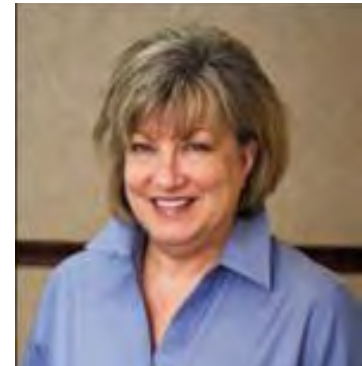
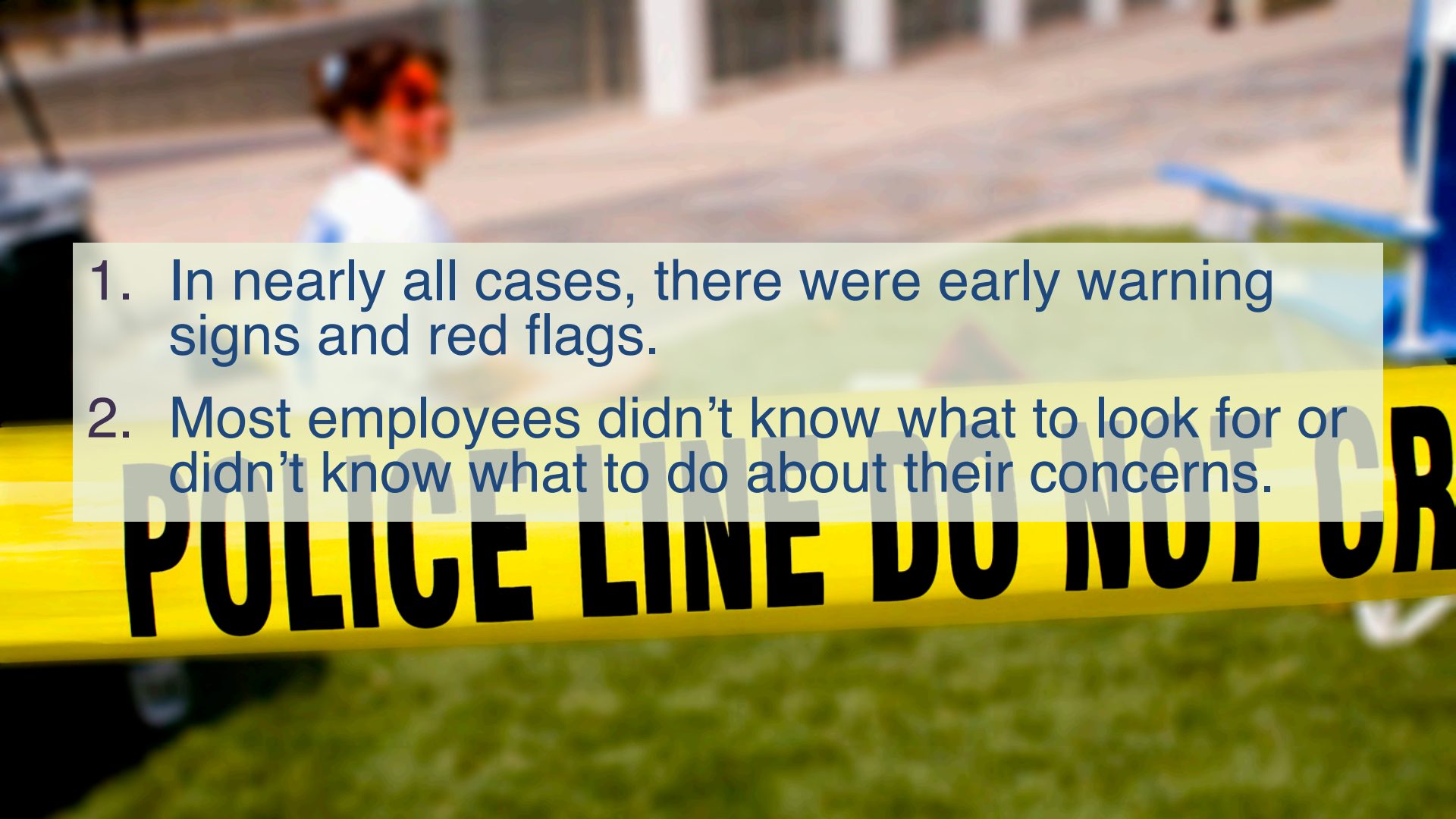


The Essentials of Front Desk Safety & Security

Presented by Jan Harrison



- 
1. In nearly all cases, there were early warning signs and red flags.
 2. Most employees didn't know what to look for or didn't know what to do about their concerns.

POLICE LINE DO NOT CROSS

Prevention



Preparation



Planning



7 Important Topics

1. How to spot and correct potential safety risks at the front desk
2. Procedures for screening visitors and controlling the flow of front-door traffic
3. Tips that will help project a confident and authoritative image
4. Top strategies for recognizing and defusing problem behaviors

7 Important Topics

5. Strategies for screening incoming mail and packages

6. Why it's important to trust your intuition

7. How to respond to a variety of emergency situations, from medical emergencies to fires



3 Ways to Manage



Risk Factors

Do you work with the public?

Do you work with unstable or volatile people?

Do you work late at night or early mornings?

Take a look at the layout.





5 Things to Minimize Front-Desk Risk

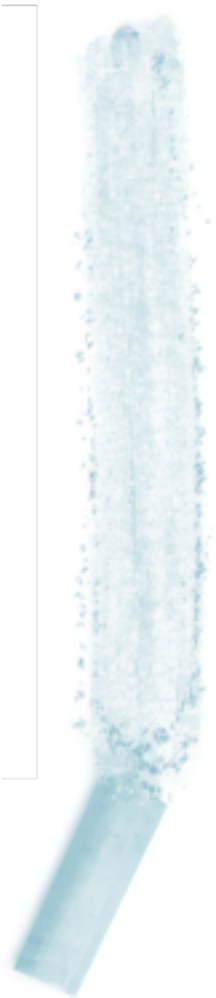
1. Lay out furniture to protect you.

2. Create an escape route.

3. Get rid of clutter.

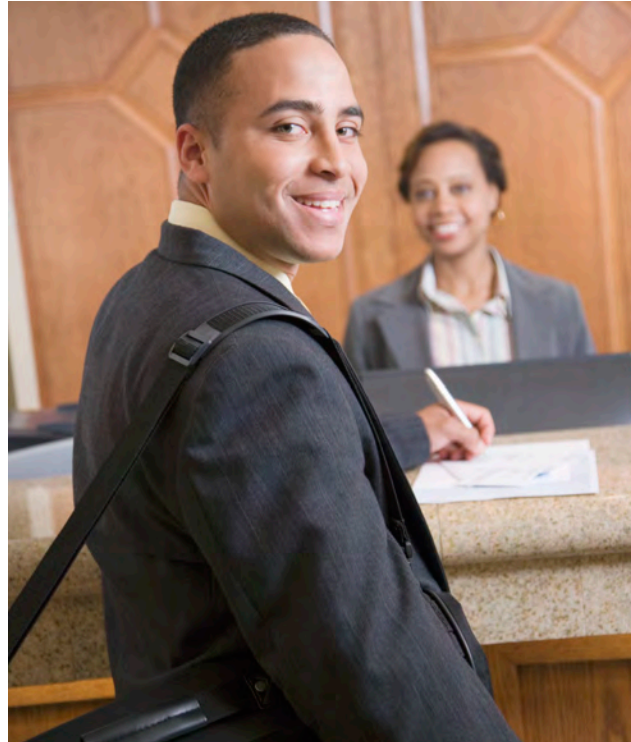
4. Secure documents and equipment.

5. Stow weapons.



Safety 101

Tracking and logging visitors is a must.



Create a form.



Use a log.



Badges



Phrases

“Excuse me, ma’am. I appreciate that you’re in a hurry, and I’m going to help you get to your destination very quickly. First, you’ll need to sign in and get your visitor’s badge.”

“I have to ask you to wait just a minute so I can get you signed in and have you on your way.”

“I’m delighted you’re here today. If you’ll give me the name of the person who is expecting you, I’ll make a quick call and you can make that meeting.”

Department of Justice

1.7 million violent crimes

\$836,533 cost to employers



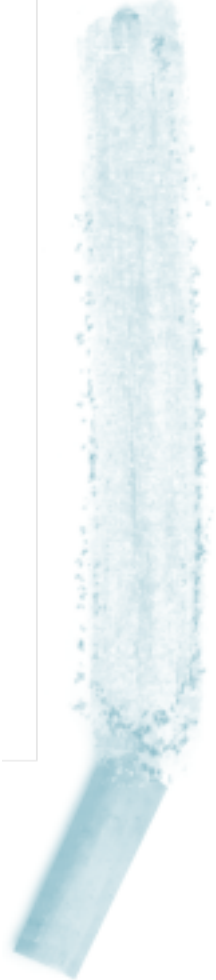
Establish a Procedures Checklist

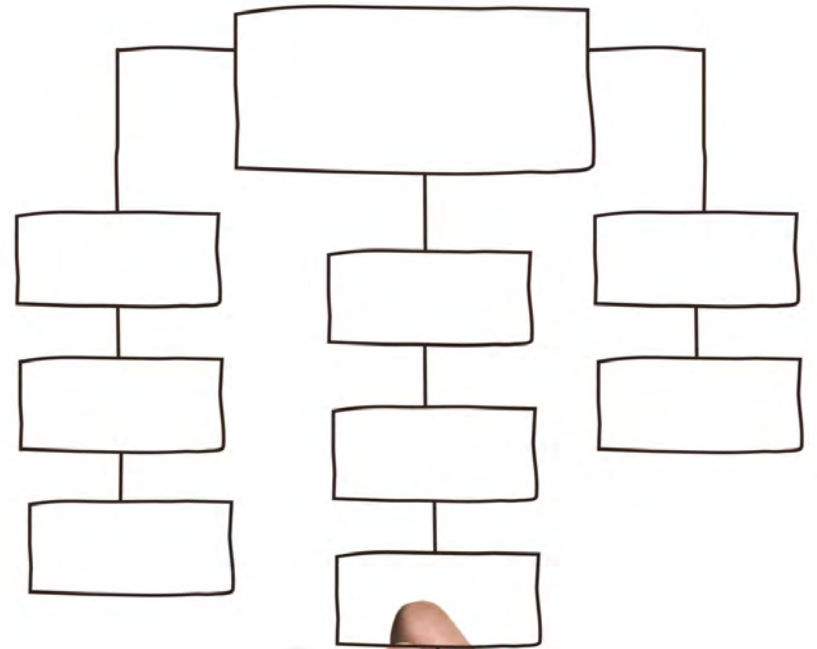
1. Create and use a visitors' log.

2. Consider badges.

3. Require everyone to follow your procedures.

4. Watch for those sneaky slippers.





Project a Confident and Authoritative Image

**Calm and
Confident**





**How may I
help you?**



Say, "Welcome."



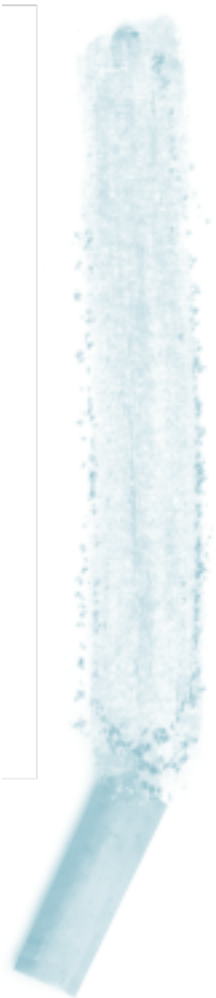
Confidence and Authority Checklist

1. Stand tall and relaxed.

2. Smile and look them in the eye.

3. Speak up, and stay on topic.

4. When in doubt, shake hands.



Stress

3 things to lower stress:

1. Take regular breaks.
2. Sip lots of water.
3. Breathe.





Breaks



Water



Breathe



ESP

Empathy

Sympathy





ESP

Empathy

Sympathy

Priority

Red Flags or Warning Signs



Anxiety



Defensiveness



Frustration and anger

Keep Yourself Under Control

1. Get his or her undivided attention to show you're in control.
2. Use his or her name.
3. Deliberately drop something.
4. Ask him or her to sit down.



Keep Yourself Under Control

5. Make a connection.

- Give him or her no more than 2 minutes to vent.
- Paraphrase what he or she said.
- Use the ESP technique.

6. Get them moving.

- Offer a chair.
- Walk to another area.



Keep Yourself Under Control

7. Offer assistance.

- Use “I” statements.
- Let them know what you can and can’t do.
- Be friendly but firm.
- Offer an alternative.



Keep Yourself Under Control

8. Use your instincts.
- If you aren't certain you can handle this person, don't try.
 - Get help.
 - Use your escape route.





Take notes.

Listen.

Summarize.



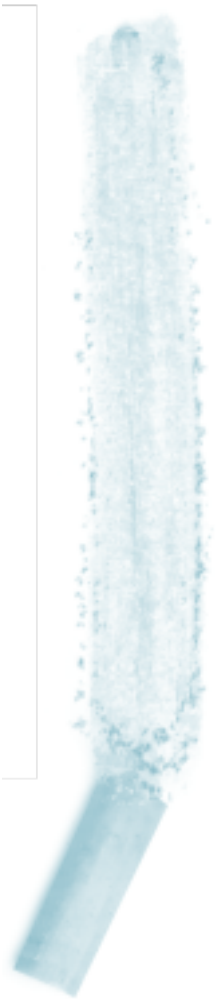
Managing Problem Behaviors Checklist

1. Manage your own stress.

2. Use ESP.

3. Learn the signs.

4. Be smart.



A pile of various envelopes and mail pieces, including white envelopes, brown cardboard envelopes, and a black envelope, scattered on a corkboard background. Some envelopes have postage stamps and labels.

Mail Screening Policies

- Open all mail with a letter opener.
- If you have doubts about its safety, don't open it.

- http://www.baltimorecountymd.gov/Agencies/police/mail_screening.html
- Homeland Security and FEMA
 - <http://www.ready.gov/business>



Don't Panic

Mail Policies Checklist



Create a uniform procedure for accepting mail and packages.

Brain Research

1. The brain doesn't fully develop until our mid-20s.
2. The female brain is more highly evolved than the male brain.



Instinct and Intuition Checklist

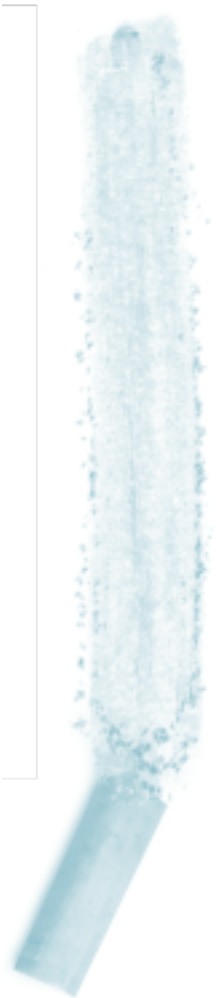
Reacquaint yourself with your intuition.

Let it out to play.

Respect and admire it.

Use it.

Stay safe.



Training

- Is your CPR training up to date?
- Who else in your organization is trained?
- Is that training current?



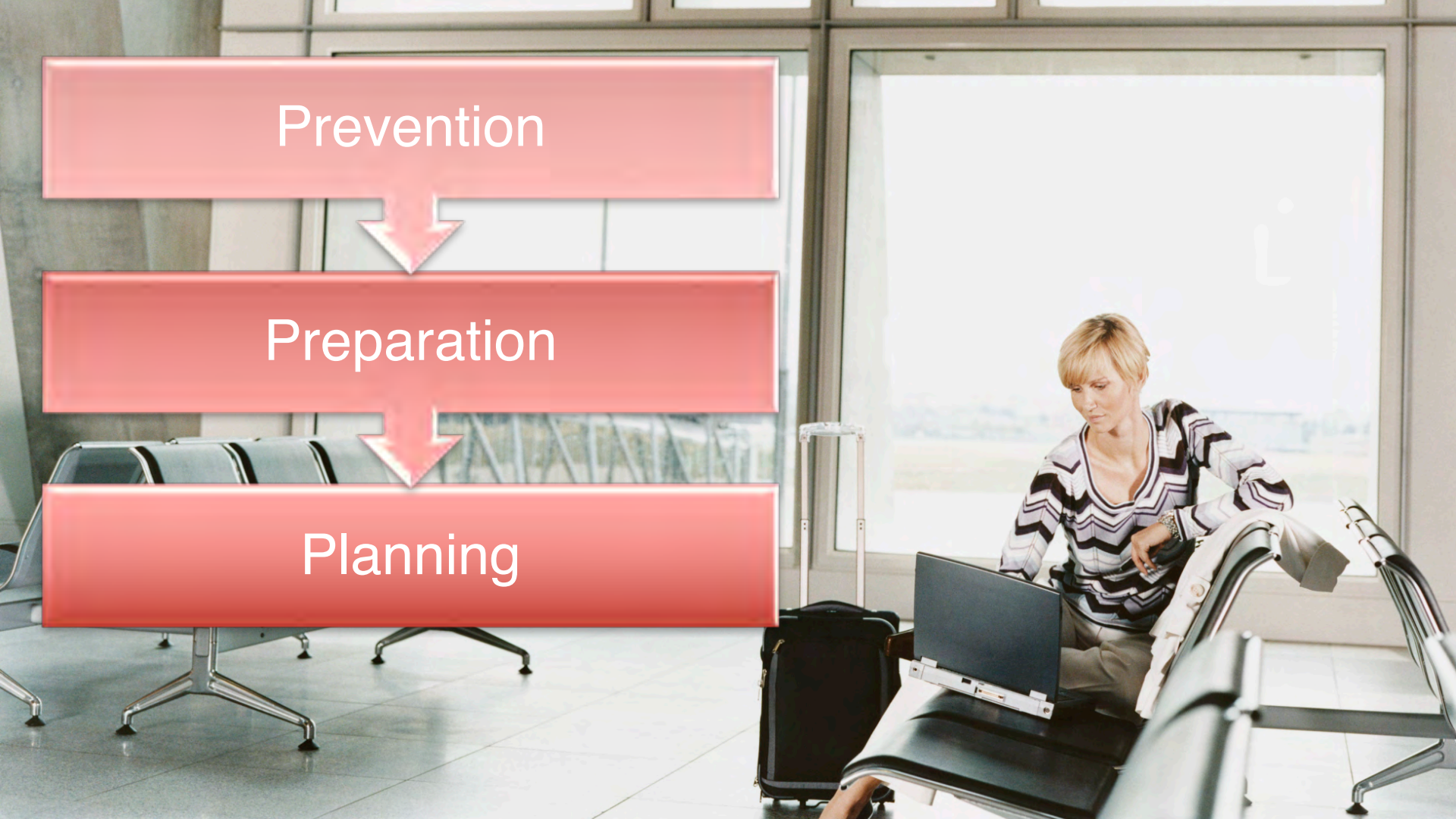
Prevention



Preparation



Planning





Fire Drills

Have a Plan for Each Emergency

Bomb threat

Crisis notification

Disaster recovery

Basic emergency

Evacuation

Intruder

Media response

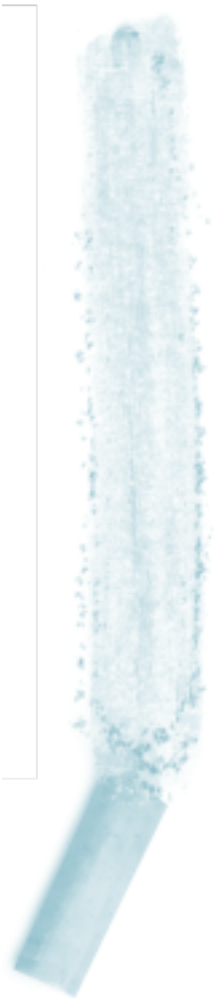
Emergency Checklist

1. Create plans.

2. Distribute plans.

3. Practice plans.

4. Revise and improve plans.



Fire Evacuation Plan

1. Where are the nearest 3 exits?
2. Where are the extinguishers?
3. Where are the alarm pulls?
4. What does the alarm sound like?
5. Where are all of these things near my workstation, or any place else I might be when the emergency occurs?



Fire Evacuation Plan

6. Does everyone know that when an alarm sounds, you get out now?
7. Does everyone know to avoid the elevators? To only open cool doors? To assist those who are physically challenged?
8. Do you know the whole building in the dark?





12:56 PM



Chat



Music



Store



News



Organizer



Internet



Business



Help



Security



Search



Certificates



Downloads



Settings



Messages



Camera

Training

- Who is trained in CPR?
- Do you have an AED (automated external defibrillator) and people who are trained to use it?
- Where is it stored?



6 Steps to Manage Accidents

1. Call 911.
2. State the type of injury or condition you see.
3. Administer first aid, if you are trained.



6 Steps to Manage Accidents

1. Look for a medical bracelet or necklace; check for medications.
2. Call your supervisor.
3. Stay with the victim until professional help arrives.



Evacuation Plan

Where to go after you evacuate

Get a head count.

Floor wardens

Elevator and stairwell monitors

Evacuation captains

Floor searchers

Weather Warning Plan

- Instructions for how to shelter in place and where to go
- Have adequate supplies.
- Have an alternate communication system.



**Do you have
lockdown plans?**

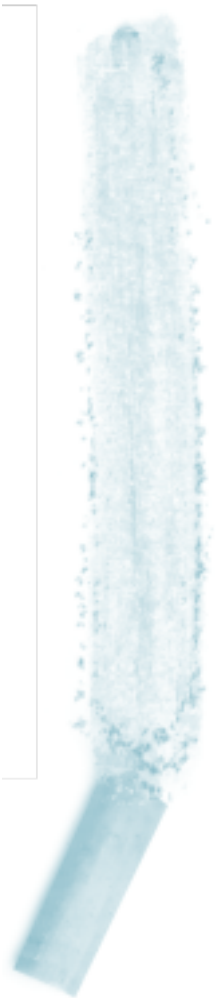


Manage Emergencies Checklist

Prevention

Preparation

Planning



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Trained



**A trained commitment
to act or helplessness?**



Untrained