

CITY OF BRANSON

SECURITY GUIDELINES FOR THE FRONT DESK



SAFETY AND SECURITY GUIDELINES AT YOUR FRONT DESK

- Among the many responsibilities at your front desk area, being aware of your surroundings and safety is essential.



- In case of an intruder(s), a natural disaster, or any emergency type situation, the following information is a **guide** for the Receptionist to follow and utilize.

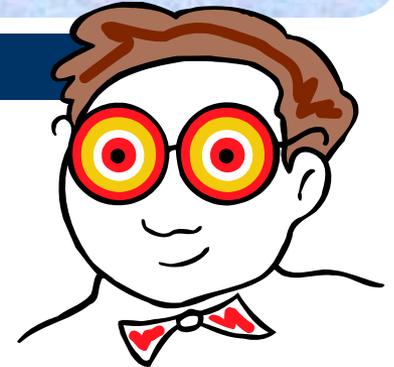


Front Desk Safety and Security Topics

- Staff Safety - Stay Alert
- Calling 911
- Panic Button
- Threats of Violence
- Intruder
- Medical Emergency

Staff Safety – Stay Alert

- **STAY ALERT!** Branson City Hall is a busy place with people coming and going. Guests may be in the Council Chambers, Conference Rooms, Fish Bowl or private meetings. Be aware of your surroundings.
- **Ask yourself: Does this person need help or look lost? Do they belong here? Then be assertive and ask: Hi! How can I help you?**



Calling 911



- People or staff may come to you and ask you to call 911. On the telephone console **you must first press a line, then press “9” to get an outside line, then dial 911.**
- When the 911 operator answers, give your name and the location you are calling from. Then state the nature of the emergency.
- Answer any questions the 911 operator asks you to the best of your ability. If you are not sure of the answer, tell the 911 operator you are not sure. Only state facts.

Receptionist Safety



**PANIC
BUTTONS**



In most non-threatening cases, you should do the following:



- **REMAIN CALM**
- Respond to the individual(s) in a calm manner by speaking softly, but firmly.
- Offer to call someone from a department providing service to help with a resolution.

REMAIN CALM

The Panic Button, if applicable, is used when you, or others, feel threatened.

- Offices equipped with panic buttons.
 - PD Records
 - City Hall Reception Desk
 - Council Chambers
 - Finance Department
 - Clerk's Office
 - Administration Offices
 - Planning and Zoning Dept.
 - H.R. Department
 - Engineering Dept.



Threats of Violence

- Immediate Threat - a statement, or act, of an intention to inflict pain, injury, damage, or other hostile action towards someone.
- Threats of violence may be delivered in any form: Face to face, email, phone, or in writing.
- During a face to face immediate threat, activate the “Panic Button” if you are in a position to do so.

Threats of Violence – Continued Intruder

- Create sufficient space between yourself and the perceived threat or person.
- **DO NOT** attempt to break up fights by physical intervention. Call for assistance and wait for their help.
- Utilize the Run-Hide-Fight strategy, if possible, and when appropriate.

Threats of Violence – Continued Hostage Situation

- **REMAIN CALM** – The perpetrators generally focus on extremely emotional and aggressive victims.
- **DO AS YOU ARE INSTRUCTED.**
- **BE OBSERVANT** - Of the environment and the perpetrators to provide accurate description to responding police personnel.

Threats of Violence - Continued

- **NEVER ATTEMPT TO TAKE A WEAPON AWAY FROM A PERPETRATOR**, unless following the run-hide-fight plan.
- When rescued, immediately lay down on the floor. Be prepared to be treated by rescuers as a criminal until it can be validated who the perpetrators are and who the victims are.
- Avoid the “Stockholm Syndrome”. Do not be persuaded that the perpetrator has become a “good” person and needs sympathy.

Intruder – Safe Room

When Using Safe Rooms

- Locate the “Safe Room” nearest you.
- Check the Men’s and Ladies’ Restrooms when possible, and guide visitors to the nearest “Safe Room”.
- Do not exit the safe room once secure inside.
- Police Personnel will notify you of an “ALL CLEAR” to come out of “Safe Room”.

Medical Emergencies

- When a medical emergency happens near you, you may be asked to call 911.
- Call 911 and inform the dispatcher of your name, your location and the nature of the emergency.
- Do not move the person who needs medical attention, unless to avoid additional injuries.
- If required, assist medical responders when they arrive.
- If you have CPR/First Aid Experience and feel comfortable initiating or assisting, delegate someone to call 911.