Rave Panic Button:

Post-Deployment Best Practices

For Rave Panic Button integrated with Rave 911 Suite

Updated October 27, 2017

Contents

Rave Panic Button Deployment / Post-Deployment Best Practices

Collaboration among Panic Button-Enabled Facilities, 9-1-1, and First Responder Agencies

Effective emergency response in a school, business or facility of any type requires close coordination between onsite personnel, 9-1-1, and first responders. Implementation of Rave Panic Button involves all of these groups. Because 9-1-1 centers and first responders are responsible for responding to multiple schools, businesses and other facilities within their jurisdiction, procedures should be consistent across all campuses and facilities to ensure the most effective response and resolution to an incident. Procedures on campuses should be jointly developed, implemented, and regularly exercised. This ensures that those responsible for action during an incident are well prepared and familiar with working together.

If the facility, 9-1-1, and first response agencies have not already engaged in these types of activities, Rave recommends opening up these lines of communications as soon as possible.

Integration of Rave Panic Button with Existing Processes & Systems

Rave Panic Button is designed to augment, rather than replace, existing emergency procedures on a school, business, healthcare or government campus or environment. Therefore, if a lockdown or evacuation procedure calls for an intercom or overhead announcement, then that practice should continue. Emergency response should never assume all employees have received an emergency notification, as they might be in areas of poor wireless or network coverage, might not have their phone with them, etc. Using Rave Panic Button in conjunction with existing systems will disseminate information as quickly and effectively as possible.

Revise your organization's Emergency Operations Plan to incorporate the Rave Panic Button system. See Appendix A for an example.

- [For the Panic Button-Enabled Campus] Notify staff, students and others of the exercise in advance. Consider notifying parents of students, in case they receive a text or call from their child.
- [For the 9-1-1 Center] Notify neighboring 9-1-1 centers and public safety agencies of exercises, in case they receive calls from passersby or other concerned individuals.
- [For the 9-1-1 Center] If public safety radio communications are to be incorporated into exercises, also notify the media in advance.

Testing the Rave Panic Button System

There is a distinct difference between testing Rave Panic Button and exercising with it. A system test verifies one or more of the following conditions:

- The system recognizes the user as associated with a campus
- The system identifies the user's device as being on a covered campus from a specific location
- The system recognizes a landline as associated with a campus
- Emergency notifications are sent through the app, SMS text and email
- The Panic Button module displays properly in the 9-1-1 Center

These are the recommended steps for tests of Rave Panic Button:

Prior to any testing that involves steps beyond #1 below, inform the 9-1-1 center, local law enforcement, any Rave Panic Button users associated with the campus (and any nearby campuses) and administrators that you are planning to test the system.

1. To test location and campus affiliation for an individual user, use the Test / My Location feature, accessed through the app's menu. Rave will perform a real-time location check of that device and determine whether the user is associated with the campus they are on. The results of the location test display in the app. Note: this function does not dial 9-1-1, so a "successful" test outcome does not necessarily mean the user's phone would have connected to 9-1-1, in a scenario of their having a poor or no cellular signal.

2. To test the full functionality of the Rave Panic Button app, you will need to activate it. Rave encourages performing these tests by activating the app with the "911 Other" button, especially in an environment of other campuses in close proximity to the one testing the app. This activation will only deliver notifications to individuals designated as either an Admin or Responder in the system.

3. To test the full functionality of the Rave Panic Button system capabilities during a landline call to 9-1-1, dial 9-1-1 from a campus landline that has been entered into the Facility Profile during Panic Button setup.

4. In all tests, the 9-1-1 call taker should always deliver a follow-up notification through the Quick Send feature of the Panic Button module that clearly states that the activation was a test of the system.

Exercising with the Rave Panic Button System

As with any system or procedure, the more Rave Panic Button is used in exercises, the more effective it will be during an actual incident. Therefore, Rave encourages using the Rave Panic Button system and its emergency notifications to start all fire drills, active shooter drills, or any other emergency exercises. As with tests of the system, the local 9-1-1 center and first responder agencies should be part of the exercise planning process. This planning process should include developing an exercise protocol that addresses items such as how emergency notifications delivered during exercises will be modified to eliminate confusion between exercises and actual incidents.

All employees should be notified in advance of drills and exercises, as well as students' parents, if the location is a school.

Appendix B of this document provides a sample exercise plan and Appendix C provides a sample exercise evaluation form.

Appendix A: Sample Procedure for Reporting Emergencies

The nature and severity of the emergency will determine whom to call. When it is necessary to contact emergency services, do so by either using the Rave Panic Button smart phone app or dialing 9-1-1 directly from any wireless or landline telephone. Give the following information clearly and distinctly on each emergency call to appropriate agencies:

- 9-1-1 call takers operate according to protocols and scripts in order to obtain all of the necessary information from callers. Because of this, it is critical to answer the call taker's questions as they are asked, rather than providing all of the information unprompted. Doing so will reduce the time it takes to send the proper emergency personnel to your location.
- In general, the 9-1-1 call taker will need the following information:
    a) The address of the emergency / name of the campus or facility
    b) The exact location where emergency assistance is needed. Be specific about where and to whom officers and emergency personnel are to report at the site.
    c) The phone number you are calling from
    d) As much detail about what is happening or has happened / the purpose for the call. Again, the 9-1-1 call taker will ask sequential questions according to a script, so provide the information as it is requested.
    e) Your name and position

Appendix B: Sample Exercise Plan

Prior to conducting exercises, be sure to contact your local 9-1-1 center, law enforcement agency, and parents (for schools).

I.   Testing & Exercise Objectives

1. Develop familiarity with Rave Panic Button among core campus administrators, district administrators, staff and law enforcement

2. Develop familiarity with Rave Panic Button among 9-1-1 staff

3. Exercise the capabilities of Rave Panic Button at [insert campus name here]

4. Exercise the campus' response to a Panic Button activation

5. Exercise administration's and office staff response to activation.

6. Identify any challenges with Rave Panic Button activation work flow and how these might be addressed through revisions to emergency procedures, training, or otherwise.

II.   Exercise Location & Dates

Campus	Address
Date	Start Time

9-1-1 Center	Address
Point of Contact	Direct Phone #

III.   Participants

Campus:

_____

_____

_____

_____

_____

_____

_____

9-1-1:

_____

_____

_____

_____

Police/Fire/EMS/Emergency Management:

_____

_____

_____

_____

_____

_____

_____

_____

1. Location: [insert scenario location]

2. Incident Type: Suspicious Package

3. Call Initiation: First witness calls 9-1-1 from a campus landline

4. 9-1-1 Call Script
    a. 9-1-1: "9-1-1. What is your emergency?"
    b. Caller: "This is an exercise at [give your location]. We are simulating a report of a suspicious package [give location of simulated incident]. Again, this is a test call only."
    c. 9-1-1 drives conversation from this point forward. Caller should respond to the 9-1-1 operator's questions and make up answers, as needed.

5. 9-1-1 delivers message of the reported incident to the Admin and Responder distribution groups

6. Campus officials take steps to keep people from entering/exiting the door near the package while law enforcement responds.
    a. This includes generating a text message from the Panic Button portal directed to individuals on premise with the Panic Button as well as other appropriate steps

7. Shortly after arriving law enforcement receives a walk-up report of a second suspicious package in another part of the campus
    a. Law enforcement initiates a message to campus officials advising of the second suspicious package

8. The scenario ends with both packages being deemed safe and no threat

Key Evaluation Points

— Does the call ring through to 9-1-1?

— Does the call to 9-1-1 generate a Panic Button / Facility Profile pop on the 9-1-1 call taker's screen?

— Do authorized notification recipients receive initial push notification, SMS text and email (i.e. 9-1-1 call answered) in a timely manner?

— Do authorized notification recipients receive subsequent push notifications, SMS text and email (i.e. any message sent by 9-1-1 personnel) in a timely manner?

— Are 9-1-1 staff able to successfully deliver messages through the Rave 911 Suite interface?

— Are law enforcement personnel able to successfully deliver messages through the Rave 911 Suite interface?

1. Location:

2. Incident Type: Active shooter / assailant

3. Call Method: First witness calls 9-1-1 via Panic Button app (Active Shooter button)
    a. 9-1-1: "9-1-1. What is your emergency?"
    b. Caller: "This is an exercise at [give your location]. We are simulating a report of an active shooter at [give location of simulated incident] of the building. Again, this is a test call only."
    c. 9-1-1 drives conversation from this point forward. Caller should respond to the 9-1-1 operator's questions and make up answers, as needed.

4. 9-1-1: Preset Active Shooter button or free text message delivery by 9-1-1 to all message recipients, if initial caller location didn't generate an automated notification.

5. Response by onsite personnel: Initiate campus lockdown upon receipt of automated notification generated by the system or by 9-1-1 with reported incident type.

6. "Assailant" walks from site of initial attack to nearby area with role players

Key Evaluation Points

— Does the call ring through to 9-1-1?

— Does the call to 9-1-1 generate a Panic Button / Facility Profile pop on the 9-1-1 call taker's screen?

— Do authorized notification recipients receive push notifications, SMS text and email (i.e. Active Assailant reported, 9-1-1 call answered and any follow-up messages) in a timely manner?

— Are 9-1-1 staff able to successfully deliver messages through the Rave 911 Suite interface?

— Are campus staff able to successfully lockdown prior to the assailant's arrival at the secondary target location?

Scenario 3: Cardiac Arrest

1. Location: [Specify Location]

2. Incident Type: Cardiac Arrest

3. Call Method: Witness activates Panic Button via app (Medical button)

4. 9-1-1 Call Script
    a. 9-1-1: "9-1-1. What is your emergency?"
    b. Caller: "This is an exercise at [give your location]. We are simulating a report of an active shooter at [give location of simulated incident] of the building. Again, this is a test call only."
    c. 9-1-1 drives conversation from this point forward. Caller should respond to the 9-1-1 operator's questions and make up answers, as needed.

5. Preset AED/CPR button or free text message delivery by 9-1-1 to AED response group, if initial caller location didn't generate an automated notification.

6. Response by AED Response Group: Should retrieve a nearby AED and respond to the reported incident location.

Key Evaluation Points

— Does the call ring through to 9-1-1?

— Does the call to 9-1-1 generate a Panic Button / Facility Profile pop on the 9-1-1 call taker's screen?

— Do authorized notification recipients receive initial push notification, SMS text and email (i.e. medical emergency reported) in a timely manner? Benchmark: prior to call being answered by 9-1-1.

— Do authorized notification recipients receive subsequent push notifications, SMS text and email (i.e. 9-1-1 call answered and any follow-up messages) in a timely manner?

— Do campus staff react appropriately (i.e. respond to cardiac arrest location, not initiate a lockdown)?

Appendix C: Sample Exercise Evaluation Tool

Participant Hot Wash Form / Exercise Evaluation

Date:_____

Participant Name	Email
Campus	Telephone #
Title	Role in Exercise

List / describe the top 3 things that worked well during this scenario (technology, procedures, etc.)
1.
2.
3.

List / describe 3 things that require the most improvement
1.
2.
3.

Please provide any additional recommendations or comments below: