Operations Manual

Governed By: Facilities	**Effective Date:** 4/1/13
Procedure: JLB Security Devices # 4	**Updated Last:** 4/5/13
Purpose: To allow CEO staff access to an immediate response of the Troy Police Department during threatening situations.	
Refer to Policy #:	

Summary: JLB has security devices in place for Police Intervention as needed. On each floor of the building there are strategically placed stationary or hand held emergency alert devices that when pushed will activate Troy Police Department immediate response.

- 911 should be used for medical intervention or to make a Police report of any kind. **"DO NOT USE THE BUTTONS FOR ANYTHING THAT IS NOT RELATED TO A THREATENING SITUATION.**
- Buttons should be used only when Police Intervention is necessary; when anyone feels "threatened" the button should be pushed.
- When the button is pushed;
    - No alarm will sound in the building.
    - The button activation zone will appear on the "security box" on the wall behind the front desk.
    - The Troy Police Department and four CEO first responder staff will be alerted immediately via phone and e-mail. All parties will respond immediately;
- No persons other than the police should enter any crisis situation
- CEO first responders should reach out to zone identified with a phone call to further assess situation and ideally meet police in court yard with an update before they enter the building.
- Responding police will assess and take the lead in the situation immediately upon arrival
- Staff directly involved in the crisis situation should do their best to de-escalate or minimize escalation until the police arrive. Staff should never leave anyone alone in any situation. Management would be the ideal witness and supporter when possible.

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- Staff indirectly involved should remain calm and do their best to remove anyone not involved from the scene; children, clients

- Program Managers are aware of the locations of the emergency buttons and are responsible to ensure all staff know where they are, when it would become necessary to activate and how they should respond according to their location during a "crisis" situation.

Program or Site: (program name)	**Effective Date:** (mm/dd/yyyy)
Procedure: (procedure name)	**Updated Last:** (mm/dd/yyyy)
Purpose: (what is the purpose of this procedure?)	

Summary: