



Sample ePanicButton Policy *(edit accordingly)*

The ePanicbutton can be installed on selected computers that need to send messages or receive the pop up alert. Receivers of only emails and text messages do not require the program to be installed.

All new accounts have the default settings of a “Security” and “Support” button which will send the pop up alert to everyone with the program installed.

Initial Considerations

Determine your security protocol and then button configuration.

Who should get the program?

Who is vulnerable and may need to summon support?

Who should be receiving the instant, desktop, pop up alerts on their computers?

Who may need to send out emergency messages to employees?

What buttons should they have?

Each button represents a situation or need

What situations do they encounter that require support or notification?

(Suggestion: Limit the number of buttons and keep it simple)

Who are the receivers for each Button?

Who should be receive the pop up messages for immediate, local response?

How should they get the messages (pop up alert, email and/or text)?

What additional training should the responders have?

What groups might you have?

Groups determine the template of buttons- everyone in a group has those buttons.

Are there geographic considerations (i.e., different offices, locations, etc.)?

Are there any different roles that require different communication needs?

DEFAULT SETTINGS

You can keep using the default settings or customize to your needs. More information on default settings below.

Support Button

Situations

- difficult clients or visitors
- overwhelmed staff member
- concern or suspicion about visitor
- feel that a situation may escalate and request back up

Receivers

- Immediate supervisor and selected colleagues to respond
- Back up receivers to monitor and prepared to escalate response
- Prepare to summon Security or call Law Enforcement if situation escalates

Security Button

Situations

- physical safety is in danger
- a potentially dangerous person poses imminent threat such as display of a weapon or stated threat

Receivers

- Security or elevated response team summoned to respond
- Staggered approach:
 - First to arrive provides support
 - Later responders to monitor and provide back up
 - Keep area clear of visitors and re-assign duties and tasks to allow responders to deal with situation
- Possible 911 call
- Notification to management about situation
 - email to Office Manager, HR Director, Risk Manager

Other Options for Buttons

Medical Alert Button

Situations

- Employee or visitor in need to medical help

Receivers

- First Aid trained responders
- AED device trained responders
- Possible 911 call.
- Notification to management about situation
 - email or text to Office Manager, HR Director, Risk Manager

Management Only Buttons

Buttons that only security, emergency managers or admin would use

Active Shooter Button*

Protocol requires intensive consideration, review, practice and revision

Situations

- Immediate lethal threat - shots fired.

Receivers

- Everyone at location- instruction dependant on policy
(action depends on location, industry, etc.)
- Call 911
- Notification to management about situation if at different location
 - email and text to Office Manager, HR Director, Risk Manager

Weather Button

Situations

- Dangerous weather condition such as tornado or flooding

Receivers

- Everyone at location
(action depends on location, industry, etc.)
- Call 911
- Notification to management about situation if at different location
 - email or text to Office Manager, HR Director, Risk Manager

Instructions for Senders:

Once the duress alarm is triggered, the receivers will receive some combination of desktop pop up alerts, emails and text messages.

Those that receive the pop up alert are able to “confirm” the receipt and let the sender know that they read it. The little red icon in the notification tray will turn from the red circle to a green square.



Be prepared to escalate the alerts should it be necessary by clicking the “more serious” button, if available.

Mentally take note of items such as description of the suspect, specific statements or threats for later reports.

LEAVE if you feel threatened at any time.

Carry out any other instructions given to you by the senior-most staff person who is on-site, or his/her on-site designee, will be in charge of the incident.

The program does NOT automatically call 911 but it may set up policies that receivers will call 911 if they receive a designated message.

Activating the ePanicButton: Three ways

1) Mouse Click: mouse over the red icon in the notification tray (by the clock)  and

click the appropriate button



(default settings shown- your button may have been customized).

2) Each button can also be activated by a hotkey.

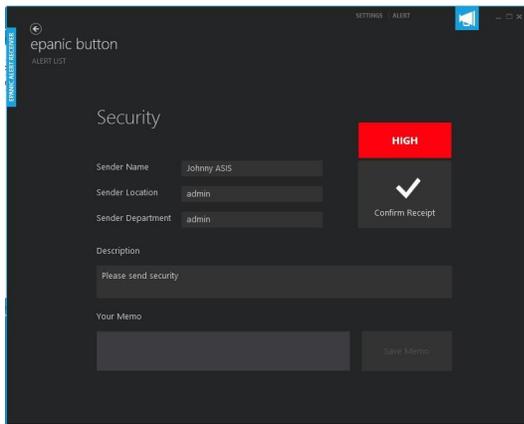
Default settings Security (Cntrl+F5) and Support (Cntrl + F4). Press both keys simultaneously.

3) You may have a USB hardware button that also activates just one of the buttons.

Administrators should inform you you what button it activates.

Instructions for Receivers:

Review message and click the “Confirm” check mark to let the sender know that you acknowledged the message. This will turn their little red circle icon to a green square.



Designated personnel will go to the scene to investigate and determine how to respond and if they should enter based on the situation. A first responder can wait for back up or provide assistance immediately.

Other responders can continue to monitor the situation, be ready to provide additional support and should make sure that the area is clear.

