Exhibit A

Cleveland Clinic
Police Department

CCPD Response to Gun Shot Wound (GSW) Victims at Cleveland Clinic Emergency Departments Procedure

Target Group: Cleveland Clinic Police Department (CCPD) health system (excluding Nevada) employees		**Original Date of Issue:** No Original Creation Date Set	**Version** 3
Approved by: Deon McCaulley and Gordon Snow	**Date Last Approved/Reviewed:** 08/13/2026	**Prepared by:** Sandra Liptow (PROGRAM ADMINISTRATOR)	**Effective Date** 08/13/2026

Printed copies are for reference only. Please refer to the electronic copy for the latest version.

Purpose

To support the Lockdown - Security Threats Standard Operating Procedure this procedure provides instructions (including lockdown procedures) for police, security, and communications officers when responding to a security threat in an Emergency Department (ED).

Definitions

Cleveland Clinic health system (excluding Nevada) - Includes the main campus, Avon, Euclid, Fairview, Hillcrest, Lutheran, Marymount, Medina, Mercy, South Pointe, Children's Hospital for Rehabilitation Emergency Departments.

Soft Lockdown - A lockdown where hospital business can still take place. Points of egress may or may not be locked. Police and security officers physically maintain entry points, and control, redirect or restrict access of individuals. Patient access is permitted.

Hard Lockdown - Securing points of egress via mechanical access control systems. People outside the locked down perimeter will not be permitted access. Anyone inside the locked down perimeter may not leave without the permission of the police department officer in charge.

EMTLA - **E**mergency **M**edical **T**reatment and **L**abor **A**ct enacted on March 26th, 1986 to ensure public access to emergency services regardless of one's ability to pay.

Instructions

This procedure provides supporting instructions specific to CCPD police and security personnel in the event of a security threat in a Cleveland Clinic Emergency Department.

Triggers for a lockdown include, but are not limited to:

- Knowledge of gang involved violence, or suspected gang violence.
- It is believed that a suspect involved with the incident/investigation may be in the ED embedded with family/visitors
- Visitors/family/ associates already within the waiting area have become disruptive and create an environment which is no longer safe for others.
- History of family / associates threats or violence
- Gun shot wound (GSW) victim(s).
- The number of officers on scene, and available resources to safely manage the situation and control ED interior access points.
- Active threats such as an active shooter/hostage event (Code Silver), bomb threat (Code Black), infant abduction (Code Adam), serious civil unrest or any other situation where a lock down is determined to be necessary.

Communication Officer Responsibilities:

- Upon notification, asks for and records caller's name, call back number, and location of gunshot wound victim or other identified security risk in computer aided dispatch (CAD)/record management system (RMS).
- Assigns available police and security officers to the ED.
- Ensures closed circuit television (CCTV) cameras are trained on exterior and interior of ED.
- Monitors CCTV cameras for suspicious/dangerous persons and activity.
- Prepares for lockdown as determined by the police department OIC at the ED.
- Notifies local police agency for mutual aid as needed.
- Notify local police jurisdiction where incident occurred and request response.
- As directed, completes email notification to appropriate police and hospital administration within the two (2) hour Communications Notification Procedure as defined in the Command and Control Standard Operating Procedure .
- Sends notifications as directed by supervision.
- Follows directions/completes requests of officers on scene.
- Completes CAD/RMS Entry.
- Archives all CCTV camera footage.
- Adds the Call for Service (CFS) to daily blotter.

Police Officer Responsibilities:

- Upon being notified, will immediately respond to the ED.
- Request additional police or security personnel as necessary.
  Relays over the radio the number of victims and how many individuals are accompanying the victim
- Monitors demeanor of family, visitors and associates. De-escalates as necessary.
- Gages potential for locking down the ED.
- Secures any evidence on scene, including the vehicle, victim's clothing and anything else which may be useful to the local responding agency.

- Based on Reasonable Suspicion as defined in the Field Interviews and Pat-Down Searches Standard Operating Procedure , detains the person(s) and vehicle accompanying the victim.
- Provides instructions to security personnel.
- Attempts to determine the circumstances and location of the shooting. Communicates gathered information to the responding law enforcement officer(s) of jurisdiction.
- Notifies supervisor of circumstances and requests any additional resources needed
- Completes appropriate police reports.

Security Officer Responsibilities

- Upon being notified, immediately responds to the ED.
- Requests additional police or security personnel as necessary.
- Relays over the radio the number of victims and how many individuals are accompanying them. Monitors demeanor of family, visitors and associates. De-escalates as necessary.
- Gages potential for locking down the ED.
- Request assistance/mutual aid as needed through the Communications Center, from CCPD or local jurisdictions.
- Assist with any crowd control at the emergency room area.
- Ensure visitation to victim is restricted.
- Follow directions of police personnel on scene.

Supervisor Responsibilities:

- Supervisor or Officer in Charge (OIC) responds to the ED.
- Regional supervisors, when off duty, will determine if their presence is required at the ED.
- If necessary, determine the type, scope and duration of a lockdown.
- Confers with the ED Nurse Manager or NOM regarding the status of the situation and the necessity for any lockdown.
- Monitors situation. Assists as necessary and directs transfer of available resources such as detectives or inspectors.
- Follows chain of command notification procedures as defined in Command and Control Standard Operating Procedure.
- Ensures appropriate notifications are sent.
- Reviews/approves reports.
- Arranges for an After-Action Review of the incident in the event the ED is soft or hard lock down.

Miscellaneous:

Knowing when to initiate a Hard Lockdown versus a Soft Lockdown is critical since it dictates to what extent hospital operations and patient care will be impacted.

Generally a Soft Lockdown will not place the hospital at risk for violating the EMTALA Act since access is manually controlled and patients will be permitted access to the ED for medical treatment.

Patients will not be permitted access into the ED during a Hard Lockdown. As long as the ED is in an official diversion, there will not likely be an EMTALA violation when patients are refused admittance and treatment. Therefore, it is essential that hospital leaders are notified of any Hard Lockdown ASAP via a Heads Up Notification / Everbridge to ensure continuity of communication and future messaging.

Police and Security will coordinate with Emergency Department staff and NOM to ensure any potential evidence is preserved after the initial incident has concluded.

Regulatory Requirement/References

Commission on Accreditation of Law Enforcement Agencies (CALEA)

Oversight and Responsibility

Police Department leadership, under the direction of the Chief of Police is responsible to review, revise, update, and operationalize this standard operating procedure to maintain compliance with regulatory or other requirements.