



2025 Safety & Security Insights



CHECKLIST

The opioid crisis is affecting a wide range of industries, including commercial real estate – especially the building owners and security teams responsible for those spaces.

Here's a list of steps you can take to adopt a more human-centred approach to meet these challenges.

PARTNERSHIPS

- 1 Identify and partner with local social services, addiction recovery programs and housing providers ☐
- 2 Arrange regular meetings between property management, social workers and law enforcement ☐
- 3 Participate in industry working groups or advocacy initiatives, such as BOMA's stakeholder group ☐
- 4 Build out mental health campaigns which include social media, posters, etc. ☐

TECHNOLOGY

- 5 Install tamper-proof alarms or sensors in vulnerable spaces, such as bathrooms and stairwells ☐
- 6 Provide safe lighting in underused areas to discourage unsafe behaviour ☐
- 7 Budget for technologies that offer both discretion and early detection of incidents ☐

STAFF

- 8 Provide de-escalation training tailored to addiction and mental health scenarios ☐
- 9 Train staff in compassionate engagement and non-discriminatory practices ☐
- 10 Stock naloxone kits on-site and ensure staff and security are trained to use them ☐
- 11 Offer competitive wages for security staff to reduce turnover ☐
- 12 Implement clear incident reporting protocols and staff debriefs ☐
- 13 Log each incident discreetly and professionally, maintaining confidentiality ☐
- 14 Provide janitorial staff with proper PPE, such as gloves, tongs and sharps disposal containers ☐

AUDIT AND IMPROVE BUILDING ACCESS

- 15 Add monitors to high-risk areas such as stairwells, parking garages and mechanical rooms ☐
- 16 Implement access restrictions where necessary ☐
- 17 Ensure emergency exits are clear, well-marked and adequately lit ☐

TENANTS

- 18 Encourage tenants to educate their own teams on compassionate response strategies ☐
- 19 Provide a kit for each tenant that includes a list of who to call in case of emergency, site maps and building policies ☐