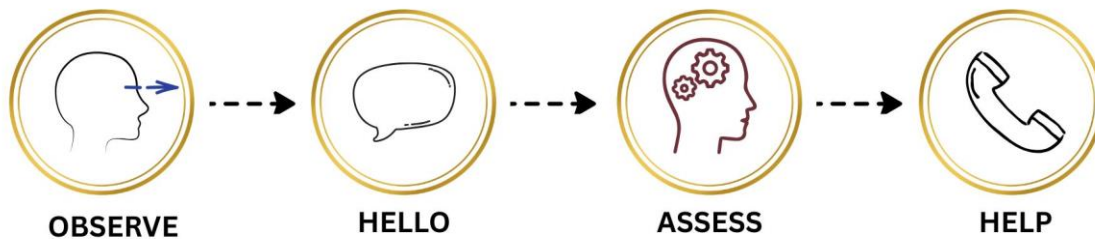


## Security Teams - Ushers: Observational Vigilance & Situational Awareness

Enhancing security with awareness of behavioral indicators and ‘things’ out of place, and taking precautionary actions to safely manage and mitigate potential problems.



**Observe:** Be aware of behavior and context.

Behavior:

- Studying the building or trying to avoid being noticed.
- Linger in parked vehicles, or cars idling in parking lot.
- Asking about or demanding to speak with leaders.
- Repeatedly entering and leaving building, or surveilling the parking area.
- Person asking anyone to leave the building/premises with them.
- Person on “lookout” or nervously watching doorways, restrooms, or classrooms.
- Different or odd behavior. Standing when others are seated, going in and out of meeting.

Context:

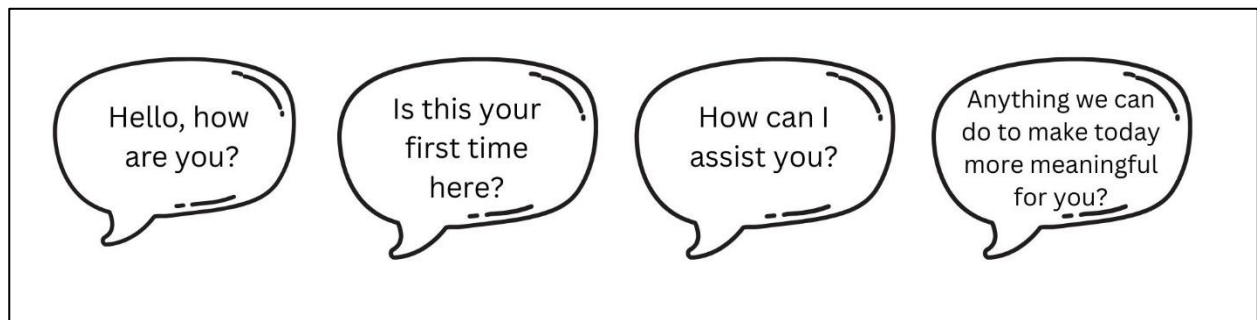
- Loitering without logical reason.
- Alone or part of a group.
- Unfamiliar with surroundings; not comfortable.
- Odd behavior inconsistent with the norms of the site or occasion.
- Inappropriate time for a person to be present (private vs. public gathering).
- Inquiry about church functions, schedules, attendance.
- Unfamiliar with setting or other congregants.
- Unusual or inappropriate clothing or grooming for the situation?
- Is person carrying anything unusual for the setting or appearing to conceal something?

### Security Tips:

Encourage security team members to be observant about people and situations in the parking lot, in areas adjacent to the building, and in rooms and hallways inside, before, during, and after meetings. Be alert for unaccompanied bags or packages. Are doors propped open that should be shut? Are doors or rooms open that should be closed? Are Restrooms being monitored?

When unknown people linger in hallways outside worship services and meetings, courteously invite them inside or to assist them in finding seats (as necessary). If there is a question or security concern, stay present or aware until the person enters the service or leaves. If a person is viewed credibly as a suspicious risk, it may be wise to approach them with caution, or to report to or alert those with authority and training to approach or intervene.

**Hello:** Extend welcome and kind greeting.



### Assess:

Consider the behavior and context, and assess the situation. Ask yourself, “Do they look disoriented or need assistance? Is everything normal? Is their language or answers congruent with the setting? Is there anything worrying about the situation? If something seems off such as unusual body language or the way they relate, is there any potential for risk?”

### Help:

Consider asking for help and reporting the situation if there is a rational conclusion that the suspicious behavior or actions warrant it. Be aware, alert, and ready and able to summon help. Know how to lock outside doors to prevent outside danger from entering the building. Report any suspicious or threatening behaviors you experience or observe happening, to leadership, to others, and/or to 9-1-1. When reporting to authorities, consider the five “W’s” (Who, What, Where, When, Why).