



SMALL BUSINESS RESOURCE GUIDE:

Safety and Security Handbook

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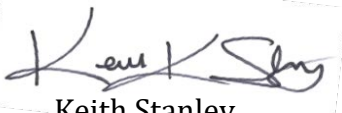
This handbook provides a framework for small businesses that may or may not have access to internal, dedicated security resources that can assist them in preparing for and responding to various situations.

The handbook references some commonly accepted best practices to address safety and security issues and challenges. It is not intended to replace any internal security or safety practices a business already has in place, nor is it intended to provide legal advice. Always consult with your attorney if you have legal questions.

The reference section at the conclusion of this book identifies additional resources businesses may use for further advice on particular security and safety situations. In addition, Near West Side Partners and BID #10 offer services and, in some cases, funding that can help businesses improve safety and security measures.

To keep up-to-date on the services and activities offered by Near West Side Partners and BID #10, follow us on Facebook and/or check out our Web site, www.nearwestsidemke.org.

We look forward to working with you and businesses throughout the Near West Side.



Keith Stanley
Executive Director

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SAFETY PLANNING

There are numerous steps businesses can take in advance to enhance safety and security for their employees, customers and clients, and the general public. These can include policy development, physical assessments, the installation of security technology, data analysis, staff training and advance preparation for various types of incidents.

Policy Development

Sections within this booklet outline specific policies that business should consider in the development of an overall safety and security plan. Policies to consider include:

- Workplace Safety and Security
- Internet and Computer Security
- Personal Safety
- Hazardous Materials Handling
- Accident and Incident Reporting

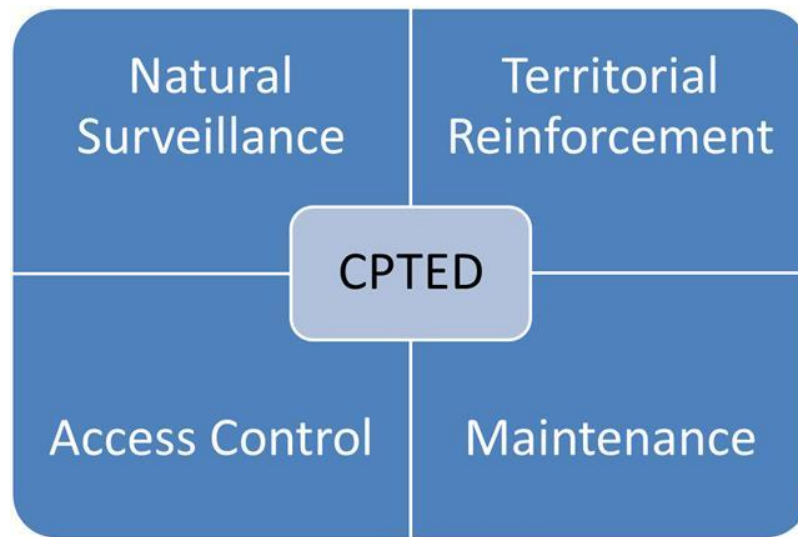
Crime Prevention through Environmental Design (CPTED)

Crime Prevention through Environmental Design (CPTED) deters criminal and nuisance activity by improving the physical environment. These improvements can increase natural surveillance, reinforce territorial control, secure access points and advance overall maintenance.

Natural surveillance involves design and maintenance elements that allow business owners and employees to easily observe the space around them and that eliminate hiding places for people engaged in suspicious activity. Natural surveillance may include appropriate lighting, low or see-through fencing or landscaping, the removal of areas that offer concealment, and the placement of windows, doors and walkways to provide the opportunity for easy observation of surrounding areas.

Territory control provides clear designation between public, private and semi-private areas. This handbook includes detailed information about access control, on pages 9-10.

A CPTED survey can be conducted at businesses, residences or public spaces. The Milwaukee County District Attorney's Office and the Community Prosecution Unit provide a free CPTED survey for any Milwaukee resident or business owner.



If you are interested in a CPTED survey at your business, please contact the Near West Side Community Prosecutor at 414-935-7033.

Threat Assessments and Safety Planning

In addition to an environmental review (see previous section on CPTED), businesses can improve safety and security by assessing the likelihood of violent activity at a particular location and by training staff.

A threat assessment involves an analysis of internal and external data sources, including internal records and documented activity, neighborhood statistics and public information from such entities as law enforcement and OSHA.

Training for employees should include how to recognize, react to and report violent or potentially violent behavior. Such incidents could include armed robbery, aggressive panhandling, angry or disruptive customers, threats between any combination of staff, customers or visitors, or issues of domestic violence. Safety training should be documented and repeated on a regular basis, both annually and for new employees.

Training should also include expectations for how individual staff are to respond from a personal safety perspective and when they are to escalate the situation to request additional assistance, including calling the Milwaukee Police Department.

Records and documentation can help debrief and improve training on how real situations should be handled.

BID #10 has detailed, block-by-block data available. Call 414-933-0640 to set up an appointment to review such information, which includes demographic, ownership and crime statistics.

SECURITY TECHNOLOGY

Small business owners may not have expertise on security cameras and systems and, with all the technology available today, it can be intimidating. While there are options available from local “big box” stores, it is worth talking to a security integrator (see page 14) to explore the best options. The basic components of security technology are covered here, but, as the needs of each business are different, each of these elements should be assessed on a case-by-case basis.

Access Control

There are various types of systems available to provide employee and customer access – and to restrict access as necessary.

Key Systems

Basic key systems can be purchased at a “big box” store or coordinated through a local locksmith. There should be a hierarchy to the system, meaning that not all employees need a key. Controlling and limiting which employees have access to which doors (interior and exterior) based on the requirements of their regular duties will help ensure that lost keys do not result in large costs to re-key multiple areas.

In planning and implementing a key system, consider the installation of dead-bolt locks with a minimum 2” bolt for sensitive areas that need more security. There should also be a process to ensure that the lock sets are appropriate for the space being protected.

Maintain control of the key system by following these steps

- Maintain good records as to who is issued which keys and account for the keys upon termination.
- Have keys stamped “do not duplicate” to reduce the likelihood of unauthorized copying.

- Have employees sign out keys they may need in the course of their daily duties rather than allowing them to be maintained in their possession.

Mechanical Systems

Certain highly sensitive areas of a business may benefit from a mechanical or “push button” numbered locking mechanical system. This can be used in conjunction with a “regular” key or as a stand-alone system.

The advantages of a mechanical system are that it is generally of higher quality than a regular lockset and does not necessitate the key control that a traditional lockset requires. The disadvantage is that if the code is compromised, intentionally or otherwise, security is compromised.

If installing a mechanical system, carefully consider who needs the combination and establish a regular sequence for periodic changing of the number.

Electronic Systems

The most sophisticated locking systems are those which work on providing access control to an area via a card reader. The card reader literally “reads” an access card that is programmed to a specific person relative to which doors he or she has access permission and what time of the day or day of the week. This system can eliminate the burden of key control and provide a tracking record as to who entered which space. These systems should be referred to a well-established integrator (see page 14) for both cost and applicability discussions.

Safes

Safes vary in structure, quality and what they are designed to protect. A rating factor for safes indicates their primary purpose, how tool or torch resistant they are and for how long they can withstand abuse.

The first decision to make is whether the need is to protect against theft or fire. If securing jewels or coins, a higher level of tool- and torch-resistant safe may be needed. A fire-resistant safe will protect documents from being destroyed by fire. Each safe has various ratings with, generally, a corresponding increase in price. Do a cost/benefit analysis to

assess what the risk is and how much protection is required. Insurance coverage may influence this decision.

Another consideration is whether the safe is used to hold valuables (e.g., currency) short term or longer term. For example, if employees will deposit money over a period of time without having access to open the safe themselves, a drop safe may be best.

Also think about how the safe itself is protected. A small drop safe may need to be bolted or otherwise secured to prevent its entire removal, whereas a larger safe may only need to be located in an interior room away from public sight. In all situations the business owner should establish protocols as to who has access to the safe and under what situations it is to be opened. Avoid having the safe left open throughout the work day for “convenience”.

There are a number of very good safe distributors in the city. Consult with one of them for recommendations on the safe right for the needs of the business.

Closed Circuit Television Systems (CCTV)

There are countless combinations of uses for and types of closed circuit television systems -- from small one- or two-camera systems to multi-location and multi-camera (sometimes hundreds or more) systems. Begin with an assessment of what needs to be monitored. Cost will often dictate how many additional cameras can be added.

For small businesses the following areas should be considered for CCTV monitoring:

- All entrances and exits for the business
- Areas where transactions are completed
- Areas where a patron or criminal may provide a good facial image for later identification
- Areas where money or negotiables are prepared for deposit
- Emergency exits
- Parking lots and dead spots around the perimeter of the building

Because most small businesses do not have the resources to be monitoring a CCTV system continuously, it is important that cameras be linked to a working video recording system. There are multiple methods of recording, both locally and off-site, and a system integrator should be consulted. The business owner should understand the features of any

recommended system and how that fits with safety and security goals so as not to be oversold.

In addition to having the images recorded, business owners must decide how long to archive the images (30, 60, 90 days), who is trained in how to retrieve footage and under what circumstances images will be provided to others outside of the business. A system of preventative maintenance, including the reviewing of recent images occasionally to ensure the system is working, is also important. The cameras are of no value if, when needed, there are no corresponding images to help with an investigation.

Other considerations when choosing the camera system include:

- Resolution, which measures the recording quality of the CCTV, i.e., how clear are the images
- Lighting
- Scope of the image desired
- Functionality of the PTZ camera (fixed or pan/zoom/tilt)
- Signage

The wording on the presence of CCTV cameras should start positively and should not be too specific. For example,

For your safety, these premises are monitored by CCTV.

It is never advisable to use “dummy” or “fake” cameras because they may create a reasonable expectation of security and cause liability for the business owner if an event occurs.

Blue Light Phones

The Marquette University Police Department has more than 450 blue light phones on campus and in nearby off-campus locations. The area served, extending from James Lovell Street (7th St.) on the east to 24th Street on the west and Highland Avenue on the north to Clybourn on the south, is approximately 50 percent of the Near West Side area. The phones, easily recognized by the blue lights atop the phones, provide members of the Marquette and surrounding community with a direct means of contacting the university’s police force.

A detailed map of the blue light phone locations is available on the Marquette University Web site. Go to: <http://www.marquette.edu/mupd/documents/blue-light-phones.pdf>

Alarms

Alarms should be considered for all entry points into an area under protection. This would include all regular doors, as well as emergency doors and even roof hatches. Where large sections of the premises are glass, interior motion detection or glass break alarms should be considered.

The alarms should be able to be armed and disarmed by as few individuals as needed so as not to compromise security. If codes are used, they should be changed on a regular basis. In Milwaukee alarm systems for after-hours situations need to be monitored by a central alarm monitoring company or the business owner. They are not hooked directly to the police.

The Milwaukee Police Department's Verified Response Policy requires that a "Private First Responder Service respond to your activated burglary alarm to verify that a cause for the alarm exists prior to contacting the police department." This is to protect against false alarms. Thus, business owners should consider who will be their "key holder" who responds after hours to confirm an intrusion and meet the police. A business owner may face a fine if there are more than two false alarms within a calendar year.

There are more than 100 licensed alarm businesses currently operating in Milwaukee. To check whether an alarm business has obtained the proper license, visit the City Clerk License Division Web site at www.milwaukee.gov/license or call the office at 414-286-2238. For more information, go online: http://city.milwaukee.gov/Directory/police/Information--Services/Burglar-Alarm-Policy.htm#.V5_HAPkrLIU

Lighting

One of the most effective and least expensive security components is good lighting. Generally speaking exterior areas of the business and interior areas, especially those which are being monitored by CCTV, should be well lit.

Specific recommendations for lighting can be revealed through a CPTED survey (see pages 7- 8).

What is a Security Integrator?

Since today's security systems and cameras are computer-based, the different components of the system -- from cameras to door alarms and panic buttons -- are all designed to work with each other and allow a business owner or manager to view the store or property from anywhere.

A trained security integrator makes all these parts work together. An integrator can assist with the planning of a system that meets the needs and goals of a business and then can provide technical assistance related to the acquisition, installation and maintenance of the system.

Business owners should ask about hardware needs in addition to making sure the infrastructure, including electrical and data connections, is in place to support the system. Also ask about the fine print of the contract; some security integrators sell equipment, others lease it. Find out who is responsible for fixing things, what the customer service time is and what happens to the purchased equipment if the business relocates.

WORKPLACE SAFETY AND SECURITY

The nature of a business will dictate the type and extent of safety and security policies and practices that should be in place, but every business can establish a culture of safety. Developing such a culture means encouraging employees to follow safety guidelines and empowering them to report safety and security concerns.

Download OSHA's Job Safety and Health poster at:
<https://www.osha.gov/Publications/osh3165-8514.pdf>

Reducing accidents should be a priority for all staff. This will reduce costs both for workers' compensation and general liability if a customer is injured. The business should establish an easy method for staff to report any safety hazard and a quick method to repair and document the repair. All staff should be trained in what to look for, what and how to report and how to document an accident.

There should be simple, yet complete forms available for both staff and customer or visitor accidents. The form should capture all important information about the incident, including who was involved, what happened, when and where it occurred, and any known causes.

OSHA offers a detailed accident form on its Web site that can be adapted to meet the needs of a particular business. Go to: https://www.osha.gov/dte/grant_materials/fy11/sh-22224-11/3_Accident_Investigation_Form.pdf

Workplace Violence Prevention

A key element in preventing violence in the workplace is to set expectations for both employees and the visiting public. This can be accomplished through a strongly worded and clear policy that:

- *Defines unacceptable behavior*
The basic expectation is that managers and employees will treat colleagues, clients and the general public with respect.
- *Specifies weapons restrictions*
Wisconsin law (2011 Wisconsin Act 35) authorizes individuals with a permit to carry a concealed weapon, except in such places as police stations, court houses and K-12 schools. However, the law also allows owners or occupants of residential or nonresidential buildings to prohibit concealed weapons on their properties by providing notice of such prohibition. Notice can be oral or by posting signage, depending on the nature of the property. Any sign must be at least five inches by seven inches and must be located in a prominent place near all entrances of the building. In addition, an employer may prohibit an employee from carrying a concealed weapon in the course of employment.

***“No weapons” signage is available from a variety of commercial vendors. Signs can also be simply stated, printed and posted. For example:
No weapons allowed, pursuant to 943.13(2)(bm).***

- *Contains clear reporting processes and requirements*
Any incident involving violence or a threat of violence should be immediately reported to management and documented.
- *Clarifies the management’s commitment to follow-up and non-retaliation*

Domestic Violence Prevention

Domestic violence can enter the workplace at any time. The target could be an employee, customer or other visitor.

It is important for a business to be prepared to treat domestic violence as a potential workplace violence issue and plan for it accordingly, much like any other potential violent episode. A key difference is that a business can be better prepared by having a process in place for employees who consider themselves potential victims to come forward and discuss it at work.

Employers can also look for signs that an employee may be a victim of domestic abuse. Such signs may include:

- Missing work, being late, poor concentration and work-related errors that are not characteristic of the employee
- Injuries, such as bruises, black eyes and broken bones
- Requests for time off to attend court appearances
- Signs of emotional distress, such as crying, unusual quietness or not wanting to interact with others
- Avoidance of a current or former partner, either by phone or in person
- Abrupt change of address by the employee or a reluctance to divulge where the employee resides
- Unwelcome visits by the employee's partner to the workplace, particularly if the visits cause a strong negative reaction from the employee

An employer can provide support for an abuse victim and improve security by taking the following steps.

- Encourage the use of an employee assistance program if available or refer an employee to community resources focused on domestic violence.
- Share the abuser's identity, including photo, with security personnel, members of management and/or the employee's workgroup.
- Determine if additional security steps are necessary. These may include providing an escort to the parking lot, providing a parking space close to the building, offering flexible or varied work hours, removing the employee's name from the office directory, screening calls and/or changing the employee's work email address.
- Consider the possibility of obtaining a restraining order if and when threats from an employee's abusive partner affect the workplace.

***An extensive list of domestic abuse resources is available on the City of Milwaukee Web site:
<http://city.milwaukee.gov/health/staysafe/health/directory#.V5PNtvkrLIU>
These resources include 24-hour crisis lines, shelters, counseling and advocacy groups and legal and health assistance.***

Dealing with Disruptive Individuals

Businesses should establish procedures regarding how staff are expected to deal with disruptive persons, whether they be customers or clients or visitors. Generally, experts recommend that employees attempt to use customer service approaches and not be confrontational. Be firm in that employees should never become physically involved with a disruptive person unless they need to defend themselves. Also, do not attempt to detain a disruptive individual in your store. Education and training of staff in the area of recognizing and defusing disruptive behavior should be considered.

Some simple guidelines to share with employees include:

- Maintain your composure. Be courteous and patient. This may defuse the individual's anger.
- Try to signal for help from a co-worker who, in turn, can notify the manager or police as needed. Establish an alert procedure in advance.
- If the person has a weapon or threatens use of a weapon, comply with his or her demands.

Personal Safety

Safety begins with the individual. Encourage employees to be alert to suspicious activities or individuals and to report any concerns to management or, in the case of imminent danger, to call 9-1-1.

First Aid

In the event of any serious illness, accident or injury, immediately **call 9-1-1**. Only those trained in first aid should provide such assistance. When first aid is required, it is important to remain calm and assess the responsiveness of the victim.

OSHA recommends that a first aid kit in a workplace with two or more employees should contain, at a minimum, the following items:

1. Gauze pads (at least 4 x 4 inches)

2. Two large gauze pads (at least 8 x 10 inches)
3. Box of adhesive bandages (band-aids)
4. One package gauze roller bandage at least 2 inches wide
5. Two triangular bandages
6. Wound cleaning agent such as sealed moistened towelettes
7. Scissors
8. At least one blanket
9. Tweezers
10. Adhesive tape
11. Latex gloves
12. Resuscitation equipment such as resuscitation bag, airway, or pocket mask
13. Two elastic wraps
14. Splint
15. Directions for requesting emergency assistance

Businesses with large numbers of employees or clients may wish to consider having an automatic external defibrillator on site. An AED should only be used by someone properly trained.

In addition to offering first aid, CPR and AED courses, the American Red Cross offers a mobile app that provides “instant access to information on handling the most common first aid emergencies.” Download the app on the App Store or Google Play or text “GETFIRST” to 90999.

Infectious Disease

To protect themselves, customers or clients and the general public, employees should practice good hygiene habits.

- Always wash hands after using the restroom. (Standards for food service employees, as established by the Food and Drug Administration, are stringent.)
- Cover the nose/mouth with a tissue when coughing or sneezing. If a tissue is not available, use the sleeve, not hands.
- Wash hands with soap and water or use alcohol-based hand wipes or liquid sanitizer after coughing, sneezing, blowing the nose or touching contaminated materials. (NOTE: Frequent hand sanitation is especially important for those handling money.)
- Avoid touching eyes, nose or mouth.

Businesses can establish a policy that requires employees to report any active case of contagious illness to supervisors. Communicable diseases, such as measles, meningitis, mumps, pertussis and food borne illness, should be reported to the Milwaukee Health Department.

The Centers for Disease Control have posters available on the importance of handwashing that can be downloaded for free and posted in businesses. Find the posters at <http://www.cdc.gov/handwashing/posters.html>

Pedestrian and Parking Safety

- Stay alert. Especially at night, avoid using phone or earphones while walking.
- Walk briskly with head up and shoulders back.
- If possible, walk with others.
- Avoid wearing or carrying visibly expensive items.
- To the extent possible, park in well-lit areas with security cameras in view.
- In going to the car, have keys ready.
- Look into the front and back seats of a car before getting in.
- Lock the car as soon as you get in.

Vehicle Safety

Whether there are business-owned vehicles or personal vehicles, simple safety precautions can deter theft.

- Never leave a vehicle running or with keys in the ignition.
- Always lock the vehicle.
- Place valuables or equipment in the trunk or cover them.
- Do not leave anything valuable, even loose change, in plain sight.
- Keep all doors locked and windows rolled up while driving.
- Be alert while driving and when entering and exiting the vehicle.
- Consider installation of a car alarm or steering wheel immobilization device.

PROTECTING YOUR BUSINESS

Robbery Prevention and Training

Robbery prevention strategies include many of the points covered in the following cash control guidelines. Limiting the amount of currency on site and securing it in a safe or other control with minimum amounts available for robbery will limit any losses.

Another important precaution is to record the serial numbers, brand names and descriptions of property or valuables kept at the business location.

A policy on workplace violence prevention should specify clear expectations of staff that any robbery be considered real and potentially dangerous and that employees should comply with any requests or demands of robbers, regardless of whether a weapon is displayed or threatened.

Training for staff around robbery response should be conducted annually and is available through the Milwaukee Police Department. To arrange, call Near West Side Partners at 414-933-0640.

Cash Control Guidelines

To ensure that all cash and credit card assets are protected, the following practices should be followed. All employees should be familiar with these procedures, and signed records of acknowledgment should be kept in personnel files.

Handling and Safeguarding Cash

- All cash, checks and payment cards should be kept in a locked combination safe or locked room in a locked drawer or cabinet.
- Access to cash should be limited to employees who need or are designated to have such access.
- Combinations or keys to the safe or locked areas should be restricted to designated employees.
- Various amounts of cash should be deposited daily.
- Checks and credit card receipts should be kept together, separate from cash.
- Review shortages on a timely basis with any employee involved.

- Use a closed circuit TV (CCTV) over the register area and safe. Put up signage that indicates the premises are recorded.

Accepting Payments

- Payments should be input into an electronic device that ensures pre-numbered receipts; this provides for documented payments.
- Employees should count back, out loud, any cash returned to a customer to ensure that correct change is given back.
- Always provide the customer with a receipt.
- Any checks received should be made out to the business; third party checks should not be taken for payment.
- All checks should be registered immediately.
- Examine credit cards to confirm a signature. Do not accept credit cards without a signature.
- Use photo ID to verify the card belongs to the customer.
- Customers should sign any receipt, either electronically or manually.
- Never throw receipts into the trash; this can result in credit card numbers being stolen more easily.
- Shred or hire a disposal company to destroy financial records.

Reconciliation of Accounts

- Cashiers should balance daily receipts with totals on electronic devices. These devices should be closed out daily and all totals recorded.
- Any checks should be counted and checked for all endorsements. Totals should be attached to a bundle of checks and be verified during deposit procedures.
- Deposits should be prepared by one employee and checked by a second employee, if possible, and secured until bank deposits are made.

Transporting Deposits

- All deposits should be recorded in the office for each tender and a grand total entered.
- Two employees should verify the amount of the deposit being taken to bank, and two employees should transport the deposit to bank.
- Vary the route to the bank and the times deposits are made.
- If an armor car service is used, then two employees should verify deposits given to service.

Credit Card Controls

The bank card/ATM terminal must be located in a position that prevents unauthorized persons from gaining access. Employers should periodically inspect terminal surfaces to detect tampering (for example, addition of card skimmers to devices), or substitution (for example, by checking the serial number or other device characteristics to verify the equipment has not been swapped with a fraudulent device).

Other precautions include the following.

- Only accept signed credit cards.
- Employees should ask for ID verification with credit card purchases.
- Do not provide customers with cigarettes from behind the counter until the transaction has been completed.
- An employee should never enter a bank card number into any Web application on behalf of the cardholder.
- Bank card machine transactions should be closed out via automatic closing at least once per business day.
- To protect the customer, printed receipts should show only the last four digits of the bank card number.
- Retain the original receipts from all transactions and any original, signed documentation in a secure location.

Counterfeit Money

The best way to determine whether a note is genuine is to rely on the security features, such as the watermark and security thread. The U.S. Department of Treasury offers the following suggestions for dealing with suspected counterfeit bills:

1. Do not put yourself in danger.
2. Do not return the bill to the passer.
3. Delay the passer with some excuse, if possible.
4. Observe the passer's description - and their companions' descriptions - and write down their vehicle license plate numbers if you can.
5. Contact your local police department OR call the local U.S. Secret Service office.
6. Write your initials and date in the white border area of the suspected counterfeit note.
7. DO NOT handle the counterfeit note. Place it inside a protective cover, a plastic bag or envelope to protect it until you place it in the hands of a police officer or a Secret Service agent.
8. Surrender the note or coin ONLY to a properly identified police officer or Secret Service agent, or mail it to your nearest U.S. Secret Service field office.

The U.S. Department of the Treasury's Currency Education Program is a simple, online program that may be helpful for employee training regarding counterfeit bills. You can find the program at <https://uscurrency.gov>

Internet and Computer Security

In today's world, with so much computerized information, it is important to protect both a business and customers or clients.

Protecting Against Computer Viruses

A computer virus is a software program designed to duplicate itself and spread to other computers. Viruses can spread through email attachments, the Internet, CD-ROMs or diskettes.

A computer infected with a virus may run slower, crash and re-start frequently, have distorted menus and dialog boxes, and/or have applications that don't work.

To prevent viruses:

- Open attachments only from known businesses and individuals.
- Install anti-virus and spyware software and update regularly.
- Install software only from legitimate software vendors.
- Use strong passwords (example: 8 or more characters, including numbers, small and capital letters and symbols).

Always make backup copies of important business data, documents and information.

Protecting Against Identity Theft

Both business owners and employees reduce the risk of identity theft by taking some simple precautions.

- *Use the Internet with caution.*
Change log-ins and passwords on a regular basis (monthly or quarterly). Verify the source before sharing business or personal information; secure Web pages have an "https" at the beginning of their URL or a lock at the bottom of the page. NEVER use email to send credit card numbers or Social Security numbers.
- *Keep mail secure.*



Use a mailbox lock or empty the mailbox quickly. Take mailed payments or checks to the post office or deposit in a secure mailbox.

- *Avoid scams.*
Never give out personal information over the phone.
- *Tear up or shred sensitive documents.*
This includes ATM, credit or debit card receipts, financial documents and any documents that contain Social Security numbers.

The Federal Communication Commission offers additional tips and resources on cybersecurity for small business. Find these online at <https://www.fcc.gov/general/cybersecurity-small-business>

WEATHER EMERGENCIES

All staff should know the location of the nearest emergency shelter, steps to take in the event of a weather emergency and evacuation procedures.

Tornado and/or Severe Thunderstorm

A WATCH means that conditions are favorable for the development of severe weather in the watch area. Pay attention to radio and TV broadcasts, and prepare to take action. A WARNING is an urgent announcement that hazardous weather is happening or is imminent. Take immediate action to protect life and property!

All lightning can be deadly. When thunder is heard or lightning seen, individuals should seek shelter – preferably indoors. In addition to potentially deadly lightning, a severe thunderstorm also has wind greater than 58 mph (50 knots), hail one inch or larger, and/or a tornado.

If You Are Indoors

If you are indoors during a severe weather warning or when lightning strikes, STAY THERE and take the following precautions.

- Move to an interior room or space, away from doors and windows. In the event of a tornado:

- ✓ A windowless area in the center of the building is best – in corners or near support columns. Avoid the middle of interior walls.
- ✓ Crouch down and cover your head. Interior stairwells are usually good places to take shelter, and, if not crowded, allow you to get to a lower level quickly.
- ✓ Avoid being underneath heavier objects such as lights, wall hangings and other items, which may fall.
- ✓ Remain inside until the tornado has passed. Wait for an all-clear signal before leaving.
- Avoid using elevators. You could be trapped in them if power is lost.
- Help direct people with special needs to a safe place, if necessary.
- Do not use matches or lighters, in case of leaking natural gas pipes or nearby fuel tanks.
- Remain inside until 30 minutes after the last thunder.
- Report any injuries and damage to the Milwaukee Police Department. Be prepared to give the following information:
 - ✓ Your name
 - ✓ Building name and room number you are calling from
 - ✓ Type of injury or damage
 - ✓ Location of any injured person(s) or building damage

If You Are Outdoors

If you are outdoors and see a funnel cloud or hear a warning siren, seek shelter in a well-built structure nearby or, if that is not possible, in a low area under a thick growth of small trees. Get out of the car. Move away from tall trees, buildings, walls and power lines.

Stay away from open water, wire fences, metal pipes rails and metal equipment or small metal vehicles such as motorcycles, bicycles, golf carts, etc. These may attract lightning. If you are in a group in the open, spread out, keeping people several yards apart.

Lightning may strike miles away from the parent cloud. If you feel your hair stand on end, lightning may be about to strike. Drop to your knees and bend forward, putting your hands on your knees. DO NOT lie flat on the ground.

The American Red Cross offers free mobile apps that address a variety of emergency situations, including severe weather, flooding and first aid. Download the apps at <http://www.redcross.org/get-help/prepare-for-emergencies/mobile-apps>

Evacuation Procedures

Whether resulting from a severe weather situation or some other emergency, it is sometimes necessary to evacuate a building or part(s) of a structure. These procedures should be planned in advance and shared with all staff.

Determine the nearest exits and the best route to follow to leave the office or building. If time permits during evacuation, secure the workplace and take personal items. Follow the directions of emergency personnel.

Basic evacuation procedures typically include the following:

- Walk, do not run.
- Do not use elevators.
- Identify in advance individuals who may need assistance in leaving the area. If safe to do, assist these people or report their location to emergency responders.
- Expect that you may not be able to re-enter the building for hours or longer. If safe to do, collect essential items such as car keys, wallet or purse, critical medication such as an inhaler, and outerwear appropriate for the weather and season.
- Assemble outside at a designated area of gathering. Account for all staff members and visitors.
- Wait for instructions from emergency personnel before re-entering the building.

In the event that someone is physically unable to evacuate, immediately **call 9-1-1**, stating the name and location of the individual and why evacuation is impossible. Follow the directions of the emergency call taker.

Shelter in Place

In some instances, it may be safer to “shelter in place” than it is to leave a building. Such circumstances may include live electrical wires obstructing access to the exit, individuals with mobility disabilities who are above or below ground floors, and smoke or fire immediately outside the room. In some cases, depending on the type of hazard, emergency officials may direct building occupants to shelter in place rather than evacuate.

Hail

In the event of hail, seek protective shelter immediately. Remain indoors or under protective shelter until the hail has stopped, usually 5-10 minutes.

Winter Storms and Extreme Cold

Stay indoors during the storm. For those who must be outdoors, warm, lightweight clothing in several layers is recommended. Make sure hands and head are covered.

Additional winter storm precautions include:

- Walk carefully on snowy, icy walkways.
- Keep dry. Change wet clothing frequently to prevent a loss of body heat.
- Minimize travel. Try to travel during daylight and have someone with you. Keep others informed of your schedule, route and estimated time of arrival.

Extreme Heat

During extreme heat conditions, stay indoors as much as possible and limit exposure to the sun. In addition:

- Drink plenty of water. Avoid drinks with caffeine.
- Eat well-balanced, light and regular meals.
- Limit intake of alcoholic beverages.
- Avoid strenuous work during the warmest part of the day.
- Dress in loose-fitting, lightweight and light-colored clothes that cover as much skin as possible. Wear a wide-brimmed hat to protect face and head.
- Use sunscreen.
- Be aware of the symptoms of medical heat emergencies.

OTHER EMERGENCY SITUATIONS

Businesses should plan for the possibility of difficult situations and make sure that employees are prepared in case of an emergency.

While this guide cannot cover every emergency situation that may arise, it does provide guidelines for dealing with various types of incidents.

Vehicle Accidents

If you witness an accident:

- **Call 9-1-1.** Notify the dispatcher of the crash location, the number and type of vehicles involved and if any pedestrians or bicyclists are involved.
- Advise the dispatcher of the number of injured and the type of injuries, if known.
- Look for hazards that could affect you or the responding emergency personnel (fuel, chemicals, electrical wires, etc.) and report them to the dispatcher.
- DO NOT attempt to move injured individuals unless it is more dangerous to leave them where they are, i.e., in the event of a car fire.
- Attempt to keep the victims calm and reassure them that assistance is on the way.
- Upon arrival, notify emergency personnel of the number of injured and their locations. Remain on the scene until released by police.

If you are involved in a motor vehicle crash:

- Take a breath and remain calm.
- Check yourself and others for injuries. Call 9-1-1 for an ambulance if in doubt.
- If possible, move vehicles out of traffic -- to a safe place -- and activate hazard lights.
- Call the local police to report the accident.
- Do not leave the scene until you have exchanged information (name, address, phone, driver's license number and insurance information) with other motorists, or the police release you from the scene.
- Notify the insurance carrier.

Fire

Fire prevention in the workplace begins with keeping the area clean and free of debris, storing combustibles – paper, wood, rags, etc. – away from heat sources, and storing any flammable materials in flame-proof containers.

Encourage employees to report anything they may feel is a fire hazard to building management. Plan and practice fire and evacuation procedures with staff. Make sure they know where the two nearest exits are. Signs indicating where employees and visitors should gather in the event of a fire or other emergency should be posted in the lobby of each building.

Dealing with a Fire

The first step after discovering a fire is to immediately evacuate the area.

- Isolate the area by shutting doors when exiting.
- Use stairs. Never take the elevator during a fire.
- **Call 9-1-1 when you can do so safely.**
- In the event of a building or area evacuation, go to the posted area of gathering or follow the directions of emergency response officials.
- Meet and account for those who were on the premises – staff, customers or clients, etc.
- Notify emergency personnel if you know or suspect someone is trapped or still inside the building.
- Do not re-enter the building unless cleared to do so by the Fire Department.

NEVER ATTEMPT TO PUT OUT A FIRE ON YOUR OWN!

(unless the fire is very small and you have been trained to do so)

Only those trained to do so should use a fire extinguisher – and then only if the fire is very small. If the fire is not extinguished, leave the area immediately and make sure the building alarm is activated and emergency personnel are notified.

If Caught in Smoke

- Drop to hands and knees and crawl toward the nearest exit.
- Stay low. Smoke rises.
- Hold your breath as much as possible; breathe through the nose and use a filter such as a shirt, towel or handkerchief.

If Trapped in a Room

- If possible, **call 9-1-1**, indicating location as precisely as possible.
- Close as many doors as possible between you and the fire.
- Wet and place cloth material around or under the door to help prevent smoke from entering the room.
- If the room has an outside window, be prepared to signal to someone outside.

If Clothing Is on Fire

- Use the stop, drop and roll technique
 - ✓ Stop. Do not run.
 - ✓ Drop to the ground.

- ✓ Roll around on the floor to smother flames.
- Only drench with water if a laboratory safety shower is immediately available.
- Obtain medical attention as needed.
- Report incident to management.

Utility Issues

Storms, construction and other circumstances can sometimes cause utility failures. Report any utility failure to WE Energies. Their hotlines are available 24/7. For electric emergencies and power outages, call 800-662-4797. For natural gas emergencies and leaks, call 800-261-5325.

In reporting an issue, be prepared to give the name of the person calling, the area of concern (building address, floor and room number) and what the problem is.

Electrical Outages

In the event of a significant power failure, turn off all electrical equipment, including computers that are not battery-operated. Wait until power is restored before plugging them back in.

Remember that elevators will not work if the electricity is out. Use stairs to exit the building. If an elevator ceases operation, immediately use the elevator's emergency phone or press the emergency alarm button.

Gas Leak

A smell of "rotten eggs" or a blowing or hissing noise from a natural gas source may signify a gas leak. Immediately leave the area and notify others in the building. Once safely outside the building, **call 9-1-1 and WE Energies.**

Other precautions include:

- DO NOT use any phone inside the building.
- DO NOT turn on or off any electric lights or appliances.
- DO NOT open or close the windows.
- DO NOT try to shut off the gas.
- DO NOT light candles or other type of flame for lighting.
- DO NOT re-enter the building until authorized to do so by the Fire Department.

An individual exposed to natural gas for a prolonged period of time may experience the following symptoms: dizziness, fatigue, nausea, headache and irregular breathing. Exposure to extremely high levels of natural gas can cause loss of consciousness or even death.

If these symptoms are present, take the victim outside immediately and **call 9-1-1**. If the victim is unresponsive or lacks normal breathing, perform CPR if trained to do so.

Water Leaks or Flooding

Water is an excellent conductor of electricity. In the event of flooding or severe water leakage, move away from the area and avoid using any electrical equipment. If the leakage is minor, try to contain or mop up the water. Notify building management.

Chemical Hazards

Hazardous chemicals include flammables, corrosives, oils, solvents, explosives and combustibles. Business owners and managers should be aware of any hazardous chemicals on the property, and employees should be trained in how to safely handle such materials. Any hazardous material should be labeled and securely stored.

Chemical Spills

In the event of a spill, activate the building's fire alarm, **call 9-1-1** and evacuate. Anyone exposed to the chemical should be evaluated by emergency medical responders. Follow the directions of emergency personnel and do not return to the building until advised that it is safe to do so.

Even if a spill is not considered dangerous to an individual's health, anyone who had contact with the spilled materials should immediately remove all contaminated clothing and flush all areas of bodily contact with copious amounts of water for at least 15 minutes (UNLESS the spilled chemical reacts with water). ONLY someone trained and thoroughly familiar with the hazards of the spilled chemical should attempt to contain it.

If hazardous materials are stored on the premises, it is advisable to have spill kits prepared. Such kits can be purchased on the commercial market or put together by the employer.

Airborne Chemical Hazard

If there is an airborne chemical hazard:

- Close all outside doors and windows.
- If safe to do so, turn off all ventilation, including furnaces, air conditioning, vents and fans.
- Move away from outside windows and doors, as well as air ducts and ventilation systems.

Criminal Activity

Anyone who observes a crime in progress or behavior that appears to be criminal should **immediately call 9-1-1**.

Be prepared to provide as much of the following information as possible:

- What is happening?
- Where is it happening?
- What is the person(s) doing?
- How many people are involved?
- Provide a physical (height, hair color, distinguishing features) and clothing description of those involved.
- Are weapons involved? If so, what type of weapon?
- Is there a vehicle involved? If so, note the vehicle description (model, color, year) and license plate number if possible.
- In what direction is the person(s) headed, either on foot or in a vehicle?
- Has anyone been injured?

DO NOT approach or attempt to apprehend the person(s) involved. Stay on the phone with the emergency dispatcher to provide additional information, until the police arrive.

If violence is observed, lock and barricade doors and move away from outside doors and windows. **Call 9-1-1**. Report what was observed, including any injured and description of the assailant(s).

Suspicious Packages

While in most cases suspicious packages turn out to be harmless, it is important that employees not become complacent and are educated about the indicators of suspicious packages and what to do if they receive one. The following are some indications that a piece of mail should be viewed as suspicious:

- Foreign mail, air mail or special deliveries, unless from a known source
- Restrictive markings such as “CONFIDENTIAL” or “PERSONAL”
- Excessive or insufficient postage
- Handwritten or poorly typed address
- Misspelled or wrong names or titles
- Strange odor
- Misspellings of common words
- Oily stains or discoloration on the package
- Excessive weight
- Rigid, lopsided or uneven envelopes
- Excessive tape or string
- Exposed wire or foil
- Visual distractions, such as bows or brightly colored paper
- No return address

If anyone believes a package is suspicious, take the following precautions.

- DO NOT open or shake it. DO NOT sniff, touch or taste.
- **Call 9-1-1.**
- DO NOT MOVE the package or bring it to the Police Department.
- DO place it on a stable surface, preferably a Bio-Safety Cabinet, as isolated as possible from people.
- Alert others in the area to stay away and not touch the package.
- Leave the area, close doors and prevent others from entering by using signs or guarding entry points.
- Wash hands with soap and water.
- Create a list of persons in the room where the package was initially received to share with police.

The U.S. Postal Service offers a free, downloadable poster on how to handle suspicious packages. Download it at: about.usps.com/posters/pos84.pdf

Active Shooter

An active shooter situation is a low likelihood but impactful event. If you hear gunfire, **immediately call 9-1-1**, if you can do so without the shooter seeing you. Always program cell phones with emergency numbers.

In the event of an active shooter situation, quickly determine the safest course of action:

- **Evacuate**
 - ✓ Know the nearest exit points.
 - ✓ Leave all belongings behind.
 - ✓ Keep hands visible.
 - ✓ Follow the directions of emergency personnel on site.
- **Hide**
 - ✓ Hide in any area outside the shooter's sight.
 - ✓ Lock doors.
 - ✓ Turn off lights and close blinds.
 - ✓ Barricade the hiding place to the extent possible.
 - ✓ Turn off radios and computer monitors.
 - ✓ Silence all cell phones.
 - ✓ Keep occupants calm, quiet and out of sight.
 - ✓ Take adequate cover/protection, i.e., behind concrete walls, under thick desks, or behind filing cabinets (cover may protect you from bullets).
 - ✓ Place signs in exterior windows to identify location of any injured.
 - ✓ Stay in that location until police give the all clear.
- **Take action**
 - ✓ This should be a LAST RESORT, only if life is in imminent danger.
 - ✓ Attempt to stop the shooter – throw things, scream, be aggressive.

Consider the risks before entering any un-secured rooms. Remember, the shooter may not stop until engaged by police.

Efforts to rescue people should be attempted only if they do not endanger the persons inside an already secured area. If doubt exists about the safety of individuals already inside a room, do not act in a way that could further endanger the area and those in it.

Reporting an Active Shooter

Call 9-1-1 as soon as it is safe to do so. Tell the dispatcher:

- The location and number of assailants, if known, as well as any identifying information, such as race/gender, clothing description, physical features, mask, backpack, etc.
- Type of weapons (long gun or hand gun) and number of shots or explosions heard
- The specific location, including building name and office/room number
- Number of people at the location
- Injuries, if any, including the number of injured and the types of injuries, if known

Responding to Emergency Personnel

Police and other emergency personnel are there to save lives, engage and disarm assailant(s), evacuate victims and facilitate follow up medical care, interviews, counseling and investigation.

Remain calm and follow directions. Keep hands visible and avoid making quick movements toward officers.

Hot Spot Form

MPD collects complaints about crime and suspicious behavior using Hot Spot sheets that provide details on criminal or nuisance activities witnessed by community members. On the following page you will find an example Hot Spot form. You can download a Hot Spot form at www.nearwestsidemke.org safety.

Bomb Threat

Most bomb threats are received by phone. Train those who answer phones to stay calm in the event of a bomb threat. If possible, pass a note or motion to someone nearby to call 9-1-1 immediately. Keep the caller on the line and ask as many questions as possible, using the Bomb Threat Report Form on the page .

NEIGHBORHOOD "HOT SPOT" FORM

TOGETHER WE CAN MAKE OUR COMMUNITIES A BETTER AND SAFER PLACE TO LIVE
HOT SPOT FORMS HELPS THE DISTRICT ATTORNEY AND THE DISTRICT 3 COMMUNITY PROSECUTION UNIT IDENTIFY PROBLEMS IN YOUR COMMUNITY

I have witnessed (check all that apply):		
<u>CRIMINAL</u>	<u>CIVIL</u>	<u>ENVIRONMENTAL</u>
<input type="checkbox"/> Domestic Violence <input type="checkbox"/> Drug Activity (sales/use) <input type="checkbox"/> Gang Graffiti <input type="checkbox"/> Prostitution <input type="checkbox"/> Guns/Shootings <input type="checkbox"/> Fights	<input type="checkbox"/> Loitering <input type="checkbox"/> Loud Music/Dogs Barking <input type="checkbox"/> Public Drinking <input type="checkbox"/> Property Damage <input type="checkbox"/> Gang Activity <input type="checkbox"/> Entry/Thefts	<input type="checkbox"/> Garbage/Junk <input type="checkbox"/> Broken Windows <input type="checkbox"/> Abandoned Auto <input type="checkbox"/> Overgrown Grass/Weeds <input type="checkbox"/> Loose Animals <input type="checkbox"/> Overcrowding <input type="checkbox"/> Traffic/In & Out

Today's Date _____

Problem Address/ specific location: _____

Apartment number: _____ ☐ Upper ☐ Lower ☐ Front ☐ Back

Describe in detail the nuisance or criminal activity:

How long has the activity been observed: _____ Date last observed: _____

Most active hours: ☐ Nighttime ☐ Daytime ☐ Weekends ☐ Parties ☐ Other _____

If drug related, selling is done at: ☐ Door Front/ Side/ Back ☐ Window Front/ Side/ Back ☐ Street ☐ Alley

At the problem property, are there: ☐ Guns/weapons ☐ Dogs ☐ Children ☐ Elderly ☐ Other _____

Who is coming to location: ☐ Males ☐ White ☐ Black ☐ Hispanic ☐ Other

Ages _____

☐ Females ☐ White ☐ Black ☐ Hispanic ☐ Other

Ages _____

Suspects' names/nicknames: _____

☐ Male ☐ Female ☐ White ☐ Black ☐ Hispanic ☐ Other Ages: _____ Height: _____

Weight: _____ Hair Color: _____ Gang Member: ☐ No ☐ Yes What Gang: _____

Vehicle: Model: _____ Year: _____ Color: _____

License Plate: _____

Additional Information/ Concerns:

If you choose, please provide the following information so that we can contact you if we have questions or updates. Your information will be kept confidential by and within the District 3 CPU. Thank you for your willingness to help.

Your name: _____ Telephone: _____

Address: _____

Report Concerns or Return This Form To:



Officer Corianna Cavazos
Community Liaison Officer
Ccavaz@milwaukee.gov
(414)935-7733
2333 N 49th Street, Milwaukee WI 53210

Kelly O'Neill
District Three Community Prosecutor
Kelly.o'neill@da.wi.gov
(414)935-7238

Catelin Ringersma
Community Prosecutor –Near West Side
Catelin.ringersma@da.wi.gov
(414)935-7033

BOMB THREAT REPORT FORM

Note exact wording of the threat: _____

Date and time of the call: _____

If phone ID, note number of call: _____

Ask and record the answers to the following questions:

1. When will the bomb explode? _____

2. Where is the bomb? _____

3. Who is this? _____

4. What kind of bomb is it? _____

5. What does it look like? _____

6. Why are you doing this? _____

Note the following while on the line with the caller:

a. Background noise: traffic, music, voices, animals, vehicles, machinery

b. If the voice was familiar, whom did it sound like?

c. Male or female? Accent?

d. Circle how the caller sounded:

■ calm ■ angry ■ excited ■ slow ■ rapid ■ soft ■ loud

■ profane ■ laughing ■ sobbing ■ distinct ■ slurred ■ nasal

■ stutter ■ lisp ■ incoherent ■ raspy ■ accent ■ speech impediment



REFERENCE INFORMATION

Key Phone Numbers

(All numbers begin with the 414 area code, unless noted.)

Milwaukee Police, District #3	935-7233
Marquette University Police	288-6800
Department of Public Works	286-2489
Department of Neighborhood Services	286-2268
Near West Side Partners/BID #10	933-0640
Sojourner Family Peace Center	933-3722
WE Energies	
Electrical Outage Hotline	800-662-4797
Gas Leak Hotline	800-261-5325

Additional Reference Materials

International CPTED Association www.cpted.net

ASIS Standard Workplace Violence Prevention

<https://www.shrm.org/ResourcesAndTools/tools-and-samples/policies/Documents/WVPI%20STD.pdf>

ASIS Protection of Assets (POA) Manual

[file:///C:/Users/Owner/Downloads/POA%20brochure%202009%20\(3\).pdf](file:///C:/Users/Owner/Downloads/POA%20brochure%202009%20(3).pdf)

Programs of the Near West Side Partners and BID #10

Bid #10 works to strengthen the neighborhood and businesses on Milwaukee's near west side, promote and market the area's assets, improve the overall appearance and image of the area's business corridors and develop and implement crime reduction and safety strategies.

Businesses can benefit from the BID's façade grants, signage programs, graffiti removal, architectural support, camera asset mapping and small business loans.

For up-to-date information on the activities and services of the Near West Side Partners and BID #10, go to www.nearwestsidemke.org.

In an emergency,

Call 9-1-1

In a non-emergency situation,

call the

Milwaukee Police Department

414-933-4444