

Table Top Exercise!



Welcome & Introductions

- Purpose of a Table Top Drill
 - Provides an opportunity to apply our knowledge of how we would respond to a real life scenario in a classroom environment.
 - We all learn by talking through are responses in an informal setting.
 - If your company has a written response plan it provides a good means of assessing plans, policies, and procedures.

Exercise Rules

For our exercise today:

- There is no perfect solution!
 - Agree to disagree
- Don't limit yourself!
 - Decisions don't set precedents
- The scenario is plausible; events occur as they are presented!
- Certain conditions or aspects are idealized!
- All participants receive information at the same time!
 - *Fight the problems, not the scenario*
 - *Each table will have an opportunity to discuss how they would respond to the situation and then I will have each respond back to the group for feedback.*

Mode 1

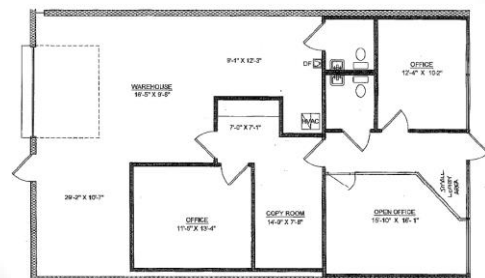
The Shooting!



Company XYZ – the setting!

- This is a warehousing company for a large automobile parts chain. Approximately 75 workers are employed at this facility.
- The plant consists of main administrative offices where the public enters the building through a central location and approach a secretary at the front desk. The office manager is located off to the side of the open secretarial area.
- Other staff offices line the hallway that leads toward the warehouse area.
- In the rear of the building there is an entrance for the warehouse staff that is unlocked throughout the day during regular business hours of 7 am to 5:30 pm, Monday – Friday.
- The company has no security personnel on duty and they rely upon the local police/sheriff & fire departments for any response to their facility for emergencies.

Building Floor Plan



Tuesday morning – 9:23 am

- It is a typical cool early fall day and workers are busy receiving and preparing for shipments of product.
- A former worker (a 35 yr. old man) whose employment was terminated about 2 weeks ago for aggressive behavior and drug problems, enters the secretarial area and appears to be wearing too large a coat for the weather.
- He is also carrying a gym bag in his hand and his demeanor appears to be disheveled but he has a determined look on his face.
- He says hello and asks to use the restroom. He states that he was contacted to meet with company manager for a 10 am appointment and needed to freshen up a bit as he just got out of work from his night job.

Story continues!

- The secretary was not aware of his termination as no one had informed her about why he left the company.
- The man is allowed to proceed ahead to the bathroom while the secy. contacts the plant manager about his alleged appointment.
- Once she speaks to the manager he explains that he had no appointment and expresses concern about his presence.
- As the manager proceeds out of his office in the direction of the restroom, he sees the man emerge carrying a handgun and still wearing a long coat.

Shots Fired!

- Once the man sees the company manager he turns the firearm in his direction and shots are fired.
- As the manager falls, the man pulls a shotgun from the coat and begins firing down the corridor of the office area where others begin looking out of their offices and the copy center area to see what is happening.
- Several others are hit and fall to the floor.
- He then proceeds in the direction of the entrance to the warehouse where at least 60 to 65 workers would be present and starts firing his gun.

Scrambled Reactions

- As shots continue to be fired and the man enters the warehouse, office staff begin to hear screaming and people crying out.
- All employees are scared and reacting out of fear, some are heard sobbing, others are running toward the exits, some freeze unable to react.
- Inside the warehouse some workers are not in an area where they can safely exit without being in direct harm's way.
- There are plenty of items to hide behind but there are no offices or shops located in the warehouse.

Cell Phone Chaos

- The local 911 dispatchers are flooded with phone calls from the XYZ company reporting multiple gunshots and shooters.
- Some callers, from near-by companies claim they witnessed people running past their property screaming and yelling.
- One caller in the XYZ company reported several workers were shot in the warehouse area.

Current Priorities & Critical Issues

Discuss in groups:

- Notification to the police
- Stopping the perpetrator
- XYZ Management/Human Resources
- Law Enforcement response
- Fire & Rescue
- Secretary lack of awareness of man's background
- Employee response in building once shooting begins?

Module 2

Situation Stabilization

Help Arrives

- 9:28 am one Police Officer arrives on the scene and enters the building through the office entrance.
- Gunshots are no longer sounding in the building.
- The officer encounters several gunshot victims and looks through open office doors and moves down the hallways toward the warehouse area as he looks for the shooter.

Additional Responders

- At 9:29 am, another officer arrives and enters the office area joining up with the first officer.
- As they move into the warehouse area, wounded workers are screaming and begging for help.
- Gunshots and screaming suddenly erupt again as the entry team further moves into the warehouse area.

Engaging the Shooter

- The two officers approach the sounds with their firearms drawn.
- One officer orders the shooter to surrender.

Shooter Down

- Upon confrontation with the officers, the shooter turns the gun on himself fatally.

Current Priorities & Critical Issues

Discuss in groups!

- Is there a second shooter?
- Responder Staging/Coordination
- Emergency Public Information (what is released on preliminary basis!)
- Where do people go to meet with their family members?

Module 3

Resolution & Recovery

Shooter Secured

- Upon the Shooters death, Officers secure immediate location and request update from dispatch and other responding officers.
- Additional officers enter the building and grounds as EMS squads begin to arrive in the parking lot.

Rescue and Evacuation

- Officers begin searching the entire grounds and surrounding area.
- EMS squads wait outside until the building is deemed safe by Law Enforcement.
- Mutual aid responders are still arriving.

Friends and Family Members

- Family members and close friends are arriving and becoming unmanageable.
- Parking and driving throughout the entire area near the XYZ company is becoming difficult.

The Media

- News media arrive from the National outlets and the nightly new casts will lead with a “XYZ Company Shooting” as the head story.
- Family, friends and survivors are being interviewed about the incident.
- Inquiries about the company's emergency plans and injured employee information is being sought by any means necessary.
- They are also asking questions about the perpetrator and his association with the company.

The remainder of the day

- Questions are being raised about the adequacy of the existing plans and response to the shooting.
- The building has been declared a crime scene and will be closed down for days to come.
- Where will you put?
 - The Media
 - Hold family reunification

Current Priorities

- Company management involvement.
- Still dealing with Law Enforcement investigating scene.
- Fire & Rescue – administering care and triage.
- Communication with survivors about their status and future plans.
- Dealing with fear and grief.

Critical Issues

- Critical Incident Stress Debriefing
- Future use of the facility – clean-up! When can you reopen?
- Over-all employee morale and mental health impacts
- Legal Issues
- Financial loss to company

Several days to one week later

- Continued questions are being raised as to how it happened and the companies response.
- The building has been long cleared of wounded and dead, but walls and ceilings still have signs of the tragedy.
- Memorial Services are being planned or held for the deceased.
- Mental health of all involved is continuing to be addressed.

Debriefing

Outstanding Issues/Questions!

