

CORPORATE POLICY & PROCEDURE
CODE SILVER:
Active Threat/Active Shooter
ROHCG
CORP IX-ii – 120

CODE SILVER: <i>Active Threat/Active Shooter</i>	
SECTION: IX-ii EMERGENCY PREPAREDNESS & MANAGEMENT – Environmental Codes	NO: 120
Issued By:	Chief Operating Officer & Chief Financial Officer APPROVAL DATES :
Approved by:	Senior Management Team
	Date Initially Approved: 15/05/2019
	Date Reviewed:
	Date Revised:
Key Words:	Active threat, active shooter, person with a weapon
	Cross Reference(s) CORP IX-i 100 Code White

1. PURPOSE:

To have a prepared response from Royal Ottawa Health Care Group (ROHCG) staff in the event of an active threat/active shooter.

2. POLICY STATEMENT:

The ROHCG is committed to providing a safe environment for all patients, staff and visitors. *Code Silver* is a planned response to ensure the safety of all persons at the facility when an individual is in possession of a lethal weapon and an enhanced police response is required. *Code Silver* should be initiated if there is a threat, attempt, or active use of a lethal weapon to cause harm. Clinical judgement must be used where and when weapons are involved.

3. SCOPE:

This policy applies to the ROHCG. All ROHCG community and satellite offices will follow site-specific procedures.

4. GUIDING PRINCIPALS:

Most active threat situations involve a firearm and involve the individual(s) entering a facility with the intent to cause harm. These events are highly dynamic and evolve quickly. Police Services are the primary responders and will assume control in any *Code Silver* response. Police Services are there to stop the threat as soon as possible and will proceed directly to the area the assailant was last seen or heard and will not stop to assist injured individuals.

5. DEFINITIONS:

Imminent Danger: An immediate threat to life; intent to use a lethal weapon to kill/maim/harming.

Lethal Weapon: a deadly weapon. Any firearm, device, instrument, material, or any other substance that is capable of producing great bodily harm or death from the manner it is used or intended to be used, may be referred to as a lethal weapon.

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Threat: refers to any verbal or physical behaviour/communication with a weapon that could reasonably be interpreted as conveying intent to cause physical injury, harm or death.

6. PROCEDURE:

All staff should remove themselves from imminent danger prior to initiating the steps below.

6.1 Code Initiation:

CALL 333 as soon as possible and inform switchboard operator to initiate *Code Silver*.

Give the operator as much information as possible including:

- Location of the assailant(s) (current, last known, and/or direction headed).
- Type of weapon(s).
- Description of the assailant(s) including gender, height, build, clothing description, ethnicity, approx. age, hair colour/length, facial hair, tattoos, scars, piercings and other distinguishing feature.
- Any comments or demands made by the assailant.
- Any other information you feel may be relevant.
- Remain on the line and follow the instructions of the operator (stay as quiet as possible).

Any staff member who recognizes an imminent threat should:

- **REMAIN CALM and EVACUATE.** Do not confront a person with a lethal weapon or attempt to remove wounded persons from the scene. Only evacuate if you are close to an exit and can get there safely, without attracting attention. If possible, assist others to leave the area and redirect those trying to enter. While evacuating keep hands visible at all times (not to be mistaken for the shooter). Leave any belongings behind.
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 - Remain calm and follow officers' instructions; avoid screaming and/or yelling.
 - Avoid making quick movements toward Police Officers.
 - Do not attempt to grab hold of Police Officers.
 - Do not stop to ask Police Officers for help or direction when evacuating.
 - Proceed in the direction from which Police Officers are entering the area or take direction from internal security.
- If unable to evacuate, **HIDE.** Use rooms with doors that lock or barricade the door with heavy furniture. Silence your cell phone and turn off any sources of noise (e.g. radios, televisions, etc.) Hide behind large objects (e.g. cabinets, desks, walls, etc.) Remain quiet and low to the ground. If possible, cover any windows that face into the corridors.
- **SURVIVE:** Fight only as a last resort and only if your life is in imminent danger. Attempt to disrupt and/or incapacitate the assailant by acting as aggressively as possible against them, throw items and improvising weapons, yelling, commit to your actions. If others are available, work together to distract and attack the assailant as fiercely as possible.

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6.2 Roles and Responsibilities:

6.2.1 Switchboard, upon receiving notification of an active threat/active shooter, will:

- Announce *Code Silver-Lockdown* immediately on the public address system. Repeat the announcement three (3) times in a slow, clear voice - first two announcements in English and third announcement in French.
- Call 911 to notify police. Advise 911 operator of all available information such as:
 - Location of incident, including current location and any affected locations.
 - Description of assailant(s).
 - Type & description of weapon(s).
 - Information on hostages / victims (if any).
 - Any comments or demands made by the assailant.
 - Any other information you received from the individual who reported it.
 - Remain on the line to provide updates.
 - Follow instructions of the 911 operator.
- Contact Security and provide all known information.
- Contact CEO/delegate.
- Announce “all clear” when instructed to do so.

Note: If active threat/active shooter situation is in the proximity of switchboard, the switchboard operator should move to area of safety and contact Security Operations Center who will make announcements and call 911.

6.2.2 Security (and other *Ellis Don Staff as identified*) will:

- Follow direction of the Security Manager/delegate in carrying out the *Ellis Don Services (ROMHC) Restricted Access Policy*.
- Gather information to provide to Police Services upon their arrival.
- Assist as directed by Police Services to provide support to manage the flow of people and vehicles into and out of the scene.
- Assist Police with all requests.

6.2.3 Staff in all other areas will:

- Not attempt to return to their department
- Follow the instructions of the Area Emergency Code Coordinator in current location
- Stay where they are, lock doors, protecting self and assisting others in area, if possible.
- Divide into small mixed groups of staff, patients and visitors and hide in patient rooms, meeting rooms, bathrooms, offices, etc. that are available and safe.

6.2.4 The CEO/Delegate of the facility where the Code Silver is occurring:

- Identify self as the Emergency Command Manager.
- Determine need to activate Emergency Hospital Command Centre.
- Coordinate resources to support evacuation of patients and staff members to safe areas.

6.2.5 Senior Management Team will:

- Congregate in Executive Boardroom (or other safe location)
- Develop action plan for after the situation has ended and the “*Code Silver, All Clear*” is called.

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6.3 Recovery

6.3.1 Police will advise the Emergency Command Manager when it is safe to end the Code Silver:

- Once the Police have said it is safe to do so, the switchboard operator will announce “Code Silver, All Clear” overhead three times.
- All staff should return to their work area if police have advised that it is safe to do so for debriefing.
- Staff should speak with their supervisor regarding any specific concerns, needs or considerations.

6.3.2 Following the Code Silver, Senior Management Team will:

- Activate the Hospital Command Centre (HCC) if not already complete. Use the HCC to direct Recovery efforts.
- As soon as possible, conduct a debriefing including participation of any responding law enforcement and internal security personnel.
- Consider how to address any operations that may not be immediately available post-incident. This may occur if the affected area is secured for investigation, or if damage to facilities and equipment inhibits their use.
- Provide support for the physical and mental health needs of all staff and patients using existing and additional identified programs.
- Ensure appropriate archiving of incident documentation.
- Ensure Completion of after-action report and corrective action plan:
 - Summary of actions taken
 - Summary of the incident
 - Actions that went well
 - Areas for improvement
 - Recommendations for future response actions
 - Recommendations for corrective actions

7. RELATED PRACTICES AND/OR LEGISLATIONS:

8. REFERENCES:

OHA Guidelines. *CODE SILVER: Person with a Weapon*;

<https://www.oha.com/Documents/Code%20Silver%20Policy%20Sample.pdf>

US Legal. Lethal Weapon Law and Legal Definition: <https://definitions.uslegal.com/l/lethal-weapon>

9. APPENDICES: N/A