

Appendix 3.17  
**Security Duties**  
**Joint Shelter Hotel Project**

Goal: To maintain a reassuring, watchful and supportive presence in the late evening and early morning hours when advocates are off-duty

Duties:

- The typical evening shift will be from 8:45 PM to 7:15 AM.
- Security personnel will maintain confidentiality of the location of the program and any information about program participants (See Confidentiality of Survivor Information: Guidance for Contractors).
- Report to Room 405 to meet with the advocate or advocates for a debriefing of the day's events and issues to watch for during the night
  - Advocacy staff will ensure security personnel are introduced to older male-identified participants in the program.
  - Advocacy staff will inform security personnel about hotel curfew, who has permission to be out past curfew for work or other approved reason, who might not yet have come in for the night, etc.
  - Staff will provide room key for 405; keys to 407, 305 and 307 are also in the room.
- Residents must be in the hotel between the hours of 9 PM and 7 AM unless staff has given approval otherwise. Review the Curfew and Overnight Procedures log and become familiar with the list of participants who are not in the hotel. Note who has approval to be out past curfew and who does not.
  - Participants who do not have permission to be out past curfew will have their room key cards deactivated by advocates. Anyone coming back to the hotel will need to contact security to access their rooms.
  - In the event this occurs, ask the front desk to reactivate the key and instruct the hotel resident to check in with advocates in the morning.
  - Log this activity in the security log.
  - Security will **de**activate keys only on specific direction of advocates
- Residents may request security escort to go outdoors after hours for a smoke break, to take out trash, etc. Security will accommodate these requests to the extent possible. (Security is not required to take out trash but should provide escort. Advocates will encourage participants to take out trash during the day as much as possible.) It is acceptable for security to ask the resident to come back later if the time isn't convenient. Log these requests in the Standard Activity Log.

- Review security log from the past several nights to increase awareness of potential problems that might emerge during the shift
- Pick up cell phone from Room 405 and make sure it's charged
- **Security personnel will primarily be stationed at the end of the hallways** on the 3<sup>rd</sup> and 4<sup>th</sup> floors, alternating locations at random intervals during the shift. Hotel advocates will make available a table and chair at the end of the hallways for use by overnight security.
- Avoid spending lengthy periods of time in any one place, especially in the advocate office in 405. It is permissible to spend time in 405 under the following circumstances:
  - To take a short break if patrol has just been completed and all is quiet
  - To access food or a microwave for security or that has been left for residents
  - To access supplies such as face masks or as needed for urgent situations
  - To complete record-keeping
- Patrol hallways, lobby area and outdoor perimeter of the hotel at random intervals at least 6 times during the night
- Periodically check entryways to see if they are secure
- Check to see that doors are not improperly propped open
- Be alert to the presence of suspicious vehicles in the parking lot. Do not approach them, but monitor and watch to see if hotel residents might be involved. Note any relevant information in the log.
- Be alert to the presence of unauthorized people on the 3<sup>rd</sup> and 4<sup>th</sup> floors (advocacy staff will assist in identification of program participants)
  - Ask unauthorized people to leave the floor
  - Notify hotel staff that an unauthorized person has been on the floor
  - If unauthorized people refuse to leave, call police and notify hotel staff
- Maintain professional relationships with hotel staff and check with them periodically to try to anticipate potential problems.
  - Check in with them near the beginning of the shift and when making rounds in the hotel
  - Avoid spending long periods of time in any one place, including the hotel lobby
  - When stationed in the lobby, it is best to be seated near the elevators where all entries to the hotel can be simultaneously monitored
- Be prepared to intervene if someone is experiencing distress
  - Use de-escalation strategies. Diligently try to avoid confrontations with participants and others onsite. Refer participants back to advocates the following morning.

- Remind program participants of program requirements, including:
  - Participants should generally be in their rooms at night. They may spend some time in the hotel lobby if they choose, wearing masks and maintaining social distancing, without leaving the building. (Note: In the event the governor orders public spaces closed the lobby will be off-limits).
  - Participants are permitted to leave for a brief (10-15 minute) smoke break or walk but must be accompanied by security as time permits. Log these contacts in the Standard Activity Log.
  - Participants are required to wear face coverings when outside their rooms and to maintain social distancing of at least 6 feet away from others. Security personnel should politely remind people of these obligations. Additional masks are available in Room 405 if needed.
  - Security personnel will not be asked to determine whether a program participant must leave the hotel. Log the information for the advocacy staff to address the next day.
- Use first aid or CPR if needed
- Be familiar with the location of Narcan in Rooms 405 and 305 and how to use it (Review online instruction video here: <https://www.youtube.com/watch?v=LmxZkNW7VKM>)
- Avoid calling 911 to deal with disruptive people if possible. Some exceptions could include:
  - Medical emergency
  - An unauthorized person who refuses to leave
  - A violent incident that requires immediate intervention
- Contact the Project Coordinator, [name and contact information], if emergency consultation is required or if a critical incident occurs. The secondary contact is [name and contact information].
- Complete the Standard Activity Log at the end of the shift. Include a note about any contact with program participants or any action taken by security beyond routine patrols.
- Complete the Incident Report if a critical incident occurs. A critical incident may include, but not limited to:
  - Any incident that involves law enforcement
  - A medical emergency