



Diocese of Trenton

Risk Management Quarterly

Parishes, Schools, Cemeteries & Catholic Institutions



Summer Edition

Safe Environment: Boundaries

Edited from VIRTUS Training Bulletin Boundaries Part 1 Vol 22 No. 5

In the world of safe environments, recognizing the need to set and maintain proper boundaries in relationships with others in ministries, and especially interactions with children, is essential.

Unfortunately, there are often challenges that make it more difficult to recognize when safe environment boundaries in ministry have been crossed. When and to whom you should communicate concerns in a timely fashion is critical to maintaining the desired safe environment for children.

The need for boundaries

Relationships matter. They're foundational to ministry activities and must be built upon proper boundaries. Boundaries protect us, the people around us, and the people in our care, from problematic situations. Special care is necessary with interactions involving minors due to their inherent vulnerability as children.

While behavior within ministerial environments *is* typically well managed, there are some actions or behaviors that are inappropriate. This can culminate in boundary violations, and possibly abuse. Boundary violations can range in severity. They are actions that disregard established boundaries or that violate the professional or ethical rules, or policy, of an organization. Abuse, including the sexual abuse of children, can occur after a series of boundary violations.

Healthy boundaries can be compromised when reasonable limits are not clearly

understood, especially if vigilance with policy compliance on small matters is minimized or ignored. When boundary issues are observed within a ministry or organization, the failure to act impacts personal and professional integrity, impairs the goals of ministry, and exposes those most vulnerable to possible abuse.

It is essential to communicate concerns when observed behavior is inconsistent with policy, professional standards of behavior, or code of conduct. It can be extremely challenging, even for the most seasoned professional, to communicate concerns about boundary issues or violations.

Common challenges adults face:

If I am firm with boundaries, doesn't that make me seem standoffish or rude? People might not like me as much. Establishing and enforcing boundaries is good and positive behavior. Those who don't honor boundaries aren't respecting you.

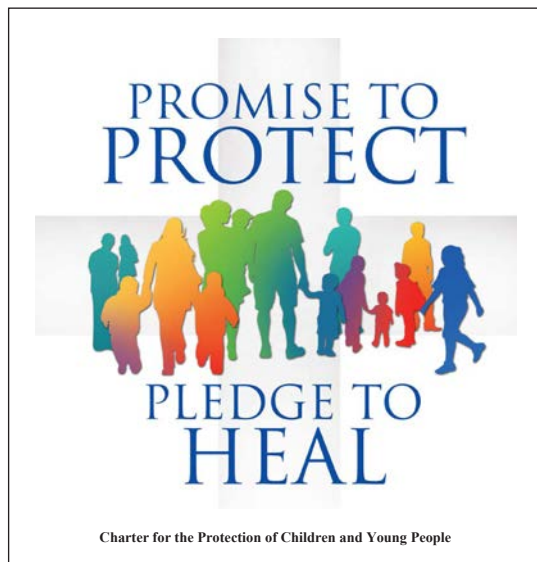
How can I create a safe environment of trust with youth? Observe the established safe environment boundaries. Adults in ministry must remain professional in their work or volunteer relationships, especially when children are involved. Sharing too much

information is not appropriate in a ministerial or teaching relationship. Oversharing of personal information can lead to inappropriate behavior and boundary violations.

Setting boundaries. Violation or manipulation of boundaries, when exposed, can result in confrontation and anger. Communications related to boundary violations should be reasonable and respectful.

Setting boundaries doesn't seem to be working. It's easier to just let the person do what they're going to do, avoid the conflict and just deal with it. While it might be convenient to avoid conflict, it's not a valid alternative for doing the right thing, especially when established boundaries are ignored repeatedly. Appropriate boundaries in ministry settings are incorporated into the code of conduct and safe environment policy for good reason. Compliance is not optional.

Appropriate boundaries are important to the proper implementation of the Diocese of Trenton Safe Environment Program in our churches and schools. Recognizing boundary issues requires attention to the operational environment and a clear understanding of the policies and guidelines of the Diocese of Trenton Safe Environment Program for the protection of minors. ■



The Diocese of Trenton and The Audit

By Margaret Dziminski, Assoc. Dir., OCYP

The Charter for the Protection of Children and Young People, adopted by the United States Conference of Catholic Bishops (USCCB) in June 2002, sets forth a number of procedures and practices which are to be implemented by all Bishops within the United States to protect children from instances of abuse.

All Roman Catholic dioceses in the U.S. are audited annually by The Stonebridge Group. An on-site audit (every three years) requires approximately three days to complete and includes a review of diocesan policies regarding abuse of minors, safe environment programs, pastoral outreach programs, and other actions that are directed by the Charter. The focus of the audit is compliance with the Charter requirements first established in 2002. Upon completion of each audit a report is released in December of each year.

The next on-site audit of the Diocese of Trenton will be conducted the week of October 2, 2023 and will include a cumulative review of the prior three years.

The on-site audit provides the auditors with the opportunity to interact with the Child Protection team for an in-depth review of

programs, policy implementation and internal controls & monitoring.

The Diocese of Trenton compiles information from audits conducted by the Child Protection Staff and data related to training & background checks from the parishes and schools which is included in Annual Audit Report that each location submits to the Office of Child & Youth Protection. The auditors meet with some members of the Diocesan Review Board and visit pre-selected locations to evaluate on-site compliance at schools and churches.

The Diocese has been conducting parish and school audit reviews over the last three years in preparation for this upcoming on-site audit. This process drives continuous improvement in our Child Protection Program and addresses two very important questions –

“Has everyone who should be checked, been checked?”

and

“Is everyone who should be trained, trained?”

These are the fundamental questions we should ask each time we start a program or look at it when volunteers and employees are up for the renewal of their Child Protection compliances.

The Diocese of Trenton has been in full compliance with the Charter since our first onsite audit in 2004 and we expect the same for this audit period. ■

For more information on The Charter for the Protection of Children and Young People, please visit www.usccb.org/offices/child-and-youth-protection/charter-protection-children-and-young-people ■



Meshify Defender Water Shutoff:

Stop water at the source without cutting any pipes!

Coming Soon

HSB Sensor News

Many new HSB Sensor developments have been released and others will become available before the end of 2023.

Some of the improvements and new products are:

- The Alert Acknowledgement App that allows immediate response to an alert stopping more alerts for the same notification. Released March 2023.
- Expands welcome screen to create a Tasks checklist and Contact Card to keep the location contact list up to date. Released.
- New sensors design with longer range and extended battery life. Pending release.
- Find my Sensor – new feature to locate sensors in large locations. Pending release.
- New extended range probes for leak detection in “hard to reach” areas. Pending release.
- New mounting hardware and design for easier installation. Available with new sensors.
- Meshify Defender Water Shutoff – remote access water shut off device designed to fit ball valves with pipes from ½ inch to 2 inch. Easy to install. ■

Diocese of Trenton Risk Management Quarterly

If you have any questions, comments or topic requests for future newsletters, please send an email to newsletter@dotinsurance.org

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Spring Maintenance

Start by Inspecting Your Roof

Winter weather can create many roof problems, so there are a lot of things to watch out for.

You're going to need a roof that's in good shape to combat the coming stormy days. So, the first thing you should do when it gets warm enough is have your roof inspected. A qualified roofer or roof inspection company is recommended. Safety is the primary concern! A roof inspection should only be undertaken by individual trained to complete the task using the appropriate safety precautions.

Inspecting From the Ground

The first step is to walk around your roof and give it a visual inspection from the ground. As you survey your roof, note any areas that look impaired and are worth a closer inspection. Many roof inspections are conducted with a drone, which allows for real-time observation and close up photos to identify specific areas that may require a closer visual inspection.

Here are a few things to look out for:

- Are any shingles cracked, curling or missing?
- Is any debris, such as leaves or algae, collecting in spots on the roof?
- Do you notice any missing or loose flashings around your pipes or vents?
- Does water pond in certain areas of a flat roof?
- Are gutters clear of debris or filled with water?

Asphalt shingle roofs: Are the granules wearing away? Are granules collecting in your gutters?

Flash around roof penetrations (pipes, vents and skylights) parapets and building walls. Are there any cracks or voids between the structures and the flashing.

Debris: Remove any debris collecting on the roof and in the gutters, leaders, scuppers and downspouts at least twice per year. Trim trees that overhang roofs and gutter systems.

Finally, look for signs of leaks on ceilings and attic spaces. Wet spots or discoloration on the insulation or ceiling tiles suggest that the roof is leaking.

Check for Leaks and Water Damage

Between winter storms and spring showers: This is a key time to check for water damage and prevent small leaks from growing into a major headache.

DIY: Walk around the building and check the rubber seals or metal flashings around vents, flues, and chimneys.

When these seals begin to crack or rust, water will start to seep into the building. Lack of proper maintenance will result in building damage and potential mold growth.

Check window seals to see if any need to be replaced. Dampness around the edges of windows or on window ledges and cracking of window ledges are signs that window seals may be deteriorating.

Check on Your Sump Pump

Check the operation of sump pumps at regular intervals. If only one pump is installed, consider a second as a backup. If power failures are frequent, consider an emergency generator to keep the sump pumps running.

DIY: Keep your sump pump clean and free of rocks and debris to keep it working properly. Test the pump, by pouring water into the basin and watching the pump activate.

Spring Maintenance: Spruce Up the Yard

Now is the time to tend to your outdoor space, including any trees or foliage that are looming a little too close to the building or power lines. These trees can pose risks, including infestation of bugs and foundation issues from the tree roots getting too close to the building and undermining the footings or foundation. When landscaping in the spring make sure that all the areas around the building are pitched away from the buildings to facilitate proper drainage.



Clear catch basins and storm drains of debris and examine the interior structures, pipe penetrations and the integrity of the area around the basins for subsurface erosion (collapsing or sinking concrete or asphalt). Early repairs are significantly less expensive than the cost to rebuild catch basin and drainpipe systems.

Sidewalks and Other Walkways

Frost heaves and localized flooding may shift or undermine sidewalks during the winter and early spring months. Repair damaged expansion joints on concrete walkways and correct erosion that occurs in areas where grass or soil abuts impervious surfaces or hardscape. Correct issues related to pooling water. Consider slab jacking as an alternative to the removal and replacement of concrete if the only issue is an uneven surface.

Check Gutters and Leaders

During the fall and winter months, gutters and leaders (downspouts) can get cluttered and clogged with debris, but when the spring rains arrive, they need to be clear so that excess water can flow freely off of and away from the building instead of leaking into it.

You can make sure your drainage systems are up to the challenges of the spring by:

- Clearing the gutters and downspouts - Remove dead leaves, branches, twigs, and anything else that may be clogging the gutters and downspouts.
- Checking for and repairing seasonal damage - Gutters and downspouts take quite a beating during the winter, so check for areas where they're sagging or broken. These can cause wooden eaves and trim to rot, which can lead to leaks and infestations. ■



Be Cyber Smart:

Everyone has a role to play in cybersecurity

A common misconception is that young people, many of whom grew up using tablets or touchscreen phones from an early age, are inherently tech savvy. For many, digital safety is a glaring area of growth.

K-12 education faces a staggering number of security threats and receives over 80% of workplace malware attacks. By providing focused, consistent digital safety instruction, students can safely navigate their digital lives.

The concept of “school safety” has evolved significantly in the last several decades to include cybersecurity, ranging from policy compliance, privacy, and data protection from common cybersecurity threats like phishing attacks, malware, and untrustworthy links.

Something smells phishy

Phishing occurs when a site, communication app, or other platform tries to collect personal or private information for harmful reasons. Often, phishing attacks try to gather personal information like credit card details or login credentials.

To help reduce the number of successful threats, students need to be trained to look for these common phishing red flags:

- The message or subject has misspellings and errors
- The message uses an email address that mimics a teacher’s or administrator’s name
- The message contains links that do not go where expected
- The message appears to be from a school or staff member and conveys a threat or urgency or offers an unrealistic reward
- The message makes a request to supply private information

Take a tick before you click bad links

The shift to blended learning accelerated abruptly over the last few years.

Unfortunately, many students’ digital skills and cyber hygiene are still catching up.

Students access content in multiple ways: through learning tools, communication apps,

and search engines. Each of these platforms is a landing spot for hyperlinked text. Students need digital literacy skills to help them determine which links are safe, valuable, and reliable as they explore content. Help students improve their digital hygiene by modeling how to assess and verify links found in websites, search results, email, communication apps, and social media.

It’s important for students to understand that clicking a harmful link could lead to someone being able to access their device’s camera, spy on or crash the device, or steal private information. Harmful links can occur on many of the devices that students use on a regular basis in the classroom like cell phones, tablets, and laptops.

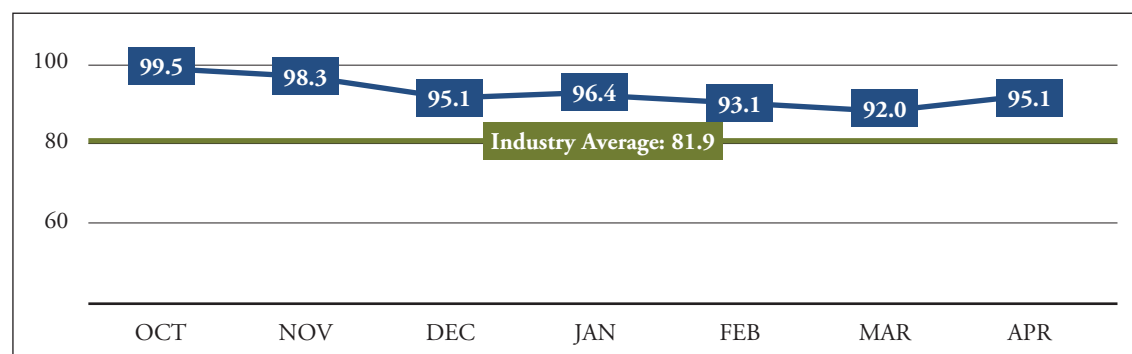
Something doesn’t ad up

While ads are not inherently good or bad, it’s important that students develop the ability

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Cyber Security Update

2022-23 Phishing Testing Event Success Percentage



KnowBe4 SCAM OF THE WEEK: Cybercriminals: Spear Phishing

Reddit, a popular online community, was the latest victim of a spear phishing attack, a targeted email attack that looks like it’s from a trusted source, but it’s actually from cybercriminals in disguise.

In this recent attack, a cybercriminal set up a fake website designed to steal login credentials. Then, the cybercriminal sent phishing emails to Reddit employees. The emails prompted

employees to visit the fake website and enter their credentials. Through this attack, the cybercriminal was able to access sensitive information from Reddit and steal internal company data.

Tips to stay safe from similar scams:

Make sure that the sender is actually who they say they are; reach out to them in person or by phone to verify.

BlueVoyant Activity Report (10/01 - 12/31/22)

Total Alerts	1040
Blocked Incidents	396
Security Incidents	31
Issues Resolved	All

KnowBe4 Cyber Security Training & Testing (10/1 - 12/31/22)

Phishing e-mails delivered	1782
Phishing e-mails reported	857
Clicks of Phishing e-mails	59
Opened Attachments	8

Spear phishing attacks can happen to anyone. Think before you click, and never click a link in an email that you aren’t expecting.

Be careful with the information you share about yourself online—it can be used to target you in phishing attacks. ■

Be Cyber Smart, *continued from page 4*

to tell the difference between a legitimate advertisement and a potentially harmful one. Ads are commonly found in interstitial videos in digital games, promoted search results, and social media. Advertisements show up everywhere and they can sometimes be a gateway for malware or phishing attacks.

Remember, ads are not always bad. It's important that students understand the signs of trustworthy ads from those that are suspicious or potentially harmful. Help students avoid harmful ads by discussing and modeling the following practices:

- Identify the advertisement. Labels or captions like #ad or "sponsored" could be good clues.
- Decide if the ad is relevant to a search query.

- Avoid links that ask for personal data or try to incite fear.

Responding when mistakes are made

Even with good digital skills monitoring security threats, mistakes still happen. It's important for students to know how to respond when they see a questionable email, click on a harmful link, or visit a dangerous ad.

The first step is to tell a trusted adult what happened. Help students feel free from judgment or punishment. Use these messages and strategies to help when mistakes are made:

- Emphasize that there are no consequences for reporting. Asking for help will not be punished or reprimanded.

- Provide students access to school experts who have helpful tools to fix it.

Help students understand why cyber hygiene is important

Recent years have shown the importance of understanding how to behave safely online and that everyone has a role to play in cybersecurity.

As students continue to gain important digital skills, they will increase their understanding of the threats that commonly try to compromise schools, social media apps, and communication tools that they use every day. Explain to them the cause and effect so they can see how to avoid scams and compromises, and why keeping an eye out for these is important. ■

Begin your cybersecurity discussion with students using the Microsoft K-12 Cybersecurity Infographic and Conversation Guide: <https://edudownloads.azureedge.net/msdownloads/K-12-Cybersecurity-Infographic-2022.pdf>

Be Prepared for an Active Shooter

Adapted from a FEMA PDF (V-1000)

Recent national tragedies remind us that the risk is real. Taking a few steps now can help you react quickly when every second counts.



If you see suspicious activity, let an authority know right away.

Many places, such as houses of worship, workplaces, and schools, have plans in place to help you respond safely. Ask about these plans and get familiar with them. If you participate in an active shooter drill, talk with your family about what you learned and how to apply it to other locations.

When you visit a building such as a shopping mall or healthcare facility, take time to identify two nearby exits. Get in the habit of doing this.

Map out places to hide. In rooms without windows, behind solid doors with locks, under desks, or behind heavy furniture such as large filing cabinets can make good hiding places.

Sign up for active shooter, first aid, and tourniquet training. Learn how to help others by taking FEMA's You Are the Help Until Help Arrives course. Learn more at ready.gov/until-help-arrives.



RUN. Getting away from the shooter(s) is the top priority. Leave your things behind and run away. If safe to do so, warn others nearby. Call 911 when you are safe. Describe each shooter, their locations, and weapons.

HIDE. If you cannot get away safely, find a place to hide. Get out of the shooter's view and stay very quiet. Silence your electronic devices and make sure they won't vibrate. Lock and block doors, close blinds, and turn off the lights. Do not hide in groups—spread out along walls or hide separately to make it more difficult for the shooter. Try to communicate with police silently—such as through text messages or by putting a sign in an exterior window. Stay in place until law enforcement gives you notice that all immediate danger is clear.

FIGHT. Your last resort when you are in immediate danger is to defend yourself. Commit to your actions and act aggressively to stop the shooter. Ambushing the shooter together with makeshift weapons such as chairs, fire extinguishers, scissors, and books can distract and disarm the shooter.



Keep hands visible and empty.

Know that law enforcement's first task is to end the incident. They may have to pass injured persons along the way.

Follow law enforcement's instructions and evacuate in the direction they tell you to.

Consider seeking professional help for you and your family to cope with the long-term effects of trauma. ■



Take an Active Role in Your Safety

Go to ready.gov and search for **active shooter**. Download the **FEMA app** to get more information about preparing for an **active shooter**. Find Emergency Safety Tips

Items of Importance

Carbon Monoxide Monitors “10 year” life – sealed battery

CO (Carbon Monoxide) Monitors are available from the diocese at no cost. All are “10 year” life – sealed batteries – and are packed six to a box. If you are in need, please contact Joe Cahill or Scot Pirozzi and place your order for one or two boxes at no cost.

S721 – Emergency Operation Plans

On October 3, 2022, NJ Senate Bill S721 passed both Houses of the Legislature and was signed by Governor Murphy on November 14, 2022.

This bill requires sports and entertainment facilities capable of seating more than 5,000 people, movie theaters capable of seating more than 1,000 people, and places of worship capable of seating more than 500 people to annually prepare and maintain an **emergency operations plan (EOP)** in coordination with the appropriate local fire, law enforcement, and emergency response agencies. The EOP must be submitted to the chief law enforcement officer who serves the municipality in which the sports and entertainment facility, movie theater, or place of worship is located. This law became effective May 14, 2023. Some cities and towns have already started working with facilities covered under the new law. Whereas it is the municipality’s responsibility to prepare a plan, it is the parish’s responsibility to provide requested information and cooperate with the plan formulation. Churches can improve site security with a few simple steps:

1. Limit the number of access points for services to one or two entrances. This doesn’t limit the points of egress, but will help control unauthorized entry.
2. Understand the internal traffic flow of people from designated entry points to church seating.
3. Make sure all exit points are clearly designated and readily visible for emergency purposes.
4. Maintain vigilant observance of entry points before and during Mass or church events.
5. Be observant for illegally parked or standing vehicles in fire zones or non-parking areas around the church.
6. Be attentive to large bags, backpacks, and diaper bags.

7. Lock all offices, closets, meeting rooms, etc. in the church, especially during Mass.
8. Have Ushers/Greeters work in pairs.
9. Understand and follow the OHNO *Training: Observe – Initiate a Hello – Navigate the Risk – Obtain Help*
10. Assign an Usher(s) to patrol halls and other area on a random basis.
11. Keep a copy of the church floor plan in the Knox Box if one is mounted on the outside wall of the church building for emergency response personnel access.

Property Appraisals for Replacement Cost Valuations

Site inspections for property appraisals have been completed and a detailed review is underway. On average, property valuations increased by 45% since the property appraisal survey conducted in 2012-2013. More than 400 new structures were identified and added to the schedule of values. Most of the new buildings added were garages, sheds, storage containers, and gazebos, as well as a few buildings acquired or built in the last 10 years that were never added to the schedule of insured values. Complete reports with photos are being prepared and will be forwarded to the pastors and business managers before the end of June.

Knights of Columbus Member Compliance with Diocesan Safe Environment Requirements

A cooperative approach toward diocesan safe environment programs is expressed in the guidance to council leaders concerning member compliance with diocesan safe environment requirements. The first requirement of the Knights of Columbus Safe Environment Program is for council members to be aware of, and compliant with, diocesan safe environment requirements applicable to members’ volunteer activities on parish property. When members volunteer at an activity sponsored by a Knights of Columbus council on parish property, they are not only volunteering for the Knights of Columbus - they are also serving as parish volunteers. In this regard, Knights of Columbus asks that its members to be treated just like any other parish volunteers. And like any other parish volunteer, members volunteering on parish property **must comply with all safe environment requirements applicable**

NJ Legislation Enacted Feb. 23, 2022

Requires business owners and rental unit owners to maintain certain liability insurance policies. Click here for more information: https://pub.njleg.state.nj.us/Bills/2022/S1500/1368_R2.HTM

to parish volunteers in their diocese.

To this end, grand knights and financial secretaries should implement best practices in compliance. It should be noted that simply being a member of the Knights of Columbus does not constitute volunteer activity, as council business meetings are not a parish or church ministry. In other words, membership in the Knights of Columbus does not require volunteer activity on parish property. Conversely, members are not exempt from diocesan safe environment requirements applicable to parish volunteers by virtue of their being members. Any questions should be directed to Bill Staub or Margaret Dziminski (Associate Directors Child Protection – Diocese of Trenton).

Catalytic Converter Thefts

Catalytic Converter theft has become a national matter with a 300+% increase in 2020. It takes less than a minute for a thief with a battery powered saw to remove a converter. Primary targets are vans, pickups, SUVs, and hybrid vehicles. Targets are overnight parking lots for fleet vehicles. Parking areas need to be secured with locked fences, be well-lit, and have motion sensors connected to cameras, additional lighting and alarms.

Service garages and auto dealership may be able to etch VIN numbers on the catalytic converter for a small fee or install a protective plate to inhibit easy removal. The catalytic converter can also be spray-painted with a bright orange heat-resistant paint as a deterrent. Some states have introduced legislation imposing restriction on the purchase, sale, and possession of catalytic converters by vehicle dismantlers and scrap processors/recyclers. New Jersey has not addressed this issue. An increased deductible for catalytic converter thefts is being considered.

Time to Get Ready for Possible Hurricanes

Hazardous weather impacts New Jersey on a regular basis. Hurricanes can be life-threatening and can cause serious property-threatening hazards, such as flooding, storm surge, high winds and tornadoes. Long-term power outages, evacuations, property destruction and debris are just some of the effects that can result from the onset of nature’s fury.

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Items of Importance, *continued from page 6*

We cannot control the weather, but we can prepare and discuss plans for continued operations and mitigating damages. For general hurricane preparation, download the NJ Office of Emergency Management’s Hurricane Survival Guide for New Jersey: https://nj.gov/njoem/plan-prepare/pdf/NJ_Hurricane_Survival_Guide_2022.pdf

Filing an Insurance Claim

All insurance claims should be reported as soon as possible. For immediate assistance please see below:

Workers Compensation: PMA CARE 24 to report a claim and obtain medical care, 1-855-347-7334, report your work location and employer name.

Automobile Accidents: PMA 1-800-482-9826 – Provide your work location name and a cell phone contact number when reporting for follow up

Property Claim: Steven Stewart (Crawford Co.), 610-574-7717 or Joe Cahill 732-284-1600 (cell)

Non-Employee Injuries/Accidents General Liability: Joe Cahill 732-284-1600 or Joe Bianchi 732-267-0381

Crime – Theft – Vandalism: Joe Cahill 732-284-1600 or Joe Bianchi 732-267-0381

Misconduct and Abuse: Joe Bianchi 732-267-0381

Student Accident including Sports Injuries: Joe Cahill 732-284-1600

Click to Certificates of Insurance

Did you know you can request a Certificate of Insurance at any time in just a few simple steps? Simply go to our website: <http://dotinsurance.org/forms/certs/certificate-of-insurance-form> and fill in the information requested. The following steps outline how to populate and submit the Certificate of Insurance Request Form.

The most important parts of populating the Request Form are as follows: please ensure that the correct entity (Parish/Church/School Name) is included as well as the correct address. The inclusion of your Parish or School Finance Code Number PXXXX or SXXXX is helpful. Please include a contact email/phone number for any points of clarification that may arise.

The form allows you to fill in the Certificate Holder name, contact and address and has

a section which prompts you to select any additional requirements necessary.

If the Certificate is intended to renew on an annual basis, it can be marked in your request. This will avoid any duplicate requests that may be necessary in the future.

If the Certificate is needed for a single event, you will need to include the name of the event, the date of the event, and the location.





Lastly, instructions for who and how to deliver the Certificate can be outlined as well as a “need by” date. Please allow as much time as possible before the event to permit resolution of any questions. Additional information can be uploaded with the request that will help the certificate center produce a COI that is compliant with the requestor’s needs.

Example: Liability insurance for the use of public property (City- Town-County State) – include a completed copy of the application along with any instruction related to insurance requirements including delivery of certificates.

If the request included special requirements or is complicated please contact either Val Molina Val.Molina@wtwco.com or Tracy Farragut Tracy.Farragut@wtwco.com to review special needs. ■

Employee Vigilance through the Power of Hello

Alert employees can spot suspicious activity and report it

 OBSERVE	 INITIATE A HELLO	 NAVIGATE THE RISK	 OBTAIN HELP
<p>Stay vigilant of your surroundings. <i>Alert employees can identify suspicious behavior, such as:</i></p> <ul style="list-style-type: none"> Placing an object or package and abandoning it or leaving the area. A prolonged interest in or taking pictures/videos of personnel, facilities, security features, or infrastructure in an unusual or covert manner. Unauthorized people trying to enter a restricted area or impersonating authorized personnel. Loitering at a location without a reasonable explanation. Avoiding security personnel or systems. Expressed or implied threats of violence. 	<p>Acknowledging a risk can deter a potential threat. <i>Use the Power of Hello to engage with individuals in your space by doing or saying the following (tip: active listening is key.):</i></p> <ul style="list-style-type: none"> Smile, make eye contact, and introduce yourself. “Hello, how are you?” “How can I assist you?” “Are you looking for something or someone in particular?” “I will be here in case you need help.” Approaching a person viewed as suspicious has potential risks. In some situations it may be more advisable to report the activity to those with the authority and training to intervene. 	<p>Navigate the risk by asking yourself if the behavior you observed is threatening or suspicious. <i>When observing activity or behavior that would arouse reasonable suspicion of terrorism or other criminal activity, employees should consider these questions:</i></p> <ul style="list-style-type: none"> Do they appear to be legitimately patronizing the business or service? Is their clothing consistent with the weather or for the gathering of the day? Are they avoiding security? Are they asking questions about business functions or employee information? (e.g., “Who is closing?” or “How many people work here?”, etc.) Causing you to feel threatened? (If you feel threatened, calmly walk away and call 9-1-1.) 	<p>After navigating the risk, obtain help from management or authorities. <i>Using OHNO, provide the best information to first responders and security personnel.</i></p> <ul style="list-style-type: none"> Call 9-1-1 for emergencies or if you feel in danger. To organize your thoughts to management or the police ask yourself 5W’s: <ul style="list-style-type: none"> What is happening? Who is doing it? Where is it taking place? When did you observe it? Why are they here? You may submit suspicious activity reports to your local law enforcement or call the non-emergency number.

Used effectively, the right words can be a powerful tool. Simply saying “Hello” can prompt a casual conversation with unknown individuals and help you determine why they are there. **The OHNO approach – Observe, Initiate a Hello, Navigate the Risk, and Obtain Help** – helps employees observe and evaluate suspicious behaviors, empowers them to mitigate potential risk, and obtain help when necessary.

The **OHNO** approach to risk prevention relies on reasonable persons to make these observations to properly detect and report terrorism/criminal-related suspicious behavior.

For additional **Power of Hello** resources please visit cisa.gov/employee-vigilance-power-hello. DHS’ “If You See Something, Say Something” campaign provides additional information on how to recognize and report the indicators of terrorism-related suspicious activity.

The OHNO approach describes activities and behaviors that may be suspicious or indicative of criminal activity. These activities may be constitutionally protected and should be reported only when there are articulable facts to support a rational conclusion that the behavior is suspicious. Do not report based solely on protected activities, race, religion, gender, sexual orientation, or a combination of only such factors. ■



Roman Catholic Diocese of Trenton
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 701 Lawrenceville Road
 Trenton, NJ 08638

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2023 Summer Edition



Diocese of Trenton

Risk Management Quarterly

Parishes, Schools, Cemeteries & Catholic Institutions

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Assistant VP



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Certificates of Insurance

For our online form, go to:
dotinsurance.org/forms/certs

Claim Reporting

PMA Management Corp.
 PMA Corporate Processing Center
 Tel: 800-482-9826; Fax: 856-727-3186

PMA Workers Comp Nurse Triage
 CARE 24 Tel: 855-347-7334

Auto Insurance Cards

Porter & Curtis, LLC
 Tel: 484-445-7174
 Email: trenton@aeti-inc.com

Online Form: dotinsurance.org/forms/auto-forms

www.dotinsurance.org

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