

Your guide to OFFICE SECURITY & SAFETY



Make a mental note of the person's appearance. As soon as you can, write down a description and details of the incident to pass on to Security.

Never try to physically evict someone yourself. Leave that to Security. They are trained to do so.

If you discover a break-in at your work area or discover that items are missing, report it to Security at 2400 immediately.

It's important to remember if a situation feels wrong, it probably is. If you feel uncomfortable or threatened in any way, remove yourself from the situation as soon as possible and call Security at 2400. Do not feel embarrassed to ask for help or to report an incident, no matter how insignificant it may seem. Any situation that causes you fear or concern is a legitimate reason for contacting Security.

SAFETY RESOURCES & EMERGENCY NUMBERS

EMERGENCY CALLS TO SECURITY

NW/COQ Campuses: local 2400.

NON-EMERGENCY SECURITY CALLS:

New Westminster 604 527 5405

David Lam Campus 604 777 6254

DIRECTOR, SAFETY, SECURITY AND EMERGENCY MANAGEMENT

604-527-5828

OCCUPATIONAL HEALTH AND SAFETY CO-ORDINATOR

604-777-6337



DOUGLAS COLLEGE IS COMMITTED TO PROMOTING A SAFE AND SECURE ENVIRONMENT

This guide was prepared with assistance from UBC's Health, Safety and Environment Department and features tips and information on office security. Take note of these suggestions but remember, use common sense and trust your instincts.

- Lock your door if the office is left unattended, even for short periods.
- If absent, never leave handbags or wallets; don't leave wallets in coats.
- Always keep money in a safe place; do not carry large sums of cash to work.
- Carry only the cards and identification required.
- Do not leave your keys lying about.
- Do not leave passwords, combinations or keys in desk drawers.
- Never assume a stranger wandering the buildings is an employee.
- Never leave visitors alone in your office.
- Notify Security at 2400 if you notice suspicious persons, especially after normal working hours.
- If you see a crime in progress or feel threatened, call 2400 immediately.
- Ensure that emergency numbers are posted at each phone. (They are available from the Facilities Department, local 5361).
- Keep potential weapons of opportunity (scissors, paperweights, etc.) out of reach of clients.
- Plan a safe escape route.
- Try to arrange work schedules so that you are not working alone in your area.

- If you are working alone, let Security know (local 5405 for New Westminster Campus, local 6255 for Coquitlam Campus) and they will do regular checks during patrols.
- Security is available to escort you to your vehicle in the underground parkade in the evening.

TIPS FOR DEALING WITH STRANGERS

Many visitors come to our campuses every day seeking information about programs and services. However, you may encounter a stranger with no legitimate reason for being on campus. Here are some tips for this situation:

IF YOU ENCOUNTER A STRANGER

- Project calmness and confidence. Be friendly but professional. Challenge strangers only when you can do so safely.
- Never jeopardize your safety by acting alone when challenging or even approaching a stranger, regardless of how unthreatening the person may appear.
- Never provide personal information to someone you don't know. If you are concerned about a stranger, call Security at 2400.
- Why challenge a stranger?
- They become aware they are recognized as strangers.
- Strangers know they can be identified if they return.
- If they have criminal intent, they may change their minds if they know they can be recognized.

HOW TO CHALLENGE

Identify yourself as a Douglas College employee and use a polite, helpful approach. It is easier to be polite and remove the discomfort of confrontation. If the stranger is a person with bad intentions, you have done your job. If the stranger has legitimate business, neither of you will be embarrassed.

- Be alert to strangers entering your work area.
- Approach strangers when you can do so without risking your safety or the safety of others.
- Greet strangers with a friendly but professional tone of voice:
- "Good morning. I'm with the Department. May I help you?"
- "Are you looking for someone, perhaps I can help."
- "Are you looking for a particular room or office?" Perhaps I can direct you."

BEHAVIOURS THAT IDENTIFY AN INTRUDER

- Mumbling, followed by a quick exit.
- An abrupt reply like: "why are you bothering me?" or "you have no right to question me."
- An icy stare - an attempt to intimidate.
- "No" and no apparent intention to leave.

If an unauthorized person refuses your request to leave, you can say, "If you don't leave, I'll have to call Security." If your request is not followed, follow through and call Security at 2400.

If the trespasser does not leave and you do not feel comfortable saying you'll call Security, have someone keep an eye on the stranger, if possible, while you discreetly call Security.