

Active Shooter Incident

If someone has entered an area and started shooting a firearm, the following actions are recommended. These guidelines are recommendations only. Individuals may have to act in ways different from those outlined here.

- If possible, exit the building immediately.
- Notify anyone you may encounter to exit the building immediately.
- Unless otherwise indicated by emergency response personnel, report to your building assembly area (see evacuation plan). This should be done only if it is reasonably safe to do so. Otherwise, it may be better to leave the campus.
- Call 4911 from any campus phone; from a cell phone dial 508-626-4911. Give the dispatcher the following information:
 - Your name and location.
 - Location of the incident (be as specific as possible).
 - Number of shooters (if known).
 - Identification or description of shooter.
 - Number of persons who may be involved.
- If you are directly involved and exiting the building is not possible, the following actions are recommended:
 - Go to the nearest room or office.
 - Close and lock the door.
 - Cover the door windows. Keep quiet and act as if no one is in the room.
 - Do not answer the door.

Notify University Police at 4911 (from a cell phone dial 508-626-4911).

- Give the dispatcher the following information:
 - Your name and location (be as specific as possible)
 - Number of shooters (if known)

- Identification or description of shooter.
- Number of persons who may be involved.

Wait for local police or University Police to assist you out of the building.

If you find yourself directly confronted with an armed individual who is threatening to commit or has committed violence, the following guidelines should be used to the extent possible and warranted by the circumstances of the situation:

- Remain as calm as possible; be cooperative and patient.
- Remember that time is your best weapon; offer to listen.
- Don't judge or argue with perceptions.
- Treat each concern as important and valid. A person in crisis will only respond to someone who is willing to listen and who understands, respectful, and non-threatening.
- Maintain polite eye contact; keep gestures and body language open and non-threatening. Use a low, soft, slow voice when you speak. Do not make sudden moves—request permission of the person before you make any moves.
- Be truthful--to lose credibility can be catastrophic. Assure the person you will do everything you can to resolve his/her grievances in a fair manner.
- Ask the aggrieved party to suggest a solution. A person in crisis will be more accepting of a solution that he or she has helped formulate.
- Always look for a win-win outcome. Retaining dignity (saving face) is paramount to the person in crisis.
- Be observant. Note as much as possible about the aggressor, including type and number of weapons, state of mind, and what was said. Pay attention to details about the space you are in. If you are released or decide you must escape, this information may be needed by police to ensure the safety of others.