Workplace Safety and Security - Storyboard

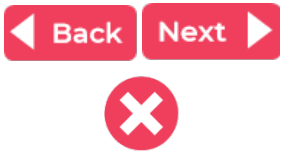
Target Audience: All employees of Lakes Hospital. Training provided on a yearly basis.

Estimated Seat Time: 30 – 35-minute eLearning course.

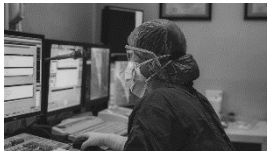
Business Purpose
• Lakes Hospital has experienced a 20% increase in the number of reported workplace violence incidents this year. • By providing workplace safety training and development for all employees, Lakes Hospital aims to decrease the incident rate of workplace violence and better prepare all employees to help prevent and effectively respond to a workplace violence situation. • This training will provide Lakes Hospital employees with a toolkit of knowledge and skills to help them to recognize escalating situations, de-escalate escalating situations, take general security measures to prevent workplace violence and security breaches, and how to respond in an active shooter situation.
Learning Objectives:
1. Identify the physical and verbal signs of an escalating situation. 2. Apply techniques to prevent workplace violence by de-escalating situations. 3. Assess options for action when responding to an active shooter situation. 4. Demonstrate best practices when interacting with law enforcement during a workplace violence situation.
Global Comments/Directions:
1. Please review thoroughly for accuracy and completeness of the content during this review cycle. 2. Focus on grammar, spelling, capitalization for the onscreen text. 3. The narration/script text will not be shown on the screen. It is included to help the reviewer gauge how the language fits. 4. Under the Slide Text Column, the words in brackets [xxx] will not appear on the screen. The layer titles in bold will also not appear on the screen but are intended to help the reviewer understand the flow of topics and interactives. 5. Please leave comments in the comment feature in MS Word. 6. As a reminder, this review cycle is due back for completion within 3 days from date of receipt.
Module Resources/References:
• Five (5) Job Aids (*See PDFs at end of storyboard)* • LOWLINE Strategy (Source: https://www.health.nsw.gov.au/mentalhealth/psychosocial/strategies/Pages/managing-anger.aspx)

Course Style Guide:

Logo	Color Palette:				Fonts
Lakes Hospital	#F03F5C	#60C4B4	#EEBA2B	#000000	Slide Titles: Montserrat Semi-bold 20px Body: Montserrat 16px

Button	Icons	Animations	Player Properties
 **Button States:** Normal, Hover, Disabled, Visited	 Icons represent the 4 major content areas. Medical Bag provides important information and resources for the learner throughout the course.	All text and images will fade in/out and/or float in/out. **Audio:** Male Narrator Voice Lee M., WellSaid Labs *All audio begins at .5 seconds on the timeline and all timelines end .5 seconds **after** the end of the audio.	Modern player with Menu on the left. Menu includes slides: • Welcome • Navigation • Course Objectives • Team Member Safety and Security • Workplace Violence Defined • General Security Measures • Knowledge Check • Recognizing an Escalating Situation • De-escalating a Situation • Knowledge Check • What is an Active Shooter? • Active Shooter Response • Confronting an Active Shooter • Knowledge Check • Working with Law Enforcement • Interacting with Law Enforcement • Reporting an Active Shooter • Course Summary • Congratulations

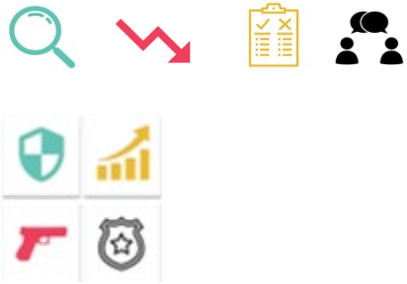
Scene 1 – Course Overview

Slide 1.1| Menu Title: Welcome			Objective: N/A
Visual/Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• Background (BG) image of hospital employee working on computer slightly darkened in gray.  • Red right triangle overlay semitransparent at bottom right corner of slide. • OST is set in transparent rectangle shape overlaying the background image to the right of triangle overlay. Custom Let's Begin and Navigation buttons. 	**Title:** Welcome to Workplace Safety and Security 1. for all Lakes Hospital employees 2. Navigation 3. Let's Begin	[Welcome to Workplace Safety and Security training. Here at Lakes Hospital, the safety and security of our team members, patients, visitors, and guests is our number one priority. If you are familiar with how to navigate through this course, go ahead and click the "Let's Begin" button. If you'd like to learn more about how to navigate through this course, click on the "Navigation" button.]	• No back or next buttons • The BG image and red right triangle are on the screen when the slide begins • OST 1 fades in timed with audio • OST 2 fades in timed with audio • Navigation and start buttons fade in with audio • Selecting the navigation button advances to slide 1.2 • Selecting the start button advances to slide 1.3

Slide 1.2 | Menu Title: Navigation			Objective: N/A
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• Video Clip of hospital hallway •Slide title centered at top in transparent rectangle shape • An arrow for each navigation button. Ex: 	**Title:** Workplace Safety and Security Course Navigation 1. Back 2. Next 3. Menu 4. Play/Pause 5. Replay 6. Volume	[Here are a few navigation tips: To move forward and back in the course, select the Next and Previous buttons. The menu on the left will show your progress in the course. To pause or play a scene in the course, click the play button. To replay a screen, click the replay button. Use the volume control button to adjust the sound level. When ready, click next to begin the course.]	• Title and BG image are on the screen when slide begins. • Appearance of OST 1-6 arrows fade in timed with the audio and fade out immediately before next OST arrow is called. • Next/Prev Buttons are hidden until audio ends. • Advance to slide 1.3 upon clicking next

Slide 1.3 | Menu Title: Course Introduction Collage (Redacted from Player Menu)			Objective: N/A
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• BG image of challenges sign • Images 2-19. Images of various sizes depicting, hospital staff looking stressed, working with patients, completing job duties, safety issues, police, teamwork, and success images that fade into slide in random locations		[At times you may encounter new challenges in the workplace. Your response to any escalating or violent situation is critical to your safety and the safety of your teammates, patients, and visitors. By implementing the safety training protocols outlined in this course, you will be better prepared to respond and increase the likelihood of a more positive result.]	• No next button • BG image is on screen when slide begins • Images 2-19 fade into screen in various locations in increments of one every one second creating a collage effect • Image 20 fades in full size. • Slide automatically advances to Slide 1.4 at end of timeline

• Collage ends with Image 20 fading in full screen of hospital staff with thumbs up.			

Slide 1.4 | Menu Title: *Course Objectives*			Objectives: 1, 2, 3, 4
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
BG image: Photograph of three professionals in a heated discussion Text is set in white transparent rectangles for slide title and course objectives 	**Title:** Course Objectives 1. Identify the physical and verbal signs of an escalating situation. 2. Apply techniques to prevent workplace violence by de-escalating situations. 3. Assess options for action when responding to an active shooter situation. 4. Demonstrate best practices in your interactions with law enforcement during a workplace violence situation.	[By the end of this course, you will be able to: Identify the physical and verbal signs of an escalating situation. Apply techniques to prevent workplace violence by de-escalating situations. Assess options for action when responding to an active shooter situation. Demonstrate best practices in your interactions with law enforcement during a workplace violence situation. Click next to continue.]	• The BG image, 4x4 icon and title are on the screen when slide begins • Title is in white transparent wide rectangle at top of screen. • OST 1-4 are placed in white transparent rectangles. • OST 1-4 rectangles and associated icons enter the screen one at a time timed with audio. Each icon fades in from the left and each OST fades in from the right – creating a "coming together" effect. • Back button links to slide 1.3 • Next button advances to slide 1.5

Slide 1.5 | Menu Title: *Course Topics*			Objectives: 1, 2, 3, 4
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
BG image: • Hospital lobby, slightly blurred • A text box containing the title slide and OST 1 are at the top of the gray shape. • A gray semi-transparent rectangle shape located on left side of screen. • Mini medical bag icon is centered below text box. • OST 2-4 is contained in a text box with bullet points below the mini medical bag icon. • Course topic icons are displayed in a 2x2 arrangement in a semi-transparent rectangle shape located on the left side of the screen. • Mini medical bag icon is centered below text box. • OST 2-4 is contained in a text box with bullet points below the mini medical bag icon. • Medical bag icon is in the top right corner. • Gray semi-transparent arrow used to call attention to red medical bag top right corner.	**Title:** Course Topics 1. This course contains 4 sections and a final assessment. 2. You will notice the red medical bag icon in the top right corner of selected screens. 3. When you click on this icon, you will have access to important information and resources to help you make decisions throughout the course. 4. Click the medical bag icon now.	[This course contains 4 sections and a final assessment. You will need to complete all 4 sections to complete the course. You will learn about: general security measures, escalating situations, active shooter situations, and how to work with law enforcement You will notice the red medical bag in the top right-hand corner of selected screens. When you click on this icon you will have access to important information resources and tips to help you make decisions throughout the course. Click on the medical bag now. When done, click back to return to this page.]	• The BG image and semi-transparent gray rectangle with OST and red medical bag appear when slide begins. • Each course topic icon fades in with random bars effect into the screen one by one set in a 2x2 arrangement and timed with audio • Gray rectangle is semi-transparent and contains OST 1-3 in bullet points. • OST 4 is centered under bullet points in bold font • Gray arrow fades in from bottom and glides upward to call attention to medical bag icon • Hotspot overlay on medical bag icon will trigger medical bag layer to appear • Back button links to slide 1.4 • Next button advances to slide 1.5

Slide 1.5 Layer 1 (medical bag)			
 Medical bag welcome flyer			• Medical bag welcome flyer appears at start of layer • Learner is returned to base layer when X icon is clicked

Scene 2 – General Security Measures

Slide 2.1 | Menu Title: *Situation 1 – What Would You Do?*			**Objective: N/A**
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
BG image: • Hospital workers blurred • General Security Measures icon in top right corner • Medical bag icon is located at top right corner of screen	**Title:** Situation 1 – What Would You Do? 1. A co-worker tells you he is concerned about misplacing his work keys. He says that he is going to make a copy of his keys as he has done so before in his previous	[Situation 1: What Would You Do? Imagine this – A co-worker tells you he is concerned about misplacing his work keys. He says he is going to make a copy of his work keys as he has done so before in his previous position. What should you do? Select the best answer.]	• No back or next buttons • Learner will need to select the correct answer to access the back and next buttons • Background image appears at start • General Security Measures icon, medical bag icon, Slide Title, Scenario overview and 3 answer

• OST 1-4 are each located in white transparent rounded-edge rectangle overlays in a vertical arrangement for slide title, scenario, and each answer option. All OST are centered 	position. What should you do? 2. Acknowledge that this is a good idea. 3. Say nothing. It is not a big deal. 4. Remind your co-worker of hospital policies.		options all fade in together at the start of the audio (.5 seconds in) • Each of the answer options rectangles has a hover state that changes as learner hovers over each option. Each option has a trigger if selected to move learner to appropriate layer • Each layer will display the same background image from the base layer as well as the teal shield icon in the top left corner and the medical bag icon in the top right corner • The feedback for each response will appear in the center in a white transparent rectangle which will contain the associated feedback text. • Medical bag icon has a hot spot that triggers when clicked and advances to medical bag layer
Slide 2.1 Layer 1 (correct layer)			
• Base layer objects teal shield and medical bag icon are visible • Feedback OST 1 is contained in semi-transparent white rectangle centered in teal font color large text	(Feedback) 1. Well done! 2. Yes, please urge your co-worker to consider the risks.	[Well done! Yes, please urge your co-worker to consider the risks. Safety is everyone's responsibility. It is important that all hospital-issued keys are accurately accounted for to ensure the	• Next and Back buttons will appear on Correct Layer • Back button links to base layer • Next button links to Slide 2.2

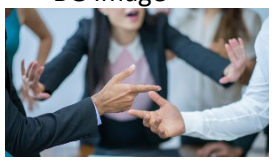
• Feedback OST 2 is contained in an overlay semi-transparent rectangle with shadowed edge. Text is centered in teal color • Feedback OST 3 is contained in a semi-transparent rectangle with black left-aligned text	3. Safety is everyone's responsibility. It is important that all hospital-issued keys are accurately accounted for to ensure the safety of all.	safety of all. Please click Next to continue.]	
Slide 2.1 Layer 2 (incorrect – no big deal)			
• Base layer objects teal shield and medical bag icon are visible • All OST is placed in rectangle shape with white semi-transparent background centered on the screen • OST 1 is in teal font color centered in large font • OST 2 & 3 are below OST 1 in bullet points in black font. • OST 3 Lakes Hospital is in teal font color • OST 4 is left aligned after OST3 and medical bag is in red font	(Feedback) 1. Not quite. 2. Making additional copies of Lakes Hospital keys is against hospital policy and poses a security risk. 3. It is important that Lakes Hospital Security can account for all assigned keys to ensure the safety and security of all team members, patients, and guests. 4. Click on the medical bag to learn more.	[Not quite. . . Making additional copies of Lakes Hospital keys is against hospital policy and poses a security risk. It is important that Lakes Hospital Security can account for all assigned keys to ensure the safety and security of all team members, patients, and guests. Click on the medical bag to learn more.]	
Slide 2.1 Layer 3 (incorrect layer – acknowledge)			
• Base layer objects teal shield and medical bag icon are visible • All OST is placed in rectangle shape with white semi-transparent background centered on the screen • OST 1 is in teal font color centered in large font	1. Not quite. 2. Making additional copies of Lakes Hospital keys is against hospital policy and poses a security risk.	[Not quite. Making additional copies of Lakes Hospital keys is against hospital policy and poses a security risk. It is important that Lakes Hospital Security can account for all assigned keys to ensure the safety and security of all team members, patients, and guests. Click on the medical bag to learn more.]	

• OST 2 & 3 are below OST 1 in bullet points in black font. • OST 3 Lakes Hospital is in teal font color • OST 4 is left aligned after OST3 and medical bag is in red font	3. It is important that Lakes Hospital Security can account for all assigned keys to ensure the safety and security of all team members, patients, and guests. 4. Click on the medical bag to learn more.		
Slide 2.1 Layer 4 (medical bag)			
 Safety is everyone's responsibility flyer			• Medical bag welcome flyer appears at start of layer. • Learner is returned to base layer when X icon is clicked.

Slide 2.2 | Menu Title: *Team Member Safety & Security (Redacted from Player Menu)*			**Objective: N/A**
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
BG image: • Photograph of hospital employees happy. Text for slide title is set in a white transparent rectangle at the top of the slide next to the General Security measures icon	**Title:** Team Member Safety & Security 1. Your ability to feel safe at work is vital to your emotional wellness and here at Lakes Hospital we are committed to providing training and support to help	[Your ability to feel safe at work is vital to your emotional wellness and here at Lakes Hospital we are committed to providing training and support to help ensure your safety in the workplace. Remember, security is everyone's responsibility. Click on the medical bag for more information. Click next to continue in the course.]	• BG image appears at start. • General Security Measures icon, medical bag icon, slide title, and OST 1 fade in together at the start of the audio (.5 seconds in). • OST 2 in rectangle fades in from the bottom with a glow effect timed with audio. • Medical bag icon has a hot spot that triggers when

• Text for slide body is set in a white transparent rectangle at the right side of screen. The words: vital, committed, ensure, and safety are bolded to add emphasis. Lakes Hospital is set in the teal color to tie into on logo/color scheme. • Text for additional text is set in a white transparent rectangle under the body text rectangle at the right of the screen. • Medical bag icon is located at top right corner of screen. 	ensure your safety in the workplace. 2. Remember, safety is everyone's responsibility.		clicked and advances to medical bag layer • Back button linked to Slide 2.1 • Next button linked to Slide 2.3
Slide 2.2 Layer 1 (medical bag)			
  Safety is everyone's responsibility flyer			• Medical bag welcome flyer appears at start of layer. • Learner is returned to base layer when X icon is clicked.

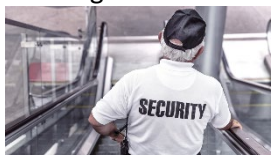
Slide 2.3 | Menu Title: *Workplace Violence Defined*			**Objectives: 1, 2, 3**
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**

• BG image  Image of a group of people gesturing. • Slide title is set in a yellow transparent rectangle centered at the bottom of the screen. • The following icons and text captions are arranged above title in an arching arrangement: Hand/Badge icon Threatens Safety text caption is set in a teal rectangle under the hand/badge icon. Icon will enter "Highlighted" state. Heartbeat icon Text caption for Affects Health, Life or Well-Being is set in a red rectangle under the heartbeat icon. Damage icon Text caption for Results in Damage to Property is set in a black rectangle under the damage icon. • Instruction text is set in grey transparent rectangle with i icon. • Information pop-up box:	**Title:** Workplace Violence Defined 1. Threatens Safety 2. Affects Health, Life or Well-Being 3. Results in Damage to Property 4. To learn more about hospital workplace violence statistics, click on the medical bag.	[Workplace Violence is defined as any behavior that: Threatens the safety of a Lakes Hospital team member, a patient, a visitor and or a guest. Affects the health, life or well-being of a Lakes Hospital team member, patient, visitor and or a guest. Results in damage to property of Lakes Hospital team member, a patient, a visitor and or a guest. To learn more about hospital workplace violence statistics click on the medical bag. When you are ready, click the Next button to continue.]	• BG image appears at start • Slide title rectangle and hand/badge, heartbeat, and damage icons will fade in when the audio begins on this slide. • Hand/Badge icon will change to "Highlighted" state in time with audio cue as the hand/badge title text floats in from left • Heartbeat icon will change to "Highlighted" state in time with audio cue as the heartbeat title text floats in from left • Damage icon will change to "Highlighted" state in time with audio cue as the damage title text floats in from left • Instruction pop-up box will fade in from top times with audio and will fade out to top timed with audio. • Medical bag icon has a hot spot that triggers when clicked and advances to medical bag layer • Back button linked to Slide 2.2 • Next button linked to Slide 2.4

 Medical bag icon is set in top right corner of slide. 			
Slide 2.3 Layer 1 (medical bag)			
 Hospital workplace violence statistics infographic			• Hospital workplace violence statistics infographic appears at start of layer. • Learner is returned to base layer when X icon is clicked.

Slide 2.4/ Menu Title: General Security Measures			Objectives: 2 & 3
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
BG image: • Image of chain link fence blurred • Teal shield icon is set at top left • Slide title is set in a long rounded-edge rectangle with white semi-transparent fill next to teal shield icon • OST 1 is set in a square-edged rectangle with a white semi-transparent fill with an i icon in a square shape set to the left also with white semi-transparent fill • Four images in a 2x2 arrangement on a light gray square shape allowing a small amount of gray shape to show on edges set on top of background image (centered on screen) • Open door image • Keys in hand image • Doctor with cell phone image • Parking garage image	**Title:** General Security Measures 1. Click on each image to learn about general security measures to avoid workplace security breaches and violence	[Here are few general security measures you can take to keep yourself safe as well as your teammates, patients, and guests. Click on each image to learn more about general security measures to avoid workplace security breaches and violence.]	• BG image, teal shield, slide title and four image arrangement, back and next buttons appear at start of slide • Next button is restricted until all four images states are visited • OST 1 rectangle fades in from left side timed with audio • The four images are arranged as a flip card interaction. As learner clicks on each image, the associated layer for each image will appear over the image (text will appear) over selected image and layer narration will automatically begin • Pause narration on base layer when other layers are selected • Back button is linked to slide 2.3 • Next button: linked to slide 2.5

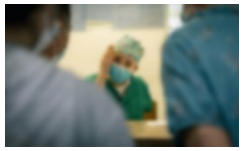
• Image States: Normal, hover, selected, disabled			
Slide 2.4 Layer 1 (door)			
	1. Never open a door to let anyone in after visiting hours.	[Never open a door to let anyone in after visiting hours.]	
Slide 2.4 Layer 2 (keys)			
	1. Key in hand image: Never have Lakes Hospital-issued keys duplicated outside of the hospital.	[Never have Lakes Hospital-issued keys duplicated outside of the hospital.]	
Slide 2.4 Layer 3 (call security)			
	1. Doctor with cell phone one image: If you see something suspicious or suspect a suspicious person, you should contact Security Services at #00 and provide a description.	[If you see something suspicious or suspect a suspicious person, you should contact Security Services at #00 and provide a description.]	
Slide 2.4 Layer 4 (car)			
	1. Prior to arriving at your car, you should have your keys out and ready to enter your vehicle without delay.	[Prior to arriving at your car, you should have your keys out and ready to enter your vehicle without delay.]	

Slide 2.5/ Menu Title: *Knowledge Check*			Objective: N/A
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
BG image:  • Photograph of back of man wearing security shirt with grey overlay. • Slide title will appear with checkmark icon in a rectangle box at top left of screen. Question and drop target shapes are located under title all on the left side of the screen. Submit button just below drop target areas. Submit	**Title:** Knowledge Check 1. What are some general security measures you can take to help prevent workplace violence from occurring? Select 4 options from the right. 2. Drag and drop the teal answer options below to the gray boxes on the left side and click Submit to check your answers. 3. Prior to arriving at your car, you should have your keys out and ready to enter your vehicle without delay. 4. Never open a door to let anyone in after normal visiting hours. 5. If you suspect a suspicious person in your area, you	[It's time for a quick knowledge check. What are some general security measures you can take to prevent workplace violence from occurring? Drag and drop the teal answer options below to the gray boxes on the left side and click submit to check your answers.]	• Background image appears at start. • Drag and drop targets and drop objects appear at start. • Learner will select the 4 best answers from the right-side column and drag to the gray targets in the left side column. • Learner will click the Submit button when complete. • Submit button will advance to appropriate layer

	should contact the Security Team and give a description and location. 6. Keep all hallway doors locked at all times. 7. Never have Lakes Hospital-issued keys duplicated outside of the hospital.		
Slide 2.5 Layer 1 (correct)			
• Base layer items are dimmed • Feedback window is a rectangle shape that overlays the dimmed background centered horizontally and vertically on the screen. A green check mark is centered at the top of the rectangle box. OST 1 & 2 are centered in the text box • Continue button appears	1. Correct! 2. That's right! Looks like you've got a good handle on general safety and security measures!		• Continue button is linked to Slide 3.1.
Slide 2.5 Layer 2 (Try Again)			
• Base layer items are dimmed • Feedback window is a rectangle shape that overlays the dimmed background centered horizontally and vertically on the screen. A red check mark is centered in the rectangle box. OST 1 is centered on separate lines below red check mark. • Try again button appears	1. Not quite. Let's try again. 2. Try Again		• Try Again button is linked back to base Layer.

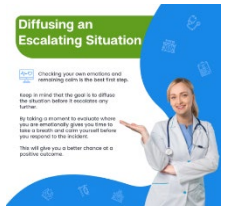
Slide 2.5 Layer 3 (Incorrect)			
• Feedback window is a rectangle shape that overlays the dimmed background centered horizontally and vertically on the screen. A red check mark is centered in the rectangle box. OST 1 & 2 are centered on separate lines below red check mark. • Continue button appears.	1. Incorrect 2. You did not select all of the correct responses. The correct responses did not include keeping the hallways locked at all times.		• Continue button is linked to Slide 3.1

Scene 3 – Escalating Situations

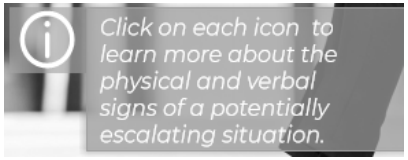
Slide 3.1/ Menu Title: *Situation 2 – What Would You Do? (Redacted from Player Menu)*			Objectives: 1 & 2
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
BG image:  • Photograph of hospital workers blurred. • Escalating Situation icon in top right corner • Text is set in four white transparent rectangle overlays for Slide Title, Scenario Overview and 3 answer options. 	**Title:** Situation 2 – What Would You Do? 1. A visitor has approached you at the nursing station. She is talking loudly and pointing a finger at you. What is the **first** thing you should do. 2. Take a breath and ask the person to calm down. 3. Call the Security Team and locate the nursing manager.	[Situation 2: What Would You Do? A visitor has approached you at the nursing station. She is talking loudly and pointing a finger at you. What is the first thing you should do?]	• BG image appears at start. • General Security Measures icon, medical bag icon, Slide Title, Scenario overview and OST 2-4 all fade in together at the start of the audio (.5 seconds in) • OST 2-4 rectangles have a hover state that changes as learner hovers. Each OST 2-4 rectangle a trigger if selected to move learner to appropriate layer. • Each layer has the same background image from the base layer. The General Security Measures

• OST 2-4 are set in white transparent rectangles one on top of the other under scenario rectangle. • Yellow band rectangle across bottom of screen.	4. Check your own emotions and remain calm. 5. Say nothing. It is not a big deal.		icon in the top left corner and the medical bag icon in the top right corner. • The feedback for each response will appear in the center in a white transparent rectangle which will contain the associated feedback text. • When learner clicks the medical bag icon, they will be taken to medical bag layer to review hospital prohibitive policy on duplicating keys. • Learner will click the White X to return to the base layer. • Learner will need to select the correct answer to move forward in this interaction. • Next and Back buttons will appear on Correct Layer • Back button links to base layer • Next button links to Slide 3.2
Slide 3.1 – Layer 1 (incorrect calm down)			
• All base layer items are dimmed • OST 1 & 2 are set in a rectangle shape with gray fill centered on the screen. Not quite is in red, the remainder of text is in black and medical bag is in red.	1. Not Quite . . . Asking the person to calm down will likely cause them to react defensively and further defend their	[Not quite. Asking the person to calm down will likely cause them to react defensively and further defend their position and feelings. This statement may further escalate the situation. Click on the medical bag to learn more.]	• All objects are on the screen when the layer starts. • Learner is directed to click on medical bag to learn more

	position and feelings. This statement may further escalate the situation. 2. Click the medical bag to learn more.		
Slide 3.1 – Layer 2 (incorrect – call security)			
• All base layer items are dimmed • OST 1 and 2 are set in a rectangle shape with gray fill centered on the screen. Not quite is in red, the remainder of text is in black and medical bag is in red.	1. Not Quite . . . Calling the Security Team is not necessary quite yet. By leaving the visitor at the desk to locate the Nurse Manager may further escalate the situation as the visitor is not feeling heard. The goal is to diffuse the situation before it escalates any further. 2. Click on the medical bag to learn more.	[Not quite. Calling the Security Team is not necessary quite yet and by leaving the visitor at the desk to locate the Nurse Manager may further escalate the situation as the visitor is not feeling heard. The goal is to diffuse the situation before it escalates any further. Click on the medical bag to learn more.]	• All objects are on the screen when the layer starts. • Learner is directed to click on medical bag to learn more
Slide 3.1 – Layer 3 (correct)			
• All base layer items are dimmed • OST 1 is set in a gray filled rectangle shape centered in teal color font • OST 2 is set in a gray filled rectangle shape centered in teal color font	1. Well done! 2. Yes! Check your own emotions and remain calm. 3. The first step in dealing with an upset individual is to be aware of your	[Well done! Yes! Check your own emotions and remain calm. The first step in dealing with an upset individual is to be aware of your own emotional state and stay calm.]	• All objects are on the screen when the layer starts. • Back button links back to base layer • Next button advances to slide 3.2

• OST 3 is set in gray filled rectangle shape centered in black color font	own emotional state and to stay calm.		
Slide 3.1 – Layer 4 (medical bag)			
 *Diffusing an Escalating Situation Flyer*			• Learner will click the White X to return to the base layer.

Slide 3.2/ Menu Title: *Recognizing an Escalating Situation*			**Objective: 1**
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
BG Image: • Photograph of a man with hands holding his head elbows on his knees looking stressed in grayscale. • Yellow escalating icon at top right next to slide title text in white transparent rectangle at top of screen.	**Title:** Recognizing an Escalating Situation 1. Physical Signs 2. Verbal Signs 3. Click on each icon to learn more about the physical and verbal signs of a potentially escalating situation.	[The first step to dealing with an escalating situation is to recognize it before it rises to the level of a dangerous situation. Anger and violence tend to come from a lack of control. When a person feels they are unable to control a situation, it often leads to negative emotions, such as anger and frustration. Generally, rising levels of anger and frustration are exhibited through both physical and verbal signs.	• BG image appears at start. • Physical signs and verbal signs icons are disabled until the audio timeline ends of this slide. • Next button disabled until physical signs and verbal signs layers are visited. • Back button linked to slide 3.1 • Next button advances to slide 3.3

Physical signs icon on right side of screen with caption text under. Verbal signs icon on right side of screen with caption Text under **Icon States:** Hover and Visited Instruction box text set in gray transparent rectangle with i icon. • OST 3 is set in grey transparent rectangle with i icon.  • Yellow band rectangle across bottom of screen.		Click on each icon to learn more about each type of sign. Click the next button when you have completed this exercise.]	
Slide 3. 2 – Layer 1 (physical signs)			
• BG image: Blurred neutral colored image. • Rectangle rounded-edged yellow filled semi-transparent centered at bottom center of slide.	1. Physical signs of an escalating situation: 2. Pointing or tapping fingers 3. Checking the time 4. Changing positions 5. Clenching fists	[People who are experiencing frustration and/or anger can be seen clutching their fists, pointing, or tapping their fingers, frequently checking the time, and changing positions. These physical signs all indicate an escalating situation.]	• BG image and slide title box are on the screen when the slide begins. • Each character pose fades in with associated caption box with OST timed with audio narration of that topic.

 • 6-character poses will appear timed with narration lined up from left to right of "Shafer", a female character displaying associated physical signs of escalating situation. ○ Pointing ○ Clenching fists ○ Checking time ○ Hands on head* ○ Hands out/head up* ○ Hands out* *These images are stacked on top of one another and cycle through as the OST 4 is played. • Caption rectangle boxes with yellow fill, appear above each character as timed with audio.			• Learner is automatically returned to base layer at end of timeline on this layer.
Slide 3.2 – Layer 2 (verbal signs)			
 • BG image of hospital lab room. • Collage graphic with four images depicting people yelling, demanding, confusion and angry tone are	**Slide Title: Verbal Signs** 1. Potential for an escalating situation 2. Yelling 3. Demanding 4. Confusion 5. Angry Tone	[Anger and frustration can come out in the way an individual speaks while experiencing frustration or anger they can yell loudly, they can make unrealistic demands, they can exhibit confused thoughts or ways of thinking and can possess a negative attitude towards others. These verbal signs all indicate an escalating situation.]	• BG image with yellow escalating icon and 4 image graphics are on screen when the slide begins. • OST 1 is on screen when slide begins

set in a 2x2 arrangement with a yellow border. • Title of slide is centered in the middle of the photo arrangement in a circle with a white background and a fine black outline • Escalating situation icon set at top left of the screen. • 4 Small rectangles (fit to text) of OST 2 – 4 are set in white transparent rectangles located at the corners of each associated image. • Heading states: normal, highlight			• OST 2 changes to highlighted state timed with audio • OST 3 changes to highlighted state timed with audio • OST 4 changes to highlighted state when timed with audio • Learner is automatically returned to base layer at end of timeline on this layer.

Slide 3.3/ Menu Title: *Using the LOWLINE Approach to De-escalate a Situation*			**Objective: 2**
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• BG is white. • Slide title is contained in rectangle with thin black outline at top center of screen. • LOWLINE interactive is centered horizontally across screen, each letter is set in a pentagon shape featuring colors from the style guide. Each shape serves as button • Image of angry man pointing located on left side of screen.	**Title:** Using the LOWLINE Approach to De-escalate a Situation 1. Dealing with people who are angry or frustrated can be difficult. The LOWLINE approach can help to preempt an escalating situation through practical approaches.	[Dealing with people who are angry or frustrated can be difficult. The LOWLINE approach can help to preempt an escalating situation through practical approaches. Lakes Hospital team members are encouraged to use the LOWLINE approach to de-escalate a potentially dangerous situation. The LOWLINE approach is based on research along with best practices in empathetic listening and body language cues. Click on each letter tab from left to right to learn more about each of the 7	• All text, images and graphics appear on slide at start. • Instruction box fades in timed with audio. • Next button is restricted until all LOWLINE buttons are visited. • Back button linked to slide 3.4 • Next button advances to slide 3.2

• OST 1 is contained in rectangle to the right of angry man image. LOWLINE Button States: normal, hover, visited		approaches. Click next when you have completed this exercise.]	
Slide 3.3 - Layer 1 (listen)			
• All base layer items are dimmed • Image of people talking and listening set on red diamond shape. • OST is set in a rectangle with white fill and no outline. • OST 1 is bolded as a subheading • OST 2 is set in a paragraph style beneath OST 1 • OST 3-5 are in a bulleted list below OST 2	1. Listen: 2. After calming yourself, be sure to give your undivided attention to the individual so that you can actively listen. 3. Allow for silence. 4. Reflect what the individual is saying. 5. Be accepting and try not to judge.	[Listen. After calming yourself, be sure to give your undivided attention to the individual so that you can actively listen. Allow for silence. Reflect what the individual is saying. Be accepting and try not to judge the individual.]	• Image fades in from left at same time that all OST fades in from right – as if meeting in the middle. • Learner can click on any LOWLINE button from this layer • Learner will not have access to back and next buttons until all LOWLINE buttons have been visited.
Slide 3.3 - Layer 2 (offer)			
• All base layer items are dimmed • Image of hands in offering gesture set on teal diamond shape. • OST is set in a rectangle with white fill and no outline. • OST 1 is bolded as a subheading • OST 2 is set in a paragraph style beneath OST 1 • OST 3-5 are in a bulleted list below OST 2	1. Offer: 2. Offering the person choices based on what you heard helps to add a sense of hope as well as deflecting their anger. 3. Do not argue or defend. 4. Offer your reflections on what they said.	[Offer**:** Offering the person choices based on what you heard helps to add a sense of hope as well as deflecting their anger. Do not argue or defend. Offer your reflections on what they said. Provide an additional opportunity to share how they feel.]	• Image fades in from left at same time that all OST fades in from right – as if meeting in the middle. • Learner can click on any LOWLINE button from this layer • Learner will not have access to back and next buttons until all LOWLINE buttons have been visited.

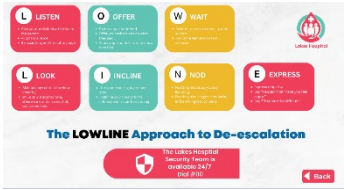
	5. Provide an additional opportunity to share how they feel.		
Slide 3.3 - Layer 3 (wait)			
• All base layer items are dimmed • Image of man with watching hourglass set on yellow diamond shape. • OST is set in a rectangle with white fill and no outline. • OST 1 is bolded as a subheading • OST 2 is set in a paragraph style beneath OST 1 • OST 3-4 are in a bulleted list below OST 2	1. Wait: 2. Each person has their own emotional timeline. Wait until the person is ready to open up to explain their frustrations. 3. Avoid the temptation to fill silences. 4. If the silence feels uncomfortable, count down slowly from 10 and that should provide enough time for the conversation to begin or continue.	[Wait: Each person has their own emotional timeline. Wait until the person is ready to open up to explain their frustrations. Avoid the temptation to fill silences. If the silence feels uncomfortable, count down slowly from 10 and that should provide enough time for the conversation to begin or continue.]	• Image fades in from left at same time that all OST fades in from right – as if meeting in the middle. • Learner can click on any LOWLINE button from this layer • Learner will not have access to back and next buttons until all LOWLINE buttons have been visited.
Slide 3.3 - Layer 4 (look)			
• All base layer items are dimmed • Image of an eye set on black diamond shape. • OST is set in a rectangle with white fill and no outline. • OST 1 is bolded as a subheading	1. Look: 2. Maintain appropriate eye contact to show that you are sincere in helping them. 3. Facial expression can provide insight.	[Look: Maintain appropriate eye contact to show that you are sincere in helping them. Facial expression can provide insight. Smile if only appropriate, otherwise, maintain a neutral, concerned look.]	• Image fades in from left at same time that all OST fades in from right – as if meeting in the middle. • Learner can click on any LOWLINE button from this layer

• OST 2 is set in a paragraph style beneath OST 1 OST 3-4 are in a bulleted list below OST 2	**4.** Smile only if appropriate, otherwise maintain a neutral concerned look.		• Learner will not have access to back and next buttons until all LOWLINE buttons have been visited.
Slide 3.3 - Layer 5 (incline)			
• All base layer items are dimmed • Image of man inclining head listening set on red diamond shape. • OST is set in a rectangle with white fill and no outline. • OST 1 is bolded as a subheading • OST 2 is set in a paragraph style beneath OST 1 • OST 3-4 are in a bulleted list below OST 2	1. Incline: 2. Tilt your head to one side slightly in a non-threatening posture to show that you are actively listening and accepting to whatever the person has to say. 3. Inclining your head affirms interest. 4. Inclining is a non-threatening posture.	[Incline: Tilt your head to one side slightly in a non-threatening posture to show that you are actively listening and accepting to whatever the person has to say. Inclining your head affirms interest. Inclining is a non-threatening posture.]	• Image fades in from left at same time that all OST fades in from right – as if meeting in the middle. • Learner can click on any LOWLINE button from this layer • Learner will not have access to back and next buttons until all LOWLINE buttons have been visited.
Slide 3.3 - Layer 6 (nod)			
• All base layer items are dimmed • Image of man smiling and nodding set on teal diamond shape. • OST is set in a rectangle with white fill and no outline. • OST 1 is bolded as a subheading • OST 2 is set in a paragraph style beneath OST 1 OST 3-4 are in a bulleted list below OST 2	1. Nod: 2. By nodding, you indicate that you are listening and understanding what the person has said. 3. Nodding suggests empathy and demonstrates attention. 4. Nodding also suggests a willingness to listen.	[Nod: By nodding, you indicate that you are listening and understanding what the person has said. Nodding suggests empathy and demonstrates attention. Nodding also suggests a willingness to listen.]	• Image fades in from left at same time that all OST fades in from right – as if meeting in the middle. • Learner can click on any LOWLINE button from this layer • Learner will not have access to back and next buttons until all LOWLINE buttons have been visited.

Slide 3.3 – Layer 7 (express)			
• All base layer items are dimmed • Image of shaking hands set on yellow diamond shape. • OST is set in a rectangle with white fill and no outline. • OST 1 is bolded as a subheading • OST 2 is set in a paragraph style beneath OST 1 • OST 3 is listed below OST 2 • OST 4-6 are in a bulleted list below OST 2	1. Express: 2. It is important to express your empathy for the person by paraphrasing and providing feedback. 3. Here are a few suggestions: 4. "I can appreciate why you felt that way." 5. "I expect that made you feel angry." 6. "That must be difficult."	[Express: It is important to express your empathy for the person by paraphrasing and providing feedback. Here are a few suggestions: "I can appreciate why you felt that way." "I expect that made you feel angry." "That must be difficult."]	• Image fades in from left at same time that all OST fades in from right – as if meeting in the middle. • Learner can click on any LOWLINE button from this layer • Learner will not have access to back and next buttons until all LOWLINE buttons have been visited.

Slide 3.4/ Menu Title: *Knowledge Check*			Objectives 1 & 2
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• BG image: Image of man in security shirt lightened. Slide title set in yellow-themed rectangle at top of screen. • Scenario outline and instructions set in white transparent rectangle with choose multiple quiz set in white rectangle to the right.	**Title: Scenario** 1. You are in the elevator with a patient in a wheelchair when another individual enters the elevator. You notice that the individual is pacing, yelling about not receiving information, and placing their hands behind their head.	[Now Let's take a moment to check your knowledge on escalating situations. Scenario: You are in the elevator with a patient in a wheelchair and another individual enters the elevator. You notice that the individual is pacing, yelling about not receiving information, and placing their hands behind their head. You recognize this as an escalating situation. From the panel on the right, select three (3) LOWLINE approaches you could take	• BG image and all OST and buttons are on the screen when the slide begins • Knowledge check with Pick many multiple choice quiz interaction. Learner is provided two attempts at this Knowledge Check. Answers shuffled. • Submit button advances learner to appropriate response layer

• OST 3-8 are listed a checkbox response on the right side of screen • Yellow submit button located under multiple choose. • Submit button states: normal, hover, visited • Medical bag icon located in top right corner. 	You recognize this as an escalating situation. 2. From the panel on the right, select three (3) LOWLINE approaches you could take to de-escalate the situation 3. Select 3 Approaches 4. Listen 5. Call Security 6. Look 7. Stop the elevator 8. Nod	to attempt to de-escalate the situation. Click the submit button when done. Click the submit button once you've made your choices]	• Continue button on Correct Layer advances to slide 4.1
Slide 3.4 -Layer 1 (correct)			
• All base layer items are dimmed • Feedback is set in a rectangle box with semi-transparent gray fill, containing Correct with green checkmark. • Continue button	**Title:** Well Done! 1. Yes! Without knowing the location of the threat, it is best that you locate a safe and secure place		• Continue button advances to slide 4.2
Slide 3.4 – Layer 2 (try again)			
• All base layer items are dimmed • Feedback is set in a rectangle box with semi-transparent gray fill, containing Incorrect with red checkmark • Try again button	1. Incorrect 2. That is incorrect 3. Please try again		• Try again button links back to base layer
Slide 3.4 – Layer 3 (incorrect)			
• All base layer items are dimmed • Feedback is set in a rectangle box with semi-transparent gray	1. Incorrect 2. That is incorrect		• Continue button advances to slide 4.2

fill, containing Incorrect with red checkmark • Continue button	3. You could apply the Listen, Look and Nod approaches to de-escalate this situation.		
Slide 3.5 – Layer 4 (medical bag)			
 *LOWLINE Approach Job Aid*			• Learner will click the White X to return to the base layer.

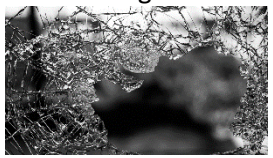
Scene 4 – Active Shooter Situations

Slide 4.1 | Menu Title: Scenario			**Objective: 3**
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
BG image: Photograph of hospital workers blurred. • Active Shooter icon in top left corner • OST 1-4 set in 4 white transparent rectangle overlays for slide title, scenario,	**Title:** Situation 3- What Would You Do? 1. You are working in the hallway when an active shooter alert is called over the PA system. What should you do? 2. Run to the nearest exit.	[Situation 2: What Would You Do? A visitor has approached you at the nursing station. She is talking loudly and pointing a finger at you. What is the first thing you should do?]	• Background image, rectangle overlays, text, icons all appear at start. • Feedback for each response will appear in the center in a white transparent rectangle which will contain the associated feedback text. • When learner clicks the medical bag icon, the

overview and 3 answer options. Text is in black and red. 	3. Look for a place to hide that is secure. 4. Locate a weapon that you can use against the perpetrator.		medical bag layer will appear displaying safety poster. • Learner will click the red X to return to the base layer. • Learner will need to select the correct answer to move forward in this interaction. • Next button will appear on Correct Layer • Back button links to base layer
Slide 4.1 – Layer 1 (correct)			
• All base layer items are dimmed • Feedback window is a rectangle shape with a semi-transparent gray fill that overlays the dimmed background centered horizontally and vertically on the screen. • OST 1 is in teal in large font centered in feedback box • OST 2 is in teal font below OST1 centered. • OST 3 is in black font below OST 2 • Next button	1. Well done! 2. Yes! Without knowing the location of the threat, it is best that you locate a safe and secure place to hide. When responding to a potentially violent situation, it is best to mentally prepare yourself for how you might respond. Try to gather as much information about the threat as possible.	[Well done! Yes! Without knowing the location of the threat, it is best that you locate a safe and secure place to hide. When responding to a potentially violent situation, it is best to mentally prepare yourself for how you might respond. Try to gather as much information about the threat as possible.]	• Feedback window and OST are on screen when layer begins timed with audio • Next button advances to slide 4.2
Slide 4.1 – Layer 2 (incorrect - weapon)			
• All base layer items are dimmed • Feedback window is a rectangle shape with a semi-transparent	1. Not Quite . . . 2. Without knowing the location of the	[Not Quite . . . Without knowing the location of the threat and taking the time to locate a weapon, you lose precious	• Feedback window and OST 1-4 are on screen when

gray fill that overlays the dimmed background centered horizontally and vertically on the screen. • OST 1 is in red in large font centered in feedback box • OST 2 is in black font below OST1 • OST 3 is in black font below OST 2 • Medical bag is set in top right corner 	threat and taking the time to locate a weapon, you lose precious time in your response. 3. Click on the medical bag to learn more.	time in your response. Click on the medical bag to learn more.]	layer begins timed with audio • Hotspot overlay over medical bag, advances learner to medical bag layer upon click
Slide 4.1 – Layer 3 (incorrect -nearest exit)			
• All base layer items are dimmed • Feedback window is a rectangle shape with a semi-transparent gray fill that overlays the dimmed background centered horizontally and vertically on the screen. • OST 1 is in red in large font centered in feedback box • OST 2 is in black font below OST1 • OST 3 is in black font below OST 2 • Medical bag is set in top right corner 	1. Not Quite . . . 2. Running immediately to the nearest exit is risky as you do not know the location of the threat. Before heading toward an exit, you will need to know more information about the location of threat. 3. Click on the medical bag to learn more.	[Not quite. Running immediately to the nearest exit is risky as you do not know the location of the threat. Before heading toward an exit, you will need to know more information about the location of threat. Click on the medical bag to learn more.]	• Feedback window and OST are on screen when layer begins • Hotspot overlay over medical bag, advances learner to medical bag layer upon click

Slide 4.1 – Layer 4 (medical bag)			
 Safety Poster			• Learner will click the White X to return to the base layer.

Slide 4.2 | Menu Title: What is an Active Shooter?			**Objective: 3**
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• BG image:  Photograph of broken glass • Active Shooter Icon in left top corner. • White transparent text box for slide title next to active shooter icon	**Title:** What is an Active Shooter? 1. Definition: An active shooter is an individual actively engaged in killing or attempting to kill people in a confined populated area,	[An active shooter is defined as an individual actively engaged in killing or attempting to kill people in a confined or populated area, typically using firearms. If there is an active shooter call 911, then contact the Security Team at #00 Click the off-site locations button.]	• Background image, shooter image and all text appear on the slide at the start. • When learner click the Off-Site Locations button, they will go to the Active Shooter Protocol Layer.

• Image of man in hood with gun on left. • White transparent rectangle containing body text to right of image. • Red button to Off-Site Locations • Black transparent rectangle centered at bottom contains text with information to contact 911 and Security Team. • Red banner bottom of slide. 	typically through the use of firearms. 2. If there is an active shooter call 911, then contact the Security Team at #00		
Slide 4.2 – Layer 1 (active shooter)			
 • Black triangle set to bottom left of slide with brick and perpetrator photograph darkened. • Remainder of slide is white BG • Triangle text box overlayed on triangle that states "Security Alert" • OST 1 set as title to the right of triangle • Lakes Hospital is in teal color font • OST 2 is separated into bullet points • OST 3 is set in a rectangle box with white fill and red outline, offset from final bulleted point	**Title:** Active Shooter Protocol for Off-Site Locations 1. A Security Alert – Active Shooter should be called if you are in the following Lakes Hospital subsidiary locations: 2. Lakeside, East End, Westside, Riverfront, Pediatric Center, Downtown. 3. Team members located at off-site locations, should dial 911 in an active shooter situation.	[An active shooter alert should be called if you are in the main Lakes Hospital and if you are in any of the off-site locations listed below. Click next to continue.]	• All graphics and OST are on the screen when the layer begins • Back button is linked to base layer • Next button advances to slide 4.3 • Next button advances to slide 4.3

in OST – along the line of the triangle.			

Slide 4.3 | Menu Title: Active Shooter Response			Objective: 3
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• BG is white • Active shooter icon located in top left corner. • White rectangle text box to right of active shooter icon for slide title. • White background with tabbed interaction with 3 bars and video playing. • Video: Green heartrate monitor fading to a still photo of a hospital lobby (blurred). • Red banner bottom of slide. • Three-tab States: Normal, disabled, visited. 	**Title:** Active Shooter Response 1. Evacuate 2. Hide Out 3. Take Action	[There are 3 Major Actions you can take in response to an active shooter situation. You can evacuate You can hide out You can take action Keep in mind that it is vital that you consider all circumstances and information available before making your decision. Click on the Evacuate Tab to learn more.]	• Tabbed interaction with video is displayed at start. • Three tabs are disabled until the audio timeline ends on base layer. • Learner must move from right to left as tabs are disabled and enabled based on visited states. • Red arrows fade in from bottom under each of the 3 tabs timed with audio, then fade out to bottom timed with audio. • Next button is disabled until the 3 Tabs states are visited. • Back button is linked to 4.2 • Next button is linked to Slide 4.4
Slide 4.3 – Layer 1 (evacuate)			
• Base layer objects show through. Where video/photograph were showing, an image of an exit sign and text will appear.	1. Evacuate 2. Have an escape route and plan in mind. 3. If you know the location of the threat, keep that in	[If you choose to evacuate, have an escape route and plan in mind. If you know the location of the threat, keep that in mind. Leave all your belongings. Keep your hands visible. Click on the Hide Out tab now.]	

	mind as you evacuate. 4. Leave all your belongings. 5. Keep your hands visible.		
Slide 4.3 – Layer 2 (hide out)			
• Where video/photograph were showing, an image of a person hiding under a desk and text will appear.	1. Hide Out 2. Hide in an area out of the active shooter's view. 3. Block entry to your hiding place and lock the doors. 4. Silence your cell phone and/or pager.	[If you choose to hide out, hide in an area out of the active shooters' view. Block entry to your hiding place and lock the doors. Silence your cellphone and/or pager. You may click on the Take Action tab now.]	
Slide 4.3 – Layer 3 (take action)			
• Where video/photograph were showing, an image of a man throwing a chair and text will appear.	1. Take Action 2. As a last resort and only when your life is in imminent danger. 3. Attempt to incapacitate the active shooter. 4. Act with physical aggression such as throwing items at the active shooter.	[If you choose to take action, remember this option is only used as a last resort and only when your life is in imminent danger. Attempt to incapacitate the active shooter. Act with physical aggression such as throwing items at the active shooter.]	

Slide 4.4 | Menu Title: Confronting an Active Shooter			Objective: 3
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
BG image: • Photograph of ambulance in fast motion. • Active shooter icon located in top left corner. • White transparent text box located to the right of active shooter icon for slide title. • Four images in circles representing tips distributed horizontally set across screen. • Red banner bottom of slide.	**Title:** Additional Tips . . . If Confronted with an Active Shooter	[Here are a few additional tips to keep in mind if you are confronted with an active shooter. Click on each image to reveal additional tips.]	• Background image appears at start. • OST, boxes, additional imagery, and red banner all appear at start. • As learner clicks on each of 4 circle images, a trigger will take them to the associated layer. • Back button is linked to slide 4.3 • Next button advances to slide 4.5
Slide 4.4 – Layer 1 (be aware)			
• Blue rectangle box containing text and the same circle image from the base layer. • White X located at the top right of blue rectangle text box to bring learner back to base layer.	1. Be aware of your environment and possible dangers.	[Be aware of your environment and possible dangers.}	• Learner will click the white X from each layer to return to the base layer.

Slide 4.4 – Layer 2 (take note)			
• Blue rectangle box containing text and the same circle image from the base layer. • White X located at the top right of blue rectangle text box to bring learner back to base layer.	1. Take note of the two nearest exits.	[Take note of the two nearest exits]	• Learner will click the white X from each layer to return to the base layer.
Slide 4.4 – Layer 3 (in office)			
• Blue rectangle box containing text and the same circle image from the base layer. • White X located at the top right of blue rectangle text box to bring learner back to base layer.	1. If you are in your office, stay there and secure the door.	[If you are in your office, stay there and secure the door.]	• Learner will click the white X from each layer to return to the base layer.
Slide 4.4 – Layer 4 (take action)			
• Blue rectangle box containing text and the same circle image from the base layer. • White X located at the top right of blue rectangle text box to bring learner back to base layer.	1. As a last resort, and only when your safety or life is in imminent danger, attempt to take the active shooter down.	[As a last resort, and only if your safety or life is in imminent danger, attempt to take the active shooter down.]	• Learner will click the white X from each layer to return to the base layer.
Slide 4.5 | Menu Title: Knowledge Check			**Objective: 3**
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
BG image: Photograph of man in security shirt with red transparency effect applied.	**Slide title:** Knowledge Check 1. Scenario: An active shooter alert has been called. You are in a hallway on the	**Base Layer:** [Let's take a moment to see what you have learned in this section. Scenario: An active shooter alert has been called. You are in a hallway on the	• Background image, icons, and text boxes all appear at start. • Learner is presented with flip cart Knowledge Check interaction.

• Checkmark and slide title at top of screen with red transparent background. • Three Icons are distributed horizontally across the screen. Each depict the three actions to take. Each with text caption below • Icon states: Normal, hover, selected, visited • Red banner bottom of slide. • Medical bag icon located at top right of slide. 	second floor. You have been alerted that the perpetrator is located on the first floor, but you are not sure of the exact location. What is your best option? Click on the image to make your selection. 2. Take action 3. Evacuate 4. Hide Out	second floor. You have been alerted that the perpetrator is located on the first floor, but you are not sure of the exact location. What is your best option? Click on the image to make your selection. Once you have clicked the correct answer, you may click next to continue.]	• Next button is restricted until the learner chooses the correct response. • When learner click each icon, icons enter selected state and associated layer appears. • When learner clicks the medical bag icon, the medical bag layer will appear displaying safety poster. • Back button is linked to slide 4.4 • Next button advances to slide 5.1
Slide 4.5 – Layer 1 (hide out correct)			
	• Yes, that is correct! It is best to hide out if you do not know the location of the perpetrator. Be sure to find a location that you can lock	[Yes, that is correct! It is best to hide out if you do not know the location of the perpetrator. Be sure to find a location that you can lock and hide yourself. Be sure to silence your phone or pager.]	

	and hide yourself. Be sure to silence your phone or pager.		
Slide 4.5 – Layer 2 (evacuate incorrect)			
	1. Not Quite . . . 2. If you attempt to evacuate and head to the first floor, you may run into the perpetrator. 3. Try Again.	[Not Quite . . . If you attempt to evacuate and head to the first floor, you may run into the perpetrator. Try Again.]	
Slide 4.5 – Layer 3 (take action incorrect)			
	1. Not Quite … 2. Take action is only used as a last resort when your safety and life are in imminent danger. 3. Try Again	[Not Quite … Take action is only used as a last resort when your safety and life are in imminent danger. Try Again.]	
Slide 4.5 – Layer 4 (medical bag)			
 Safety Poster			• Learner will click the red X to return to the base layer.

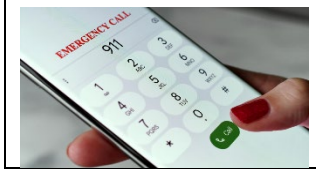
Scene 5 – Working with Law Enforcement

Slide 5.1 | Menu Title:			Objective: 4
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
BG image: Photograph of hospital workers blurred. • Law enforcement badge icon in top left corner • OST 1-4 set in 4 white transparent rectangle overlays for slide title, scenario, overview and 3 answer options. Text is in black and red. 	Title: Situation 4 – What Would You Do? 1. You are evacuating the building during an active shooter alert. As you exit the building, you notice a law enforcement officer outside. What should you AVOID doing? 2. Remain calm and follow instructions. 3. Pull out your cell phone to make a call. 4. Locate a safe place away from the building.	[Situation 4 – What would you do? You are evacuating a building during an active shooter alert. As you exit the building, you notice a law enforcement officer outside. What should you AVOID doing?]	• Background image, rectangle overlays, text, icons all appear at start. • Feedback for each response will appear in the center in a white transparent rectangle which will contain the associated feedback text. • When learner clicks the medical bag icon, the medical bag layer will appear displaying safety poster. • Learner will need to select the correct answer to move forward in this interaction. • Next button will appear on correct Layer • Next button advances to slide 5.2 • Back button links to base layer
Slide 5.1 – Layer 1 (correct cell phone)			
• BG and badge icon appear on this layer	1. Correct! 2. You should AVOID reaching into a	[Correct! You should AVOID reaching into a pocket and/or making a phone call. It is important that law enforcement has your	• Next button advances to slid 5.2

• Feedback window is a rectangle shape with a semi-transparent gray fill that overlays the dimmed background centered horizontally and vertically on the screen. • OST 1 is in large black font centered in feedback box • OST 2 is in black font below OST1 centered. • Next button	pocket and/or making a phone call. It is important that law enforcement has your full attention and that your hands are visible at all times.	full attention and that your hands are visible at all times.]	
Slide 5.1 – Layer 2 (incorrect safe place)			
• BG and badge icon appear on this layer • Feedback window is a rectangle shape with a semi-transparent gray fill that overlays the dimmed background centered horizontally and vertically on the screen. • OST 1 is in large black font centered in feedback box • OST 2 is in black font below OST1 centered. • Next button	1. It's Okay to . . . 2. Locate a safe place away from the building. Be sure that you do not run, that you remain calm so that law enforcement can do their job. 3. Click on the medical bag to learn more.	[It's Okay to locate a safe place away from the building. Be sure that you do not run, that you remain calm so that law enforcement can do their job. Click on the medical bag to learn more.]	• When learner clicks the medical bag icon, the medical bag layer will appear displaying assist law enforcement flyer
Slide 5.1 – Layer 3 (incorrect calm)			
• BG and badge icon appear on this layer • Feedback window is a rectangle shape with a semi-transparent gray fill that overlays the dimmed background centered horizontally and vertically on the screen.	1. It's okay to . . . 2. Remain calm and follow law enforcement instructions. Law enforcement will be here to assist you. Your ability to remain calm will help them do their job.		• When learner clicks the medical bag icon, the medical bag layer will appear displaying assist law enforcement flyer

• OST 1 is in large black font centered in feedback box • OST 2 is in black font below OST1 centered.	3. Click on the medical bag to learn more.		
Slide 5.1 – Layer 4 (medical bag)			
 Assist law enforcement flyer			• Learner will click the red X to return to the base layer.

Slide 5.2 | Menu Title: Reporting an Active Shooter Situation			**Objective: 4**
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
BG image: • Photograph of police cruiser at night • Black badge icon at top right of screen • Slide title set in rectangle with white at top of screen next go badge icon.	**Title**: Reporting an Active Shooter Situation	[Please provide the following information to law enforcement, the security team or the 911 operator: Location of the active shooter. Number of shooters. Physical description of the shooter or shooters. Number and description of the weapons help by shooter.	• BG, black badge icon and slide title are on screen when slide begins • Images will enter the screen one by one timed with audio flying in from the right along the white banner ribbon.

• White banner ribbon rectangle appears in middle of slide approximately 960px x 210x centered. • Five images representing each the five items of information needed by law enforcement lie across this white band.		Number of potential victims at the location.]	• The states of each picture will change to highlighted timed with audio. • Back button is linked to slide 5.1 • Next button is disabled until the timeline ends on this slide. • Next button advances to slide 5.3
Layer 1 – 911			•
• Photo takes up entire screen.  		[When reporting an active shooter situation, there is critical information that is very helpful to law enforcement and the Security Team.]	• Layer 1 appears before base layer. • Slide layer hides timed with audio and returns to base layer.

Slide 5.3 | Menu Title: Working with Law Enforcement			**Objective: 4**
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• BG image: • Photo of police cruiser lights • Black badge icon located at top left • Slide title set in white rounded-edge rectangle next to badge icon at top of screen	**Title:** Working with Law Enforcement 1. Remain calm 2. Open hands and spread fingers 3. Avoid quick movements 4. Avoid pointing, yelling or screaming 5. Do not stop to ask for help	[Now that law enforcement has arrived on the scene, click the red button across the slider to each suggestion box to learn more about how you can assist law enforcement in an active shooter situation. Click next when you have completed this exercise.]	• BG, black badge icon, slide title, slider and all graphics are on screen when slide begins • Audio narration begins at start of timeline • Red rectangle with semitransparent yellow fill will move along path from left to right to simulate how learner can drag the slider interaction, timed with audio

• Slider interaction located at bottom of screen with 5 stopping points			• As learner drags red button across slider to each stopping point, associated layer will appear above slider • Base layer audio will pause when learner begins to • Next button is restricted until timeline ends on this slide • Back button is linked to slide 5.2 • Next button advances to slide 6.1
Slide 5.3 – Layer 1 (remain calm)			
• All base layer items are visible • Image depicting calm is set under title slide and badge • Rectangle with white fill and black text of OST 1 & 2 is set to the right of the image	1. Remain calm and follow officers' instructions 2. Although you may feel panicked and anxious, law enforcement is looking to neutralize the threat. By staying calm, you are helping them accomplish that goal.	[Remain calm and follow officers' instructions. Although you may feel panicked and anxious, law enforcement is looking to neutralize the threat. By staying calm, you are helping them accomplish that goal.]	• Layer 1 image and OST 1 & 2 rectangle fade in • Layer 1 narration begins at start of layer • Layer 1 audio pauses if learner drags to next topic
Slide 5.2 – Layer 2 (open hands)			
• All base layer items are visible • Image depicting hands open is set under title slide and badge • Rectangle with white fill and black text of OST 1 & 2 is set to the right of the image	1. Open hands and spread fingers 2. Be sure your hands are empty, your fingers are spread open, and your	[Open hands and spread fingers Be sure your hands are empty, your fingers are spread open, and your hands are visible to law enforcement as you evacuate the building. This behavior	• Layer 2 image and OST 1 & 2 rectangle fade in • Layer 2 narration begins at start of layer • Layer 2 audio pauses if learner drags to next topic

	hands are visible to law enforcement as you evacuate the building. This behavior indicates to law enforcement that you are not a threat.	indicates to law enforcement that you are not a threat.]	
Slide 5.3 – Layer 3 (avoid quick)			
• All base layer items are visible • Image depicting speed is set under title slide and badge • Rectangle with white fill and black text of OST 1 & 2 is set to the right of the image	1. Avoid quick movements towards officers 2. You may feel the need to run towards law enforcement as you are evacuating the building. Please avoid doing so. Your quick movements could be perceived as threatening.	[Avoid quick movements towards officers You may feel the need to run towards law enforcement as you are evacuating the building. Please avoid doing so. Your quick movements could be perceived as threatening.]	• Layer 3 image and OST 1 & 2 rectangle fade in • Layer 3 narration begins at start of layer • Layer 3 audio pauses if learner drags to next topic
Slide 5.3 – Layer 4 (avoid pointing)			
• All base layer items are visible • Image depicting speed is set under title slide and badge • Rectangle with white fill and black text of OST 1 & 2 is set to the right of the image	1. Avoid pointing, yelling, or screaming. 2. As you evacuate, avoid pointing, yelling, or screaming. Pointing can be interpreted as a threatening behavior. Yelling or screaming causes unnecessary chaos	[Avoid pointing, yelling, or screaming. As you evacuate, avoid pointing, yelling, or screaming. Pointing can be interpreted as a threatening behavior. Yelling or screaming causes unnecessary chaos during the evacuation and neutralization stage of an active shooter situation.]	• Layer 4 image and OST 1 & 2 rectangle fade in • Layer 4 narration begins at start of layer • Layer 4 audio pauses if learner drags to next topic

	during the evacuation and neutralization stage of an active shooter situation.		
Slide 5.3 – Layer 5 (do not stop)			
• All base layer items are visible • Image depicting speed is set under title slide and badge • Rectangle with white fill and black text of OST 1 & 2 is set to the right of the image	1. Do not stop to ask for help 2. As you evacuate the building your primary goal is to find a safe location away from the building. Resist the urge to stop and ask law enforcement for help. Fire and ambulance first responders will be on the scene to assist you.	[Do not stop to ask for help As you evacuate the building your primary goal is to find a safe location away from the building. Resist the urge to stop and ask law enforcement for help. Fire and ambulance first responders will be on the scene to assist you.]	• Layer 5 image and OST 1 & 2 rectangle fade in • Layer 5 narration begins at start of layer • Layer 5 audio pauses if learner drags to next topic

Scene 5 – Assessment

Slide 6.1 | Menu Title: Course Summary			**Objective2: 1, 2, 3, 4**
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• BG image: hospital room • Image overlay of medical staff with thumbs up • Four icon is set at top right of screen. • Slide title is set in a white rectangle at top of screen next to four icon.	**Title:** Course Summary 1. Identify the physical, verbal and emotional signs of an escalating situation. 2. Apply techniques to prevent workplace	[Well done! You have completed the coursework portion of this course. Let's take a moment to review what you have learned along the way. During this course, you have learned to: Identify the physical and verbal signs of an escalating situation Apply techniques to prevent workplace violence by de-escalating situations.	• BG image and image overlay are on screen when slide begins • Narration begins at .5 seconds • Overlay image fades out to bottom timed with audio (Let's take a moment …)

	violence by de-escalating situations 3. Assess options for action when responding to an active shooter situation. 4. Demonstrate best practices in your interactions with law enforcement during a workplace violence situation.	Assess options for action when responding to an active shooter situation. Demonstrate best practices in your interactions with law enforcement during a workplace violence situation. Now you will complete a brief quiz on the topics and concepts of this course. Click next to review the instructions for the quiz.]	• Next button is restricted until the timeline ends on this slide. • Slide title fades in from top • Magnifying glass icon fades in from left to meet OST 1 (as if meeting together) timed with audio. • Down red arrow icon fades in from left to meet OST 2 (as if meeting together) timed with audio. • Yellow checklist icon fades in from left to meeting OST 3 (as if meeting together) timed with audio. • Black talk bubbles icon fades in from left to meet OST 4 (as if meeting together) timed with audio. • Back button is linked to slide 5.3 • Next button advances to slide 6.2
Slide 6.1 – Layer 1 (medical bag)			
			• Learner will click the red X to return to the base layer.

Course Summary Infographic			

Slide 6.2 | Menu Title: Quiz Instructions (Redacted from player menu)			Objective: 3
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• BG is white • Red solid triangle set in left bottom corner with checklist type icon in white • Title is set to the right of the triangle in black font • OST 1-3 are located below title • 4 icons are placed from top to bottom on the right-hand side of screen • Medical bag icon is located under OST 3 • Begin button located below OST 3	**Title:** Quiz Instructions 1. There are five (5) questions in this quiz. Take your time and be sure to read each question carefully. 2. You must score at least 80% to pass this course. 3. Begin Quiz	[There are five questions in this quiz. Take your time and be sure to read each question carefully. You must score at least 80% to pass this course. You will be allowed two attempts. If you would like to review one more time before taking the quiz, click on the Medical Bag icon. If you are ready to begin the quiz, click the Begin Quiz Button.]	• All objects are on screen when slide begins. • Medical bag state and begin quiz button state change to highlighted timed with audio • Begin quiz button advances to slide 6.3

Slide 6.3 | Menu Title: Quiz Question 1 (Redacted from player menu)			Objective: 2
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• BG is white with yellow triangle overlay in bottom left corner • Escalating icon in yellow triangle representing this portion of the course. • OST 1 is set at top of screen centered. • OST 2-5 are set one on top of the other with radio button select feature	1. What is the first thing you should do when helping to defuse and angry person? 2. Ask the person to calm down. 3. Call 911 4. Go find your manager or supervisor. 5. Check your own emotions and remain calm.		• All objects are on the screen when slide begins. • Multiple-choice interaction • Results are restricted until results screen • Submit button will advance to slide 6.4

Slide 6.4 | Menu Title: Quiz Question 2 (Redacted from player menu)			Objective: 2
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• BG is white with yellow triangle overlay in bottom left corner • Escalating icon in yellow triangle representing this portion of the course.	1. What are two examples of LOWLINE approaches to de-escalating a		• All objects are on the screen when slide begins. • Multiple-choice interaction • Results are restricted until results screen

• OST 1 is set at top of screen centered. • OST 2-5 are set one on top of the other with radio button select feature	potentially violent situation? 2. Express sympathy and maintain eye contact. 3. Instruct the individual to calm down and call security. 4. Provide your opinion of the situation and why you feel that way.		• Submit button will advance to slide 6.5

Slide 6.5 | Menu Title: Quiz Question 3 (Redacted from player menu)			Objective: 3
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• BG is white with teal triangle overlay in bottom left corner • Shield icon in teal triangle representing this portion of the course. • OST 1 is set at top of screen centered. • OST 2 and 3 are set one on top of the other with radio button select feature	1. A visitor has arrived after normal business hours. Should you let him/her in? 2. Yes 3. No		• All objects are on the screen when slide begins. • Yes/No multiple-choice interaction • Results are restricted until results screen • Submit button will advance to slide 6.6

Slide 6.6 | Menu Title: Quiz Question 4 (Redacted from player menu)			Objective: 3
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• BG is white with red triangle overlay in bottom left corner • Gun icon in white set on triangle representing this portion of the course. • OST 1 is set at top of screen centered. • OST 2 and 3 are set one on top of the other with radio button select feature	1. What are the 3 major options to consider in an active shooter situation? 2. Run, scream, and get help 3. Call 911, gather everyone, and hide 4. Lock yourself in a room, barricade the door, and hide. 5. Evacuate, hide out, take action		• All objects are on the screen when slide begins. • Yes/No multiple-choice interaction • Results are restricted until results screen • Submit button will advance to slide 6.7

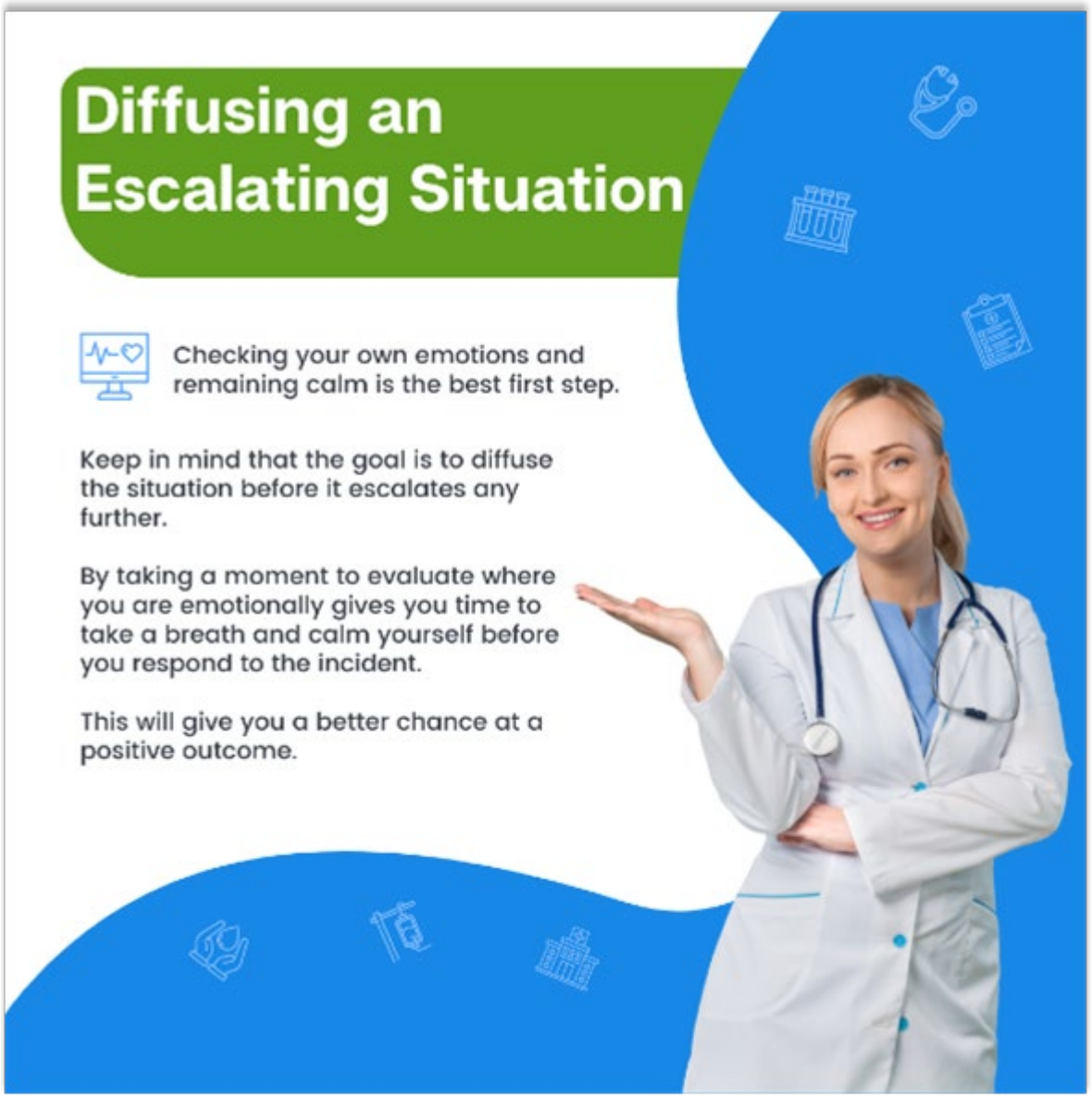
Slide 6.7 | Menu Title: Quiz Question 5 (Redacted from player menu)			Objective: 4
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• BG is white with black triangle overlay in bottom left corner • Badge icon in white set on triangle representing this portion of the course. • OST 1 is set at top of screen centered. • OST 2-5 are set one on top of the other with radio button select feature	1. You are evacuating the building during an active shooter alert. Which behaviors can keep you safe as you exit the building? 2. Run out of the building, with hands up, and approach the first law		• All objects are on the screen when slide begins. • Yes/No multiple-choice interaction • Results are restricted until results screen • Submit button will advance to slide 6.8

	enforcement officer you see. 3. Have your personal belongings in your hands, ask the first officer you see for guidance. 4. Remain calm and quiet, keep your hands up and visible and find a safe location away from the building. 5. Remain calm, call your loved ones, and find a safe location.		

Slide 6.8 | Menu Title: Your Quiz Results (Redacted from player menu)			Objective: N/A
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• BG is white • There are four triangles set on top of one another offset in the bottom left corner representing all of the theme colors for the course. • OST 1 is centered on the screen • Red results box is located below OST 1 • Review Quiz button	1. Your Quiz Results 2. Your Score 3. Passing Score 4. Review Quiz		• All objects are on the slide when slide begins. • Variable set to 80% minimum passing rate • If learner achieves an 80% on quiz, Success layer will appear • If learner achieves less than an 80% score on the quiz, Failure layer will appear
Slide 6.8 – Layer 1 (success)			

• All base layer items are dimmed • OST 1 is centered at the top • Teal checkmark below OST1 • OST 2 displayed below checkmark • Variable result appears below OST2 • Review quiz button	1. Your Quiz Results 2. Congratulations! You passed! 3. Review quiz	[Success! You have passed the course. You may review the quiz or click the next button.]	• All objects are on the slide when the slide begins. • Clicking the Review Quiz button will advance learner back to slide 6.3 through 6.7 to review all questions and responses. • Next button advances to slide 6.9
Slide 6.8 – Layer 3 (failure)			
• All base layer items are dimmed • OST 1 is centered at the top • Teal checkmark below OST1 • OST 2 displayed below checkmark • Variable result appears below OST2 • Review quiz button	4. Sorry, you did not pass. 5. Review Quiz	[Sorry. You did not pass the quiz. You may review the quiz by clicking the review button. You may also take it one more time by clicking the Retry Quiz button.]	
Slide 6.9 | Menu Title: Congratulations			**Objective: N/A**
Visual / Display:	**On Screen Text (OST):**	**Narration / Voiceover:**	**Animation / Interaction:**
• BG image from start of course with same red semitransparent fill • Slide title is set to the right of the triangle • OST 1-2 is set under slide title • Lakes Hospital OST (1) is in teal color bolded • Exist course button is below all OST	**Title:** Congratulations 1. You have completed the Lakes Hospital Workplace Safety and Security Course 2. Thank you for your time. 3. Exit Course	[Congratulations you have completed the Lakes Hospital workplace safety and security course. Thank you for your commitment to making Lakes Hospital safe and secure for all. Goodbye. You may exit the course now by clicking the exit course button now. Goodbye.]	• BG image, red triangle overlay, slide title, and OST are on the screen when slide begins. • Narration begins at .5 • Exit course button exits learner out of course.

Medical Bag Resources: Flyers and Infographics – *See below*


Diffusing an Escalating Situation
Checking your own emotions and remaining calm is the best first step.
Keep in mind that the goal is to diffuse the situation before it escalates any further.
By taking a moment to evaluate where you are emotionally gives you time to take a breath and calm yourself before you respond to the incident.
This will give you a better chance at a positive outcome.

YOUR SAFETY IS OUR PRIORITY
Working with Law Enforcement
If you have any questions, please contact the Security Team at #00
How You Can Help Law Enforcement in an Active Shooter Situation
1
Remain calm and follow officers' instructions.
2
Put down any items in your hands and spread your fingers.
3
Keep hands visible at all times.
4
Avoid making quick movements towards officers such as attempting to hold them for safety.
5
Avoid pointing, screaming or yelling.
6
Do not stop to ask officers for help or direction when evacuating.

YOUR
SAFETY
IS OUR
PRIORITY
When responding to a potentially violent situation, it is best to mentally prepare yourself for how you might respond.
Consider the following actions:
EVACUATE
Before you rush to an exit, you must consider the location of the threat.
HIDE OUT
If you choose to hide out, you must choose your location carefully to ensure your safety.
TAKE ACTION
Taking any action to confront the perpetrator is very dangerous and must only be considered when your life is in imminent danger.

Workplace Safety and Security Course Overview

Feel free to print out this desk blotter quick reference and place in a convenient location.

YOUR SAFETY AND SECURITY IS OUR TOP PRIORITY!

Lakes Security Team
Dial #00

Lakes Hospital

Safety is Everyone's Responsibility

- If you see something, say something.
- Contact the Security Services Team at #00 if you see something suspicious or suspect a suspicious person.

General Security Procedures

- Never open a door let someone in.
- Never duplicate hospital-issued keys.
- Have your keys out and ready to enter your vehicle.
- Call the Security Team at #00 if you see or suspect something suspicious.

Escalating Situations

- Look for physical and verbal signs of an escalating situation.
- Apply the LOWLINE Approach to de-escalate a situation.

Active Shooter Situation

You have three main options to respond in an active shooter situation. Consider your options carefully.

- Evacuate
- Hide Out
- Take Action

Working with Law Enforcement

- Remain calm and follow officers' instructions.
- Put down any items in your hands and spread your fingers.
- Keep hands visible at all times.
- Avoid making quick movments or attempting to hold on to them.
- Avoid pointing, screaming or yelling.
- Do not stop to ask for help or direction when evacuating.