

Campus Safety CONFERENCE 2019

Making Campuses Safer — TOGETHER

False Alarm! The Recovery Steps You Still Must Make After an Incident

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Housekeeping

- Cellphones on vibrate or silent
- Access to the presentation
- Q&A Session at end
- Evaluations
- Social Media



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About this Session

Session Takeaways

- **Lessons Learned from HS incident**
- **Lessons Learned from major Hospital incident**
- **Lessons Learned from Temple University incident**
- **Overall recovery issues**
- **Understand how current preparedness practices may be a contributing factor**

“*False*” Alarm?

- There is nothing ‘*false*’ about the fear and trauma suffered by those who were subjected to the incident
- ***Unrealized Critical Incident (UCI)***

**What causes
False Alarms?**



Recent Incidents

- **Loud noises** (Walmart, Northglenn, CO; NYC concert)
- **Physical altercation/rumors** (Roots Picnic Concert, Philadelphia, PA)
- **Human tech error** (AR Children's Hospital; Thomas Jefferson University; HI International Marketplace, Moses Cone Hospital)
- **Balloons popping** (University of Michigan: Orlando mall)
- **"Man with a stick"** (San Francisco neighborhood)
- **Overheated laptop noises** (Honolulu Airport)
- **Fireworks** (Union Station)
- **Active Shooter training video session** (AT&T)

High School Case Study

- **East coast / urban / academy K-HS**
- **Open campus with multiple buildings**
- **Client**
- **No SRO**
- **Safety & Security managed by Facilities Mngr.**
- **Details**

Hospital Case Study

- **East coast / suburban**
- **Part of major metro hospital system**
- **Unarmed guards**
- **Director of Security & staff**
- **Details**

Lessons & Action Considerations

- Natural tendency to “minimize” the incident...IT WAS REAL!
- It’s unlikely the response was or will be perfect...IT NEVER IS!
- Opportunity to re-assess/audit enterprise response connectivity with a new critical perspective
- After-Action review and report (policy amendments, lawsuits)
- Consider a ‘feedback stream’ from those affected (normal channels, anonymously, small forums)

BREAKING NEWS

SUSPICIOUS PERSON CAUSES FALSE ALARM

BEREAN BAPTIST SCHOOL

Lessons & Action Considerations

- Psychological and emotional trauma - *especially long term*
- Observing a 'real' response may form a lack of confidence among staff
- Some may take matters in own hands (i.e. obtain a gun)
- May require “rebuilding” confidence (to current & future staff/students...)

Case Study

September 3, 2018






FTE Students: 36,397 / Head count: 40,240

Employees: 8,387 faculty, staff & administration

Tier 1 Research

Satellite campuses include -
Health Science Center Campus

What do we do with False Alarms?

- 
1. How do we RESPOND?
 2. What can we LEARN?
 3. How do we IMPROVE?
 4. How do we help communities RECOVER?



Everyone is a Reporter



People revert to what they do know

People don't use what they don't know



INCIDENT
COMMANDER



These are Medical Emergencies



A photograph showing a group of people standing in a line outside a building. In the foreground, a metal crowd control barrier has a white sign that reads "FAMILY ASSISTANCE CENTER". Several people are visible behind the barrier, including a man in a grey jacket and a woman in a pink shirt. The background shows a stone wall and some greenery.

We need to plan for Reconstruction



Practice using the resources you have

Attend to your vulnerabilities





Collaboration is key – for all levels

Reminders

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- Evaluations
- Social Media



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