

ROBBERY

Quick

Kit



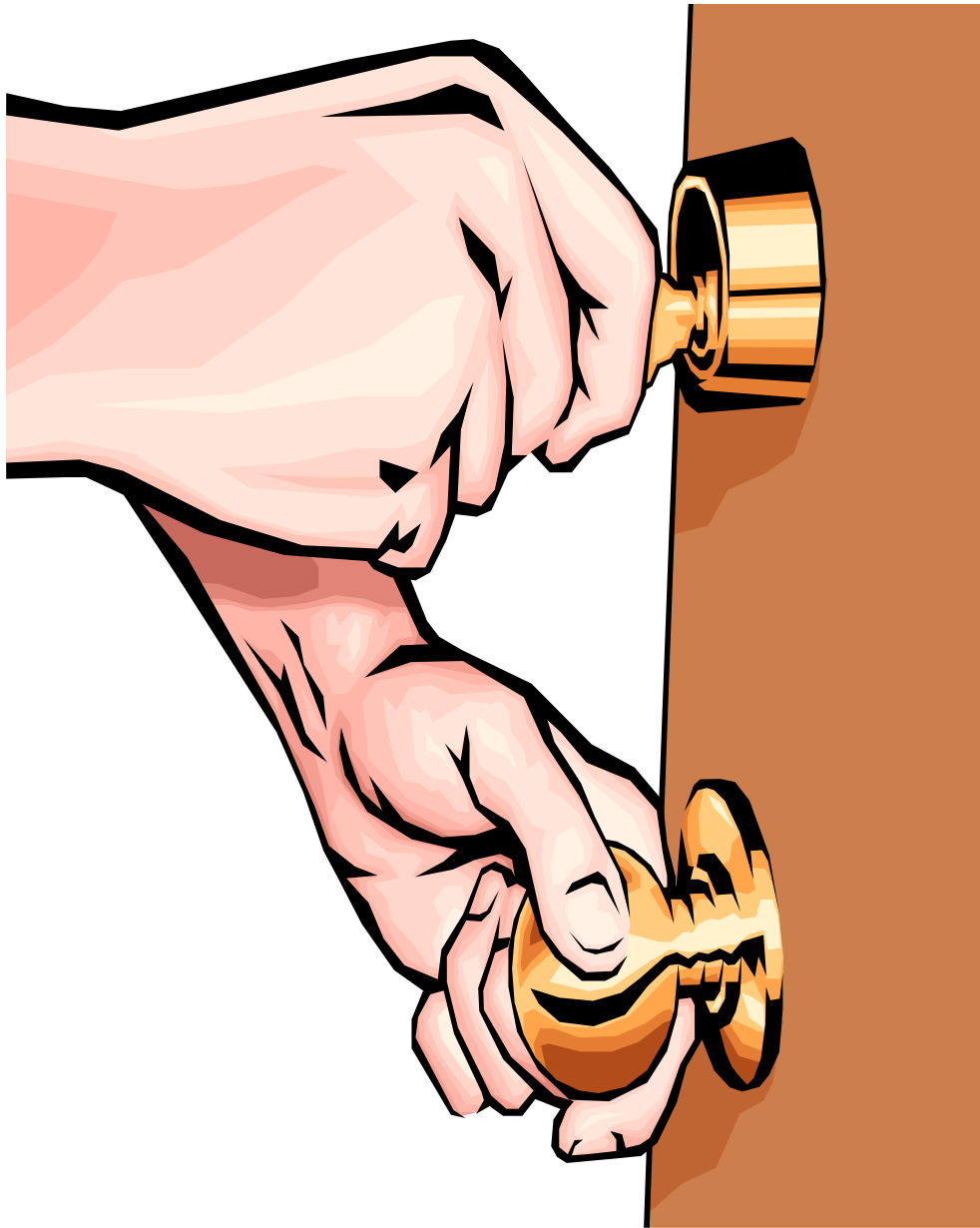
CALL POLICE



PROTECT EVIDENCE



LOCK THE DOOR



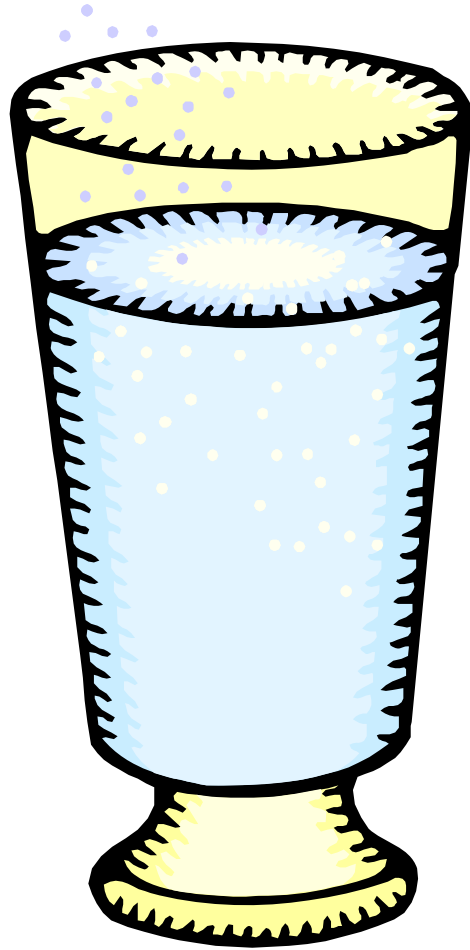
PUT UP ROBBERY SIGN



Fill Out Description Sheets



PASS OUT WATER



Robbery Sign

Have the sign pre-made on a 16x24 sheet of brightly colored paper

Put the following on the sign:

Due to a robbery the branch is closed
We will open at _____ tomorrow
Our branch at _____ will be happy to assist you today

With the term robbery on the sign, members are less likely to jump to the conclusion that someone has died, the credit union has gone out of business or had a fire.

It is recommended that the branch be closed on the day of the robbery.

By pre-making the sign, it is less stress for staff to think of what to say, members can see the sign, and read it. It is very difficult to write under high stress.

What should Management do in the event of a Robbery:

Keep staff safe from the media.

Allow staff to show emotion.

Let staff think for themselves.

Don't be in a hurry to counsel – they may not be ready when you think they are.

Don't send flowers to the branch.

Have someone from the head office assist in opening the branch the next morning.

Don't automatically allow time off.

Understand that you are affected and show leadership – get assistance too!

BRANCH STAFF

Drink plenty of water!

Have someone drive you home.

It is important to come to work the next day. The longer you are off, the more you give into fear.

It's OK to be scared. Fear can help us think clearly in crisis situations.

Don't keep the experience from your family.

Don't be afraid to talk to someone. It doesn't mean you are incapable of handling crisis.

Remember that negative events change us. You won't be the same as before the robbery, just a little wiser, have a little more life experience, and will have developed amazing coping skills!

Board Tips

Update your own robbery training.

Review your policies on robbery and violent crime. Make sure they are designed to assist staff in making responsible decisions during critical incidents.

Don't send gifts from the main branch.

Share your thoughts and feelings with the staff.

Assist in the branch – the phone always needs answering the next day.

Make sure the staff drinks plenty of water!