



STAFF ALARM ACTIVATION and RESPONSE PROTOCOLS

WorkSource Whatcom has two types of staff activated alarm 1) Front Desk and 2) DVR counselor offices. When activated, each produces a distinctive audible alarm, sounding on both first and second floor staff areas. A front desk alarm will ring as long and as often as the activation button is depressed. A DVR alarm sounds for three seconds and the alarm light is activated by staff depressing the alarm fob. Alarms are not audible in the front end public areas of the WorkSource Center.

WHEN TO ACTIVATE:

Any time staff determines a real or perceived threat or danger to self or others.

Please remember, any staff may, at any time, dial 9-1-1 if police or emergency assistance is required. The PIC is to be advised *any time* 9-1-1 is contacted.

WHO RESPONDS:

The One Stop Operator's designated "person in charge" (PIC) will respond to staff alarms, assess the situation, cue other responders, make contact with the subject(s), and take other appropriate measures to deescalate, contain or otherwise respond as needed.

The Center Manager (Gary Smith) is the PIC whenever onsite. When the Center Manager is unavailable, the order of succession is; One Stop Operator's Operations Manager (Dan Vogel), One Stop Operator's Deputy Director (Alex Kosmides), other One Stop Operator designee, ESD Whatcom Administrator (Gordon Neufeld) and ESD Area Director (C.J. Seitz). The PIC is identified to staff via a contact card posted at the front desk.

Management staff, and those willing members of the site's Safety Committee, should respond and follow the direction of the PIC.

An incident report must be written for each instance when the staff alarm is deployed; what happened, who responded/handled incident, police case number, what were the results, etc.

HOW TO RESPOND:

Determine if the PIC (Center Manager or alternate) is on site and is responding

Observe the situation prior to entering the area (Front Desk Alarm: video camera monitors, first floor copy room peephole, or behind the half wall near staff restrooms)

Stand by to take direction (sometimes non verbal cue) from the PIC

Approach the situation in a way that will not escalate it – i.e. walk, don't run

EXTENUATING CIRCUMSTANCES:

If a physical assault is in progress or imminent, staff members may assess the urgency of the situation and make the judgment if they wish to intervene to protect another person prior to the arrival of the PIC at the scene.

Contacting 9-1-1 is required in this instance and a nearby staff should be directed to do so prior to engagement.