Mass Casualties

Preparing Your Agency To Assist Victims & Family
Objectives:

- Will share ideas on how to build relationships to better respond when your jurisdiction has a mass casualty.
- We’ll discuss some of lessons learned from after action reports from active shooter events.
- Links to trainings to become better prepared.
- Leave with some resources to help you get started.
10:1
OVW video on Partnerships & Planning

https://youtu.be/SSkbH0Hu3kY

CNN Video: Inside the Trauma Center that treated Orlando victims
Challenges:

- Mutual Aid Agreements and emergency plans usually lack a victim assistance piece
- Teamwork & coordinated effort
- Load and Go saves lives, but will be a patient tracking nightmare (see patient tracking sheet for a little help)
- Health Insurance Portability and Accountability (HIPAA)
- Drills typically end after threat is contained and do not transition into playing out a real life scenario.
- Reunification
- Misidentifications of family members
WARNING
Be aware that video content may be difficult to watch as it contains graphic images of mass violence events. OVC encourages trainers and presenters showing this video to provide viewers support and resources as needed.

This video is a companion to OVC’s toolkit, Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources. The video series shows select examples of how some communities utilized a victim-centered approach to address planning, response, or recovery in these situations.
Suggestions:

- Meet with your local emergency manager and let them know who you are and how to reach you. You could help create a family assistance/reunification plan for your jurisdiction.

- Insert victim advocates into mass casualty/active shooter drills to assist with victims, witnesses, and families

- Train with the fire department to improve patient tracking piece (Encourage officers to transition into partnering with Fire’s Transportation Officer)
## Triage

<table>
<thead>
<tr>
<th>Color</th>
<th>Acuity</th>
<th>Need for Treatment</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RED</strong></td>
<td>Emergent</td>
<td>Immediate</td>
<td>Threat to life, limb, or organ</td>
</tr>
<tr>
<td><strong>YELLOW</strong></td>
<td>Urgent</td>
<td>Delayed</td>
<td>Significant injury or illness but can tolerate a delay in care</td>
</tr>
<tr>
<td><strong>GREEN</strong></td>
<td>Non-Urgent</td>
<td>Minimal / Non-urgent</td>
<td>Can safely wait for treatment</td>
</tr>
<tr>
<td><strong>BLACK</strong></td>
<td>Expired or Expected</td>
<td>No treatment; Expectant: Treat if resources are available</td>
<td>Consider transport and care for expectant patients after initial &quot;Reds&quot; are cleared, if resources exist and it does not delay care for Yellows. FEMORS offers guidelines on palliative care.</td>
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</tbody>
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Follow up Trainings:

- Office for Victims of Crime (OVC) for victims of mass casualties

- National Incident Management System Courses:
  - Introduction to Incident Command System (ICS 100) for Law Enforcement: https://training.fema.gov/is/courseoverview.aspx?code=IS-100.LEb
  - School emergency management and incident response: https://training.fema.gov/programs/emischool/emischool.aspx
After Action Reports:

- Aurora Colorado Theater Shooting:
  https://www.courts.state.co.us/Media/Opinion_Docs/14CV31595%20After%20Action%20Review%20Report%20Redacted.pdf

- Boston Marathon Bombings:
  https://www.courts.state.co.us/Media/Opinion_Docs/14CV31595%20After%20Action%20Review%20Report%20Redacted.pdf

- Seattle –Aurora Avenue Bus Collision ("duck boat accident"):  
  https://www.seattle.gov/Documents/Departments/Emergency/AfterActionReports/2016-02-10_AfterActionReview_Aurora%20AveFINAL.pdf

- Oklahoma City Alfred P. Murrah Federal Building Bombing: 
Examples of Services in a Family Assistance Center:

- Missing persons reports
- Ante mortem
  - DNA, victim information, family DNA
  - Facilitate information between ME and families
- Reunification
  - Coordination with local hospitals & medical facilities
- Notification of deceased
- Family briefings
- Victim services
  - Information
  - Resources
  - Services
  - Crime victim compensation-medical, funeral, logistical
  - Emergency assistance
  - Counseling
- Site visits
- Returning of personal effects (info on process)
Examples of Services in a Family Assistance Center (FAC):

- Registration
- Family greeters/hosts
- Food
- Child care
- Mental health
- Spiritual leaders

- Media room
- Quiet room
- Travel/hotel arrangements
- Translation services
- Basic first aid

*So far FAC’s have never been operated by a police department's victim assistance group. They have served as a component to the response—not the supporting agency.*
Orlando Nightclub Shooting

• City of Orlando
• Orange County Government
• African American Chamber of Commerce
• American Red Cross
• Aspire Health Partners
• Caribbean American Chamber of Commerce Florida
• Catholic Charities of Central Florida
• Consulado De Mexico
• Custom and Border Protection
• Department of Health – Vitals (5 free death certificates)
• Department of Veterans Affairs/Orlando Vet Center
• Florida Department of Children and Families
• Florida Morticians Association
• Heart of Florida United Way
• Hispanic Chamber of Commerce Metro Orlando
• Howard Phillips Children’s Advocacy Center
• LGBT Chamber of Commerce Metropolitan Business Association
• LYNX

• Office of the Attorney General
• Orange County Bar Association
• Orange County Family Counseling
• Orange County Family Department
• Orange County Medical Examiner’s Office
• Orange County Tax Collector
• Osceola Board of County Commissioners
• OUC
• Pet Alliance of Greater Orlando
• Puerto Rican Chamber of Commerce of Central Florida
• Puerto Rico Federal Affairs Administration
• Senior Resource Alliance
• Social Security Administration
• The LGBT Center of Central Florida
• The Salvation Army
• US Citizenship and Immigration Services, Department of Homeland Security
• Victim Service Center of Florida
• Zebra Coalition

36 Agencies
Who Has Operated FAC’s:

- Virginia Tech – school
- Boston Marathon – OEM
- Seattle Duck Boat – King County OEM
- San Bernardino – OEM
- Northern AZ University shooting – School
- Oklahoma City Bombing – Chief ME, 20 funeral home directors, Red Cross, hundreds of local clergy, police, military chaplains, and mental health from across the nation supported. (16 days)
Example of a Family Assistance Support Plan:

- Salt Lake City Airport: https://www.slcairport.com/assets/pdfDocuments/Family_Friends_Assistance_Support_Plan.pdf
Articles:


▪ The Uninjured Victims of the Virginia Tech Shootings (NPR)  http://www.npr.org/2017/04/14/523042249/the-uninjured-victims-of-the-virginia-tech-shootings

▪ After Tragedy, Brain Needs to Heal (CNN)  http://www.cnn.com/2012/12/18/opinion/chopra-healing-after-newtown/

School Safety Resources (what do your schools have or lack?):

- Parent who lost child in Newtown Connecticut's Sandy Hook shooting founded this nonprofit org to help improve school safety: [https://www.safeandsoundschools.org/](https://www.safeandsoundschools.org/)


- Department of Education’s School Crisis Planning:
  - [https://www2.ed.gov/admins/lead/safety/emergencyplan/crisisplanning.pdf](https://www2.ed.gov/admins/lead/safety/emergencyplan/crisisplanning.pdf)