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Responsible Persons:      Director of Security/Safety  
Approving Committee:      Environmental Safety Committee  
Cross Reference:      Emergency Operations Plan  
Type:      Plan

**I. PURPOSE:**

To provide assistance to all people who are confronted by an active threat situation within St. Cloud Hospital. An active threat situation is so unique and can unfold rapidly that it requires a response that is tailored to the specific situation.

**II. POLICY:**

The activation of this plan will alert staff to take appropriate action steps in order to provide for the safety of all people at St. Cloud Hospital.

**III. DEFINITIONS**

- A. Active Threat Situation – an individual displaying a weapon, having made threats, and shown intent to cause harm or act out in violence.
- B. Weapon – any firearm, knife or instrument that can cause bodily harm, injury or death.
- C. Containment – a security and safety measure which controls and limits entrance into the hospital facility. The purpose of Containment procedures is to ensure the safety of persons inside the hospital when a threat to public safety has been identified in the immediate neighborhoods surrounding the hospital. When Containment procedures have been activated all exterior doors to the hospital will be locked. All persons inside the hospital will be instructed to stay inside the hospital until notified that it is safe to leave. The only persons allowed inside the hospital will be staff with badge access cards, and/or patients needing medical services who will only be admitted through the secured Emergency Trauma Center Entrance. Examples of when containment procedures would be utilized may include situations occurring in the immediate neighborhood surrounding the hospital that pose a risk to public safety such as a police chase, a report of a shooting with suspect(s) at large, or a large fight/disturbance. Containment procedures may also be activated during a bomb threat inside the building in order to limit the number of persons entering the facility.
- D. Lockdown – a security and safety measure taken during an active threat situation to prevent people from leaving or entering the building. Lockdown would be used in a situation where a person inside the building is actively engaging in killing or attempting to kill people.

**IV. CONTAINMENT - INITIAL RESPONSE PROCEDURE****A. Receipt of Information**

1. An active threat situation may be identified by staff, patients and/or visitors as an actual or perceived threat.

**B. Activation and Initial Notification**

1. Any staff person who encounters or suspects an active threat situation should:
  - a. Call 911 or delegate someone to call 911 and attempt to provide the following information:
    - 1) The name of the person reporting the active shooter situation
    - 2) Number and description of assailants
    - 3) Current location or last known location
    - 4) Type of weapon
    - 5) Door closest to location of assailant(s)
  - b. Call 3333

**C. Response – Customer Contact Center**

1. Announce (3 times) following message(s) through the overhead announcement system at the building identified as experiencing the active threat situation.
  - a. If St. Cloud Hospital is experiencing the active threat situation, CentraCare River Campus will also be directed to go into Containment and vice versa through overhead announcement.
  - b. Activate the automated notification system.
  - c. Send out an email to all St. Cloud Hospital, CentraCare River Campus and CentraCare Health Plaza employees.
  - d. Notify:
    - 1) On-duty Security Officer
    - 2) Administrative Nursing Supervisor
  - e. Monitor radio communications

**Email/Overhead/Text Announcement**

Security Alert, Activate Containment procedures. An external threat has been identified and all exterior doors have been locked. Remain inside the building.

**D. Response – Security Department and Administrative Nursing Supervisor**

1. The Security Department will establish Unified Command with the Administrative Nursing Supervisor and appropriate Public Safety services
2. All entrances will be locked except the Emergency Trauma Center (ETC) entrance
  - a. Unified command may consider keeping the ETC entrance open for patients and designating the North entrance for visitors.
3. Signs will be posted on all entrances informing people of the situation

**E. Response – All Departments**

1. Movement throughout the building is business as usual
2. Staff assigned to lobby areas should post signs ([Appendix A](#)) informing the public of the situation and directing them to the Emergency Trauma Center entrance
3. Staff will be able to access employee entrances with their badge

**V. LOCKDOWN - INITIAL RESPONSE PROCEDURE****A. Receipt of Information**

1. An active threat situation may be identified by staff, patients and/or visitors as an actual or perceived threat.

**B. Activation and Initial Notification**

1. Any staff person who encounters or suspects an active threat situation should:
  - a. Call 911 or delegate someone to call 911 and attempt to provide the following information:
    - 1) The name of the person reporting the active threat situation
    - 2) Number and description of assailants
    - 3) Current location or last known location
    - 4) Type of weapon
    - 5) Door closest to location of assailant(s)
  - b. Call 3333

**C. Response – Customer Contact Center**

1. Announce (3 times) following message(s) through the overhead announcement system at the building identified as experiencing the active threat situation. If St. Cloud Hospital is experiencing the active threat situation, CentraCare River Campus will also be directed to lockdown and vice versa through over head announcement.
2. Activate the automated notification system.
3. Send out an email to all St. Cloud Hospital, CentraCare River Campus and CentraCare Health Plaza employees.
4. Notify:
  - 1) On-duty Security Officer
  - 2) Administrative Nursing Supervisor
5. Send out automated notification system alert to county dispatch centers, metro region communications center and ambulance services that frequent the ETC.
6. Monitor radio communications

**Lockdown Announcement, Phone Call, Text and Email**

“Security Alert. Activate Lockdown Procedures”

**D. Response – Security Department and Administrative Nursing Supervisor**

1. The Security Department will establish Unified Command with the Administrative Nursing Supervisor and appropriate Public Safety services
2. The Director of Security & Safety or a designated Security Officer will interface with responding law enforcement and assist with coordinating response actions such as providing floor plans and master keys
3. Lock all exterior doors
4. Grab the lockdown bag out of the security office and provide to the local police department
5. Assist the local police department with establishing a command post
6. Assist the local police department by providing logistical and resource support

## E. Response – All departments

1. **Lockdown**

- a. Close patient doors and consider placing patients in bathrooms
- b. Conduct a sweep of the hallway, sequester visitors and lead them to a lockable/secure room (Nutrition Services rooms, locker rooms, public bathrooms and/or clean/soiled utility rooms).
- c. Shout out warning to others
- d. Grab mobile phones if possible
- e. Silence your personal devices/mobile phones
- f. Call 911 only if you witness the active threat situation or have another emergency
- g. Don't make any unnecessary phone calls
- h. Go to a lockable room and secure the door
- i. Close corridor blinds
- j. Dim lights
- k. If in an area that is normally locked (i.e. access with card swipe access), ensure no occupants exit the area permitting unwanted entrance to the locked area
- l. Stay in the locked room until an "all clear" is announced or until the door is unlocked with a key

**Options when lockable rooms are not available:**

- a. Find a place of concealment and consider quick actions to block doors with furniture or other items

**If unable to protect oneself with lockdown procedures: Follow Steps 2 & 3**

2. **Take action** – As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the intruder(s) by:
  - a. Acting as aggressively as possible against him/her
  - b. Throwing items and improvising weapons
  - c. Yelling
  - d. Committing to your actions
3. **Evacuate** – If there is an accessible escape path towards law enforcement, leave the building.
4. Only attempt patient care activities if they are immediately life-saving and safe to do so.
5. If and when law enforcement is encountered:
  - a. Stay calm and follow officer's instructions
  - b. Ensure your ID is prominently displayed
  - c. Put down any items in your hands
  - d. Immediately raise hands and spread fingers.
  - e. Avoid making quick movements towards officers such as holding on to them for safety.
  - f. Avoid pointing, screaming and/or yelling.
  - g. Do not stop to ask officers for help or directions when evacuating, just proceed in the direction from which officers are entering the premises.

**VI. ALL CLEAR PROCEDURE**

- A. Law enforcement will determine when an active threat situation is cleared to be safe. When directed by law enforcement the following steps will be taken by the customer contact center:
1. Overhead announce (3 times) the following message over the paging system at the building identified as experiencing the active threat situation.  
**“Containment/Lockdown All Clear”**
  2. If St. Cloud Hospital is experiencing an active threat situation, the overhead announcement will also be announced at CentraCare River Campus and vice versa.
  3. Identified Leadership and Security Officers staff will sweep the hospital, unlocking doors.
  4. An email will be sent to all St. Cloud Hospital, CentraCare River Campus and CentraCare Health Plaza employees informing staff of the “All Clear”. 5. Containment/Lockdown All Clear.
  5. The automated notification system will be activated.
  6. When the “all clear” is provided, open locked doors in your area of responsibility, search for hiding persons and account for all people. In the event the hospital command center is activated, report this information to the command center by calling extension 54335 or emailing [commandcenter@centracare.com](mailto:commandcenter@centracare.com)
  7. Resume normal operations.

**V. RECOVERY**

- A. The recovery process will be directed by the hospital command center.  
B. A debriefing will be scheduled.

**VII. REFERENCES**

(2008). Active shooter, how to respond. *U.S. Department of Homeland Security*. Washington D.C.

(2011). The active shooter in a healthcare facility, a template for response procedures. *District of Columbia Healthcare Coalition*.

Active Shooter Incidents. *California Hospital Association*. Retrieved July, 2011 from [www.calhospitalprepare.org](http://www.calhospitalprepare.org)

(2007) Model “code silver” internal lockdown policy in response to active shooters. *Disaster Medicine Journal*.

**Disclaimer:**

The policies and procedures posted on CentraNet are for internal use only. They may not be copied by independent companies or organizations that have access to CentraNet, as CentraCare Health System cannot guarantee the relevance of these documents to external entities.

## Appendix A

Due to an incident, we have activated our  
**emergency plan.**

Only people who need  
**urgent medical attention**  
are being seen.

**If you are seeking care,**  
**please go to the EMERGENCY entrance,**  
(south side of building).

Visitor admission is not permitted at this time.

Thank you for your cooperation.

Updates available:

**Entrance Postings**

St. Cloud Times

WJON 1240 AM

KNSI 1450 AM

[www.centracare.com](http://www.centracare.com)