



**State
Police**



Staying Safe During Home Visits and Responding to a Critical Incident Webinar

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REMEMBER

Safety First,

Safety Always!

THE “W” QUESTIONS

- WHY AM I HERE AND WHY ARE WE HAVING THIS DISCUSSION?
- WHY WOULD YOU BE TARGETED?
- WHO WOULD DO SOMETHING LIKE THIS?
- WHY WOULD SOMEONE DO THIS?

PREPARING FOR A HOME VISIT

Who are you meeting?

What service is being provided?

Where and what time are you meeting?

When are you meeting?

Why are you meeting?



PREPARING FOR A HOME VISIT

*DOES YOUR AGENCY ALREADY HAVE SAFETY PROTOCOLS IN PLACE?
IF SO LEARN THEM*

- Know and follow your organization's policies and procedures for home visits.
- Know what to do if you have concerns about your safety or experience violence!

PREPARING FOR A HOME VISIT

Who are you meeting?

- Is the client new or have you met with them previously?
- Where do you park? Ask for directions.
- Where do you enter the home?
- Who will greet you? Will there be anyone else in the home and if so, who?
- Are there firearms in the home? They need to be secured!
- Are there pets in the home? Can you put them in a separate room during the visit? Do you have any allergies?

PREPARING FOR A HOME VISIT

What service is being provided?

- Bring only enough supplies that are needed for that visit.
- Explain everything you're doing and ask before touching anyone.

PREPARING FOR A HOME VISIT

Where and what time are you meeting?

- ***Always let someone know where you are going and what time you plan to return from each visit***
- Try to schedule the visits during daylight hours
- Have you checked the area/residence prior to going?
- Do you have cell phone service where are you going?

PREPARING FOR A HOME VISIT

When are you meeting?

- How long will the meeting be?
- What time should you be done?



PREPARING FOR A HOME VISIT

Why are you meeting?

- Is there a mental or behavioral health component to your visit?
- Who will be in the household?
- Is there a contact person in case you cannot access the household?
- Prepare in case there is a domestic disturbance in the person's home.

SAFETY AND SECURITY — MEETING WITH CLIENTS AT THEIR HOME

Considerations upon arrival:

Carry your cell phone

- Know ahead of time that you have cell service and that your phone is charged
- Consider a satellite phone
- Share your location with a co-worker/supervisor



Park in the road or at the end of the driveway so you are not blocked in

- Lock your car after you get out
- Carry your keys with you and set off the alarm in an emergency

SAFETY AND SECURITY — MEETING WITH CLIENTS AT THEIR HOME

Considerations while in the home:

When in a residence, do not let yourself get blocked in:

- Let the client enter rooms before you
- Leave front door open if it is an option
- Do not share personal information – keep it professional
- If making a home visit after dark, turn on all lights as you go through, and don't lower any shades or draw curtains or blinds
- Do not remove your shoes in a home. If your shoes are muddy or dirty, put on shoe coverings while in the home.

SAFETY AND SECURITY — MEETING WITH CLIENTS AT THEIR HOME

Considerations while in the home:

- Avoid the kitchen area (potential weapons—knives, pans, hot water, etc.)
- Do not sit if the client stands. Follow the client (do not let them follow you).
- Know where the doors and exits are for an escape route, and try to keep between your clients and the route to safety.
- Know where your clients are at all times. Attempt to keep the client within the room and conversation.
- Be aware of intoxication. If someone is impaired – consider leaving and reschedule.

SAFETY AND SECURITY — MEETING WITH CLIENTS AT THEIR HOME

Other Considerations:

- Carry self defense spray or a taser
- Consider self defense classes
- Carry a “good” flashlight
- Wear proper attire/footwear – know limits
 - ✓ Heels are hard to run in
 - ✓ Dresses or pant suits?
 - ✓ Don't wear expensive jewelry

SAFETY AND SECURITY — MEETING WITH CLIENTS AT THEIR HOME

Other Considerations:

- If you carry a purse, lock it in your car trunk before arriving at an appointment
- If your car is not in the immediate vicinity of where you are, then make a phone call as you walk. Assailants will be less willing to attack if you are in mid conversation with another person



SAFETY AND SECURITY — MEETING WITH CLIENTS AT THEIR HOME

Considerations for Public Transportation:

SITUATIONAL AWARENESS

SAFETY AND SECURITY — MEETING WITH CLIENTS AT THEIR HOME

Considerations for Public Transportation:

1. Try to plan your route in advance.
2. If taking a bus or train, know your exits and stay as close to an exit as you can.
3. Stay where the people are.
4. Always use a licensed cab, uber or lyft.
5. Keep your valuables secure in your bag.
6. Trust your instincts and **Stay Alert**.
7. Spot something suspicious?
8. Report it!!!



DEALING WITH AN AGITATED PERSON

DE-ESCALATE THE SITUATION

What is De-escalation?

De-escalation is a behavior that is intended to prevent escalation of conflicts. It may also refer to approaches in conflict resolution. People may become committed to behaviors that tend to escalate conflict, so specific measures must be taken to avoid such escalation, such as:

- Transferring your sense of calm and genuine interest in what the person wants to tell you by using respectful, clear, limit setting language.
- Using verbal and non-verbal techniques.
- The Goal: build rapid support and sense of connection with the agitated person.

DE-ESCALATE THE SITUATION

Environmental Responses:

Spacing:

- You to them: 2 arm lengths, 45-degree angle

Do not block your exit:

- Person to You to Door

Ask if they would like a cup of water, a moment alone, to sit down, etc.

DE-ESCALATE THE SITUATION

Your Behavior:

Be a Mirror: If you reflect calm, cooperative, normal tone, the person will hopefully mirror.

Neutrality: Facial expression, relax your body.

Non-Defensive Posture: Keep hands in front of your body, open and relaxed.

Minimize: Gesturing, pacing and fidgeting – these signs of nervousness can increase agitation in others.

Eye Level with Person: but do not force eye contact.

Modulate the tone of your voice: To reflect empathy.

DE-ESCALATE THE SITUATION

Your Behavior:

- Treat the person with dignity and respect vs. shame and disrespect.
- **Do Not** argue.
- Set boundaries (depending on the situation).
- Encourage cooperation.
- Validate their feelings vs. agreeing.
- Ask questions and provide choices.

DE-ESCALATE THE SITUATION

RESPONDING TO THE PERSON:

- Empathize their feelings, not behavior:
 - “I understand you are (use the emotion the person has identified)”

- Focus on the problem at hand – when the person is telling you why they are upset they aren’t necessarily attacking you personally:
 - “I’m confused. Help me understand what you need.”
 - “Tell me if I have this right”, then summarize what the patient said
 - **Do not** say: “Tell me how you feel.”

CRITICAL INCIDENT

ACTIVE SHOOTER - DEFINITION

- AN ACTIVE SHOOTER IS AN INDIVIDUAL KILLING OR ATTEMPTING TO KILL PEOPLE IN A CONFINED AND POPULATED AREA
- TYPICALLY, THERE IS NO PATTERN IN THE SELECTION OF VICTIMS IN AN ACTIVE SHOOTER INCIDENT
- COMMON MOTIVES INCLUDE:
 - ANGER, REVENGE (DOMESTIC ISSUES)
 - IDEOLOGY
 - UNTREATED MENTAL ILLNESS

ACTIVE SHOOTER INCIDENTS

The old adage of
“IT WON’T HAPPEN HERE”
NO LONGER APPLIES

ACTIVE SHOOTER INCIDENTS

CAN OCCUR ANYWHERE AT ANYTIME

WHERE WE WORK:

- DECEMBER 2, 2015, INLAND REGIONAL CENTER, SAN BERNARDINO CA, 14 KILLED, 22 INJURED
- FEBRUARY 26, 2020, MOLSON COORS BUILDING, MILWAUKEE WI, 5 KILLED
- MAY 14, 2022, TOPS MARKET, BUFFALO NY, 10 KILLED, 3 INJURED

ACTIVE SHOOTER INCIDENTS

CAN OCCUR ANYWHERE AT ANYTIME

WHERE WE PRAY:

- NOVEMBER 5, 2017 FIRST BAPTIST CHURCH, SUTHERLAND SPRINGS TX, 27 KILLED, 20 INJURED

WHERE WE SHOP/CONGREGATE:

- FEBRUARY 12, 2007 TROLLEY SQUARE MALL, UTAH, 5 KILLED, 4 INJURED
- DECEMBER 5, 2007 WESTROADS MALL, OMAHA NB, 8 KILLED, 5 INJURED
- JUNE 12, 2016 PULSE NIGHT CLUB ORLANDO FL, 49 KILLED, 53 INJURED
- OCTOBER 1, 2017 MANDALAY BAY LAS VEGAS NV, 59 KILLED, 441 INJURED
- MAY 14, 2022 TOPS FRIENDLY MARKETS BUFFALO NY, 10 KILLED, 3 INJURED

ACTIVE SHOOTER INCIDENTS

CAN OCCUR ANYWHERE AT ANYTIME

WHERE WE LEARN:

- APRIL 20, 1999 COLUMBINE HIGH SCHOOL, 13 KILLED, 24 INJURED
- APRIL 16, 2007 VIRGINIA TECH, 32 KILLED, 17 INJURED
- DECEMBER 14, 2012 SANDY HOOK ELEMENTARY, 27 KILLED, 1 INJURED
- NOVEMBER 30, 2021, OXFORD HIGH SCHOOL, OXFORD MI, 4 KILLED, 7 INJURED

New Mindset Needed

YOUR RESPONSE TO A CRITICAL INCIDENT

- It is important to have these discussions so that you can react quickly if you are ever confronted with a critical incident situation.
- These situations evolve quickly, quick decisions could mean the difference between life and death.
- If you are in harm's way, you will need to decide rapidly what the safest course of action is based on the scenario that is unfolding before you.
- Your actions **CAN** make a difference for your safety and survival

How To RESPOND

RUN – AVOID - EVACUATE: IF THERE IS AN ACCESSIBLE ESCAPE PATH, ATTEMPT TO EVACUATE THE PREMISES

HIDE – DENY ACCESS: IF EVACUATION IS NOT POSSIBLE, FIND A PLACE TO HIDE WHERE THE ACTIVE SHOOTER IS LESS LIKELY TO FIND YOU

FIGHT – DEFEND - TAKE ACTION: AS A LAST RESORT, AND ONLY WHEN YOUR LIFE IS IN IMMINENT DANGER, ATTEMPT TO DISRUPT AND/OR INCAPACITATE THE ACTIVE SHOOTER

RUN

AVOID - EVACUATE

IF THERE IS AN ACCESSIBLE ESCAPE PATH, ATTEMPT TO EVACUATE THE PREMISES AND BE SURE TO:

- HAVE AT LEAST ONE ESCAPE ROUTE AND A PLAN IN MIND
- LEAVE YOUR BELONGINGS BEHIND
- EVACUATE REGARDLESS OF WHETHER OTHERS AGREE TO FOLLOW
- HELP OTHERS ESCAPE, IF POSSIBLE
- DO NOT ATTEMPT TO MOVE WOUNDED PEOPLE
- WARN INDIVIDUALS NOT TO ENTER AN AREA WHERE THE ACTIVE SHOOTER MAY BE
- KEEP YOUR HANDS VISIBLE
- FOLLOW THE INSTRUCTIONS OF ANY POLICE OFFICERS

HIDE

DENY ACCESS

IF SAFE EVACUATION IS NOT POSSIBLE, FIND A PLACE TO HIDE WHERE THE ACTIVE SHOOTER IS LESS LIKELY TO FIND YOU AND KEEP PREPARING TO ESCAPE OR FIGHT

YOUR HIDING PLACE SHOULD:

- BE OUT OF THE ACTIVE SHOOTER'S VIEW
- PROVIDE PROTECTION IF SHOTS ARE FIRED IN YOUR DIRECTION (COVER)
- NOT TRAP YOU OR RESTRICT YOUR OPTIONS FOR ESCAPE OR FIGHT

HIDE

DENY ACCESS - CONTINUED

GET BEHIND A LOCKABLE DOOR IF POSSIBLE:

- CLOSE AND LOCK THE DOOR
- DO NOT TRAP YOURSELF OR RESTRICT YOUR OPTIONS FOR ESCAPE OR FIGHT

IF THE DOOR DOES NOT LOCK, THEN TRY TO PREVENT THE ASSAILANT FROM ENTERING YOUR HIDING PLACE:

- BLOCKADE THE DOOR WITH HEAVY FURNITURE
- SIT ON THE FLOOR AND KEEP DOOR SHUT WITH YOUR FEET

Fight

Defend – Take Action

AS AN ABSOLUTE LAST RESORT, AND ONLY WHEN YOUR LIFE IS IN IMMINENT DANGER, ATTEMPT TO DISRUPT AND/OR INCAPACITATE THE ACTIVE SHOOTER:

- ACT AS AGGRESSIVELY AS POSSIBLE AGAINST HIM/HER
- THROW ITEMS AND IMPROVISE WEAPONS
- COMMIT TO YOUR ACTIONS
- YELL

CALL 911 AS SOON AS SAFELY POSSIBLE

INFORMATION VITAL TO LAW ENFORCEMENT

WHEN POSSIBLE, PROVIDE THE FOLLOWING INFORMATION TO LAW ENFORCEMENT OFFICERS OR 911 OPERATORS:

- LOCATION OF THE ACTIVE SHOOTER
- NUMBER OF SHOOTERS, IF MORE THAN ONE
- PHYSICAL DESCRIPTION OF THE SHOOTER(S)
- NUMBER AND TYPE OF WEAPONS HELD BY THE SHOOTER(S)
- NUMBER OF POTENTIAL VICTIMS AT THE LOCATION

RUN – HIDE – FIGHT VIDEO

CONTENT WARNING:

**THE FOLLOWING VIDEO CONTAINS VIOLENT
IMAGES THAT MAY BE DISTURBING OR
TRAUMATIZING TO SOME AUDIENCES.**



SCENARIOS – GROUP DISCUSSION

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Scenario #1: A registered nurse is traveling alone to their client's house via subway. The registered nurse gets into the subway car and recognizes an individual with aggressive and violent behavior.

What should the registered nurse do?

SCENARIOS – GROUP DISCUSSION

Scenario #2: A home health aide just arrived at their client's home. The home health aide noticed their client is not acting like themselves and they have a guest in the home that you have not seen before. The guest smells of alcohol and is shouting and swearing at the client.

What should the home health aide do?

SCENARIOS – GROUP DISCUSSION

Scenario #3: A physical therapist is walking to their client's apartment building. Upon arrival the physical therapist sees a group of “suspicious” individuals gathered outside the front door of the building.

What should the physical therapist do?

TRUST YOUR INSTINCTS

IF SOMETHING DOESN'T FEEL RIGHT – IT PROBABLY ISN'T

*** SITUATIONAL AWARENESS ***

Resources

ASPR:

- <https://www.cisa.gov/active-shooter-preparedness>
- <https://www.acep.org/by-medical-focus/disaster-medicine/active-shooter-resources/>
- <https://www.fbi.gov/about/partnerships/office-of-partner-engagement/active-shooter-resources>
- https://www.fbi.gov/file-repository/active_shooter_planning_and_response_in_a_healthcare_setting.pdf/view
- <https://www.acep.org/by-medical-focus/disaster-medicine/active-shooter-resources/>

FBI:

- [Active Shooter Safety Resources — FBI](#)

NIOSH:

- <https://www.cdc.gov/niosh/docs/2010-125/pdfs/2010-125.pdf?id=10.26616/NIOSH PUB2010125>

THANK YOU



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