



## 5th Annual Law Enforcement and Business Continuity Summit

### Workplace Violence

Atlanta Metropolitan State College  
Atlanta, Georgia

November 7, 2013

Special Thanks to the Building Owners and Managers Association Georgia, the Greater Atlanta Chapter of ASIS International, and the International Association of Healthcare Security and Safety, Atlanta Regional Chapter, for their support and sponsorship of this Summit.



Greater Atlanta Chapter



BOMA Georgia



Thank you for attending the Fifth Annual Law Enforcement and Business Continuity Summit. We look forward to seeing you next year.

## Agenda

- 0730 – 0830 **Registration and Continental Breakfast**
- 0830 – 0900 **Welcoming Remarks, Conference Rationale and Agenda Overview**
- Dr. Robbie Friedmann**, Founding Director, Georgia International Law Enforcement Exchange, Georgia State University
- Dr. Gary A. McGaha**, President, Atlanta Metropolitan State College
- Russ Law**, Vice Chair, ASIS – Greater Atlanta Chapter and Security Systems Integrator, Alscan, Inc.
- Marie Worsham**, Senior Property Manager, Cassidy Turley, Representing BOMA
- Michael Dunning**, Chairman, IAHS – Atlanta Regional Chapter, and Director of Support Operations, Healthcare, AlliedBarton Security Services
- Didi Nelson**, Law Enforcement Coordinator, United States Attorney's Office, Northern District of Georgia and Master of Ceremonies
- 0900 – 0945 ***"Active Shooters and Mass Killings"***
- Eric Sporre**, Assistant Special Agent in Charge, Federal Bureau of Investigation
- Felipe den Brok**, Special Agent and National Academy Training Coordinator, Federal Bureau of Investigation
- 0945 – 1030 ***"Threat Assessment in the Workplace"***
- Julie Fenderson**, Social Science Research Specialist, United States Secret Service
- 1030 – 1045 **Break**
- 1045 – 1130 ***"Components of a Comprehensive Workplace Violence Preparedness Program"***
- Bruce Blythe**, CEO, Crisis Management International
- 1130 – 1215 ***"Don't Ignore the Red Flags!"***
- Patrick Cooper**, Industrial Security Representative, Lockheed Martin Aeronautics Company

- 1215 – 1330 **Lunch and Keynote Address**
- Boston Marathon Bombing: Protecting a Major Hospital During a Time of Terror and Uncertainty***
- Bonnie Michelman**, Director of Police, Security and Outside Services, Massachusetts General Hospital  
Boston, Massachusetts

### 1330 – 1515 **Scenario Workshops**

#### **Room 1 - Healthcare:**

- Charlotte Clark - Emergency Management Manager, Grady Health System
- Adrienne Feinberg - Director of Emergency Preparedness, Georgia Hospital Association
- Dr. Alexander Isakov - Associate Professor of Emergency Medicine, Emory University
- Christopher Locke - Chief Operating Officer, Atlanta Medical Center
- Kim Lucas, Director of Nursing, Neurosurgery and Surgery ICU, Emory Healthcare
- Bonnie Michelman - Director of Police, Security and Outside Services, Massachusetts General Hospital
- Moderator:** Michael W. Dunning – Director of Support Operations, Healthcare, AlliedBarton Security Services

#### **Room 2 - Class A Office Buildings:**

- Karla Baldini – Training Coordinator, Fortress Consulting LLC
- Paul Merritt – Partner, Fortress Consulting LLC
- Joseph Murphy – Regional Vice President, Universal Protection Service
- Bart Szafnicki – Vice President, Corporate Security, TBS, Inc.
- Brock Ryan – Co-Founder, Fortress Consulting LLC
- Greg Wellborn – Director of Security, Portman Management Company
- Moderator:** Russ Law, Security Systems Integrator, Alscan, Inc.

### **Room 3 - Educational Institutions:**

Mark Muma – Director of Safety & Security, Fulton  
County Board of Education

Paul Purcell – Vice President/COO, Infoquest

Richard C. Raisler – Director of Community-Wide  
Security, Jewish Federation of Greater Atlanta

Keith Sumas – Director of Emergency Management,  
Georgia State University

**Moderator:** Dr. Robbie Friedmann – Founding  
Director, Georgia International Law Enforcement  
Exchange

### **Room 4 - Retail Sector:**

Felipe den Brok - Special Agent, Federal Bureau of  
Investigation

Andrew Wallace — Senior Executive, Loss Prevention/  
Customer Service, Neiman Marcus Atlanta

Brad Woodward — Director of Security, Lenox Square,  
AlliedBarton Security Services

**Moderator:** Didi Nelson — Law Enforcement  
Coordinator, U.S. Attorney's Office

1515 – 1530	<b>Break</b>
1530 – 1615	<b>Breakout Session Key Summaries</b>
1615 – 1630	<b>Closing Comments</b>

### Workshop #1: **Healthcare**

Violent incidents in healthcare facilities are becoming more common, and it is critical that staff in these facilities are prepared to respond when they occur. In this workshop, a group of experienced healthcare providers and security specialists will discuss the procedures that healthcare providers should have in place to prepare for, mitigate, respond to and recover from a violent attack. The workshop will use a scenario that occurs in a hospital emergency room to demonstrate these points.

### Workshop #2: **Class A Office Buildings**

This workshop will explore the various considerations that security professionals, building management and law enforcement need to keep in mind to prepare for and respond to a workplace violence incident that occurs in a large commercial building. The issues we will discuss include threat assessment, proactive security measures, incident management, liability of building owners/managers and interaction between building managers and first responders. Workshop participants will actively participate in an exercise that examines a realistic workplace violence scenario.

### Workshop #3: **Educational Institutions**

While the scenario used in this workshop may play out differently, both in execution and reaction, in various schools and jurisdictions, there are certain universal elements that are critical to the continuing study of mitigation and response to violence/active shooters. The workshop aims to expand your knowledge of potential threats and vulnerabilities so you may formulate appropriate responses; to provide a new scenario for use in your own game-planning and exercises in your location; and to allow participants to share prior experience, best practices, and other useful information.

### Workshop #4: **Retail Sector**

The purpose of the retail workshop is to understand industry related violence/crime trends on retailers across the country. By measuring trends and operational methods of effective practices, retailers will be better positioned to manage to the threat of industry-wide issues, which has significant repercussions on consumers, businesses, and local economies. The workshop will expand participants' knowledge of potential threats and crime trends so retailers may formulate appropriate responses; provide proactive measures to counter merging threats and provide scenarios for use in training exercises at your businesses /locations; and will allow participants to gain experience, best practices, and other useful direction when dealing with violence in the retail workplace.

## Keynote Speaker



### **Bonnie S. Michelman, CPP, CHPA**

Director of Police, Security and Outside Services  
Massachusetts General Hospital

Bonnie Michelman has extensive leadership and security management experience in diverse industries. She currently is the Director of Police, Security and Outside Services at Massachusetts General Hospital and the Security Consultant for Partners Healthcare Inc. Boston, Massachusetts. She was formerly District Manager at First Security Services overseeing 60 diverse operations and Assistant Vice President for General Services/Operations at Newton Wellesley Hospital managing 16 departments and doing significant leadership work.

Bonnie is Past President (2008 and 1995)/Chairman of the Board of the International Association for Healthcare Security and Safety (IAHSS). Under Bonnie's direction, MGH won the Lindberg Bell Award for the nation's finest healthcare security program in 1999 and 2007 among numerous other awards and recognitions. Bonnie served as President in 2001 of ASIS-International, a 38,000-person organization, Chairman of the Board in 2002, and Foundation President from 2003-2005. She is an Instructor at Northeastern University, College of Criminal Justice in the Graduate and Undergraduate program since 1988. Bonnie is on the Regional Board of Directors for the Anti-Defamation League (ADL) and chairs their National Security Committee. She was appointed in 2010 by DHS Secretary Janet Napolitano to the Homeland Security Advisory Council (HSAC). She has held many leadership positions nationally and internationally. She lectures and consults internationally on areas of workplace violence, hate crimes, domestic violence, risk assessment/management, leadership and communications. She has over 60 publications in various journals on safety, security, leadership and management.

Bonnie has an MBA, an MS in Criminal Justice and a BA in Government and Sociology.

## Summit Coordinators

Nadia Borissova  
GILEE

Michael Dunning  
AlliedBarton  
Security Services

Robbie Friedmann  
GILEE

John Garrigan  
SecurAmerica

Russ Law  
Alscan, Inc.

SAIC Ray Moore  
U.S. Secret Service

Didi Nelson  
U.S. Attorney's Ofc.

ASAIC Malcolm Wiley  
U.S. Secret Service

Timothy Williams  
Emory Healthcare

## **Appreciation**

Many agencies and individuals contributed time and effort in the planning and implementation of this Summit, and we are grateful to them all. However, we would be remiss if we failed to mention a “silent partner” without whose contributions this Fifth Annual Law Enforcement and Business Continuity Summit would not be what it is.

Fortress Consulting LLC is a workplace violence prevention and response training group. Fortress trains property management teams, security, and building tenants how to prevent and respond to workplace violence. The company uses a two phased program of classroom instruction and scenario based training. Fortress staff has a combination of real world experience and researched tactical insight, and their goal is to provide the training and tactics to minimize loss of life in the event of an unexpected violent incident.

Paul Merritt and Brock Ryan were important contributors to the Class A Office Building Workshop, and we look forward to their presentations in that breakout session.

Special thanks and deep gratitude go to Karla Baldini, Training Coordinator for Fortress Consulting LLC. Karla provided invaluable assistance to all of the workshops by working on the scenarios and preparing accompanying training materials and guides. Karla volunteered to help out wherever she was needed, and her professionalism and “can-do” attitude made working with her a real pleasure.

**Fortress Consulting**  
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## **Summit Information**

If you need assistance, during the Summit, staff members are wearing green ribbons and will be happy to help.

### **Continuing Education Credits:**

This Summit has been approved for POST, Chief Executive, ASIS Re-certification Points, Emergency Management and Security in Healthcare certifications, and Georgia Board of Private Detective and Security Agencies credits. All forms for credit are located at the Registration Desk.

- Officers will receive 8 hours of Georgia POST credit, and Chiefs of Police will receive 8 hours of Georgia Chief Executive credit
- Members of ASIS will receive 6 Re-certification points
- GBPDSA members will receive 6 CEUs
- 8 hours of Emergency Management and Security in Healthcare will be awarded

### **Certificates:**

Certificates will be emailed to you upon your completion of an online evaluation that will be sent to you within the next two weeks. Your certificate will reflect the continuing education credits that you requested on your registration form. If you need a certificate for any type of continuing education credits, other than the ones listed herein, please email the information to [didi.nelson@usdoj.gov](mailto:didi.nelson@usdoj.gov).

### **Lunch:**

A buffet lunch will be served in Conference Room A.

**Important:** The Keynote speaker will present during lunch. Attendance at this presentation is required.