

**PORT HURON HOUSING COMMISSION**  
**BUILDING SECURITY POLICY**  
(11/18/15)

In continuing its policy of ensuring the safety and security of all employees and residents, the Port Huron Housing Commission has developed the following building security policy. The purpose of this policy is to make everyone aware all security measures which have been taken and are available and provide direction as to actions that can be taken in the event a situation occurs. These policies are to be followed at all times regardless of posted Terrorist Threat Conditions.

Employees and residents are always encouraged to be aware of their surroundings, immediately report suspicious activities, and to avoid placing themselves in vulnerable situations.

**OFFICE BUILDINGS**

1) Management Office

The Management Office has been equipped with the following in order to maintain a high level of security at all times:

- A. All employee entrance doors have had locks installed that remain locked at all times from the outside. Keys are necessary to gain entrance to the building at these locations which are supplied only to employees working in the management office and marked "Do No Duplicate". Employees receiving keys must sign an Acknowledgment of Receipt of Keys form and their name is recorded on a log. The log and these original forms with signatures are stored in the Up-front Income Verifications Book as they were originally requested by HUD for their Up-front Income Verifications System (UIV). Individual signed forms are also maintained in an employee file.
- B. The building is also equipped with a motion-sensor alarm which, if tripped, will send a message to our pagers and the Executive Director's cell phone. Each employee has their own code to arm and disarm the alarm. Alarm codes shall be changed when an authorized employee leaves employment. The Executive Director will authorize which employees are to be equipped with an alarm code.
- C. The lobby entrance door is unlocked only during normal business hours which are Monday through Thursday from 7:30 am to 5:00pm.
- D. All doors from the lobby to the interior office section of the building are locked at all times. Entrance is gained only by entering a code on a keypad or the Receptionist pushing a button.

- E. The front reception area has two windows made of security glass type material limiting physical contact with staff.
- F. Panic alarm buttons that call silently for immediate Police response have been installed in the following locations:
  - 1. The receptionist's desk – under the desk
  - 2. Interview Room 1 – under the desk
  - 3. Interview Room 2 – on the east wall
- G. A video camera security system has been installed with cameras positioned in the Lobby and in each of the Interview Rooms. All cameras record constantly for a 24 hour period and can be saved to be reviewed/used as evidence if need be. A display monitor is located in the Receptionist area where staff can observe activity from each camera to ensure co-worker safety.
- H. Clients are not allowed access to the interior of the office building. A sign stating "No Public Restrooms" is also posted to avoid this situation.
- I. Motion sensors have been installed throughout the building which are connected to an alarm that has audible sound in the building as well as directly notifies the Executive Director's cell phone for immediate response. These motion sensors are activated after business hours.
- K. Personal meetings with clients are to be held only in the Interview Rooms which contain locked doors to gain access to the main office area.
- L. All maintenance crib supplies and the Maintenance Clerk position have been moved from the Maintenance Office to the Management Office for safety reasons as the Maintenance Clerk was usually the only employee at the Maintenance Office for a high percentage of the time. The crib area is locked at all times, only the following employees have keys:

Executive Director  
Maintenance Clerk

Alarm codes shall be changed when an authorized employee leaves employment.

## 2) Maintenance Office

- A. All entrance doors and garage doors remain locked at all times when not in use by employees. A log is maintained by the Maintenance Clerk of what keys are issued to which employees.

- B. Typically, there is no personal contact with clients at this office. Should a client stop, there is an outside speaker and microphone to communicate with the employee in the office.
- C. After hours, all doors are connected to an alarm with has audible sound in the building as well as directly notifies the Executive Director's cell phone for immediate response. Only the following authorized employees are equipped with the alarm code:

Executive Director  
Maintenance Clerk  
Required Maintenance Personnel

Alarm codes shall be changed when an authorized employee leaves employment.

### 3) Dulhut Community Building (Computer Lab)

The Dulhut Community Building has been equipped with the following in order to maintain a high level of security at all times:

- A. A security alarm keypad which, if tripped, utilizes the existing phone line to call the Contracted Monitoring Dispatch Center that will call the police immediately and designated PHHC Employees. This alarm can be tripped by opening a door while it is set, setting off the motion detector while it is set, or by doing the following while it is not set:
  - Push and hold the blue shield for 3 seconds. This will set off a silent alarm and the police will be contacted. (Police will come silently.)
  - Push and hold the green plus sign for 3 seconds. This will sound the alarm and also contact police. (Police will come with sirens.)

Alarm keypads are located in the following locations:

- Computer Lab
- Scout Office

The following are authorized with an alarm code for their respective alarm:

Executive Director (all alarms)  
Computer lab employees (Lab/Office section only)  
Scout Leaders (Scout section only)  
Required Management and Maintenance Personnel (all alarms)

Alarm codes shall be changed when an authorized employee leaves employment.

- B. Two (2) push buttons on desks (one in the Lab and one in the Employee Office) which utilizes the existing phone line to call the Contracted Monitoring Dispatch center who will call the police immediately and designated PHHC Employees. An employee should be situated at these locations at all times.
- C. A window in the Employee Office for a 2<sup>nd</sup> emergency exit and one motion detector that will be tripped if someone were to come in through the window while the system is set, this will utilize the existing phone line to call the Contracted Monitoring Dispatch center who will call the police immediately and designated PHHC Employees.
- D. Security lighting is provided outside the premises which is on from dusk until dawn.
- E. Situated desks used by employees in the Lab and VISTA Office to provide quick exits from the room/building.
- F. A log is maintained as to who has keys to this building and/or rooms. Employees must sign for keys.

To contribute to a safe work environment, employees are expected to:

- A. Ensure that not less than two (2) employees are present at all times in the Computer Lab/Office whenever possible when clients are present, but especially during night and weekend hours regardless if clients are present or not.
- B. All employees are to enter and exit the building with at least one (1) other employee whenever possible, ensuring each other's safety, especially during night and weekend hours.
- C. Police should be contacted immediately should any clients present any perceptions of danger and, if warranted, the building should be exited as soon as is safely possible. Contact of the police may be made by the safest, quickest method with the following available: Phone dialing 911; Pressing the security button located on a desk; or Pressing the blue shield (silently calls police and they arrive with no sirens) or green plus button (sounds alarm and police come with sirens) for 3 seconds. The Contracted Monitoring Dispatch Center will immediately contact police should any of the above buttons be pushed.
- D. Should a potentially confrontational situation occur during Housing Commission work hours and it is felt that the situation does not present an immediate threat of danger requiring Police contact, the employee can chose to contact our maintenance employee on location by calling (810) 984-6410 and pressing the correct number for an emergency response. However, the Police should be contacted immediately for any situation presenting potential danger.

- E. Immediately report to the Housing Commission any lighting or other issues which may present dangerous situations.
- F. Never knowingly place oneself in a potentially dangerous or confrontational situation. Employees should remove themselves from the situation immediately if this type of situation occurs.
- G. If it becomes necessary to leave the building due to a dangerous situation, the building should be secured and locked up, but only if it is safe to do so. The police department should be contacted at the first available opportunity.
- H. If it is noticed that the alarm is not arming and/or that the phone or fax line to either the office or the computer lab is not working, contact designated PHHC personnel immediately at 810-984-6410.
- I. If a potentially dangerous situation is noticed outside of the building, please lock all exterior doors and windows to ensure the situation does not move inside and contact the police immediately.
- J. IF IT BECOMES NECESSARY TO LEAVE THE BUILDING, ESPECIALLY IF IT IS NOT LOCKED OR IF PEOPLE ARE LEFT INSIDE, UNATTENDED ... CONTACT THE HOUSING COMMISSION AT (810) 984-6410 (PRESS THE NUMBER FOR AN EMERGENCY) AND NOTIFY MANAGEMENT OF THE SITUATION SO THE BUILDING MAY BE RE-SECURED. THIS SHOULD ONLY BE DONE AFTER THE POLICE HAVE BEEN CONTACTED AND IF IT IS SAFE TO DO SO.

Alarm codes shall be changed when an authorized employee leaves employment.

### **RESIDENT BUILDINGS (SENIOR SITES)**

- 1) All buildings entrance doors are to remain locked at all times.
- 2) Entrance intercoms are installed at various entry-ways for visitors to contact the resident. Residents have the ability to unlock the door for those visitors they wish to see. Residents are strictly advised to only let in those persons they wish to see.
- 3) Should a resident need assistance and is unable to reach their telephone, each unit is equipped with emergency call cords in their bedrooms and bathrooms which when pulled immediately sends a signal to a panel located in our Resident Monitor's apartment. The Resident Monitor is to respond immediately by investigating the situation and contact emergency personnel if necessary.

- 4) Resident are allowed only one entrance door key per unit. Requests for 2<sup>nd</sup> keys must be in writing which details who will be holding the key and a deposit must be paid.
- 5) All entrance door keys are marked "Do Not Duplicate".

### **MAIL HANDLING**

- 1) All employees and residents are encouraged to follow these procedures while handling mail:
  - A) Be on the lookout for suspicious envelopes or packages.
  - B) Do NOT open suspicious mail.
  - C) Open all non-suspicious mail with a letter opener or another method that minimizes skin contact with the mail and is least likely to disturb contents.
  - D) Open mail with a minimum amount of movement.
  - E) Do not blow into envelopes.
  - F) Keep hands away from nose and mouth while opening mail.
  - G) Turn off fans, portable heaters, and other equipment that may create air currents.
  - H) Wash hands after handling mail.
- 2) Characteristics of Suspicious Packages and Letters:
  - A) Discoloration, oily stains, or an unusual odor
  - B) Crystals, powder, or powder-like residue on the surface
  - C) Suspicious or threatening language on the outside of package or letter
  - D) Postmark that does not match return address or no return address
  - E) Restrictive endorsements such as "Personal" or "Confidential"
  - F) Distorted handwriting, block-printed or poorly typed address
  - G) Excessive tape or string
  - H) Rigid, uneven, irregular, or lopsided package
  - I) Package with soft spots, bulges, or excessive weight
  - J) Handwritten, block-printed or poorly typed address
  - K) Excessive postage
  - L) Title but no name or incorrect title
  - M) Misspelled addressee's name, title, or location
  - N) Misspelled common words
  - O) Addressee unknown or no longer with organization
  - P) Protruding wires or aluminum foil
  - Q) Ticking sound

- R) Unexpected mail from a foreign country
- 3) What to do if you receive or discover a suspicious package or letter:
- A) Do NOT open the package or letter
  - B) Do not shake, empty, or otherwise disturb its contents
  - C) Put the package down and do not handle it further
  - D) Do not touch or try to clean up the substance
  - E) Alert others nearby
  - F) Do not remove ANY items from the area
  - G) Leave the area and gently close the door

After leaving the area:

- A) Wash hands well with soap and water
- B) Contact your supervisor
- C) Contact the local police
- D) Limit movements within the building to prevent spread of substance

### **HANDLING OF DIFFICULT OR THREATENING SITUATIONS**

Keeping in mind that the most important aspect is first our employees safety and second to represent our office in a courteous, professional manner, below are recommendations for handling certain situations.

- 1) Telephone Calls
- A) If a call is received from a Company requesting information concerning a matter which you feel may be delicate (including all calls from the media), please:
    1. Inform the caller that they must speak to the Executive Director to obtain the information they are requesting and ask if you can take a message or transfer their call.
      - If they request to be transferred, transfer the call to the Executive Director or in their absence, the Director's Voice Mail.
      - NOTE: By transferring the call to Voice Mail rather than their normal line, this gives the caller the opportunity to leave a message and the Supervisor an opportunity to prepare their response. If they press "0" to return to the Operator, simply state that you are sorry, they must be away from their desk and offer to take their name and number and you will be sure to give them the message.

- If they ask for your Supervisor's name, you can give that information, however only the main telephone number should be disclosed.

B) If a call is received from an irate person, try to remain calm while answering their questions. If they continue to be irate and your responses do not seem to be helping them, you can:

1. First, ask them to please calm down so you can either take a message, transfer their call to the proper employee, or help resolve their issue.
2. Then, either:
  - Transfer them to the **employee's voice mail** that is most capable of resolving their issue. This gives the caller an opportunity to leave a message and possibly calm down before the call is returned - and - gives the employee a chance to prepare their response; or
  - State that you will have to hang up if they do not calm down. If they remain irate, hang up. Give your Supervisor a note detailing the occurrence giving as much information as possible.

## 2) Personal Contact with Persons

Following are suggestions which will involve a determination by the employee depending on the severity of the situation whether to employ one, some, or all of the suggestions. Always try to remain calm and use your best judgment.

### A) Persons in the Lobby.

1. Keep all doors locked and keep the person in the lobby area at all times.
2. Ask them to please calm down so you can either take a message, get them in contact with the proper employee, or help resolve their issue.
3. Leave the window and get a Supervisor.
4. Push the panic alarm button which will immediately contact the police and leave the window.
5. If the person leaves and it appears they may re-enter and it could impose a threatening situation, push the button to lock the outside door before they re-enter. In this situation, also push the panic



alarm button so the police will respond.

B) Persons in the Interview Rooms

Interview room doors must be closed tightly and locked at all times.

1. If you think the situation may be delicate before entering the room:
  - Alert the employee at the front window so they can switch the camera to monitor that interview room
  - Alert a Supervisor
2. If the situation becomes threatening even after trying to calm them:
  - Leave the room closing the locked door behind you.
  - Push the panic alarm button.
  - Alert your Supervisor.
3. If the employee at the front window feels a situation in an Interview Room may be threatening:
  - Alert a Supervisor.
  - Push the panic alarm button.
  - Call the employee out of the room with an excuse such as a phone call...

C) Persons in the Field

1. All employees in the field, except employees located in the Computer Lab, have been provided a Cellular phone. Should they encounter problems in the field, they are to contact the police and/or housing management as soon as it is safely possible.
2. Employees are required to take a 2<sup>nd</sup> employee to appointments they feel may be high risk because of previous history and experience. Depending on the situation, they may be required to take a police officer. Situations that are felt to be extremely dangerous are to be avoided and management consulted.
3. Employees are never required to be placed in situations which may affect their safety. Management should be consulted immediately if an employee feels a safety issue is present.
4. Always try to leave the situation before it becomes too escalated or out of hand

3) Burglary

A) In Person:

If an employee is approached for burglary purposes, they are encouraged to always react in a way that will ensure their personal safety. Therefore, following are only suggestions.

1. Give the person the item freely whether it be money, equipment, or vehicle.
2. Whenever safely possible, contact Police and/or housing management.
3. Push the panic alarm button and leave the area.

B) If you arrive to a unit or the office and notice that a Burglary has occurred:

1. Contact the Police and/or housing management immediately.
2. Leave the area immediately or do not enter the area until advised by the police and/or housing management.

The Commission Chair will be notified by the Executive Director or their designee of any threatening situations that have occurred.

Related forms/documents:

1. Form: KEY ACCOUNTABILITY RECORD LOG
2. Form: ACKNOWLEDGMENT OF RECEIPT OF KEYS TO THE MANAGEMENT OFFICE