Five Low-Tech Ways to Anticipate and Manage Active Threats

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"Knowing is not enough; we must apply. Wishing is not enough; we must do."

– Johann Wolfgang Von Goethe
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

Routine Use of Space – “Eyes on the Space”
Natural Access Control
Staking Your Territory
Maintaining Your Area

Robust Visitor Screening

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

Robust Visitor Screening

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

Be Responsive to Customer Concerns

"Your most unhappy customers are your greatest source of learning."

- Bill Gates
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

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.

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
If You See Something, Say Something

See Something?  

Don't be afraid to speak up

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 partner of sharing using the "TIP".

WHO did you see  

WHAT did you see  

WHEN did it happen  

WHERE did it occur  

WHY is it 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.
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!

Resources

- "Active Shooter How to Respond," U.S. Department of Homeland Security,
  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/

“The way to get started is to quit talking and begin doing.”

– Walt Disney
Thank You!

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