



Enter here. Start anew.

CITYGATE[™]
NETWORK

*Against
All Odds*

1 John 5:4





Welcome to
Security as a Ministry Opportunity

Presenter:

Breck Ellison III

Director of Facilities & Safety

Knox Area Rescue Ministries

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Security is a

“Necessary Evil”...

*“The only thing necessary
for the triumph of evil is for
good men to do nothing.”
Edmund Burke*

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Security Considerations

Major Concerns:

- *Violence on campus*
- *Weapons on campus*
- *Major disruptions to operations*
- *Overdoses/Medical Emergencies*



Security Considerations

Typical Approaches:

- *Certain staff's partial role (Bill carries a gun...)*
- *Hire outside contractors (security guards)*
- *Dedicated staff role (most rare)*

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Security Considerations

KARM has done all 3, allow me to share what we've found.



Security Considerations

Certain staff's partial role (Bill carries a gun...):

- All staff respond to incidents via radio call code*
- A couple of “experienced people” in charge of program*
- Certain staff carry a weapon – no testing or prerequisite organization verified training required.*
- Some training for select staff - ALICE*

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Security Considerations

Issues with this approach:

- *Liability*
- *Inconsistency in response*
- *Trauma inducing*
- *Risks for guests as well as staff*



Security Considerations

Hire outside contractors (security guards)

- Hired outside guard service – liability buffer*
- Mixed bag on what you get regarding service*
- Little to no control over guard selection and training*
- Don't necessarily hold values of organization, which can lead to major issues...*

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Security Considerations

Dedicated staff role:

- *Dedicated staff “Guest Hospitality Team Member, Guest Services Team Member”, etc.*
- *Hire and train to your standards*
- *No Weapons*
- *No “hard look” uniforms*

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Focus on

Ministry Opportunities

And safety at the same time!

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Ministry Opportunity

Security can be one of the BEST chances for ministry interaction with our guests! We need to stop seeing it as a “necessary evil” and start leveraging it for the OPPORTUNITY it is!

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Ministry Opportunity

KARM decided to focus on a Guest Hospitality safety approach, here's what we're doing...



Ministry Opportunity

Approach:

- Hire role specific employees - **View as a concierge with a focus on safety**
- *Emphasis on customer service and communication skills, not necessarily a security background*
- *HEAVY training emphasis on de-escalation, conflict resolution, and trauma informed care communication*
- *Safety side of training last*

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Ministry Opportunity

Maintaining Safety Standards:

- Continue to screen for weapons and drugs/drug paraphernalia via walkthrough metal detector and x-ray machine*
- Continue to have hard conversations and have disruptive/non-compliant guests leave*
- Focus on restorative approach to bringing people back in*

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Ministry Opportunity

Methodology:

- *LEVERAGE TECHNOLOGY! We found Verkada as a game changing solution*
- *Build strong relationships with guests*
- *Uniform is casual and comfortable – trauma informed care*



Ministry Opportunity

What we're seeing already in transition:

- *Fewer violent interactions on campus*
- *Fewer incidents with guests asked to leave*
- *More people turning in weapons voluntarily*
- *Fewer incident reports from "guards" (GHTM)*

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Ministry Opportunity

Why is it working?

- *Our staff shares our values*
- *Praying and sharing the gospel with guests*
- *We can show guests we care in tangible ways*
- *Leveraging KPD to do the “heavy lifting”*

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Ministry Opportunity

Why is it working?

- Better communication and relationships with guests*
- Avoiding conflict altogether, or de-escalating before situations get out-of-hand*
- Guests feel seen and heard – solutions focused not rules focused*
- Guests, staff, and volunteers feel safer than they've ever felt*

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Ministry Opportunity

Common Questions:

- *What about active assailant?*
 - *Local PD trains staff on Avoid, Barricade, Confront*
- *Sometimes going “hands-on” is unavoidable*
 - *Danger to themselves or others*
- *Do all the guests like it?*
 - *No. It can “blur lines” when not done appropriately*

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Thank-you for attending
Security as a Ministry Opportunity

Contact Information:

Breck Ellison III

bellison@karm.org

Cell: 865-696-6843

Karm.org

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Don't forget to do the



evaluation!





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