



THE SECURITY BEACON

MARCH 2015

BOSTON CHAPTER OF ASIS INTERNATIONAL

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THREE REASONS WHY YOUR SECURITY BUDGET IS GOING TO BE CUT

By David Corbin, CHPA, CPP



As you sit across from your boss during your budget review meeting, she asks why you need the large training budget you currently have in place and whether your evening shift can survive with three officers instead of five. You find yourself clamoring for reasons why your training budget and staffing plan makes sense and come up with some great anecdotal reasons why these items shouldn't be cut. But it's not enough – your upcoming fiscal year is going to leave you two officers down and

“Whether or not your department survives the swinging budget axe depends on how well you sell and promote your department.”

with half of your training budget. How are you going to maintain the level of protection for the hospital community and maintain the morale of your staff with these serious cuts?

It's no surprise that healthcare budgets are getting tighter every year. Now more than ever, hospitals are struggling to keep pace with the rapidly changing face of healthcare and to compete with other nearby hospitals and healthcare systems. Support services, including the security department, are directly in the crosshairs when budget cuts are imminent. [CONTINUED ON PAGE 6](#)

UNDERSTANDING, INTERACTING WITH PEOPLE WITH AUTISM

Research has shown that individuals with autism are seven times more likely to encounter the police. There are many reasons for this increase in police contacts. As support resources continue to dry up in the community, as citizens increasingly phone in complaints about strange behavior, and as the actual prevalence of autism continues to rise.

One assumption we can proceed under is this: acting-out behaviors from persons with autism – even violent or self-abusive behaviors – are usually a form of nonverbal communication. They are messages saying, “I am in pain!” “I am lost!” “I am afraid!” “Don't touch me!” or simply, “Stay back!” Persons with the inability to communicate, both verbally and nonverbally, can't say, “Stay back,” with a glance, a gesture or a word. They often have to say it by running from our control or by instinctively striking out. The problem is, nonverbal communication – tone of voice, eye contact, facial expression, body language, and hand gesturing – is how people mostly communicate. [CONTINUED ON PAGE 3](#)

CHAIRPERSON'S MESSAGE**ALEXIS ROSSETTI**

Dear ASIS Boston Chapter member,

Read this month's issue of *The Security Beacon* to learn why security budgets are being cut and how best to handle, understand and interact with people with autism.

Also, the website is up for registration to this year's Security Expo! Our speakers and exciting topics are included in this newsletter as well as on the ASIS Boston website. We are very excited for the upcoming Expo in April but first we have a joint ASIS / IAHSI meeting in March. Please stay tuned to the website for the most up-to-date information. Also, check out our Facebook page. Discover all this and more in this month's issue of *The Security Beacon*.

Alexis Rossetti, District Manager
United Security Inc.
Chairperson, ASIS Boston

**CPP PROFILE: ENRICO MALDARI****SECURITY MANAGER FINDS CAREER RECOGNITION, OPPORTUNITY WITH CPP**

ASIS Boston member Enrico Maldari, CPP, serves in Global Security Management for Bose Corporation. For 50 years, Bose has been regarded as a leading audio innovator. The company continues to design, manufacture, and market some of the finest audio products in the world. Bose is known for its loudspeakers, noise-cancelling headsets and automotive sound systems. What is less widely known is that Bose has also conducted research into automotive suspension and medical device testing technologies. In addition, Bose has applied its research in suspension systems to the problem of fatigue, back pain and physical stress experienced by truck drivers. In 2010, Bose introduced Bose Ride, an active system that reduces road-induced vibration in the driver's seat. Bose employs about 10,500 worldwide.

Maldari spoke with *The Security Beacon* about his work and the value of CPP certification.

***Security Beacon:* What are your day-to-day duties?**

Maldari: My responsibilities include:

1. Directly oversee security operations, personnel and equipment at multiple Massachusetts locations with indirect over-site to office locations within and outside the U.S., including:
 - Manage contract security personnel and technology including card access, video management and alarm systems.
 - In charge of incident response, investigations and procedures at each site.
 - Provide and organize event security for various business units including product press releases.
2. Global Security Consulting (provide consulting services to Bose locations both domestically and internationally including in the U.S., Canada, Asia and Europe).
 - Risk assessments conducted to identify process improvements (Recent trip to China in April 2014).
 - New facility security designs – Work with architects/vendors to design security systems, vet security installers and oversee project implementation.
3. Global Standardization
 - Designing policies and procedures to ensure consistency and standardization of security technology/equipment and practices globally. Privacy laws vary internationally and we have to work hard to not violate any local laws while maintaining a safe and secure working environment.
 - Develop process improvements to streamline security functions and reduce costs (i.e. vetting a single vendor for various locations in China, versus using multiple vendors).

CONTINUED ON PAGE 5

AUTISM, CONTINUED FROM PAGE 1

This is not the case with individuals with autism. Once the determination is made that this may be a person with autism, slow it down, allow the person to process, and keep everyone safer. It should be noted that a person with autism may take up to eleven, yes eleven, seconds to process your words. Slow things down – don't over-stimulate the person. Less is more; more makes things worse. Expressions and other body language are often totally meaningless to them.

1. I am first and foremost a person.

And I have autism. I am not primarily "autistic." My autism is only one aspect of my total character. It does not define me as a person. Are you a person with thoughts, feelings and many talents or are you just fat (overweight), myopic (wear glasses) or klutzy (uncoordinated, not good at sports)? Those may be things that I see first when I meet you, but they are not necessarily what you are all about.

2. My sensory perceptions are disordered.

Sensory integration may be the most difficult aspect of autism to understand, but it is arguably the most critical. It means that the ordinary, everyday sights, sounds, smells, tastes and touches you may not even notice can be downright painful for me. The very environment in which I have to live often seems hostile. I may appear withdrawn or belligerent to you but I am really just trying to defend myself. Here is why a "simple" trip to the grocery store may be hell for me:

- My hearing may be hyper-acute. Dozens of people are talking at once. The loudspeaker booms today's special. Muzak whines from the sound system. Cash registers beep and cough, a coffee



grinder is chugging. The meat cutter screeches, babies wail, carts creak, the fluorescent lighting hums. My brain can't filter all the input and I'm in overload!

- My sense of smell may be highly sensitive. The fish at the meat counter isn't quite fresh, the guy standing next to us hasn't showered today, the deli is handing out sausage samples, the baby in line ahead of us has a poopy diaper, they're mopping up pickles on aisle 3 with ammonia? I can't sort it all out. I am dangerously nauseated. Because I am visually oriented (see more on this below), this may be my first sense to become over-stimulated. The fluorescent light is not only too bright, it buzzes and hums. The room seems to pulsate and it hurts my eyes. The pulsating light bounces off everything and distorts what I am seeing – the space seems to be constantly changing. There's glare from windows, too many items for me to be able to focus (I may compensate with "tunnel vision"), moving fans on the ceiling, so many bodies in constant motion. All this affects my vestibular and proprioceptive senses, and now I can't even tell where my body is in space.

3. Please remember to distinguish between won't (I choose not to) and can't (I am not able to).

Receptive and expressive language and vocabulary can be major challenges for me. It isn't that I don't listen to instructions. It's that I can't understand you. When you call to me from across the room, this is what I hear: "*&z^%\$#@, Billy. # \$ % ^ * &z^ % \$ &*???" Instead, come speak directly to me in plain words: "Please put your book in your desk, Billy. It's time to go to lunch." This tells me what you want me to do and what is going to happen next. Now it is much easier for me to comply.

4. I am a concrete thinker. This means I interpret language very literally. It's very confusing for me when you say, "Hold your horses, cowboy!" when what you really mean is "Please stop running." Don't tell me something is a "piece of cake" when there is no dessert in sight and what you really mean is "this will be easy for you to do." When you say, "Jamie really burned up the track," I see a kid playing with matches. Please just tell me, "Jamie ran very fast." Idioms, puns, nuances, double entendres, inferences, metaphors, allusions and sarcasm are lost on me.

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FEBRUARY**23 & 24**

CPP/PSP Review Program
Westgate Hotel
San Diego, CA

27

ACFE Training: True, Ethical Business Dilemmas
9:30 am – 1pm
Bentley University, Waltham, MA
Presented by Jill A. Brown, Ph.D.

MARCH**16-19**

ASIS Assets Protection Course (TM: Principles of Security (APC I)
Las Vegas, NV

18

ASIS Boston Webinar: Social Media Discovery & Monitoring
Sponsored by Economic Crime Council
Register online at www.asis-boston.org

19

ASIS/IAHSS Boston Dinner Meeting

24 & 25

8am – 4pm
Advanced ALICE Training
The Department of Public Safety at Boston University Medical Center presents this 2-day train-the-trainer class on active shooter response management. Learn more at www.cvent.com

29-31

ASIS 14th European Security Conference & Exhibition
Frankfurt, Germany

APRIL**9**

Security Expo 2015
Boxborough Holiday Inn
Boxborough, MA

Join your ASIS Boston colleagues at the largest tradeshow and educational program in our chapter's history. Visit www.asis-boston.org for information about becoming an exhibitor or sponsor of this much-heralded program. Contact Security Expo Co-Chairs Jim Stankevich, 608-847-3080, or Jim Healey, 781-953-0905, or email expo2015@asis-boston.org for details.

20 & 21

CPP/PCI/PSP Review Programs
New York, NY

22 & 23

25th New York City Security Conference & Expo
New York, NY

22

ASIS Webinar: Workplace Violence: Managing the Program

24

IAHSS Boston Breakfast Meeting

27 & 28

Enhanced Violence Assessment and Management
Indianapolis, IN

29 & 30

Active Shooter
Indianapolis, IN

MAY**4 & 5**

Security Practices in a High-Rise Environment
Phoenix, AZ

7 & 8

PSP/CPP Review Programs
Denver, CO

14

May Dinner Meeting

20

ASIS Webinar: So You Would Like to be a Writer... It's Easy

ONLINE CPP/PCI/PSP
REVIEW IS AVAILABLE
ANYTIME

Visit www.asisonline.org to
learn more

JUNE**11**

ASIS Boston Public Safety Luncheon
The Lantana
Randolph, MA

17

ASIS Webinar: Contract is the Key: Protecting the Professional Security Provider from 3rd Party Liability of Negligent Armed Security Officer Claims

SECURITY EXPO 2015

ASIS BOSTON CHAPTER'S ANNUAL EXPO
Thursday, April 9, 2015 • Holiday Inn, Boxborough, MA

SIGN UP NOW TO EXHIBIT, SPONSOR AND ATTEND ASIS BOSTON'S 2015 SECURITY EXPO

Time is running out to register as an Exhibitor for ASIS Boston's biggest and most exciting event of 2015: the Annual Security Expo.

This important program will be held on Thursday, April 9, 2015, at the Holiday Inn, Boxborough, MA. It is shaping up to be a can't miss experience with presentations about the Top Ten Global Security Risks for Our World, the New Age of Relationship Violence and Sexual Harassment, and Leading Culture Change in your Organization.

Featured speakers will include some of New England's best-known security and business professionals, including former Middlesex DA Gerard (Gerry) Leone, Jr., Richard Corder, MHA, FACHE, Justin Crump, MA, and Massachusetts State Police Superintendent Colonel Timothy P. Alben.

Join your ASIS Boston colleagues and friends at inspirational seminars, exciting panel discussions and outstanding educational programs, plus onsite exhibits of today's new security tools and countless chances to network and connect with in the field.

The 2015 Security Expo is designed to meet the needs of security and HR professionals, government employees, managers, directors and C-level officers, students, and anyone with an interest in cutting edge security trends.

Enjoy Early Bird Exhibitor pricing by signing up before February 28, 2015. Visit www.asis-boston.org for details and online registration.

CPP PROFILE, CONTINUED FROM PAGE 2

Security Beacon: How long have you been involved with ASIS?

Maldari: I've been an ASIS member since 2007. I participated in first local chapter Mentoring Program as a mentee. It provided a great experience in helping to guide and define my career path. Chris Lanni was/is my mentor.

Security Beacon: What benefit have you derived from earning CPP certification?

Maldari: I obtained my CPP certification in May 2012. To achieve this, I attended the local chapter test review at Axis Communications and utilized the ASIS Study Guide and DVD. The test was difficult and preparing for it covered a lot of material that was outside the scope of my daily work, such as background checks and IT security.

"People who know the CPP appreciate it and recognize what it takes to achieve."

In general, the CPP has provided networking opportunities and recognition within the security community. People who know the CPP appreciate it and recognize what it takes to achieve. I would like to see it promoted more outside of the security industry, to see it be more recognized such as a CPA in finance.

I have also been recently involved in the ASIS Young Professionals program. I strongly believe in mentoring and the promotion of the Young Professionals program as a resource for networking in the industry.

My strong support for mentoring comes from my experience of having great mentors. My current manager, Pauline Tessier, has been at Bose for 24 years and has been instrumental in championing my work and supporting my career development. As a result, I have recently attended ASIS Young Professionals events to give back and provide mentoring opportunities to others in the profession. The Young Professional Group has helped me in networking and it's always a bonus to find new blood and fresh ideas in the industry.

BUDGETS, CONTINUED FROM PAGE 1

Whether or not your department survives the swinging budget axe depends on how well you sell and promote your department. Here are three reasons why your program could be in jeopardy.

Your department isn't aligned with your organization

Failing to align your department with the goals and culture of your organization is a common pitfall. How well you weave your department into the fabric of your organization helps to determine the value of your department in the eyes of the C-Suite. Think about how you can support the operations of your hospital. This means thinking beyond responding to emergencies, conducting patrols, and performing restraints. While all of those functions are essential and important, they don't always translate their value in the eyes of your administration. On the other hand, a well thought-out workplace violence prevention program can help reduce staff injuries, anxiety and lost workdays. This translates to a positive impact on the bottom line and operations.

Take a moment to think about how your department can help to solve a problem in your organization. For example, one hospital I know of had an issue where patients were frequently being sent home without their medications. The security director volunteered his department to collect medications from patients on the inpatient units upon their admission. His officers were already collecting and returning valuables, so they already had a mechanism to properly secure medications. The result was that his department helped solve a clinical and patient satisfaction problem. As an added bonus, the num-

ber of lost/missing reports went down by 25% in the first year. You see, while the officers were collecting medications, patients were more likely to surrender their valuables to be secured. The lesson here is that there are always opportunities to make your department more valuable, it just depends on how creative and flexible you are willing to be.

You don't take opportunities to blow your own horn

Do you think your department should operate quietly behind the scenes? Think again. The invisible department will be just that when it comes to competition for resources in your institution. Some of the best advice I've ever gotten from one of my former bosses was that I should not be afraid to toot my own horn (corny, I know). But he had a very good point. So, how can you promote your department? One way is to get out in front of the hospital's leadership whenever possible. Do you have a great new program in place? Did you recently find a way to save money while maintaining operations? Get these great wins in front of your hospital's managers, supervisors, and executives through presentations at regularly scheduled meetings.

Another great way to get your department's accomplishments in front of the C-Suite is to publish an annual report. This is a great opportunity to talk about all of your department's great accomplishments for the past year. You can also talk about the challenges ahead and your strategic plan. The annual report is truly a celebration of your department and the people who make your team shine.

You're not using metrics effectively

Not keeping track of what you're doing and the associated impacts is a sure way

to lose resources quickly. I've had the pleasure of reporting to two CFOs during my career. I learned a great deal from both of them. One of the most important lessons I learned was that numbers speak volumes about your operations. How do you know that your department is effective? Are you accomplishing your goals? These and other questions can effectively be answered by metrics. We're talking numbers, charts and graphs here folks. Metrics are so important that ASIS International recently invested \$100K and countless hours into a research project on the topic with some great, actionable results.

The publication is a good read and can help you to develop your own metrics. However, don't forget to leverage your finance department if you're looking for help with developing some great metrics. Your finance folks are often skilled with collecting and expressing metrics. So track what you're doing, measure the impact and get this information in front of the decision makers.

There you have it – three mistakes that are easily corrected with the right amount of determination and support within your organization. I hope these items proved helpful to you. Please share any tips you may have about how to prevent your department's budget from looming cuts.

David Corbin, CHPA, CPP, is owner and principal consultant at Corbin Security Consulting & Training, and director of Facilities, Engineering, Public Safety & Parking at Newton-Wellesley Hospital. Currently chair of the ASIS Boston Education Committee, he formerly served as ASIS Boston Chairperson. This article is reprinted from Corbin's blog, www.the-securehospital.com

AUTISM, CONTINUED FROM PAGE 6

5. Please be patient with my limited vocabulary. It's hard for me to tell you what I need when I don't know the words to describe my feelings. I may be hungry, frustrated, frightened or confused but right now those words are beyond my ability to express. Be alert for body language, withdrawal, agitation or other signs that something is wrong.

There's a flip side to this. I may sound like a "little professor" or movie star, rattling off words or whole scripts well beyond my developmental age. These are messages I have memorized from the world around me to compensate for my language deficits because I know I am expected to respond when spoken to. They may come from books, TV, the speech of other people. It is called "echolalia." I don't necessarily understand the context or the terminology I'm using. I just know that it gets me off the hook for coming up with a reply.

6. Because language is so difficult for me, I am very visually oriented. Please show me how to do something rather than just telling me. And please be prepared to show me many times. Lots of consistent repetition helps me learn. A visual schedule is extremely helpful as I move through my day. Like your day-timer, it relieves me of the stress of having to remember what comes next, makes for smooth transitions between activities, and helps me manage my time and meet your expectations. I won't lose the need for a visual schedule as I get older, but my "level of representation" may change. Before I can read, I need a visual schedule with photographs or simple drawings. As I get older, a combination of words and pictures may work, and later still, just words.

7. Please focus and build on what I can do rather than what I can't do.

Like any other human, I can't learn in an environment where I'm constantly made to feel that I'm not good enough and that I need "fixing." Trying anything new when I am almost sure to be met with criticism, however "constructive," becomes something to be avoided. Look for my strengths and you will find them. There is more than one "right" way to do most things.

8. Please help me with social interactions. It may look like I don't want to play with the other kids on the playground, but sometimes it's just that I simply do not know how to start a conversation or enter a play situation. If you can encourage other children to invite me to join them at kickball or shooting baskets, it may be that I'm delighted to be included. I do best in structured play activities that have a clear beginning and end. I don't know how to "read" facial expressions, body language or the emotions of others, so I appreciate ongoing coaching in proper social responses. For example, if I laugh when Emily falls off the slide, it's not that I think it's funny. It's that I don't know the proper response. Teach me to say, "Are you okay?"

9. Try to identify what triggers my meltdowns. Meltdowns, blow-ups, tantrums or whatever you call them are even more horrid for me than they are for you. They occur because one or more of my senses has gone into overload. If you can figure out why my meltdowns occur, they can be prevented. Keep a log noting times, settings, people, activities. A pattern may emerge.

Try to remember that all behavior is a form of communication. It tells you what my words cannot, how I perceive something that is happening in my environment.

Parents, keep in mind as well that persistent behavior may have an underlying medical cause. Food allergies and sensitivities, sleep disorders and gastrointestinal problems can all have profound effects on behavior.

10. Love me unconditionally. Banish thoughts like, "If he would just," and "Why can't she?" You did not fulfill every last expectation your parents had for you and you wouldn't like being constantly reminded of it. I did not choose to have autism. But remember that it is happening to me, not you. Without your support, my chances of successful, self-reliant adulthood are slim. With your support and guidance, the possibilities are broader than you might think. I promise you – I am worth it.

And finally, three words: Patience. Patience. Patience. Work to view my autism as a different ability rather than a disability. Look past what you may see as limitations and see the gifts autism has given me. It may be true that I'm not good at eye contact or conversation, but have you noticed that I don't lie, cheat at games, tattle on my classmates, or pass judgment on other people? It's also true I probably won't be the next Michael Jordan. But with my attention to fine detail and capacity for extraordinary focus, I might be the next Einstein, Mozart or Van Gogh.

They had autism, too.

Contributed by ASIS Boston Membership Chair Rebecca Coburn, CPP, CHPA, with additional information from www.autismspeaks.org.

Photo reprinted from www.thinkingmomsrevolution.com/first-responders