell phones can be used to dial directly to "911."
 - Caller should report:
 - a) A description of suspect(s) and location of incident (building, floor and room)
 - b) The number and types of weapons
 - c) The suspect's direction of travel
 - d) The location and condition of any victims

B. ***If the Active Shooter is in your vicinity:***

- MOVE AWAY / EVACUATE FROM THE ACTIVE SHOOTER'S AREA
 - *Upon hearing CODE SILVER announcement, move yourself and ambulatory patients away from ACTIVE SHOOTER area if possible and safe to do so*
 - *Have an escape route and plan in mind*
 - *Leave your and patient belongings behind*
 - *Follow directions from emergency responders for EVACUATION to street or safe shelter*
 - *Keep your hands visible while moving away or evacuating (to show you carry no weapon).*
- HIDE OUT (if moving away or evacuation is not an option):
 - *Staff and patients should hide in an area out of the shooter's view*
 - *Block entry to your hiding place and lock the doors*
 - *Silence all cell phones and pagers*
 - *Avoid windows where possible*
- TAKE ACTION:
 - *As a last resort only and only when your life is in imminent danger*
 - *Attempt to incapacitate the shooter*
 - *Coordinate action with group if possible*
 - *Act with physical aggression and throw items at the active shooter*

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➤ WHEN LAW ENFORCEMENT ARRIVES:

- *Remain calm and follow instructions*
- *Put down any items in your hands (i.e. bags, jackets)*
- *Raise hands and spread fingers*
- *Keep hands visible at all times*
- *Avoid quick movements towards police officers*
- *Avoid pointing, screaming or yelling*
- *Do not stop to ask officers for help or directions when moving away from the area of danger*

V. SPECIFIC DEPARTMENTAL REPOSES:

A. Security Department Pg. 4

B. Telecommunications Department Pg. 5
(Telecom Operator)

C. Emergency/Disaster Management Pg. 6

D. Department Heads and Managers Pg. 6

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A. SECURITY and ENGINEERING DEPARTMENT:

1. Upon receiving a Code Silver call or report, the Security Command Post shall initiate the following emergency notifications:
 - a. Immediately notify the **New York Police Department (NYPD) by dialing 911.**
 - b. Call the Hospital Emergency Code line (Petrie/PACC: ext. 77; BI-Brooklyn ext. 51-3060) and report a "Code Silver - Active Shooter on Campus". The operator shall be reminded to activate the Code Silver Telecom Operator Notification Protocol (see Code Silver Telecom Operator Notification Protocol section next page).
2. Security will take control of the initial Code Silver response until relieved by Law Enforcement and/or other hospital authority.
3. Security will Meet Law Enforcement upon arrival and provide security escort service to Law Enforcement as needed. Security will supply all known information to authorities.
4. Security will contact (via phone or radio) the Engineering Department and request that the Engineer on Duty meet with Security officers receiving law enforcement. Engineering shall be able to provide facility information (such as stairways, roof, and elevator shaft locations) and any other pertinent information as requested by law enforcement.
5. Security will provide responding police with:
 - a. Campus site layout
 - b. Campus area maps (Life Safety diagrams)
 - c. List of areas of special attention (Machine rooms, generator rooms, critical care areas, L&D, ER, CPEP, and other areas as appropriate)
 - d. Master keys and access cards to doors and elevator call cardsThe above are maintained at the main Security Post(s) and at each entrance for the site.
6. Security will deploy Security Teams at a safe distance to the general vicinity (at the officer's discretion) to observe and report back to the Security leader.
7. Security will clear and remove all non-participants from the area and retreat to a safe distance. Security will monitor conditions from a safe distance.
8. Security will control access to the Active Shooter known location until police take control.
9. Security will lockdown hospital entrances and other areas away from the Active Shooter to minimize movement within the facility
10. Security will assist the NYPD, SWAT Teams, FBI and other law enforcement by establishing a command post with communications capabilities.
11. Security will isolate CCTV monitors to key locations for prompt review for law enforcement/security operations.

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B. TELECOMMUNICATIONS DEPARTMENT (TELECOM OPERATOR):
CODE SILVER TELECOM OPERATOR NOTIFICATIONS PROTOCOL

1. Telecom Operators receiving any **Code Silver – Active Shooter** call shall ask the caller to provide the following information:
 - a. Caller's name
 - b. A description of suspect(s) and location of incident (building, floor and room)
 - c. The number and types of weapon(s)
 - d. The suspect's direction of travel
 - e. The location and condition of any victims
2. Telecom Operator Telecom Operators will immediately **contact NYPD** by calling **911** and provide as much information as was collected from the caller(s) reporting to the Telecom Operator.
3. Telecom Operators will overhead the following message three (3X) times:
“ATTENTION, ATTENTION: CODE SILVER IN EFFECT – FOLLOW CODE SILVER SECURITY PROCEDURES”
4. Any Code Silver report to the Telecom/Operator will prompt the immediate locking of the TELECOM office front door and the initiation of Shelter in Place procedures
5. The Telecom Operator will activate the **CODE SILVER – Active Shooter email notification tree via the hospital's Emergency Alert System** that will go out to persons on the **Code D Disaster Notification List**. The message should include the following text:
“Campus or Site / Building / Floor: Code Silver – Active shooter on site”
(for example: *Petrie/Dazian-1/ER: Code Silver – active shooter on site*)
4. **Back-Up Notification:** If the hospital's automatic calling emergency alert system is not operational or as merited by the situation, the Telecom Operator shall immediately activate the Code Silver Pager Group and initiate the following notifications to all listed below:

#	Title or Department	Name	Main Telephone	Cell Phone
(a)	Petrie Emergency Room	ER Desk	212-420-2840	n/a
(b)	BI-B Emergency Room	ER Desk	718-951-2901	n/a
(c)	Chief Nursing Office	Mary Walsh	212-844-5325	917-658-4981
(d)	Security Director	Richard Zieja	212-420-2379	718-219-2993
(e)	Chief Operating Officer	Kevin Molloy	212-420-2524	347-491-0905
(f)	Hospital Safety Officer	Gregory Camacho	212-420-2442	646-784-5584
(g)	Petrie VP Administration	Paul Boehringer	212-420-2582	215-317-2239
(h)	BI-B VP Administration	Rhona Hetsrony	718-951-3000	516-509-3980
(i)	Administrator on Call	Person Assigned	Main AOC #	n/a
(k)	Corporate Administration	Main Office	212-523-8130	n/a
(l)	Public Affairs	Main Office	212-523-7772	n/a

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C. EMERGENCY/DISASTER MANAGEMENT:

If deemed necessary, Hospital Administration may activate the Hospital Incident Command System (HICS):

- Once HICS command is established, directives, commands and management of the Active Shooter Incident will be developed and implemented as needed in conjunction with external governmental agencies as needed.
- The HICS Incident Commander (IC) will establish a hospital representative to liaison with arriving law enforcement including NYPD, SWAT, FBI and the hospital's Incident Command Center.
- In conjunction with law enforcement, the IC will coordinate the evacuation of hospital areas not impacted by the event
- Management of continuing clinical and support activities such as surgery cancellations, diversion, emergency care, patient tracking.
- Management of patient clinical activities (including nutritional needs of in house patients, critical procedures, ancillary support activities, etc)
- Documentation and tracking of patient clinical information
- Specific responsibilities by department or identified need (such as "Code Blue" response procedures, Labor Pool, Auxiliary/Volunteers, Emergency Department, Dietary, Environmental Services, Plant Operations, Pharmacy, Respiratory Therapy, and the Department of Social Work & Home Care Services)

D. DEPARTMENT HEADS AND MANAGERS:

1. Do not travel to other departments or locations with the facility site during a Code Silver alert.
2. If you are on a unit that you are responsible for, assume control of the area with regard to the procedures in this policy. In general, Shelter-In-Place is recommended unless advised otherwise by officials.
3. When safe to do so, secure your area, communicate with staff and account for all patients, staff and visitors.

E. PUBLIC RELATIONS:

1. The Public Relations Department will serve as a liaison with the media.
2. All media coverage is to be directed by the Public Relations Office.
3. Staff must NOT give out any information to the media.
4. The incident should not be discussed openly among staff and it is to be considered strictly confidential.
5. The police will request that any and all official statements of the facility be discussed with the designated police representative before being released.

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VI. RECOVERY:

“ALL CLEAR”

- a) The area of occurrence may be considered a crime scene and must be secured as such until officially released by NYPD.
- b) HICS command will control post-CODE D Active Shooter activities and directives.
- c) Social Work and Psychiatry trauma teams will provide services as required.
- d) The facility will be returned to normal operations by the Incident Commander.
- e) The Hospital Operator will not call an “ALL CLEAR” until the Incident Commander, or Security Manager/Director or Sr. Administrator has confirmed the “ALL CLEAR” with Law Enforcement representatives.
- f) Upon confirmation of an ALL CLEAR, the Operator will overhead the following PA message three (3X) times: “**ATTENTION, ATTENTION: CODE SILVER ALL CLEAR**”

VII. REFERENCES:

- U.S. Dept Of Homeland Security
- *Related BIMC Security Policies*
- *BIMC Emergency Operations Plan (EOP)*
- New York Police Department
Consultation with:
Police Officer **Chiam John**
NYPD Community Affairs Division, Crime Prevention Section
Office: (212) 614-6733 Email: john.chiam@nypd.org

Policy Reviewed and Approved by:

- Security Department
- Telecommunications Department
- Nursing Administration
- Environment of Care Committee (EOC)
- Emergency Management (EM) Committee
- Hospital Sr. Administration (VP and COO)
- Department of Social Work and Home Care Services