



Emergency Preparedness
In-Service



Donovan Shultz



Andy Brown

Donovan Shultz is currently the CEO & President of Six Point Consulting and Chief Investigator at the Jackson Parish Sheriff's Office.

Started his career in the Fire Service in 2000, and then began a career at the Jackson Parish Ambulance Service in 2002.

In 2003 became a full-time deputy with the Jackson Parish Sheriff's Office working as a dispatcher, jailer, patrolman, K-9 Deputy, Narcotics Investigator, Criminal Investigator, and currently service as Chief Investigator.

In 2006 he started working as a consultant in the nursing home, assisted living and hospital settings across Louisiana, Mississippi and Arkansas.

In 2014 Six Point Consulting was created serving several facilities in Louisiana. In 2021, Donovan and his business partner Andy Brown saw a need to help their community and opened a laboratory service to help during the pandemic. They then merged with C& J Consulting and took over the daily operations of fire safety, emergency preparedness and expanding the company. They currently services over 255 facilities across the State of Louisiana.

Andy Brown is currently the elected Sheriff of Jackson Parish in Jonesboro, La and is the CEO and Vice-President of Six Point Consulting.

Sheriff Brown started his career with the Jackson Parish Sheriff's Office in 1985 and has worked in every division of the Sheriff's Office. In 2000, Sheriff Brown was promoted to the position of Chief Deputy and then ran for Sheriff in 2003 and was elected. In July of 2004 he assumed the office of Sheriff. Since taken office he has brought the Sheriff's Office to the front of the line in technology and equipment, but most importantly he has provided services that is second to none. He implemented a Senior Citizen Program shortly after being elected. This program is where he had dedicated deputies who go around the Parish checking in and visiting with the seniors of the Parish. This is something that he truly believes in and fills that it is our duty to take care of those who took care of us when we were growing up. Sheriff Brown has been in office and unopposed until the fall of 2023. Sheriff Brown won his re-election bid for Sheriff with 70% support. He will be sworn in to his 6th term as Sheriff in July of 2024, and will become the longest serving Sheriff in the History of Jackson Parish.

What will we
all we will be
covering in
today's
session?

- Active Shooter Situations
- Mass Transfers
- Natural Disasters

- After Action Report
- Cyber Security
- Leadership

What are some Natural Disasters you may come across
or face at your facility?

FLOOD

Natural
Disasters



FLOOD

Natural Disasters



FLOOD

Natural Disasters



What are some Natural Disasters you may come across or face at your facility?

TORNADO

Natural
Disasters



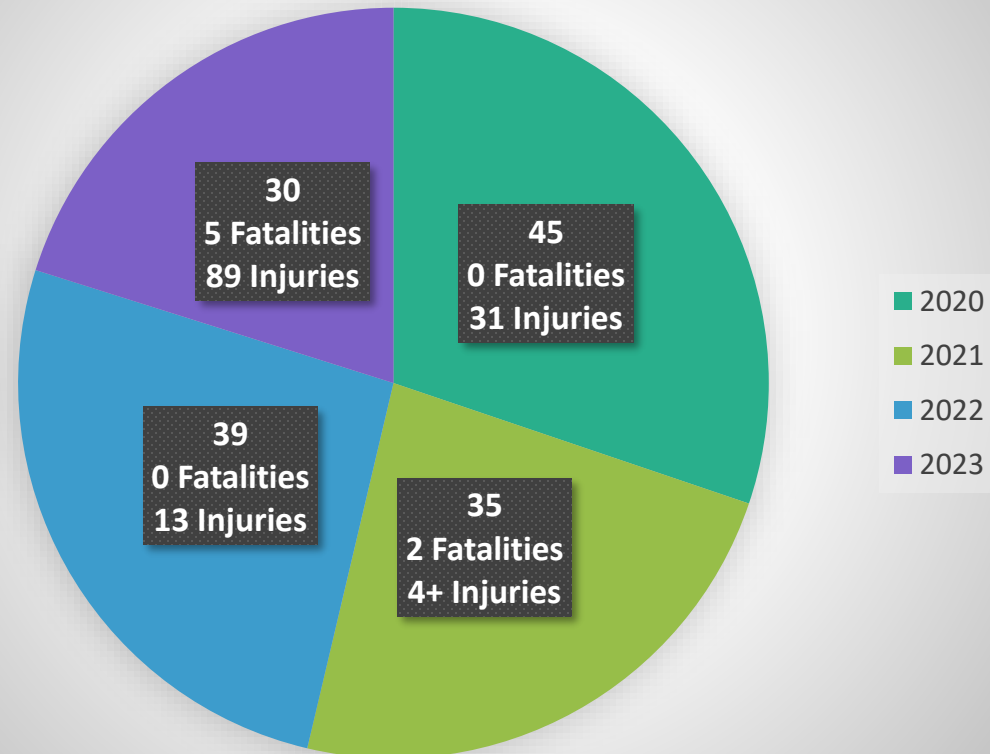
Tornado Safety

- When should we start to prepare sheltering in place with severe weather? (Tornado)
 - We should start to prepare to shelter in place when we have a tornado watch in the area, but when a warning is Announced for the area, you must immediately shelter in place.
-
- Grab blankets, sheets, pillows or small mattresses to cover up residents with
 - Where are your safe areas??

What is the average number of tornado's reported in Arkansas each year?

Natural Disasters

Yearly Total Number of Tornadoes



Monette, AR



**A DISASTER CAN
HAPPEN AT ANY TIME....**



Monette Manor Nursing Home

What are some Natural Disasters you may come across or face at your facility?

CHEMICAL SPILLS

Natural
Disasters



Chemical Spill

- What should we do when we have a hazardous material leak outside?
- Shut off your ventilation system. (Air conditioner or Heater)
- Make sure windows and doors are shut and seal up any cracks with towels, blankets, duct tape.

What do we do when we are faced with a chemical spill
outside of the facility?



Natural
Disasters

What do we do when we are faced with a chemical spill inside
of the facility?



How are we training for these
disaster each year?

A wide, empty stone-paved plaza under a dramatic, cloudy sky. The plaza is composed of large, rectangular stone tiles arranged in a grid pattern. The sky is filled with large, dark, and light-colored clouds, creating a sense of depth and atmosphere. The overall scene is desolate and contemplative.

How do we overcome and rebuild?



How many active shooters or mass shootings have been reported in 2023?

604

How do we respond to an active shooter or threat to our facility?

Active
Shooter
Safety

Active Shooter Safety





What is our responsibilities during an active shooter or threat situation?

- **RUN**
- **HIDE**
- **FIGHT**

As an employee what should we be looking for while working?

- Disgruntle co-workers, employees, or family members
- Domestic Abuse from the home life coming to work
- Watch body language of those coming to visit the facility



POLICE LINE DO NOT

May 25, 2022

- Disgruntle family member comes into a facility, threatening the administrator and other staff.
- Goes checks on his wife, and then walks out to his vehicle.
- Staff calls 911 requesting a deputy
- Watch Video



POLICE LINE DO NOT

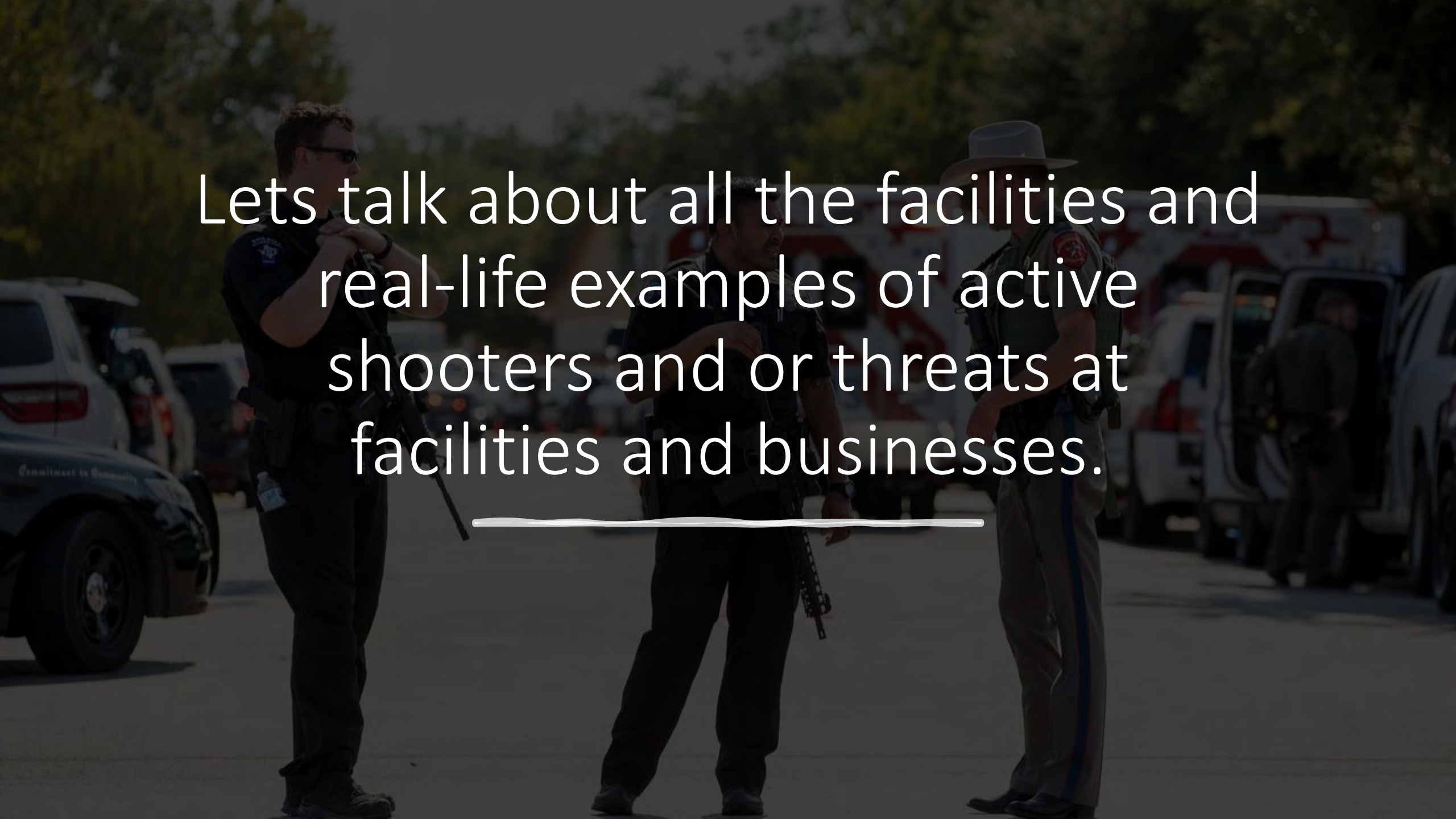
What if we have an active shooter or threat to the facility that is outside of the facility?

- Let's lock down all the doors to where they doors can not be opened from the code at the door.
 - If you do not have an emergency button that does this, then you will need to manual do it if possible
- We do not want to let anyone inside the facility, except for law enforcement when this is going on.
- We want to stay away from windows and doors where a suspect can see us.
- Call 911, give the 911 operator the information that you know. What exactly is going on, who it is if you know Them, what they are wearing, ect. Remember a lot of work force violence comes from a disgruntle employee.

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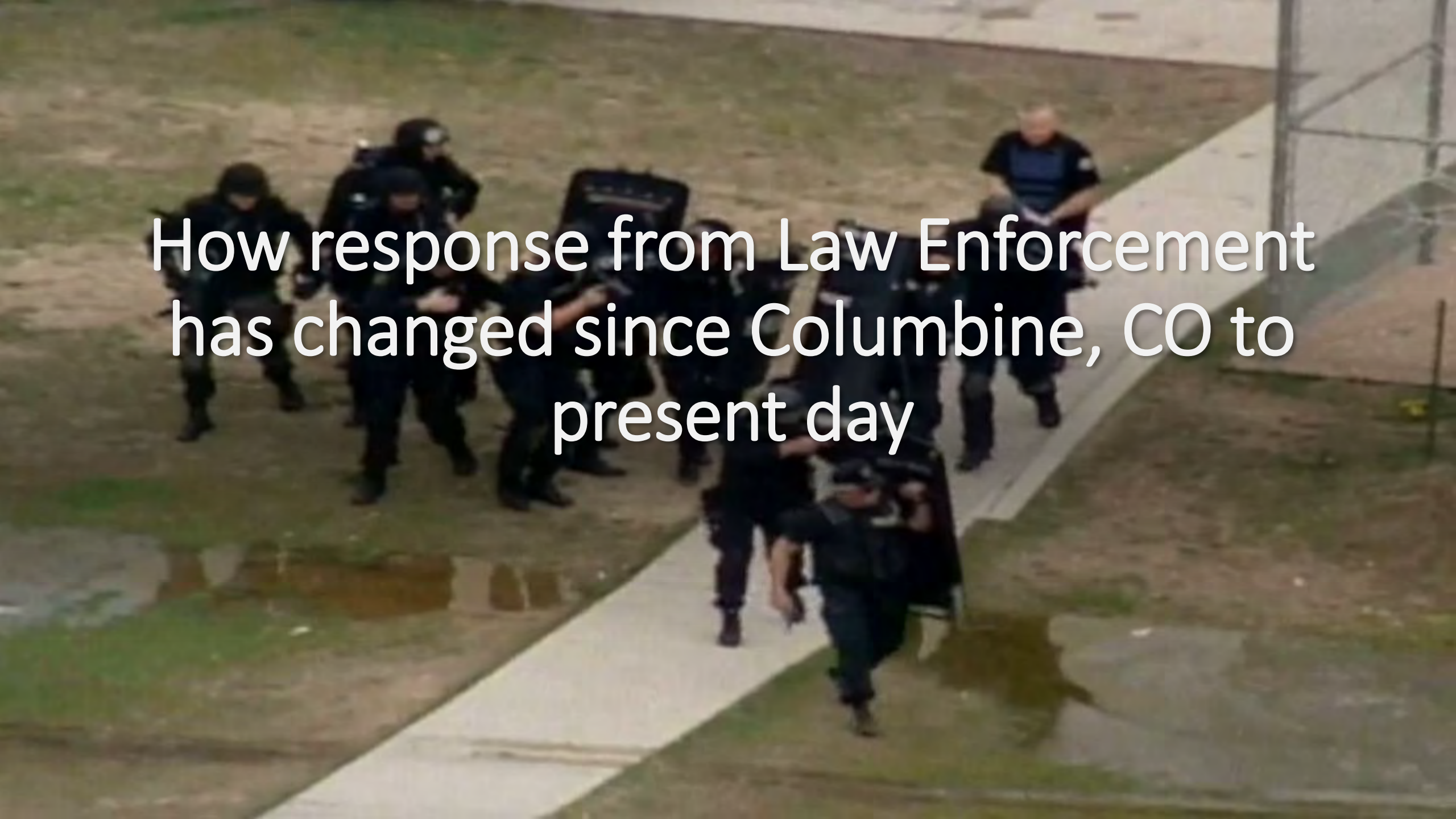
USA
TODAY



A photograph of three police officers standing in a parking lot. The officer on the left is wearing a dark uniform and glasses, holding a rifle. The officer in the middle is also in a dark uniform, holding a rifle. The officer on the right is wearing a light-colored uniform and a hat, also holding a rifle. In the background, there are several white ambulances and other vehicles. The text is overlaid in the center of the image.

Lets talk about all the facilities and
real-life examples of active
shooters and or threats at
facilities and businesses.

How response from Law Enforcement
has changed since Columbine, CO to
present day

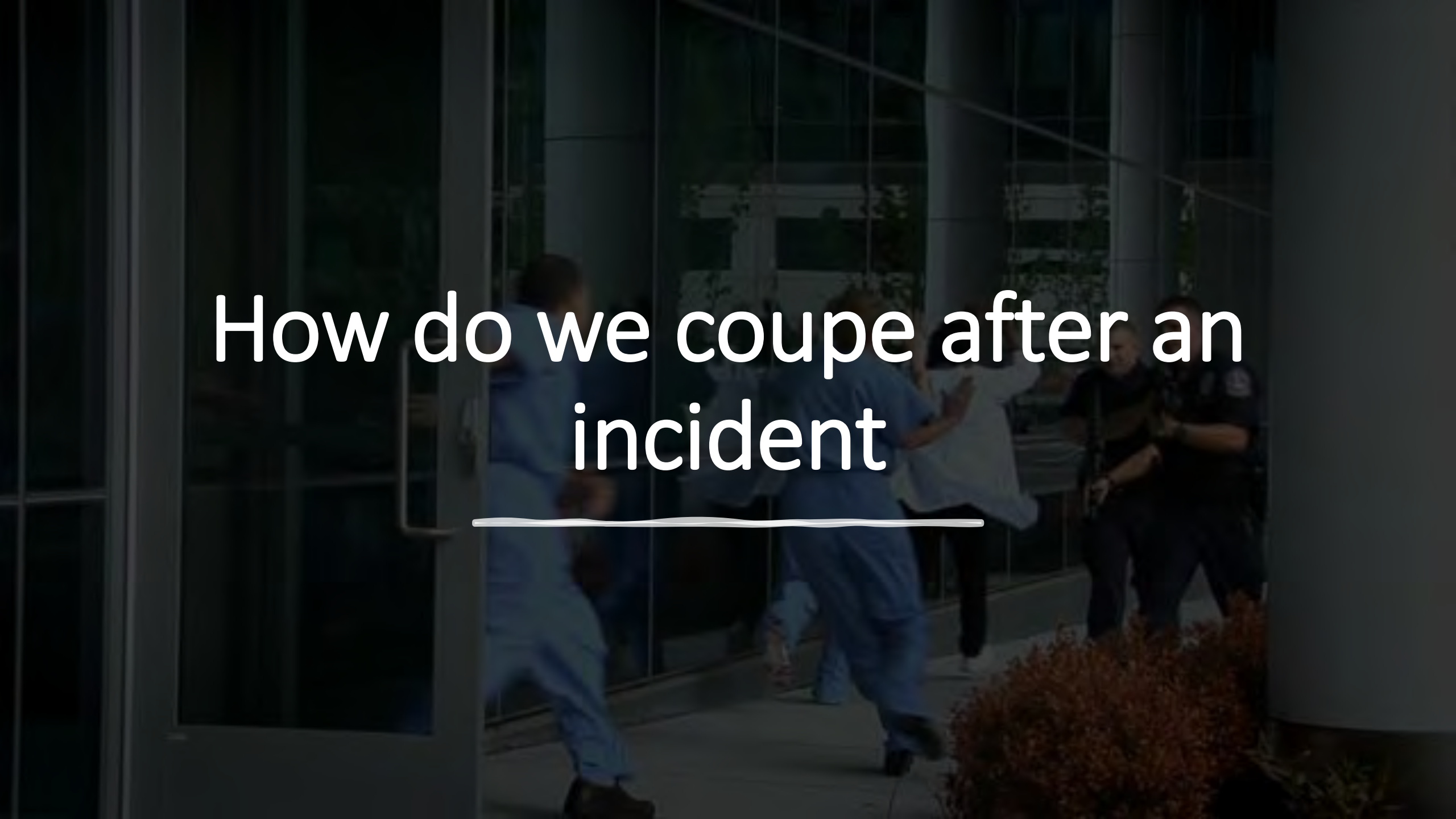


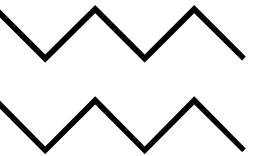


Are we training for this with our staff?

Why do we train for an active shooter, tornado, flood, chemical spill, fire or any other disaster?

How do we cope after an incident





Crisis Prevention

- Why do patients become agitated at times in long term care centers?

A non-verbal patient may become agitated and aggressive towards the care givers when they are simply trying to communicate something that they are wanting, needing or trying to communicate and can not. They typically are not mad at the caregiver themselves but are really upset that they can not communicate what they are trying to communicate to the caregiver.

A verbal patient may become agitated and aggressive, typically verbally, towards the caregiver but this is still a mechanism the resident uses to communicate a need, want or desire. They may be able to tell you exactly what they want, but just as a child who is wanting something that they can not have. To get what they want, they become agitated and take it out on the caregiver.

Crisis Prevention

- How do we de-escalate a patient, that has become agitated?

- Be Empathetic and Nonjudgmental
- Respect Personal Space
- Use Nonthreatening Nonverbals
- Keep your emotional brain in check
- Focus on Feelings
- Ignore Challenging Questions
- Set Limits
- Choose Wisely what you Insist Upon
- Allow Silence for Reflection
- Allow Time for Decisions

Crisis Prevention



Remember the most important thing with Crisis Prevention is the “Golden Rule” – Treat others how you would want to be treated if you were in their shoes.

Get on their level, talk with them and try to reason with them, if this is not working then don't be afraid to walk away from the situation and ask for some help from someone else. Sometimes it just takes a different face or tone of a voice to help smooth out the situation.

When would we do
Mass Transfers of
patients?



A white computer keyboard is visible in the upper right corner of the image. A black stethoscope is positioned diagonally across the center and right side of the frame. The background is a plain, light-colored surface.

What is your responsibility during a mass transfer?

Community Evacuation Plans, Drills, Tabletops, and After-Action Reports

- Do you do have your emergency preparedness binder?
- Where do you keep them?
 - Can your staff get to them in case of an emergency when you or other administration is not there?
 - Does your staff know that where they are located? If surveyors walked in and asked a clerk, nurse, CNA where it is, could they put their hands on it?

- What all do you have in the binder?
 - Patient face sheets?
 - Contact numbers for patients' family members?
 - Employee Contact information?
 - Transportation numbers
 - Place of evacuation
 - What else ????

Community
Evacuation Plans,
Drills, Tabletops,
and After-Action
Reports

- Who all participates in a
Community Disaster Drill?

- Your Facility
- EMS
- Fire
- Law Enforcement
- Hospital
- Your Office of
Homeland
Security Director
(local and or state
level)

Community
Evacuation Plans,
Drills, Tabletops,
and After-Action
Reports

- How should these drills be conducted?

TABLETOP

1. Have a tabletop discussion with representation with each of those involved
2. At the tabletop, decide on where and when the drill will be conducted.
3. Each representative will go back and make arraignments for those with their agency to participate
4. If need have a follow up discussion prior to the drill (rarely needed, but just its ok if you feel you need it)

Community
Evacuation Plans,
Drills, Tabletops,
and After-Action
Reports

- How should these drills be conducted?

DRILLS

1. Use workers or volunteers from the community to play as your victims
2. Give the victims their roles and injuries
3. Make the drill as live as you can
4. Have your drill Spector (s) watch the drill
5. Everyone participate

Community
Evacuation Plans,
Drills, Tabletops,
and After-Action
Reports

- How should these drills be conducted?

After-Action Report

1. After the drill, everyone who played a roll and participated in the drill comes back together to have a meeting about what happened.
2. Give each agency the time to talk about what occurred and what they see can be fixed or improved on.

Community Evacuation Plans, Drills, Tabletops, and After-Action Reports

- What Disaster Drills / Shelter In place drills can be done?

- Tornado
- Chemical
- Flood
- Hurricane
- Gas Leak
- Active Shooter



Let's look at the After-
Action Report

Health Care Provider After Action Report/Improvement Plan

Survey & Certification
Emergency Preparedness & Response

**Plantation Manor, Plantation Oaks,
Mary Anna, LTC Hospice**

Health Care Provider
After Action Report/Improvement Plan

Active Shooter

Prepared by
Wesley Brown

Prepared for

Plantation Manor, Plantation Oaks, Mary Anna, LTC Hospice

January 19, 2024

Health Care Provider After Action Report/Improvement Plan

Executive Summary

The *Executive Summary* section should be used to briefly describe all of the information contained in the following sections of the [After Action Report/Improvement Plan \(AAR/IP\)](#) to highlight the report and assist partnering agencies in striving for preparedness excellence. The overview should discuss why the exercise was conducted, the exercise objectives, a list of the agencies that participated, and what target capabilities (select capabilities from Target Capabilities List included on pages 3-4 terms from the Health Care Provider AAR/IP Instruction packet), activities and scenarios were used to achieve those objectives. All of these areas will be discussed in more detail in subsequent sections of the AAR/IP.

Enter a brief overview of the exercise

Three different scenarios were presented to the participants. Once scenario was presented to each facility, they walked through every step that would take place at their facility.

Enter the capabilities tested by the exercise (reference Targeted Capabilities List on pages 3-4 of AAR/IP Instruction packet)

- Plans and Procedures
- Communication
- Incident Preparedness

Enter the major strengths identified during the exercise (include the top 3 strengths, at a minimum)

- Participation
- Roles and Responsibilities
- Active Shooter Resources

Enter areas for improvement identified during the exercise, including recommendations (include the top 3 areas, at a minimum)

- Ensure all staff members are aware of procedures that are put in place.
- Test active shooter plans and procedures as often as possible to identify any gaps.
- Ensure staff members report any suspicious behaviors by visitors or co-workers.
- Change door access codes after threatening events take place by former employees

Describe the overall exercise as successful or unsuccessful, and briefly state the areas in which subsequent exercises should focus

- Overall, the exercise was very successful for all who participated in the event. Everyone knew their responsibilities and how to do their jobs. We did discuss after the fact some things would be different in a real-life event and what to prepare for in that.

Health Care Provider After Action Report/Improvement Plan

Section 1: Exercise/Event Overview

The *Exercise Overview* section should be used to briefly describe the following:

- The specific details of the exercise or event
- The agencies and organizations that participated in the exercise or event
- How the exercise or event was structured
- How the exercise or event was implemented and carried out

Exercise/Event Name: Community Active Shooter TTX

Exercise/Event Start Date:

- 1/19/2024 from 10am until 11am - Table Top
- 1/19/2024 at 11:15 am until 1pm – After Action Review

Duration (insert the total length of the exercise or event in terms of days or hours, as appropriate): 2 hours 45 minutes

Type of Exercise/Event Completed:

Check the type of exercise completed, as listed below (see key terms included on pages 4-5).

Discussion-Based Exercise

Seminar Workshop Tabletop Games

Operations-Based Exercise

Drill Full-Scale Exercise Functional Exercise *Emergency Event*

Health Care Provider After Action Report/Improvement Plan

Scenario: Describe the exercise scenario type (e.g., flood, hurricane, etc.)

- Active Shooter

Location: Plantation Manor Nursing and Rehab

Partners: List all partners, contractors, supporting/co-sponsoring organizations:

- Six Point Consulting
- Plantation Manor
- Plantation Oaks
- Mary Anna
- LTC Hospice

Number of Participants:

List the total number of:

- Players: 11
- Victim role players: 0
- Controllers: 1
- Evaluators: 1
- Facilitators: 1
- Observers:0

Section 2: Exercise Design Summary

Exercise Purpose and Design: *Briefly summarize why the exercise was conducted and what the participants hoped to learn. Include a brief history of how the exercise was organized, designed, funded, etc.*

This exercise was conducted to see how the facilities would react in the event of either an active shooter or a hostile individual that was either inside the facility or outside the facility. The exercise was organized by facility Administration and Six Point Consulting.

Exercise Objectives and Capabilities: *List the exercise objectives followed by the capabilities for each objective. The number of objectives and capabilities will vary based on the scope of the exercise and the number of participating agencies.*

- 1. Resource Coordination** - Determine strengths and weaknesses in current plans governing the coordination and integration of various response resources. Identify critical issues and potential solutions.
- 2. Preparedness** - Determine preparedness gaps for incidents involving an active shooter situation
- 3. Response** - Determine capabilities and limitations of the facilities response to a serious incident that causes a threat to the facility.

Scenario Summary: *This section should summarize the scenario or situation initially presented to players, subsequent key events introduced, and the time in which these events occurred. For a table-top exercise, this section should outline the scenario used and/or modules presented to the participants.*

Scenario 1 - At approximately 2:00pm, an employee is led out of the facility after employment is terminated for mistreatment of a resident. Once outside the facility the former employee makes the comment to the DON that she will be back, and you are going to pay for this. At approximately 3:30pm a car pulls up and the former employee is noticed by the front desk staff getting out of her car with what appears to be some sort of weapon.

Scenario 2 - It is approximately 1:15pm on a Saturday afternoon and your facility has 11 visitors inside visiting residents. Local sheriff's department calls the facility and warns ward clerk that a car chase has just took place and the car wrecked out about half a mile from the facility and 2 individuals jumped out with assault rifles and are on the loose. At approximately 1:18 the facility calls you at home and alerts you to what is going on.

Scenario 3 - At approximately 12:30pm an employee is heard talking on the phone during lunch break arguing with their former significant other and the employee is heard saying "no please don't come here acting like that". At approximately 12:50pm a gentleman enters through the front door and the Assistant Administrator looks out the window and can see the individual is holding a gun.

Discussion after the planned event: List what each group learned from the training and what they stated needed to be worked on.

- Mary Anna Nursing Home – Mary Anna was presented with scenario 1, from this scenario Mary Anna learned that the immediate phone call to 911 is crucial, and the facility would be on lockdown until the threat was no longer there. With the time frame given, Mary Anna did recognize that this was a former employee and the person more than likely knew the access code to the doors and not enough time was given to change the code. Mary Anna did discuss procedures that would take place if the threat entered inside the facility which were Evacuate, Hide out, or take action against the threat.
- Plantation Oaks – Plantation Oaks was given scenario 2, from this scenario they learned that not only was the protection of staff and residents was important but also the 11 visitors that were inside the facility. They discussed that the visitors would immediately be notified of the situation and how to handle the possibility of a visitor wanting to leave. The facility discussed that the emergency lock down button would be activated that is a secondary lock down to all doors inside the facility. Staff would lower blinds to windows and get all residents away from windows and doors. The facility would be on lockdown until law enforcement deemed the situation okay.
- Plantation Manor – Plantation Manor was given scenario 3, from this scenario they learned that the resources they have for active shooter would be used in this scenario. The silent panic button would be activated, and code S would be sounded. They discussed the importance of staff and residents if possible, moving away from the threat and evacuating. They recognized that in this scenario the threat was entering into their facility, so the possibility of a close encounter was likely. Immediate action would need to be taken against the threat. The facility also recognized that the staff member in this scenario could have reported suspicious activity and possibly prevented the threat from entering the facility by a lockdown.
- LTC Hospice – LTC Hospice was a part of all 3 scenarios, the possibility for one or multiple staff members to be in one of these facilities is very high. Their main facility does not house residents, but certain situation was discussed as far as active shooter or hostile threats coming to their facility. They learned that being aware of surrounding and situational awareness is very important, along with notifying 911 as quick as possible. Also learned the importance of being aware of other facilities emergency procedures since they would have staff working inside one of the facilities on regular basis.



LEADERSHIP

LESSONS ON HONESTY & INTEGRITY

People won't follow leaders they think are dishonest.

You can't expect honest followers if you model dishonesty.

The higher you go, the more visible your integrity or lack of it becomes.

"Insignificant" dishonest acts usually lead to larger acts of dishonesty.

In times of crisis, adversity, and temptation, a leader's integrity becomes most evident.

Honesty and integrity pay off long term, though they may involve losses and sacrifices short term.

An organization with an ethical code and system of safeguards can create more consistently honest leaders.

Act as if someone else with more power than you is watching and observing.



LESSONS ON PURPOSE

Purpose can empower people to reach greater goals.

Adversity can quickly stop a leader who lacks purpose, but it only “fans the flames” of leaders with strong purpose.

Talk about purpose and people listen, but to get them to follow, you must act with purpose.

Purposeful organizations are exciting, inspiring places to work.

Purpose inspires everyone, no matter what the job.



LESSONS ON KINDNESS AND COMPASSION

Following the Golden Rule doesn't just make people feel better. It also builds bottom line by increasing employee loyalty and productivity.

You can't expect employees to treat each other and customers with consideration if their leaders are treating them poorly.

Holding people to high standards and showing them that you care are not mutually exclusive; they can be mutually reinforcing.



LESSONS ON HUMILITY

A leader is no more important than his people, but his actions are.

No matter how much you achieve or how much acclaim you are given, you are still human and not God.

Express your appreciation for your followers. Where and who would you be without them?

Don't hold people to standards you are not meeting yourself.

To humble oneself is risky, but it usually pays off in increased credibility.

Being a humble leader usually makes for a honest and motivated work environment.



LESSONS ON COMMUNICATION

To motivate others to reach your goal, you must constantly communicate your mission.

Listen carefully to people and show them you have heard them by responding verbally or taking action.

Speak openly about goals, opportunities, and challenges.

Always be clear and specific about what needs to be achieved.

Responding with empathy leads to a stronger more productive culture.

Receiving and implementing feedback creates trust and value.



LESSONS ON COURAGE

Acts of courage perpetuate additional acts of courage-
by both leaders and followers.

People are inspired by leaders who are realistic and
face challenges head-on.

People are inspired by leaders who are consistent.

One of the most common acts of courage we see is
when someone stands up for what they believe.

Asking for help when you need it is one of the most
courageous things you can do.

It takes a lot of courage to do the right thing, especially
when doing the right thing is not the most popular
option.



LESSONS ON JUSTICE AND FAIRNESS

If people perceive that they are being treated unfairly, they will stop performing or they will act like those who are perceived as favored.

The most credible leaders believe in fairness to all individuals.

A leader who operates on principles of fairness inspires better employee performance, loyalty, and retention.



LEADERSHIP THOUGHTS

our personal legacy will not survive unless you entrust it to a successor who has been well developed and shares your mission.

Coaching and mentoring are keys to the development of tomorrow's leaders.

Learning by doing carries more impact than verbal transfer of information.

The best leaders “let go” gradually so that the next generation of leaders can be developed and eventually take over.

The best leaders wish and actively plan for their successors to surpass them.

