Standard Operating Procedure (SOP) for
SAFETY AND SECURITY IN ADMINISTRATIVE OFFICES
SOP# FSE-01-09

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YORK UNIVERSITY
1. **Introduction/Purpose**

A number of areas within FSE are involved in customer service functions (i.e. serving students). The intent of this document is to make these areas safe and more secure for those working in these areas.

2. **Scope**

These guidelines are for all faculty, staff and students within FSE that work in Administrative Offices or other areas that perform customer service functions.

3. **Definitions, Abbreviations**

**FSE:** Faculty of Science and Engineering

**Lockdown:** A full lockdown means that people must stay where they are (or go to the nearest office/classroom/laboratory) and must not exit the office/classroom/laboratory.

4. **Responsibilities, Training, Key Contacts**

- Know the location of the closest first aid station and the designated first aider for that station.
- Know the location of the nearest ‘Safety Phone’ and how to use it.
- Have security on autodial (ext. 33333 or 416-736-5333) and make sure that those working in the area know how to use the autodial function.
- Human Resources arranges different presentations/seminars/workshops that give guidance on dealing with conflicts, diffusing hostility, violence prevention, etc.

5. **Working Alone**

- Working alone should be avoided whenever possible. Always try to have a second person in the office during service hours.
- Those that *must* work alone should refer to the Working Alone Program (http://www.yorku.ca/dohs/documents/WorkingAloneProgram.pdf).

6. **Keeping Area Secure**

- Dealing directly with currency should be avoided whenever possible. Areas that are required to deal with and store currency should keep it secured within a locked cabinet.
- Whenever possible, doors should be locked.
- Always be aware of people entering the office. Assess the demeanor of the person to avoid being surprised with a difficult situation.
- An office desk or service counter can be an effective barrier between you and anyone entering the office. Do not allow others to cross over onto your side of the desk/service counter.
Offices with Kiosk Windows:

- The kiosk window offers an added level of security.
- Offices with a kiosk window should use this feature. For this feature to be fully effective, all doors to the office must remain closed and locked.

7. Dealing with Difficult Situations

Angry or Upset Persons:

- Remain calm and be professional. Do not reflect the person’s behaviour.
- Try to empathize with the person and listen to their concerns. The person may simply need to vent.
- Try to calm the person. If the person will not calm down, warn them that security will be called if they can not calm themselves.
- Use a team approach. The person may be more responsive to someone else in the office.
- If you recognize that someone else in your area is dealing with an angry/upset person, ask them whether ‘everything is okay’ or whether they need assistance. Be prepared to call security for them.
- Document the situation.

Persons Requiring Medical Assistance:

- Direct them to the closest designated first aid station. You may need to go and get the designated first aider for the area and bring them to the person.
- If it is a serious medical situation (i.e. loss of consciousness, heart attack, excessive bleeding, etc.) call 911 immediately.

Violent Incident or Armed Persons:

A situation that poses an immediate threat to the safety and well being of the York community.

- Should you discover a violent or potentially violent person in your area, do not confront them. Call 911 and provide as much information as possible:
  - location and description of person
  - direction they are traveling
  - floor and name of building (if known, include campus street address)
  - request an ambulance for anyone who is injured
- If possible, notify others in the area.
- Enter lockdown mode:
  - Close and lock/barricade the door. Do not respond to anyone at the door until given the “all clear” by police or security.
  - Close any blinds or curtains to windows and stay away from windows.
  - Turn off the lights, computers, radios, cell phones or anything indicating the room is occupied. Be as quiet as possible.
  - Sit or lie on the floor or crouch behind or under desks. Be as invisible as possible.