



## Safety and Security

### Introduction

Establishing and maintaining a safe and secure environment for all ministry activities is essential to the effectiveness of Street Life. Our ability to provide fellowship and to conduct services depend upon both the perception and the reality of our gatherings as being welcoming, safe and orderly. To attract and keep volunteers and participants they must always feel and know that they are safe with us.

### General

Each staff member, volunteer and participant in any ministry activity has a role to play in ensuring that Street Life is safe and secure for all. While we would prefer that safety and security issues are dealt with only by specifically designated individuals, maintaining awareness and reporting matters of concern to those responsible for site safety is an important part of maintaining a safe and peaceful environment. Any issue of concern should be brought to the immediate attention of the site captain.

### Specific Duties and Responsibilities

As indicated in the Site Captain Position Description, active measures regarding safety and security are central to the duties and responsibilities of any who hold that position.

Those duties fall into five basic categories (5 Is):

1. **Identification:** Recognizing latent hazards or the earliest signs of an emerging problem.
2. **Intervention:** Actively engaging to exert a positive, peaceful influence on the development and outcome of a situation.
3. **Isolation:** Separating the individual or hazard from others not directly concerned.
4. **Issue Resolution:** Identifying and implementing a solution to the immediate problem.
5. **Incident Reporting:** Ensuring that all details regarding the issue are quickly, completely and accurately communicated to ministry leadership.

**[Note:** Under no circumstances should the site captain ever attempt to physically engage with a violent individual nor should they encourage or permit another to do so. If actual violence occurs or seems imminent, contact the police immediately.]



## Prevention and Preparedness

Obviously, any measure taken to prevent safety and security problems is best. Any time an issue can be handled when it is only a potential problem it is better than anything that can be done after it develops into actual difficulty.

Walking the site early, before others arrive, being careful to note anything out of the ordinary or potentially hazardous can be very helpful. Hazards found in this way can be dealt with without delay or distraction.

Making active, direct, friendly contact to greet those who are unknown or who have a history of disruptive behavior, demonstrates that their presence has been noted. This also offers an opportunity to assess the mood, mental state and sobriety of those who may bear further observation.

Maintain situational awareness. Unforeseen circumstances may well develop through the course of any ministry activity. The less time there is for these circumstances to progress, the less that may have to be done and the more likely that any action needed will have the best immediate result.

In cases that may concern an individual's personal health, earlier detection of an issue will likely produce a much better result if medical assistance is called for.

## Emergency Procedures

The site captain should never hesitate to call for medical assistance when an individual requests it or direct observation of an individual's condition gives any indication of the need for professional assessment and/or treatment. If such assistance seems necessary or even if the site captain is uncertain, call 911.

In the event of any of the following contact local law enforcement for assistance:

- Threat of violence.
- Possession of a weapon.
- Threat (or perceived menace) to any woman or minor.
- Physical violence or attempted violence to anyone.



The best and likely quickest response to any request for law enforcement can be had by calling the local police dispatch line. These contact numbers are as follows:

- Menlo Park Police, (650)330-6300
- Palo Alto Police, (650)329-2413
- Redwood City Police, (650)780-7100

## **Incident Reporting**

The site captain and others who may be designated as the situation dictates are required to submit an incident report within 24 hours (preferably within 12 hours) of the events being reported.

An incident report is required when any of the following has occurred:

- Ambulance/paramedics called.
- Police called.
- Fire Dept called.
- Any threat of violence.
- Any physical violence.
- In any case which may represent a future safety or security concern to any Street Life activity or personnel.

The preferred method of completing an incident report is the use of the electronic form found on the homepage of <https://slm-works.org>.

Alternatively, the form may be downloaded from the <https://slm-works.org> homepage, using the 'Download' function and submitted as an email attachment.

Finally, the form may be copied from the attachment to this document, filled in by hand and hand-delivered to the Street Life Ministries office.



## Follow-up

In addition to completing any action promised or indicated in dealing with any incident, site captains and others concerned may be asked or required to perform certain follow-up actions. These may include but are not limited to the following:

- Prepare and submit a procedural outline or document related to a safety/security issue.
- Do a basic presentation on an incident or safety/security topic.
- Assist in reviewing procedural documents with safety/security elements.
- Train or assist in developing training for others on safety/security issues and/or practices.



**INCIDENT REPORT FORM**

**NAME:**

**EMAIL:**

**PHONE:**

**DATE AND TIME OF INCIDENT:**

**LOCATION:**

**INCIDENT TYPE:**

**DETAILED DESCRIPTION:**

**STAFF/VOLUNTEER WITNESS(ES) NAME(S):**

**OTHER WITNESS(ES) NAME(S):**

**ACTION TAKEN:**

**FURTHER ACTION RECOMMENDED:**