1. Purpose and Applicability

1.1 The purpose of this Active Shooter Response Plan is to effectively and appropriately meet the needs of the Boston University community following an active shooter incident. This document does not address law enforcement activities or response. Information on law enforcement operations can be found in Boston University Police Department’s (BUPD) General Order TOP-6.11.

2. Assumptions

2.1 Incidents across the nation have demonstrated the potential danger posed to academic institutions by active shooter events. Effective planning for such an event can help to increase survivability of those directly involved as well as addressing the emotional needs of the wider university community.

2.2 Active shooter events have a severe emotional and psychological impact on the university community and their families. An effective response will have to address these people’s needs in addition to the families, friends, and individuals directly involved in the event.

2.3 An incident of this nature will also draw widespread public and media attention from around the country.

3. Definitions

3.1 Active Shooter – Suspect(s) activity is causing the immediate death or injury of multiple victims. The situation is not contained and there is substantial risk of ongoing danger to other victims.

3.2 Family Assistance Center – A secure, private location where the family members of victims can gather to receive information and services.

3.3 Community Assistance Center – A central location where members of the BU community can congregate to grieve, receive information, and seek services.

4. Roles & Responsibilities

4.1 Boston University Police Department
   4.1.1 Responding to and investigating the initial active shooter event
   4.1.2 Providing security and a liaison for the Family Assistance Center (FAC).

4.2 BU Incident Command Response Team
   4.2.1 Conduct consequence management activities
   4.2.2 Open and Operate the BU Command Center
   4.2.3 Plan, organize and conduct University Memorial Services

4.3 Dean of Students
4.3.1 Operate the Family and Community Assistance Centers
4.3.2 Determine student(s) campus involvement (activities, student groups, athletics, student government, community service, employment)
4.3.3 Conduct outreach to groups identified in 4.3.2

4.4 Residence Life
4.4.1 Notify roommates
4.4.2 Ensure room(s) do not hit available space inventory

4.5 Provost Office
4.5.1 Determine student(s) classes and degree program
4.5.2 Determine progress towards degree
4.5.3 Arrange for visit to classes

4.6 Information Officer
4.6.1 Conduct liaison to media
4.6.2 Write BU Today story
4.6.3 Monitor and respond to University email

4.7 Student Health Services
4.7.1 Ensure mental health services are available to affected students and their families

4.8 Faculty and Staff Assistance
4.8.1 Ensure that mental health support is available to faculty, staff and their families

5. Notifications and Reports

5.1. Anyone at Boston University who witnesses an act of violence on University Property should immediately report it to the Boston University Police Department.

5.2. BUPD personnel will make all notifications as per section 6.11.3.1, including but not limited to the following organizations:
   5.2.1. All available BUPD police officers
   5.2.2. Through BAPERN, Boston Police Department, Brookline Police Department, Massachusetts State Police, MBTA Transit Police, Cambridge Police Department,
   5.2.3. Boston EMS
   5.2.4. Boston and Brookline Fire Departments

5.3. BUPD will send a Campus Wide Emergency Notification to the Boston University community via the BU Alert Program

5.4. BUPD will notify the Boston University Incident Command Response Team via the Boston University Emergency Response Command System (Send Word Now).

5.5. Once Activated, The Incident Commander in the Boston University Command Center will notify the BUPD Dispatcher that the Command Center is operational and they will assume responsibility for all Incident Command notifications.
6. Procedures

6.1 The Incident Commander will establish a Human Services Branch within the Operations Section of the Incident Command System. This branch will house units relating to emotional and social services. These units include, but are not limited to:

6.2 Family Assistance Center Unit – The FAC is a designated space for victims’ families to congregate and receive information and services. The Family Assistance Center Unit Leader who reports directly the Human Services Branch Leader will manage the FAC on site. It will be staffed by university administrative and behavioral health employees. Additional assistance may be provided by the American Red Cross and other non-BU health provider organizations that have been approved by the Human Services Branch Leader. A Family Information Center will coexist within the Family Assistance Center to provide information to students and their families.

6.2.1 Location – The FAC should be located in a secure, controlled space that is both convenient for family members and away from other activities. Examples include hotel conference centers, campus meeting spaces, office conference rooms, and other large meeting spaces. The location needs to be private and free from observation from the outside with a controllable point of access. Under no circumstance should the FAC be collocated with the Joint Information Center.

6.2.2 Access – Access to the FAC should be controlled by security personnel at all times. Access will be restricted to: immediate family members and their designees, Boston University staff members providing direct services, and service agency representatives. Under no circumstances should members of the press be given access to the FAC. BU staff and agency representatives must have photo IDs, issued by their organization, on them and visible at all times. Notification through the EOC to the FAC Unit Leader must be made prior to outside organizations gaining access to the FAC. The FAC Unit Leader has final discretion on issues of granting or removing access to the FAC.

6.2.3 Briefings – Briefings should be given to the present family members with updates relating to general victim status, the investigation, victims’ services, etc. by University and Emergency information officers. These briefings should be given a minimum of twice a day but may be given as often as necessary. Briefings need to be given at a designated, known time or interval so that family members can plan their attendance.
A website may be set up and updated regularly to supplement briefings.

6.2.4 Family Liaison – Family Liaisons are BU staff members who will work as a conduit between the University and individual families. Each family will be assigned a Liaison who will be their main point of contact throughout the response and recovery phases. Family Liaisons may be assigned to more than one family.

6.2.5 Services – The nature and scope of the incident and the needs of the victims and their families will dictate the specific services provided. Services may include provision of lounge and greeting areas, lodging, dining facilities, local and travel information, private areas for meetings, financial assistance and pastoral care.

6.3 **Community Assistance Center Unit** – The CAC is a central location where members of the University community can come to grieve together, receive information and seek support services. The Community Assistance Center Unit Leader, who reports directly to the Human Services Branch Leader, runs the CAC.

6.3.1 Location – The CAC should be located in a large communal space such as the GSU. On the Medical Campus, the CAC might be located in the Hiebert Lounge, in the Instructional Building – 14th Floor, 72 East Concord Street. In addition the CAC should have a private area for mental health workers to conduct counseling services.

6.3.2 Access – Access does not need to be as strict as in FAC. Security personnel should be present at all times and may choose to check for University IDs upon entry. Members of the media may be granted access to the CAC by the EOC however this must be done prior to their arrival.

6.3.3 Services – Specific Services will be dictated by the needs of the community however every CAC should provide regular briefings with updates for the BU community and mental health professionals for informal and formal counseling.

7. **Key References and Resources**

7.1. Boston University Police Department Active Shooter Response General Order TOP-6.11
7.2. Boston University Emergency Response Plan
7.3. Boston University Family Assistance Center Operations Manual
7.4. Boston University Community Assistance Center Operations manual
8. ERP Revision History

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<th>Section / Paragraph Changed</th>
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