

SOUTHERN HIGHLANDS COMMUNITY MENTAL HEALTH CENTER

POLICY AND PROCEDURE MANUAL

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Policy 237 – Lockdown

(To reduce the threat of harm from both outside and inside any SHCMHC building)

I. POLICY

It is the policy of Southern Highlands to the extent possible to protect employees, consumers, and other community members within the facilities from harm. These procedures are to be followed any time there is a threat from inside and outside the building(s).

II. DISCUSSION

Every situation is unique in the circumstances but the basic responses should always be the same with the goal to protect consumers and staff from harm. Any type of threat to an employee, consumer, or facility should be reported to 911 and a supervisor immediately. Staff must report any suspicious activity or the possibility that a consumer, employee, or community member might have a reason to cause harm to someone in the building or the facility. This policy is to be used as a guide to help reduce any harm to staff or consumers. It is crucial that all threats are taken seriously and staff behave in a professional manner at all times.

III. PROCEDURES- Threat from Outside of Building

- A. If you received a threat from an outside source, notify the nearest supervisor immediately.
- B. An announcement is to be made stating "Code Lock". To make this announcement over the center's phone system dial "5560". (This is to only be utilized in an emergency.) **Ensure your safety prior to making any announcement!**
- C. All entrance and exit doors will be locked and a staff member is designated to ensure security of the doors. Any person with a key may lock the doors once the announcement is made but it is the responsibility of the person in charge to assure that all doors have been locked.
- D. The person acting in the leader role notifies the police by calling 911 of the threat and gives any information needed to locate the threat (*Consumer information can be provided to 911 per the Duty to Warn policy*). This staff will serve as the incident commander until relieved by CEO or designee. This

staff will receive/provide all information regarding the threat and direct the operation.

- E. When calling 911, staff should request that an officer respond to the facility so more information can be provided and to ensure that premises are secure. If an officer does not respond within 15 minutes of the initial call, a second call to 911 should be made. The person should continue to call every 15 minutes until an officer responds or the threat is resolved.
- F. No one is allowed entry into the building except designated staff, police, and emergency personnel. Staff should not try to gain entrance into the building.

Whenever possible, the building will be safely evacuated.

- G. A notice will be placed on the exit doors that read: "Due to a threat to the safety and security of this office, we are closed at this time. Please call to reschedule any appointments. In the event of an emergency, please call 1-800-615-0122".
- H. If inside the building, staff should not go near windows or glass doors. If the threat is not on the property at the time, consumers may leave but encouraged to leave in small numbers going directly to their vehicle. Consumers are to be given the same information as on the sign placed on the door.
- I. The person in charge will designate staff to notify all supervisors, locations, and programs of the threat.
- J. Notify the Chief Executive Officer if she/he is not present on site.
- K. Move front desk staff away from the glass windows so they are not visible to someone coming up to the front entrance.
- L. Employees not involved in securing the property and protecting others should remain in their office with the door locked and away from windows. Close any blinds or windows.
- M. After the threat has been resolved an "all clear" announcement will be made.
- N. The staff member reporting the threat will be responsible for the completion of the incident report.
- O. Management will review the circumstance and outcome of the incident upon completion. A copy of the incident report with any identifying information removed will be reviewed at the next scheduled safety committee meeting.

IV. PROCEDURES - Active Threat Inside of Building

- A. If you received a threat from within the building or if there is an active threat within the building, 911 is to be notified immediately. **Anyone may call 911 in the event of an active shooter / threat is in the building, however, to reduce the amount of calls going into the 911 call center, each area will have a designated caller that will call 911.** *(This is only to be utilized if the designated person has secured their own safety and so that accurate information is provide to 911.)* The designated caller will identify themselves to 911 as the designated caller. (See Section VI for designated sections.) Designated staff will also notify the Chief Executive Officer of designee if able. Called to provide 911 with as much information as possible to include the following information.
- Name of caller.
 - Location(s) of threat / shooter(s) if known.
 - Specify if the shooter is inside or outside of building.
 - Physical description and name of shooter(s) if known.
 - Number and / or type of weapons if known.
 - Any possible victims.
- B. If able, an announcement through the phone system is to be made stating “Code Active Lock.” To make this announcement over the center’s phone system dial “5560” (this is to only be utilized in an emergency). **Ensure your safety prior to making any announcement!**
- C. All Employees and consumers should remain in their office or retreat to the nearest office, bathroom, conference room, etc... with the door locked, lights off and staying away from windows. Close all windows, blinds or curtains. If possible, wedge chairs desks, etc..., against office door. Avoid being in hallways or common areas. Employees are not to open doors until an all clear is given or they are evacuated by emergency personnel. If staff is not physically evacuated by emergency personnel, an announcement will be made of the phone system for everyone to come out of their area.
- D. Silence all cell phones, radios, or any other sources of noise.
Try to remain quiet.
- E. Front desk staff should move away from the glass windows so they are not visible (if area is secure). If the active threat is not in the front of building, front desk staff should retreat to nearest secure office (office across from the front desk area recommended if secure).
- F. **If the shooter enters your area, please remain quiet.**

V. LAW ENFORCEMENT

- A. When law enforcement arrives, staff and consumers should try to remain calm and follow directives given by the emergency personnel.
- B. Put down any items in your hands (bags, jackets, etc...) Leave personal belongings behind to be retrieved when the facility is secure.
- C. Keep hands visible at all times. Raise hands and spread fingers. Identify yourself as staff, consumer, etc...
- D. Avoid pointing, screaming, or yelling.
- E. Avoid making quick movement towards officers. Do not try to hold onto the officers for safety. Proceed in the direction that the officer (s) directs you
- F. Do not leave the area until authorized by law enforcement.

VI. DESIGNATED AREAS

Each area of the each site will have a designated staff that will call 911 and identify themselves as the designated caller. Caller needs to ensure their safety before calling 911. Sites and areas to include:

MAIN CENTER

- Front Desk Area
- Main Lobby Area
- Back Hallway near Vivian Ferguson Conference Room
- Record Room Hallway
- Community Engagement Specialist Office Area
- Physician's Waiting Area
- Physician's Office Area
- Southern Bluestone
- Crisis Stabilization Unit
- Greenhouse Area
- ACT Building
- Day Program Building

SPRINGHAVEN

- Main Building

MERCER STREET

- I/DD Offices
- LEGENDS
- Crisis Respite Unit

BUSINESS OFFICE

- Main Entranceway/ Lobby
- Front Hallway
- Back Hallway
- CEO Office Entryway

SUD

- Main Entranceway/ Lobby
- Physician's Area
- Middle Hallway
- Call Center
- Side Entranceway near apartments
- Directors Office
- Break Room
- Conference Rooms

WELCH CLINIC

- Main Lobby/ Front Desk
- Main Hallway/ Office Area

MULLENS CLINIC

- Main Lobby/ Front Desk
- Case Manager's Office Hallway
- Physician Area Hallway
- CCSS
- Day Program

PINEVILLE CCSS

- Main Building

GLEN ROGERS

- Main Building

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**EMPLOYEE ACKNOWLEDGMENT OF THE PROCEDURES AND PROTOCOL
FOR LOCKDOWN POLICY DUE TO A THREAT OF HARM TO THE OUTSIDE
OR INSIDE OF THE BUILDING**

I have read and understand Southern Highlands Center Policy 237 – Lockdown. This policy is to be used as a guide in the event of an outside or inside harm to the building. I understand that my knowledge of this policy is crucial to the wellbeing of myself and others. If more training or education is needed in regards to this policy I will notify my supervisor.

Employee Signature

Date

Witness Signature

Date