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1. Crime Prevention Through Environmental Design
2. Robust Visitor Screening
3. Be Responsive to Customer Concerns
4. Internal Agency Communication
5. If You See Something, Say Something

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## Crime Prevention Through Environmental Design

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### Crime Prevention Through Environmental Design

Routine Use of Space – “Eyes on the Space”	Natural Access Control	Staking Your Territory	Maintaining Your Area
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Source: “Crime Prevention Through Environmental Design,” National Crime Prevention Council, <https://www.nccprevention.org/ncpe/2012/02/01/crime-prevention-through-environmental-design/>

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**2**

### Robust Visitor Screening

- Staff Entry Points
- Obtain Visitor List in Advance
- Check Bags



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### Robust Visitor Screening

- Visual weapon screening - physical behaviors
- Pattern matching and recognition
- Background checking employees and volunteers
- Security cameras

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**3**

### Be Responsive to Customer Concerns

“Your most unhappy customers are your greatest source of learning.”

- Bill Gates



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### Being Responsive to Customer Concerns

- Welcome complaints
- Take the time to listen to customers, clients, staff
- Provide staff de-escalation training
- If a threat is made have procedures in place for contacting the authorities

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### Internal Agency Communication

"It's about communication. It's about honesty. It's about treating people in the organization as deserving to know the facts. You don't try to give them half the story. You don't try to hide the story. You treat them as - as true equals, and you communicate and you communicate and communicate."

- Louis V. Gerstner, Jr.

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### Internal Agency Communication



**Do:**

- Clearly assign roles and responsibilities
- Use multiple modes of communication
- Practice with real-life scenarios



**Don't:**

- Work in Silos
- Adopt obscure crisis plans
- Disregard stakeholder feedback and observations

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**If You See Something, Say Something**

**5**

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**If You See Something, Say Something**

**See Something?**

**Don't be afraid to speak up**

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**How to Report Suspicious Activity**

Public safety and security is everyone's responsibility. If you see suspicious activity, report it to local law enforcement or a person of authority using the "5W's":

**WHO** did you see

**WHAT** did you see

**WHEN** you saw it

**WHERE** it occurred

**WHY** it's suspicious

**IF THERE IS AN EMERGENCY, CALL 9-1-1.**

Do not report suspicious activity to the Department of Homeland Security. Instead, notify local law enforcement.

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### Closing Thoughts

- Many stakeholders (customers, visitors, volunteers) will follow the lead of managers and employees during any type of active threat situation; your team must know what to do and how to lead!
- Discuss and practice potential scenarios; what scenarios is your team concerned about? How do you know?
- Empower staff to take action
- Remember that one approach or one plan DOES NOT suit all!

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### Resources

- "Active Shooter How to Respond," U.S. Department of Homeland Security, [www.dhs.gov/xlibrary/assets/active\\_shooter\\_booklet.pdf](http://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf)
- "Fact Sheet – Active Shooters," Nonprofit Risk Management Center, <https://nonprofitrisk.org/resources/articles/fact-sheet-active-shooters/>
- "Facility Agility: Planning for Facility Emergencies," Nonprofit Risk Management Center, <https://nonprofitrisk.org/resources/articles/facility-agility-planning-facility-emergencies/>
- "Developing Emergency Operations Plans: A Guide for Businesses," U.S. Department of Justice Federal Bureau of Investigation, [www.fbi.gov/file-repository/active-shooter-guide-for-businesses-march-2018.pdf/view](http://www.fbi.gov/file-repository/active-shooter-guide-for-businesses-march-2018.pdf/view)

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**"The way to get started is to quit talking and begin doing."**

–Walt Disney




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Thank You!

Melanie Lockwood Herman  
[Melanie@nonprofitrisk.org](mailto:Melanie@nonprofitrisk.org)  
703.777.3504

Katharine Nesslage  
[Katharine@nonprofitrisk.org](mailto:Katharine@nonprofitrisk.org)  
703.777.3504

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