

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

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- 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

Medical Office Bldg.





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)



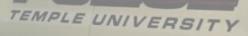


Lessons & Action Considerations

- 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



174



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?

How do we RESPOND?
 What can we LEARN?
 How do we IMPROVE?
 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





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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