



THE SECURITY BEACON

JANUARY 2013

BOSTON CHAPTER OF ASIS INTERNATIONAL

IN THIS ISSUE...

10 Steps to De-Escalation	1
Chairperson's Message	1
New Members	2
'House' Work	3
Upcoming Events	4
Book Review	5
January Speaker Profile	6
Handling the Hurricane	7

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HANDLING DIFFICULT PEOPLE IN A PUBLIC ENVIRONMENT

By Carol Fredrickson, CEO,
Violence Free

One of the most difficult things to do is to de-escalate an angry or menacing customer, visitor, or patient in a busy waiting room or office. We need to be conscious of the safety of

both co-workers and clients in these situations.

“The big mistake that security professionals make is to rationalize with the angry person in the first couple of minutes.”

Rightly or wrongly, many angry people believe three things: that their situation is unfair, this situation is out of their control, and they are the victim in this situation. They simply may be bored or want a cup of coffee. When it goes beyond that, our skills, patience, and safety get tested.

[READ MORE ON PAGE 6](#)

CHAIRPERSON'S MESSAGE

The Annual ASIS Boston Dinner Meeting and Awards Ceremony in November kicked off the 2012 holiday season with some exciting activities. Congratulations to Mark Beaudry, PhD, CPP, our 2012 recipient of the Sheldon E. Goodman Award. Mark has always worked behind the scenes to promote the Boston Chapter and our certification programs. Over the past year, Mark has increased our Chapter's review course to include a Fall and Spring program. In addition, he has been a valuable coordinator for the Mentorship Initiative. Thank you, Mark. We appreciate all of his support and assistance through the years.

The Volunteer Board was also thrilled to be able to provide ten Manning Scholarships to our members and members' family members. Scholarship recipients were: Jordan Beaudry; Chantel Messier; Craig Forcina; Michael Bush; Jamie Byron; Mirah Pero; Danielle Joly; Kyle Cullen; Julia Pasquarella; and Christina DeVirgillo.

There have been some exciting changes on the national level which have resulted in the realignment of regions. The former Region 18, of which the

[READ MORE ON PAGE 2](#)

WELCOME NEW ASIS BOSTON MEMBERS!

Karam A. Hamadeh
Director of Public Safety & Security
 IPC International

Ed Milano
Account Manager
 ALL-COMM Technologies, Inc.

Chris Pearson
Senior Operations Officer
 Commonwealth of Massachusetts

Brendan D. Fitzgerald
Manager of Special Investigations
 BJs Wholesale Club, Inc.

CHAIRPERSON’S MESSAGE, CONTINUED FROM PAGE 1

Boston Chapter is a part, is now known as Region 5F and is compiled of chapters from Maine to Virginia. Our own Regional Vice President, Bob Johnson, is now the Senior Regional Vice President, and Mark Gaudette moves into the Regional Vice President’s role. Your region’s Assistant Regional Vice Presidents (ARVP) are Ron Demers and I. I am thrilled that the Boston Chapter will be part of my area of responsibility.

I am very pleased to welcome your new Executive Board. Please join me in welcoming Dave Corbin, Chairman, Ashley Ditta, Vice-Chair, Jim Healey, Treasurer, and Alexis Rossetti, Secretary. I’ve had the privilege to work with these individuals for many years now and they are committed to ASIS International, the Chapter, and its members.

I would like to extend my appreciation to all of the ASIS Boston members who generously donated books and movies to our charity, **More than Words**, Waltham, MA, at the November Chapter meeting. Your donations are greatly appreciated.

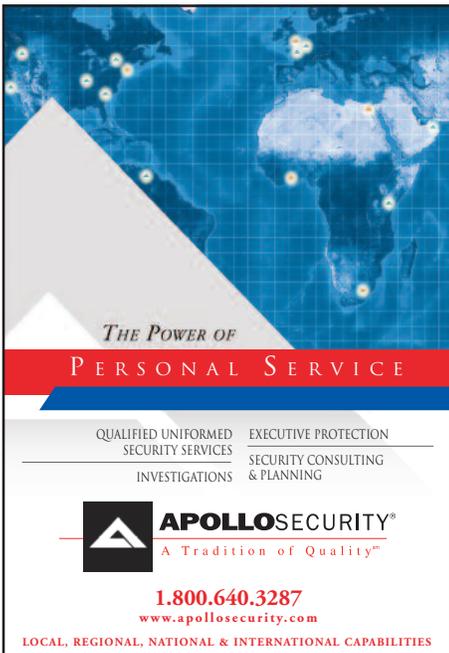
The Volunteer Board is looking for some additional help. We are currently seeking a Legislative Update liaison. This individual’s role will be to submit any pending legislation that could impact the security industry or updates on legislation that has been submitted. If you would like to have an impact on the Chapter, please reach out to any of the Board members to express your interest.

Finally, I want to thank each of you for your support and contributions during my two years as Chairperson. It was truly an honor to serve the Chapter and I look forward to continuing to support each of you in the role of ARVP.

Sincerely yours,



Jennifer Goba, CPP
 Chairperson, ASIS Boston



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Outgoing Chapter Chairperson Jenn Goba congratulated longtime ASIS Boston member Mark Beaudry PhD, CPP, on receiving the 2012 Sheldon E. Goodman Award.

SECURITY IS IN-HOUSE WORK FOR CHRISTOPHER R. LANNI, CPP

By Richard Zupan

Christopher R. Lanni, CPP, CMCA, AMS, is not your typical security manager. Chris works for Barkan Management in a high-rise condominium in Boston. As such, he literally works in his customers' house, opposite of what the rest of the security world does. "In a hospital, office, or hotel, they are in 'our house,' Lanni says. "In my job, I am in 'their house.' We get drawn into their daily lives with wellness and domestic issues, something rarely seen in corporate America."

RZ: Can you describe a normal day?

Lanni: We spend a lot of time accommodating our residents. The spectrum of needs is huge. Elevators, lighting, pool access, visitors, parking problems. We work very closely with our maintenance department on several of these issues. Additionally, we have roughly 200 incident reports a month. These range from trespassing, visitor, guest, and parking issues, once again. When I arrive each morning I look at the last 24 hours – what has been documented? I get the documents to the right person, whether it is a member of the management team, legal, insurance, the resident, or the police. Our policy on involving the Boston Police Department is to only call when you need them. If possible, I close the report and archive it, trending both incident as well as customer service activity.

On a less day-to-day function, I work with other Barkan properties.



(They manage over 22,000 units, most of them in New England.) I consult mainly on safety, risk auditing, access and lighting. I enjoy this part of my job as I get to see what other properties are doing differently and sometimes learn from them.

RZ: Does your Boston location change your situation vs. a suburban property?

Lanni: Absolutely. We are right off Atlantic Avenue. The harbor is behind us, the Greenway, the HarborWalk, and Faneuil Hall are within walking distance. If Boston has a section that never sleeps, we are in the center of it. There are no off hours.

RZ: While Chris would prefer a vigorous visitor management system, his residents do not. He does however; maintain a robust camera system, with over 50 cameras monitoring the property.

Lanni: The program has to strike a balance between understanding who is in the building at all times and not making guests and visitors feel as though they are entering a high security prison. We have an open campus policy due to the residents' wishes.

RZ: Chris received his CPP certification in 2005 after taking a Chapter course and a National course

which was offered locally. He explains how his ASIS Boston membership and CPP certification have helped his career.

Lanni: I had an emergency root canal the day before the test. I had no clue on the first question and began to panic. Fortunately, I knew the second and the rest fell into place. As for the designation, the longer you are in the security industry, it's assumed you are an expert. I enjoy learning and have two property management certifications as well. They all show basic standards of knowledge and help our industry and me as an individual.

I am also part of the new mentor program. My protégée is a CPP, too. I had two great mentors in my early days in security. The first was Richard Bourne, who taught at Northeastern and worked with me on cases at Children's Hospital. My second was Norman Bates, who also taught at Northeastern early in my career and has been a great support throughout the years.

In my desire to keep learning, I have applied for the Walsh scholarship to take an asset protection course at National this November.

RZ: It is clear Chris Lanni loves his job. In the spirit of giving back, he also volunteers at Habitat for Humanity, consulting for them on security at their various construction sites. Most are located in rough neighborhoods and need help. "It's a great organization with a great mission," he says.

ASIS Boston Awards and Newsletter Committee Chair Richard Zupan is District Sales Manager at Identocard.

JANUARY 2013**10**

Webinar: Security Project Management: Planning for Success

14 - 17

CFE Exam Review Course
Las Vegas, NV

24

ASIS Boston Dinner Meeting
Montvale Plaza, Stoneham, MA
5:30 pm: Registration & Cocktail Reception
6:00 pm: Dinner
Guest Speaker: Ronald Doncaster,
Director of Operations Management,
Newton-Wellesley Hospital
Topic: The Effective Use of Metrics
in Security

Cost is \$30.00.

See Doncaster profile, page 6

24 - 25

Interviewing Techniques for
Auditors
Scottsdale, AZ

28 - 2/1

Wharton/ASIS Program for
Security Executives Week 2
Philadelphia, PA

30

Detecting Fraud Through Vendor
Audits
Dallas, TX

31 - 2/1

Bribery and Corruption
Dallas, TX

FEBRUARY**4**

Fraud Related Compliance
Los Angeles, CA

5 - 6

Mortgage Fraud
Los Angeles, CA

11 - 14

Advanced Interviewing Techniques
Workshop
Austin, TX

17 - 19

4TH Middle East Security Confer-
ence & Exhibition
Dubai, UAE

25 - 26

CPP Review
Jacksonville, FL

PSP Review
Jacksonville, FL

Healthcare Security
Memphis, TN

25 - 28

Physical Security: Introductory
Applications & Technology
Jacksonville, FL

MARCH**4 - 5**

Tracing and Recovering Fraud
Losses
New York, NY

17 - 19

2013 European Fraud Conference
Prague, Czech Republic

21 - 22

Financial Statement Fraud
Chicago, IL

25 - 28

CFE Exam Review Course
Washington, DC



Ten students were presented with 2012 Manning Scholarships at the ASIS Boston Awards Dinner in November, including Danielle Joly (r) shown with (l-r), James J. Joly, ASIS Boston Treasurer James Healey, and Chairperson Jenn Goba. Also awarded were Jordan Beaudry; Chantel Messier; Craig Forcina; Michael Bush; Jamie Byron; Mirah Pero; Kyle Cullen; Julia Pasquarella; and Christina DeVirgillo.



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BOOK REVIEW

AMERICAN JIHAD: THE TERRORISTS LIVING AMONG US BY STEVEN EMERSON

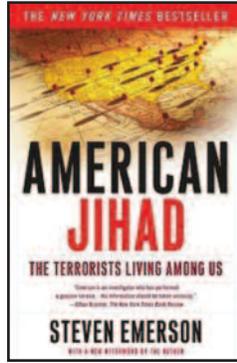
Published by The Free Press, ISBN: 0-7432-3435-9

By Mark Beaudry, PhD, CPP

In this book, *American Jihad: The Terrorists Living Among Us*, author Steven Emerson convincingly argues that Islamic terrorists living in our open society have used freedom of speech and civil liberties to foster the Global Jihadist Movement. Emerson and colleague, Khalid Duran, also provide a brief history of Islamic Jihad. This very informative book is a must-read for security professionals.

Emerson, who is executive director of the Investigative Project on Terrorism and a leading author and authority on terrorism and national security, brilliantly brings attention to this topic and enables readers to identify details that wouldn't be obvious if the subject were merely part of a panorama. Even though the book reads like a novel, the author outlines the ubiquitous problem of methodologies of jihadism in America.

American Jihad: The Terrorists Living Among Us details Emerson's investigative work throughout the US, uncovering jihadist movements across America. In addition, Emerson highlights the pro-Islamic institutions in the US that are actually



the madrassas worldwide.

The author provides amazing insight into some of the most violent terror groups that have established themselves in America, such as Al Qaeda, Hezbollah, National Islamic Front, Muslim Brotherhood, Hamas, Islamic Jihad, and the Algerian Armed Islamic Group. Especially disturbing are Emerson's observations on how the militant groups hide under the cover of "charitable organizations," which are exempt from scrutiny.

In fact, Emerson offers the argument that the first calls for global jihad came from Abdullah Azzam, a Palestinian Arab mullah based in Peshawar, Pakistan, who was killed in 1989. Azzam traveled throughout the US and called for jihad during the 1980s, all the while remaining unnoticed. The book paints an excellent portrait of the bombing of the World Trade Center (WTC) on February 26, 1993. In fact, the WTC plotters were tied to a global jihadist network of al-Qaeda terrorists, including Mohammed Salameh, Palestinian Ramzi Yousef, Ahmad Ajaj, Nidal Ayyad, Sheikh Omar Abdel Rahman, a blind Egyptian cleric who ran a New Jersey mosque, and Osama bin Laden.

funded directly by Saudi Arabia, which supports the Global Jihadist Movement spreading throughout mosques and being taught in

Finally, Emerson stresses that most Muslim immigrants are decent, hard-working people. Emerson's excellent reporting and the analytical data from his investigations gradually grew into a clearinghouse of terror data and culminated in an acclaimed PBS documentary titled "Jihad in America" that won him the George Polk Award for Best Television Documentary. Overall, this well-written book was very informative. It is highly recommended for anyone wanting to better understand the makings of the worldwide jihadist movement.

Mark H. Beaudry, PhD, CPP, chairs the ASIS Boston Certification Committee.

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NEWTON-WELLESLEY HOSPITAL DIRECTOR OF OPERATIONS MANAGEMENT TO SPEAK AT JANUARY ASIS BOSTON MEETING



This month's guest speaker, Ron Doncaster, brings 20 years of clinical and service operations expertise and leadership in the academic, community and corporate health-care setting. He is currently the Director of Operations Management at Newton-Wellesley Hospital, a member of the Partners HealthCare System, where he is responsible for the performance management and improvement of clinical and service operations both at the hospital and system level in the cost management arena.

Prior to this position, Ron was the Administrative Director of the Partners Healthcare System's Department of Radiology, where he was responsible for supporting the network in its efforts towards effective and efficient technical and clinical operations, quality and patient safety, payer contract negotiation support and cost management.

His experience has provided him with strategic, tactical and operational expertise in the areas of operations re-engineering, new business development, leadership development, revenue operations improvement, and payer relations. Additionally, Ron's focus is always on the development of data driven information and recommendations which become the foundation for interdisciplinary decision-making with regard to patient care services, cost reduction and day-to-day business operational decision-making.

Ron's previous positions within the Partners HealthCare System include Director of the Off Campus Imaging Centers for MGH Radiology and the PHS Department of Materials Management where he was Senior Manager of Operations and Logistics. He has consulted nationally and internationally for the Massachusetts General Hospital's Radiology Consulting Group. Clients included the King Faisal Health Care System in Saudi Arabia and The Scotland NHS. He has also taught Master's Degree level Strategic Management courses at The Cambridge College.

Ron earned a Masters of Science degree in Management with a concentration in Healthcare Administration from Lesley University in Cambridge and is Lean certified.

10 STEPS TO DE-ESCALATION CONTINUED FROM PAGE 1

The most important thing to remember is that the angry person wants to be heard! He will not calm down until he believes you are truly interested in listening to his point of view or his problem.

Here are ten tips that will help you verbally and non-verbally de-escalate the situation.

1. Stop what you are doing and give them your full attention. If you continue to address them as well as whatever you were doing before, they will feel ignored, and this will escalate the situation. People want to be heard, and they want to feel like they count. Your body language should demonstrate to them that you do have time for them, that you do care about their issue, and that you want to help resolve their problem.

2. Use a calm, neutral tone of voice when dealing with difficult people. Don't buy into their agitation and become defensive or angered. When nervous or in an uncomfortable situation, men have a tendency to drop their voice lower at the end of sentences and women have a tendency to get higher at the end of their sentences. Often people will speak increasingly fast or slow the pace of their voice way down.

3. Express your concern and allow them to share their story. It is best to allow him or her to share their story and vent their frustrations. The angry person should be doing most of the talking – well, at least initially.

CONTINUED ON PAGE 8

HARVARD MEDICAL SCHOOL SECURITY KEEPS SAFETY FIRST DURING HURRICANE SANDY

by Mark Avery, CPP



With the destruction of Hurricane Sandy still resonating across the Northeast, *The Security*

Beacon checked in with Harvard Medical School Security Manager and ASIS Boston member Mark Avery, CPP, about how his team faced the super-storm’s arrival and aftermath.

Before

- Schedule extra security staff for patrolling leak-prone and sensitive areas.
- Confirm upcoming shifts. Remind them to keep vehicles fully fuelled and to bring in food. Depending on the peak of the storm, consider holding staff over and have upcoming shifts stay later.
- Check stock of flashlights, extra radios, AM/FM radio, caution tape, safety goggles, hard hats, nylon rope, First Aid kits.
- Keep extra radio batteries and cell phones charged.
- Break out rain gear and radio shoulder microphones,

- Check for open windows and close them, if found.
- Check all roof doors to be sure they are closed.
- Obtain special areas of concern check sheet from Facilities.
- Take the flag down.
- Look for hazards that may get windblown (parking signs, out door furniture, open dumpsters),

During

Patrols

- Wear safety goggles and hard hat, if necessary, to go outside.
- Check all roof doors to be sure they are closed.
- Check for open windows and close them, if found.
- Look for pedestal signs that may get knocked over.
- Look for open exterior dumpsters.
- Report any and all leaks, hazards and/or damage to Facilities.
- Watch for wet conditions in lobby areas.
- Avoid using elevators.

Security Control Center

- Monitor roof areas with cameras and access control system. If a roof door alarm is activated, contact Facilities.
- Keep the TV on the Weather Channel and/or local breaking news.
- Monitor www.emergency.harvard.edu.
- Monitor the MEMA website.
- Monitor the MBTA website.
- Keep dispatch log of everyone’s location. Inform staff in the field to provide constant updates on conditions and their location.

- Lockdown buildings/set access control system to “holiday” mode per Security Management.
- Suggest to staff going home to call when they have arrived safely.

After

- Stay away from hazards (power lines, hanging objects).
- Report any visible damage.
- Raise the flag when safe to do so.

Note: Personal safety is the priority. Everyone should use caution and not put themselves in any unsafe conditions.



10 STEPS TO DE-ESCALATION CONTINUED FROM PAGE 6

In a public service environment, employees are usually overcome by two issues. The first is embarrassment. Most of us are embarrassed when someone is acting inappropriately, and our mind races trying to figure out both what to do and what is causing this person to behave this way. The second is fear. They are concerned about how to de-escalate the situation and concerned that this person may have a weapon. After all, how many news stories have we heard where a disgruntled employee or unhappy client starts shooting?

4. Make sure your hands are open, empty, and visible. You don't want a person who is angry, deranged, or emotionally disturbed to think you are a threat in any way. Even a pen or a pencil may be perceived as a weapon to them. And pointing a finger at them can escalate the situation. Free hands are unthreatening hands – the look that you want to go for.

5. When possible, move them to a controlled, neutral environment, such as a conference room with lots of windows. You have a responsibility to keep the public safe, so you want to move the difficult person away from any public areas as quickly as possible. Show them where you would like to speak to them and allow them to go first with you following. Once in this conference room, you should direct them to where they should sit and you should be seated closest to the exit. Leave the door ajar for safety reasons.

6. Ask open-ended questions such as "What would you like to see happen?" or "How can I best help you?" This encourages the difficult person to talk and shows you are actually interested in resolving the situation. In most instances, they will ask for something less than you are willing to do for them. You may not be able to handle things exactly as they are requesting, but they will begin to calm down during the process. Make sure that you are clear with them about what you can do for them. Too many times, they have heard what can't be done, which may have brought them to this point.

7. Validate their feelings. This is especially important for women because we connect with others on an emotional level. Until our feelings are validated, we rarely "calm down." On the other hand, men in this type of situation do not want to discuss their feelings, so don't make the mistake of asking a man how he feels about the situation.

8. Keep your posture upright and relaxed. Your stance should be open and non-aggressive. You want to appear confident, interested, and relaxed. We have all seen the police officer who is overly confident, very uptight, and whose posture is extremely rigid.

9. Use a firm, yet respectful, tone of voice. As things progress and if you are not having any success in de-escalating the situation, use an authoritative, respectful tone of voice and make it clear that their behavior is unacceptable. Give them one last opportunity to respectfully communicate their needs.

10. If all else fails, call the police. First communicate your intention to allow this person to leave the premises if they choose to do so. If they refuse to leave or agree that the police should be called to resolve the situation, then it is important to follow through on your intention. No idle threats. Stay strong and stick to what you say, even if it means more time and energy spent on the angry person.

Studies have shown that if someone were going to attack or become physical, this will occur in the first two minutes of the encounter. During this time frame, you want to be within 4 – 6 feet of the angry person: close enough for him to see that you are interested in helping him but far enough away so that if he lunges toward you, he couldn't reach you.

It is after these first couple of minutes that you can usually move someone to a neutral environment where you can actually address his concerns. The big mistake that security professionals make is to rationalize with the angry person in the first couple of minutes. The angry person sees this as your agenda – he doesn't get that you are listening, and, remember, he will not calm down until he believes he is being heard.

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