

# Front Desk Safety

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Chinook Winds Regional Council Admin Association

# Front Desk Area

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- Clear line of vision
- Allow limited access
- Make exits easily accessible
- Desk should be focal point of entrance (or have a sign)
- Only authorized people behind the desk
- Position computer monitor out of view
- Use security monitors
- High desk
- Door release or card system

# Front Desk Emergency Procedures Manual

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- How to handle visitors
- Emergency medical guidelines
- Handling angry visitors
- Guidelines for threats
- Evacuation procedures
- Fire and other natural disasters
- How to signal discreetly for help
- How to hand confidential info
- After hours access
- “Red alert” code

# Manage Visitor Flow

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- Position the front desk in a way that forces guests to walk past it
- Verbally greet each guest, ask them to sign in
- If they walk past the front desk, use a firm, loud voice to get their attention and ask them to sign in
- Have a way to alert others discreetly

# Establish Authority

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- Use strong speech patterns
- Identify when best to stand and when best to remain seated
- Make direct eye contact
- Keep a poker face
- Smile and nod

# Handle verbally abusive and threatening callers

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- Find out and write down their name, where they are calling from
- Keep your voice tone low
- Allow silence – listen carefully
- Pause before you speak
- Be assertive. Let them know you do not like the treatment or conversation
- Take action – report harassment

# Violence between two individuals

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- Stand up, but give them space
- Call backup
- Call the individuals by name
- Tell them you are calling the police
- Take cover if physical violence occurs

# When violence is against you

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- Make noise
- Respect weapons
- Look for an escape
- Assume the fighters stance (balls of feet, hands by side)
- Use basic desk supplies as weapons
- Act with purpose or not at all
- Follow planned escape route
- Run in zig zag
- Go to the “safe zone”

# Survival Skills: Don't

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- Try to overpower
- Panic
- Resist
- Use communication styles that produce hostility
- Zone out
- Let the individual get you alone
- Invade the person's space
- Reject the demands right away
- Attempt to bargain
- Take sides or agree with distortions
- Make false promises you can't keep

# Survival Skills: Do

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- Watch and wait
- Be an empathetic listener
- Follow instructions
- Discreetly signal for help
- Yell for help (knife)
- Remain calm (gun)
- Delay tactics
- Establish ground rules
- Repeat back their request
- Ask for small favors (remind them of humanity)
- Make mental notes of details to report when the incident is over

# Protect against thieves and vandalism

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- Do not call police during an active robbery
- Follow instructions of the thieves
- Move them to a less populated area
- Do not try to resist or fight
- Let them go

# Incident Reports

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- When an incident has occurred, document immediately (within 24 hours)
- Use a standard form
- Use objective documentation and eye witness reports
- Sign and date
- What warrants an incident report:
  - Theft
  - Workplace violence, sexual harassment
  - Security breaches
  - Suspicious telephone calls or drop in guests