

## Temple Habonim Greeter Guidelines

In the spirit of welcoming the stranger while maintaining a safe and secure worship space, Temple Habonim is initiating the practice of having “Greeters” at our entrance for all services and events.

1. Please arrive at least 15 minutes before the start of regular services and 30 minutes before the start of larger events (Bar/Bat Mitzvah, High Holiday services, Chanukah event, Seder, etc.).
2. Plan to greet for the entire service or event. Worshippers and visitors often arrive late and you must be available and aware. You may take a seat in the office and greet using the intercom by pushing the “key icon” button, but please do not plan to sit in the sanctuary. We are hoping to also install a buzzer/intercom near the door so that greeters can, if necessary, talk to visitors before unlocking the door.
3. When you start your shift take a moment to look outside at the walkway, driveway, parking lot and entry before people begin arriving. Make a mental note of your observations, having a good feel for what the baseline conditions are as you begin. This may be helpful in identifying when something may not look quite right later.
4. Make sure the door is locked.
5. Be attentive to those who are arriving. Your focus should be on being fully aware of who is arriving and how they present themselves. Use your common sense to conduct this initial evaluation/impression of all arrivals, remembering that worshippers have many different appearances and demeanors.
6. Do not allow people to hold the door for those behind unless you recognize them.
7. Greet warmly and graciously, e.g. :  
    “Good Morning” or “Shabbat Shalom” or “Hello, my name is \_\_\_\_” or “Welcome to Temple Habonim”.
8. If there is a visitor that you do not recognize you must find out if they have an appropriate reason for entering the building. This question(s) should be gracious, as we encourage visitors to come to services and events (and none of us recognizes all members), but at the same time it should be framed to elicit a specific response. For example:  
    “What brings you to Temple this (morning, afternoon, evening, today, tonight.)?”  
    “How can I help you today?” or “Hi, have we met?”

It is important to get a specific response. Generic answers like “to see someone” or “I have an appointment” are not adequate responses. Not providing an appropriate response would be considered suspicious behavior. If you receive a generic response, follow up by asking again what specific event or which person they are there for:

“I’m sorry, but I am required to ask what brings you here, or who are you here to see?”

At this point, if you have not received an adequate answer you should politely ask them to wait a moment while you check with a Board member. This is a situation in which you will need to use your best judgement. If you have any concerns about safety in the setting of a suspicious visitor, contact the police using the panic button (see below).

9. If you see an imminent threat, such as a weapon, immediately push the “panic button” which is located recessed behind the door jamb to the right of the front gift display case. Do not hesitate.  
**NOTE: The “panic button” alerts the police directly. It is silent so as not to alert an intruder. DO NOT TEST IT - it is identical to pulling a fire alarm or calling 911.**
10. If you encounter someone who is belligerent, agitated, hostile or aggressive - do NOT engage. Depending on the scenario, consider either calling the police department, or using the “Panic button” immediately if danger is imminent.