PRIVATE SECURITY TRAINING OUTLINE
16 HOURS

I. Orientation — 2 Hours

- Rules & Regulations, Title 24 Chapter 13
- Legal Limitations
  - Car Stops
  - Theft/Vandalism
  - Trespassing
  - Assault
  - Loitering
  - Public Intoxication
  - Shoplifting

II. Use of Force/Verbal & Non-Verbal — 2 Hours

- Utilize your senses
- Non-Verbal – Body Language
- Verbal Communication
- Use of Force
  - Passive Control
  - OC Spray
  - Defensive Tactics
  - Use of Baton
  - Handcuffing

III. Ethics — 1 Hour

- What it means to be a professional
- Values as guidelines
- Situational influences
- Standards of conduct
- Code of Ethics
  - Private Security Guard

IV. Emergency Services/1st Responders — 2 Hours

- Handling emergency situations
- Medical emergencies
  - When to call EMS

- Intro to Basic First Aid/CPR
  - Heart Attack
  - Choking
  - Bleeding
  - Skeletal Injuries
  - Shock
  - Drowning
  - Heat/Cold Related Emergencies
- Disease Transmission/Bloodborne Pathogins
- Parental Arrest with Children
  - Call Division of Family Services (DFS)
- Major Emergencies
  - Fire
  - Bomb Threats
  - Earthquakes
  - Floods
  - Terrorist Attacks
  - Evacuations
  - Severe Weather

V. Cultural Diversity/Awareness — 1 Hour

- Public served
- Working relationships

VI. Report Writing/Communication — 2-4 Hours

- Report Style
  - Neatness
  - Spelling/Grammar
  - Facts vs. Opinions
  - Accuracy in report
  - Confidentiality
  - Note Taking
- Five C's of writing
  - Clear
  - Concise
  - Consistent
  - Compelling
  - Correct
- Six questions to ask
  - Who
  - What
  - When
  - Where
  - How
  - Why

- Interpersonal communications
- Common barriers of communication
- Why communications fail

VII. National Terrorism Advisory System (NTAS) 3 Hours

- Threat Levels
- Hazardous materials and communications
- Emergency response information
- Bomb threat response

VIII. Asset Protection/Safety/Fire 1-3 Hour

- Elements of patrol function
- Importance of good patrol techniques
- Observation and perception
- Egress/ingress control
- Fire Alarms
  - Evacuation routes
  - Types of Fires
  - Auto Sprinklers
  - Extinguishers
  - Outside Agency involvement

I. Orientation

- Rules & Regulations, Title 24 Chapter 13
- Legal Limitations
  - Car Stops
  - Theft/Vandalism
  - Trespassing
  - Assault
  - Loitering
  - Public Intoxication
  - Shoplifting

DELAWARE CODE TITLE 24

Professions and Occupations

CHAPTER 13. PRIVATE INVESTIGATORS AND PRIVATE SECURITY AGENCIES

§ 1309. Revocation, suspension, etc.

The Board shall have the power to suspend, revoke or place on probation any person or business required to be licensed under this chapter that violates any provisions of this chapter and/or who violates any rules and/or regulations promulgated by the Board.

69 Del. Laws, c. 285, § 3.;

§ 1310. Emergency suspension.

(a) The Director shall be granted the power to impose an emergency suspension or cease and desist order on any person or business licensed under this chapter or should be licensed under this chapter if, in the opinion of the Director, that failure to take such action could jeopardize the public's safety and welfare.

(b) Any person or business whose license is suspended by the Director, under subsection (a) of this section shall be granted a full hearing, by the Board, within 10 days from the date that the request for a hearing is received by the Director, provided that the violating party request such a hearing, in writing, to the Director within 5 days of the suspension. With the consent of the person or business requesting a hearing, the hearing may be scheduled at the next quarterly meeting of the Board.

69 Del. Laws, c. 285, § 3; 76 Del. Laws, c. 245, §§ 4, 5; 76 Del. Laws, c. 246, §§ 1, 2.;

§ 1311. Board powers.

(a) The Board may suspend, revoke, place on probation, fine any applicant, registrant or licensee who has committed any act which could result in a felony conviction, or has committed any act that could result in a misdemeanor conviction which involves moral turpitude or a drug offense; or has practiced fraud, deceit or misrepresentation; or has consumed or has been impaired by alcohol or any controlled substance while on duty working in a capacity regulated by this chapter; or has made a material misstatement in any application or renewal for a license.

(b) Anyone whose license has been suspended, revoked or denied under this act is entitled to a hearing before the Board.

(c) Any person whose license has been refused, suspended, revoked, or has been imposed a civil penalty is entitled to a hearing before the Board.

(d) The Board shall have the power to impose a civil penalty upon any person or business required to be licensed under this chapter up to $200, per day, for each violation.

(e) The Board may conduct a criminal history background check pursuant to the procedures set forth in Chapter 85 of Title 11 for the purposes of licensing any individual pursuant to this chapter.

§ 1314. Security guard license requirements.

Anyone who wishes to be licensed, under this chapter, as a noncommissioned security guard, must meet and maintain the following requirements:

(1) Must be at least 18 years of age;

(2) Must not have been convicted of any felony;

(3) Must not have been convicted of any misdemeanor involving moral turpitude;

(4) Must not have been convicted of any felony or misdemeanor involving the act of theft;

(5) Must not have been convicted of any felony or misdemeanor involving drug offenses;

(6) If served in the armed forces, must not have been discharged other than honorable conditions;

(7) Must not be a member or employee of any law-enforcement organization, as defined by the Council of Police Training;

(8) Must meet and maintain the qualifications set and approved by the Board of Examiners.

69 Del. Laws, c. 285, § 3; 71 Del. Laws, c. 186, § 1.;

§ 1315. Commissioned security guard license requirements.

Anyone who wishes to be licensed as an armed security guard, under this chapter, must meet the same qualifications as a security guard with the following exceptions:

(1) Must be at least 21 years of age;

(2) Must meet and maintain the qualifications set and approved by the Board of Examiners.

69 Del. Laws, c. 285, § 3.;

§ 1316. Private investigator license requirements.

Anyone who wishes to be licensed as a private investigator, under this chapter, must meet and maintain the following requirements:

(1) Be at least 21 years of age;

(2) Not have been convicted of any felony;

(3) Not have been convicted of any misdemeanor involving moral turpitude or theft or any misdemeanor that, in the discretion of the Board, bears such a relationship to the performance of security services as to constitute a disqualification for a private security guard and/or private investigator to be issued a license;

(4) Not have been convicted of any drug offense;

(5) Meet and maintain the qualifications set and approved by the Board of Examiners.

69 Del. Laws, c. 285, § 3.;

§ 1317. Armored car guard license requirements.

Must meet same qualifications as a commissioned security guard.

69 Del. Laws, c. 285, § 3.;

§ 1321. Firearms.

(a) It shall be unlawful for anyone licensed, under this chapter, to carry a concealed deadly weapon as defined in § 1442 of Title 11, unless they have been issued a concealed deadly weapons permit.

(b) It shall be unlawful for anyone licensed, under this chapter, to carry any type of weapon unless the Board has approved the use of such weapon and, if approved, the person has been trained in the use of such weapon, by a board-approved instructor.

(c) It shall be unlawful for an individual, employed as a security guard, to carry a firearm during the course of performing their duties as a security guard, if they have not been issued a commissioned security guard license.

(d) It shall be unlawful for any person to hire or employ an individual or for any individual to accept employment, in the capacity of a security guard, to carry a firearm in the course and scope of employment duties unless the security guard has been issued a commissioned security guard license.

(e) It shall be unlawful for a commissioned security guard to carry a firearm unless:

(1) The security guard is engaged in the performance of duties as a security officer or is engaged in traveling directly to or from a place of assignment;

(2) The security guard is wearing a distinctive uniform indicating that the person is a security guard;

(3) Such uniform has a distinctive patch that indicates the company by whom the person is employed;

(4) The firearm is in plain view; and

(5) The firearm is the type of weapon that the commissioned security guard qualified with pursuant to this chapter.

69 Del. Laws, c. 285, § 3; 70 Del. Laws, c. 186, § 1.;

§ 1322. Change of address.

Notification shall be made to the Board of Examiners within 14 days after the change of address of any individual licensed under this chapter.

69 Del. Laws, c. 285, § 3.;

§ 1324. Identification card.

Anyone required to be licensed under this chapter shall be issued, by the Board of Examiners, an identification card which shall expire and be renewable on the fifth anniversary date of the birth of the applicant next following the date of its issuance, unless the birth date is February 29, in which event the license shall expire and be renewable on February 28 every fifth year.

69 Del. Laws, c. 285, § 4; 73 Del. Laws, c. 369, § 1.;

§ 1325. Possession of identification card.

Any person who has been issued an identification card by the Board of Examiners shall be required to have such card in their possession while in the performance of the person's duties.

69 Del. Laws, c. 285, § 4; 70 Del. Laws, c. 186, § 1.;

§ 1326. Notification of arrest.

Anyone licensed under this chapter shall, excluding weekends and state holidays, notify the Board of Examiners within 24 hours of any arrest which could result in a misdemeanor or felony conviction. Failure to do so may result in the suspension or revocation of a license.

69 Del. Laws, c. 285, § 4.;

§ 1329. License requirements and submission of fingerprints.

No person shall engage in the business of a private investigator, investigations company, security service contractor, security guard, guard company, armored car company, courier company or armored car guard without first obtaining a license from the Professional Licensing Section, Division of State Police.

No person will be issued a license unless that person submits, to the State Bureau of Identification, their name, Social Security number, age, race, sex, date of birth, height, weight, hair and eye color, address of legal residence and the provision of such other information as may be necessary to obtain a report of the person's entire criminal history record from the State Bureau of Identification and a report of the person's entire federal criminal history pursuant to the Federal Bureau of Investigation appropriation of Title II of Public Law 92-544.

69 Del. Laws, c. 285, § 4; 77 Del. Laws, c. 457, § 3.;

§ 1331. Surrender of expired, revoked or suspended licenses; penalty.

Any person to whom a license may be issued in accordance with this chapter shall surrender such license and all duplicate copies thereof which have expired or have been revoked, suspended or surrendered.

24 Del. C. 1953, § 1310; 50 Del. Laws, c. 301, § 1; 69 Del. Laws, c. 285, § 5.;

§ 1332. Loss or destruction of license.

If any license or certified copy thereof issued by the Superintendent is lost or destroyed, notice of such loss or destruction shall be given to the Superintendent forthwith, and the Superintendent may, at the Superintendent's discretion, issue a duplicate or certified copy thereof.

24 Del. C. 1953, § 1311; 50 Del. Laws, c. 301, § 1; 69 Del. Laws, c. 285, § 5; 70 Del. Laws, c. 186, § 1.;

§ 1333. Identification card; wearing of badges or shields; offenses; surrender of card; penalty.

(a) For the purpose of identification of persons engaged in the conduct of a private detective business as private detective or private investigator, each such person shall carry and show when requested an identification card, which shall be issued by the Superintendent at the time of initial issuance of license. For the purpose of identification of employees of a private detective business, upon examination of employee's statement and fingerprint cards, the Superintendent shall furnish an employee's identification card.

(b) No person licensed under this chapter or the officers, directors, employees, operators or agents thereof shall wear, carry or accept any badge or shield purporting to indicate that such person is a private detective or investigator or connected with a private detective business, but

any such person, officer, director, employee, operator or agent who is acting as a guard or performs any such service may, while in uniform and while on the premises of the employer of the licensee where the guard is so acting, wear a badge or shield inscribed with the license holder's name and the word "guard" or "special guard."

(c) No person licensed under this chapter shall issue identification cards to any person other than a bona fide employee or shall sell, issue, rent, loan or distribute badges or membership cards indicating that the holder thereof is a private detective or investigator or is engaged in the private detective business to any person or persons other than those lawfully entitled to such identification cards.

(d) Any person to whom an identification card has been issued in accordance with this chapter, shall surrender the identification card to the Board:

(1) Upon termination of employment; or

(2) Upon suspension or revocation by the Board.

(e) Whoever violates this section shall be fined not more than $50.

24 Del. C. 1953, § 1314; 50 Del. Laws, c. 301, § 1; 63 Del. Laws, c. 47, §§ 10, 11; 65 Del. Laws, c. 376, § 4; 69 Del. Laws, c. 285, § 6; 70 Del. Laws, c. 186, § 1.;

§ 1334. Disclosure of information by employees prohibited; false report or statement to employer; penalty.

(a) Any person who may be or has been employed by the holder of a license under this chapter shall not divulge to anyone other than the employer, or in such manner and to such person as the employer directs, any information acquired by the employee during such employment in respect to any work to which the employee shall have been assigned by such employer, except as such disclosure may be required by this chapter or in connection with any investigation of a licensee by the Superintendent or as may be required by constituted authority or under process of law.

(b) No person shall violate this section, and no person, being an employee of a licensed private detective business, shall willfully make a false report or statement to the employer in respect to any matter or thing connected with the employment.

24 Del. C. 1953, § 1315; 50 Del. Laws, c. 301, § 1; 69 Del. Laws, c. 285, § 6; 70 Del. Laws, c. 186, § 1.;

§ 1337. Carrying of concealed weapons by licensees.

No person licensed as a private detective or in the employ of any detective or agency shall carry a concealed deadly weapon unless the person is so licensed in accordance with the laws of this State.

24 Del. C. 1953, § 1318; 50 Del. Laws, c. 301, § 1; 69 Del. Laws, c. 285, § 7; 70 Del. Laws, c. 186, § 1.;

§ 1339. Violation of chapter as ground for revocation of license.

A violation of this chapter shall be cause for revocation of any license issued thereunder, notwithstanding that the same violation may constitute a misdemeanor or felony.

24 Del. C. 1953, § 1320; 50 Del. Laws, c. 301, § 1; 69 Del. Laws, c. 285, § 7.;

BOARD OF EXAMINERS
OF
PRIVATE INVESTIGATORS
AND PRIVATE SECURITY AGENCIES
PROMULGATED
RULES & REGULATIONS

1.0 FIREARM'S POLICY
2.0 USE OF RIFLE AND SHOTGUN
3.0 NIGHTSTICK, PR24, MACE, PEPPERGAS AND HANDCUFFS
4.0 TRAINING REQUIREMENTS
5.0 USE OF ANIMALS
6.0 CRIMINAL OFFENSES
7.0 EMPLOYMENT NOTIFICATION
8.0 PRIVATE INVESTIGATORS
9.0 SECURITY GUARDS/ARMORED CAR GUARDS

1.0 FIREARM'S POLICY

1.1 No person licensed under 24 **Del. C.** Ch. 13 §1315 & §1317 shall carry a firearm unless that person has first passed an approved firearms course of instruction and an initial qualification administered by a Board approved certified firearms instructor. The course of instruction shall include a minimum 40 hours of training. The Professional Licensing Section may waive the 40 hour training requirement depending upon the applicant's professional credentials, training and/or work experience (i.e. prior law enforcement).

1.2 Individuals licensed to carry a firearm must shoot a minimum of three (3) qualifying shoots per calendar year, scheduled on at least two (2) separate days, with a minimum 90 days between scheduled shoots. Of these three (3), there will be one (1) mandatory "low light" shoot. Simulation is permitted and it may be combined with a daylight shoot. The initial qualification shoot may be used to fulfill one day and one low light requirement during the first year.

1.2.1 An individual not meeting the minimum qualifications set forth in 1.2. may have their firearms license suspended until such time that they meet the minimum three (3) qualifying shoots within the calendar year.

1.3 Firearms - approved type of weapons

1.3.1 9mm

1.3.2 .357

1.3.3 .38

1.3.4 .40

1.3.5 .45

1.4 All weapons must be either a revolver or semi-automatic and must be double-action or double-action only and must be maintained to factory specifications.

1.5 Under no circumstances will anyone be allowed to carry any type of shotgun or rifle or any type of weapon that is not described herein.

1.6 All individuals must qualify with the same make/model/caliber of weapon that he/she will carry.

1.7 All ammunition will be factory fresh (no re-loads).

1.8 The minimum passing score is 80%.

1.9 All licenses are valid for a period of five (5) years, subject to proof of compliance of Rule 1.0 by submission of shoot certification or re-certification forms by January 31st of each year for the previous calendar year.

1.10 Firearms Instructors

1.10.1 Firearms instructors must be certified by the National Rifle Association, a law enforcement training and standards commission (i.e. C.O.P.T.), and/or another professional firearms training institution as a "certified firearms instructor".

1.10.2 Firearms instructors are restricted to teaching and qualifying individuals according to the type of firearm matching their certification. (For example, a certified shotgun instructor may only instruct and qualify individuals with the shotgun.)

1.10.3 All firearms instructors must be approved by the Board before they are authorized to instruct or qualify individuals licensed under 24 **Del. C.** Ch. 13.

Adopted 11/04/94
3 DE Reg. 960 (01/01/00)
7 DE Reg. (03/01/04)
13 DE Reg. 502 (10/11/09
Amended 06/11/11
Amended 12/01/11
Amended 05/01/12

2.0 USE OF RIFLE AND SHOTGUN

2.1 Whereas there exists a need for private security officers in the State of Delaware to be equipped to handle situations where the risk of terrorist activity is high, or at special events where there is a high risk of violent activity or attack, the following rules are established to regulate the use of rifles and shotguns by security services contractors in the State.

2.2 The Governor of the State of Delaware, or designee, or the Superintendent of State Police, or designee, may authorize specified security services contractors to deploy guards with rifles and/or shotguns, as appropriate to the defense of critical infrastructure facilities, or private business facilities and operations reasonably believed to be at risk of violent activity or attack likely to result in injury or significant damage to or loss of property. The situations where such protection would be required would include, but not be limited to:

2.2.1 An increase in the threat level from the Department of Homeland Security to "Imminent Threat Alert", or higher;

2.2.2 Special circumstances where additional protection would be deemed appropriate, including but not limited to:

2.2.2.1 Credible threats to local facilities or operations;

2.2.2.2 Response to natural disasters;

2.2.2.3 Response to biological or chemical threats;

2.2.2.4 Civil unrest.

2.2.3 Any situation where additional trained responders are required to assist in the protection of life and property in the State of Delaware;

2.2.4 An armored car company or agency, as defined by 24 **Del. C.** §1302(1), dealing with a credible threat or genuine risk to life or to property.

2.3 Guards who would be deployed and authorized to use such additional weaponry would be required to:

2.3.1 Be trained by certified firearms instructors pursuant to State of Delaware standards;

2.3.2 Be required to re-qualify with the weapons on a three times per year basis;

2.3.3 Maintain a handgun firearms license through the State;

2.3.4 Be listed by name on a roster of authorized individuals; and

2.3.5 Maintain employment in good standing with their security services contractor employer at all times for inclusion on the list.

2.4 Guards using such firearms would be required to maintain strict compliance with the provisions of 24 **Del. C.** §1321.

2.5 Rifles deemed appropriate for use in the State would be .30 caliber weapons, .223 caliber weapons, 9mm rifle type weapons, and other weapons approved by the Superintendent, or designee, as need and technology dictate. Shotguns would be of the 12 gauge law enforcement/military style weapons. All firearms would be subject to the approval of the Superintendent or designee.

10 DE Reg. 1445 (03/01/07)
15 DE Reg. 875 (12/01/11)

3.0 NIGHTSTICK, PR24, MACE, PEPPERGAS AND HANDCUFFS

To carry the above weapons/items a security guard must have completed a training program on each and every weapon/item carried, taught by a certified instructor representing the manufacturer of the weapon/item. Under no circumstances would a person be permitted to carry any other type weapon/item, unless first approved by the Director of the Professional Licensing Section.

Adopted 11/04/94
13 DE Reg. 502 (10/01/09)
15 DE Reg. 1181 (02/01/12)

4.0 TRAINING REQUIREMENTS

4.1 Each person licensed as a security guard under 24 **Del. C.** Ch. 13 shall undertake a total of sixteen (16) hours of training through a program approved by the Board, and any such additional training as the Board deems appropriate.

4.2 The required training shall include instruction in legal requirements and limitations, use of force, ethics, emergency services, diversity, communication, asset protection, and terrorism. The Board, in its discretion, may require such additional topics as it finds necessary.

4.3 The Professional Licensing Section shall have the authority to require regular reports on training from licensees and employers, and shall report to the Board on compliance with this regulation.

4.4 Training certifications shall be submitted with each new application or re-application and the training shall be completed no more than one year prior to submission of the application.

Adopted 12/01/07
Amended 12/01/11

5.0 USE OF ANIMALS

The use of animals is prohibited.

Adopted 04/23/98
3 DE Reg. 960 (01/01/00)
15 DE Reg. 1181 (02/01/12)

6.0 CRIMINAL OFFENSES

6.1 In addition to those qualifications set forth in 24 **Del. C.** §1314, no person required to be licensed under this chapter shall be issued a license, if that person has been convicted of Assault III within the last three (3) years.

6.2 For the purposes of 24 **Del. C.** Ch. 13, the Board may deny an application for a license or suspend or revoke a license if the applicant or licensee has been convicted of a misdemeanor crime involving moral turpitude. A misdemeanor crime involving moral turpitude includes, but is not limited to, the following crimes in the Delaware Code (or similar crimes under the laws of other jurisdictions):

6.2.1 Title 11:

6.2.1.1 §763 Sexual Harassment;

6.2.1.2 §764 Indecent Exposure 2nd Degree;

6.2.1.3 §765 Indecent Exposure 1st Degree;

6.2.1.4 §766 Incest;

6.2.1.5 §767 Unlawful Sexual Contact 3rd Degree;

6.2.1.6 §781 Unlawful Imprisonment 2nd;

6.2.1.7 §840 Shoplifting;

6.2.1.8 §861 Forgery;

6.2.1.9 §871 Falsifying Business Records;

6.2.1.10 §881 Bribery;

6.2.1.11 §907 Criminal Impersonation;

6.2.1.12 §1101 Abandonment of a Child;

6.2.1.13 §1102 Endangering the Welfare of a Child;

6.2.1.14 §1105 Endangering the Welfare of an Incompetent Person;

6.2.1.15 §1106 Unlawfully Dealing with a Child;

6.2.1.16 §1107 Endangering Children;

6.2.1.17 §1245 Falsely Reporting an Incident;

6.2.1.18 §1341 Lewdness;

6.2.1.19 §1342 Prostitution;

6.2.1.20 §1343 Patronizing a Prostitute; and

6.2.1.21 §1355 Permitting Prostitution.

6.2.2 Title 16

6.2.2.1 §1166 Patient Neglect or Abuse.

6.2.3 Title 31

6.2.3.1 §3913 Abuse/Neglect/Exploitation/Mistreatment of an Infirm Adult.

6.3 Anyone applying for licensure under 24 **Del. C.** Ch. 13 shall not be issued a license if they have any pending criminal charge(s) for any crimes listed in this Chapter.

6.4 The Professional Licensing Section may suspend anyone licensed under 24 **Del. C.** Ch. 13 who has been arrested and that arrest could result in the conviction of any misdemeanor or felony as described in this Chapter.

Adopted 11/04/94
13 DE reg. 502 (10/01/09)
14 DE Reg. 1395 (06/01/11)

7.0 EMPLOYMENT NOTIFICATION

7.1. Anyone applying for licensure under this chapter may be rejected without refund, or have their license revoked, for knowingly omitting any criminal history other material information, or to make a false statement on their application.

7.2. Employers Responsibility

7.2.1. A licensed private security agency, after investigation, shall notify the Professional Licensing Office, in writing, of any terminated employees. This information is to be included in the next monthly roster report following the termination.

7.2.2. A licensed private security agency shall report to the Professional Licensing Office, in writing, the following:

7.2.2.1. The name of any employee arrested;

7.2.2.2. The name of any employee admitted to any mental hospital ward, mental institution or sanitarium; or

7.2.2.3. The name of any employee disabled from carrying, owning, or possessing a gun by action of federal or state statute and/or court order, including bond orders and protection from abuse orders.

Adopted 11/04/94
4 DE Reg. 361 (08/01/00)
13 DE Reg. 502 (10/01/09)
14 DE Reg. 1395 (06/01/11)
15 DE Reg. 1181 (02/01/12)

8.0 PRIVATE INVESTIGATORS

8.1 A Private Investigator shall not be a member or employee of any Delaware Law Enforcement Organization, as defined by the Council on Police Training or a member or employee of a law enforcement organization of any other state or federal jurisdiction.

8.2 The identification card will bear the employer's name. Upon termination of employment, the identification card is no longer valid. If seeking employment with another licensed agency, the Private Investigator must be re-licensed with the new employer and a new identification card will be issued as in the previous procedure.

8.3 A licensed Private Investigator may only be employed by one licensed Private Investigative Agency at a time.

Adopted 11/04/94
13 DE Reg. 502 (10/01/09)

9.0 SECURITY GUARDS/ARMORED CAR GUARDS

Under no circumstances will a security guard/armored car guard be permitted to be employed by more than **two** agencies at a time. It is also the responsibility for each licensed security guard/armored car guard to advise his/her employer(s) of whom he/she is employed with (i.e. if a security guard/armored car guard is employed with two security guard/armored car guard agencies, both employers must be made aware of this fact.)

15 DE Reg. 1617 (05/01/12)

Legal Limitations/Car Stops

A security guard is not a peace officer and has no more power of arrest than an ordinary citizen. A citizen can make an arrest for a breach of the peace occurring in his presence, but traffic violations are not a breach of the peace. A security guard cannot make an investigative stop of a citizen to determine if there is a breach of the peace, except to detain a suspected shoplifter for a reasonable period of time until a police officer comes.

A breach of the peace is an act or conduct inciting to violence or tending to provoke or excite others to break the peace; a disturbance of the public tranquility by any act likely to produce violence. It is a matter a deep public concern when one citizen assumes the responsibility of arresting another citizen. Arrests made by private citizens are fraught with grave danger to the public tranquility, peace, and individual freedom. Accordingly, the right of one citizen to arrest another citizen against his will is very limited.

In *State v. Vouras*,, Crim.A. No. 80-02-002 (Del. CCP, July 29, 2980) (Trader, J.), a security guard at Dover Downs was suspicious when he saw a man receive money from three persons and write something on his program each time. The security guard accosted the man and took him to the security office. The guard ordered the man to empty his pockets, and then frisked him. The guard found $4,000 in cash and detained the man until the Dover police could arrive. The Court of Common Pleas suppressed the evidence because the security guard "had no authority to arrest the defendant" because he did not observe a breach of the peace.

By Delaware statute, only a "peace officer" may detain a suspect to develop probable cause that a crime has or may be committed. 11 *Delaware Code* Section 1902. A security guard is not a "peace officer." *See Att'y Gen. Op.* 87-IOO7 (Feb. 27, 1987) (if Tunnell Entities "wants a private security guard with the panoply of a peace officers' powers, then its only choice is to seek the employment of such a constable under 10 *Delaware Code* Section 2701.").

Like most states, however, Delaware has a retail theft statute that authorizes store owners and their employees or agents (including security guards) to briefly detain someone suspected of shoplifting. *See* 11 *Delaware Code* Section 840(c)
("A merchant, a store supervisor, agent or employee of the merchant 18 years of age or older, who has probable cause for believing that a person has intentionally concealed unpurchased merchandise or has committed shoplifting as defined in subsection (a) of this section, may, for the purpose of summoning a law-enforcement officer, take the person into custody and detain the person in a reasonable manner on the premises for a reasonable time.").

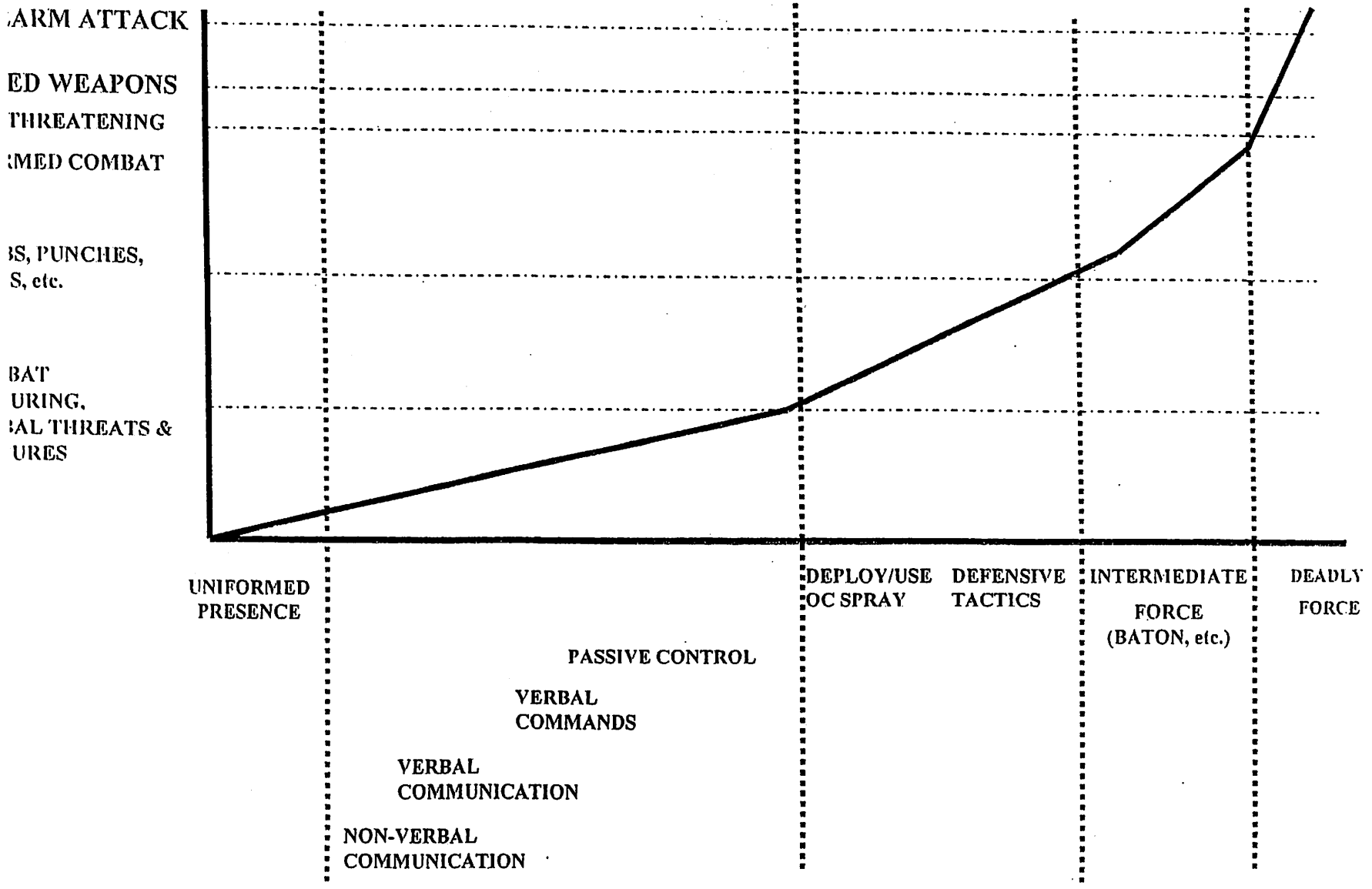
For purposes of this statute, a security guard should have some basic training as to what comprises the elements of the crime of shoplifting, and what probable cause is (as opposed to reasonable suspicion).

II. Use of Force/Verbal & Non-Verbal

- Utilize your senses
- Non-Verbal – Body Language
- Verbal Communication
- Use of Force
  - Passive Control
  - OC Spray
  - Defensive Tactics
  - Use of Baton
  - Handcuffing

THE FORCE CONTINUUM

"Scale of Options"



Officer and Subject Factors

Numerous factors may influence the selection of an appropriate level of force, such as:

Age
An older officer may have to use more force on a younger, stronger and more agile subject. In contrast, a young officer who is quick, strong and has more stamina would use less force to control and older person.

Relative Strength
The physical differences between men and women may be a factor in handling a member of the opposite sex. Females usually have less upper body strength than their male counterparts. A male officer may use less force to detain or arrest a female. Conversely, a female officer may have to use more force to detain or arrest a male.

Size
A large officer may be able to control a smaller person with the least amount of force. Conversely, a smaller officer may have to intensify the amount of force to accomplish the same task.

Skill Level
A highly trained officer in unarmed tactics may know a specific technique to detain or arrest a subject by using very little force. An officer with no such training will need to use more force. The ability of the person being detained or arrested also plays a major role. For example, a karate expert may not be controlled easily because of his martial arts skills.

Multiple Subjects
An officer who is being attacked by several people is at a disadvantage. Even the most skilled officer, in unarmed tactics, is no match for several subjects whose intent is to harm. In order to survive in these circumstances, higher levels of force may be necessary.

Escalation Through The Levels of Force

Some circumstances may influence the officer's decision to escalate rapidly through the levels of force, such as:

Special Knowledge
When an officer is confronted by a person whom he/she has been in contact with previously and knows that person is usually armed with a weapon, the officer may approach the situation with the intent to use a high level of force, if needed. If an officer knows, from previous cases, that the person being detained/arrested is a fighter and has assaulted an officer in the past, more force may be needed.

Injury or Exhaustion
When an officer is injured in a confrontation and is losing, the officer may need to use a weapon or a higher level of force to bring the situation under control. They say *"fighting for three minutes is like running a mile."* If an officer cannot endure a lengthy confrontation because of exhaustion or physical fatigue, escalation through the levels of force may be necessary.

Proximity to the Officer's Firearm
Studies by the United States Department of Justice show that 15-25% of officers killed in the line of duty each year are killed with their own or another officer's firearm. This exposes the officer to the possibility of a lethal force situation. If the person removes the holstered weapon, the likelihood the officer will be shot is imminent.

Ground Fighting
Since grappling is a match of strength and skill, some say that if you are not handcuffing or in control while on the ground, you are losing. If the officer is on the ground and the aggressor is standing, the officer faces a greater danger.

Disability
An officer with a disability may find it necessary to escalate to a higher level of force.

Recognizing the Threat

Generally attacks are prefaced by signals of aggression and ritualized combat. Although assault generally does not happen during this period, assault is possible. When threats and counter threats have failed to settle a dispute, then physical action takes place.

Signals that Assault is Possible - Early Behavior
Listed below are some early behavior warning signals (ritual combat). Assault is usually not imminent, but is possible.

- Head back - shoulders back and squared to you
- Face turns red on light skin individuals
- Lips pushed forward bearing the teeth
- Excessive salivation such as spitting
- Breathing is quicker and deeper
- Sweating
- Looking through you stare, eyes glazed, empty stare
- Direct uninterrupted eye contact
- Belligerent, challenging, yelling, cursing, etc.
- Exaggerated movements - pacing, turning, pointing, fist threatening with arm bent and held sideways, hands on hips
- Standing as tall as possible
- Redirects activity because the aggressor stimulating the attack is too frightened to directly assault the officer. Aggression is released on less intimidating objects, such as bystanders or objects (i.e. kicks a chair).

Signals that Assault is Imminent
A common misconception is that an officer must be assaulted before use of an aerosol is justified. If the officer can show through "experience and training" that an assault was imminent, then the use of OC is justified. Listed below are some signals indicating an imminent physical assault. The more signals observed by the officer, the greater the threat.

- Face goes from red to white
- Lips tighten over teeth
- Breathing is rapid and deep
- Stance changes - bladed position, shifts forward or back
- Verbalization stops
- Hands set, shoulder shift/drop
- Hands closed
- Bobbing up and down on toes
- Rocking back and forth
- Target glance (looking at jaw, groin, etc.)
- Head goes down - breaking eye contact (protecting neck - instinct)
- Eyebrows brought forward in a frown.
- Movement stops
- Body lowers and center drops. the aggressor has to push off one foot in order to go forward.

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Reduce the Threat Verbally

Strong verbal commands at this point may dissuade the subject, change his focus, and achieve compliance. As you hold the OC agent out in a defensive position, the following verbal commands may be helpful.

- Sir (or name)! Stop!
- Sir (or name)! Look at me!
- Sir (or name)! Open your hands!
- Sir (or name)! Don't make me spray you!

Signals of Submission

The following items may be signs of submission by the subject. Officers should be careful about automatically assuming that compliance has been achieved. If the subject submits, OC or any other force must not be used.

- Pulling hands up in front of body, palms out
- Saying "I give up." However, this must be accompanied by other signals.
- Turning to back with the hands covering the head.
- Reducing violent movement, backing off
- Bowing the head, lowering the eyes, looking downward
- Lowering tone and volume, slowing rate of speech
- Becoming totally inactive
- Falling to the ground, cornering, crouching, reducing body size
- Rubbing the hands, wiping off sweat
- Pacing - moves to another territory
- Grooming gestures
- Losing color in face - pale face is a sign of fear
- Lifting and wrinkling of eyebrows showing fear or anxiety
- Lowering eyebrows showing fear of imminent attack.

III. Ethics

- What it means to be a professional
- Values as guidelines
- Situational influences
- Standards of conduct
- Code of Ethics
  - Private Security Guard

CODE OF ETHICS

As a security officer I pledge:

- To ensure the safety and security of the personnel and property under my protection;
- To perform my duties with honesty and integrity and to uphold the highest moral principles;
- To faithfully fulfill my duties and uphold the laws, policies and procedures that protect the constitutional rights of others;
- To discharge my duties truthfully, promptly and accurately within my responsibility and without regard for friendship, prejudices or personal advantages;
- To report any violation of law, rule or regulation to my supervisors without delay;
- To respect and hold confidential any privileged information of my employer or client, except when those interests are contrary to law, regulation or this code of ethics;
- To respect, cooperate and assist with all responsible law enforcement agencies within their jurisdiction;
- To accept no gratuity, favor, compensation or commission without the knowledge and approval of my employer.

IV. Emergency Services/1st Responders

- Handling emergency situations
- Medical emergencies
  - When to call EMS
- Basic First Aid/CPR
  - Heart Attack
  - Choking
  - Bleeding
  - Skeletal Injuries
  - Shock
  - Drowning
  - Heat/Cold Related Emergencies
- Disease Transmission/Bloodborne Pathogins
- Parental Arrest with Children
- Major Emergencies
  - Fire
  - Bomb Threats
  - Earthquakes
  - Floods
  - Terrorist Attacks
  - Evacuations
  - Severe Weather

HANDLING EMERGENCY SITUATIONS

I. Protection officers have a professional responsibility to adequately handle emergency situations. Emergency situations vary significantly in nature, but there are several concepts that apply to all of them. REMEMBER – In any emergency, the first person they holler for is "SECURITY!"

A. Preparation:
   1. Know your location
      a. Know the location of any hazardous materials
      b. Know the location of fire alarm boxes and telephones
      c. Know the location of first aid materials and AED's
      d. Insure that emergency equipment is available and working
         1. Flashlights or emergency lighting
         2. Radios or portable phones
         3. First aid kits actually have supplies in them
   2. Mentally rehearse what you would do in a specific emergency
   3. Be aware of escape routes from buildings, low lying areas (gasses or water)
   4. Be knowledgeable of first aid and CPR procedures
   5 Know your responsibilities for the site (SOP'S, etc)

B. During the emergency:
   1. Identify the emergency and assess it. ASSUME NOTHING!
   2. Provide notification to proper persons (Central, client, fire, police).
   3. Find out as much as possible about the emergency BEFORE responding.
   4. Avoid running INTO emergencies, assess them from a safe place.
   5. REMEMBER, if YOU are injured, there is NO-ONE to help others.
   6. Assist victims by providing immediate and necessary care.
   7. Isolate or contain the problem if possible
   8. Provide information to emergency responders, you may be the only one that can tell them how to safely reach the problem, or warn them of the hazards!
   9. Keep notes on what is happening and when.

C. After the emergency:
   1. Determine if it is safe to re-enter the area.
      a. Notify Central and the client of situation.
      b. Advise workers of any hazards they may face when returning.
   2. Review your notes and write a complete report.
      a. May be used by law enforcement
      b. May be used by insurance companies
      c. May be used by the courts.
      d. May be used by state or federal government agencies.
      e. May be used by client to change procedures based on what you observed.

V. Cultural Diversity/Awareness

- Public served
- Working relationships

VI. Report Writing/Communication

- Report Style
  - Neatness
  - Spelling/Grammar
  - Facts vs. Opinions
  - Accuracy in report
  - Confidentiality
  - Note Taking
- Five C's of writing
  - Clear
  - Concise
  - Consistent
  - Compelling
  - Correct
- Six questions to ask
  - Who
  - What
  - When
  - Where
  - How
  - Why
- Interpersonal communications
- Common barriers of communication
- Why communications fail

E. In the example incident report:

1. Who

   a. Discovering officer (Capt.)
   b. Responding Officer (Police officer's name, department)
   c. Unknown suspect(s) (any information known)

2. What

   a. Abandoned vehicle
   b. Vehicle condition as you found it

3. When

   a. Date (11/08/96)
   b. Time (known time frame 0330 hours to 0400 hours).

4. Where

   a. Site location (Prices Corner Shopping Center).
   b. Specific location on site (southwest corner of rear parking lot).

5. Why

   a. In this case – unknown

6. How

   a. In this case – unknown

F. Form must be signed.

1. If signature is not legible, print name underneath.
2. Must be a signed report to be used in legal proceedings

G. Indicate which page of total number of pages this one is.

H. Add your employee number as your badge number.

I. Caution: Report only the facts – not your opinion.

1. You may have to testify to this report in court.
2. Client gets a copy of this report.
3. Defense attorney also gets a copy of this report.

MODULE 20

REPORT WRITING IN DEPTH

OFFICER SURVIVAL

REPORT WRITING TIPS:

- GET ALL OF THE INFO.
- TAKE DETAILED FIELD NOTES.
- USE THE INTERROGATORIES.
- WRITE IN THE PAST TENSE.
- BE CLEAR AND CONCISE.

INSDE THIS MODULE:

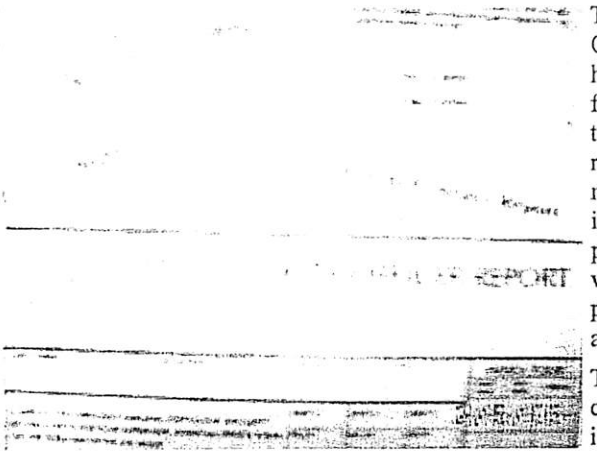
Report Writing	1
Report Writing Acronym	1
Before the Report	2
The Interrogatories	2
Report Writing Tips	2
Field Note Taking	3
Sound Descriptions	3

REPORT BASICS

Report writing is a critical Security Officer skill. Being able to provide a clear and accurate account of events and special situations is central to an Officer's skills and performance.

Reports:

- Represent the Officer's work.
- Document actions taken or not taken.
- Document actions for regulatory review.
- Document actions to support "reasonable and "due" care.
- Document policy violations and criminal activity.
- Are necessary for insurance claims and recovery.
- Establish effective professional relations with supervisors, special investigators, and the Police.
- Are used in court for prosecution and testimony.
- Are used to revise policies and procedures.
- Must meet supervisory and managerial expectations.



The Security Officer must know how to organize facts and place them properly into reports to communicate and process information to other parties accurately with all needed points of interest and understanding.

The Security Officer should be familiar with all the reports utilized by the company and worked with at his or her post.

Also, make sure to have on hand any and all reports that might be needed in the course of your duties.

REPORT WRITING ACRONYM

Use the following acronym to help effective write reports:

GATHER

G Get the information.

A Assess the events, conditions, and potential uses of the report.

T Take notes.

H Harness the information gathered—by using proper chronological order, time, and type.

E Edit, revise, and review your reports before handing them in. If possible, have another Officer review your work for needed corrections.

R Revise again, and rewrite your report. Take your time and hand in quality work.

OFFICER SURVIVAL

INSIDE THIS MODULE:

Note taking & Report Writing	1
Log Book Use	1

REPORT WRITING TIPS:

- REPORT ONLY THE FACTS.
- DOCUMENT EVERYTHING.
- ALL DOCUMENTS SHOULD BE NEAT, CLEAN, CLEAR, AND CONCISE.
- AGAIN, REPORT ONLY THE FACTS.
- TAKE YOUR TIME.
- KEEP YOUR LOGS SECURE.
- ALWAYS ANSWER- WHO, WHAT, WHEN, WHERE, AND WHY.

NOTE TAKING & REPORT WRITING

One of the primary duties of the Security Officer is to witness and document activities and occurrences for client and company use. The Security Officer will undoubtedly be involved in paper generation such as Log books, incident reports, notes, and vehicle logs. Keep in mind that reports are used for several purposes:

- To explain unclear or confusing events.
- To provide information for follow-up actions.
- To verify duty performance and activities.
- To provide a permanent record of an incident.

All reports should factually answer the following:

- What occurred ?
- Where did it occur ?
- When did it occur ?
- Why/how did it occur ?
- Who was involved ?
- Who is writing the report ?

Reports should contain only facts never opinion or conjecture.

It is also important for the Officer to always keep with him or her a small note pad and pen to jot down reminders, details, and important events or occurrences that might be placed in reports or could be of value otherwise. Never use this note pad for anything other than business. Do not tear pages out or doodle on the empty pages because your note pad may be used during testimony if called upon in court.

Also, **there are no legitimate reasons to not update log books, write incident reports, or otherwise document activities and events that occur on your shift.** If it takes longer than your shift, stay until documentation can be finished properly. Your ability to write reports and document activities and incidents is crucial for company operations and job performance.

LOG BOOK USE

Document Everything. If you feel that something should be written down or think that it might—write it down. **Be neat, clear, and concise.**

The primary purpose of the security log books are to:

Officer 's activities throughout the course of his or her shift.

- Provide records of duties performed.
- To provide evidence to client's and company that might settle
- To keep records of equipment and special items entrusted to the Officer (s).
- To insure notifications are passed along between personnel.

The log book is an impor-

BEFORE THE REPORT

It is important to report writing to understand what leads up to the report itself.

The common events that lead up to the report are as follows:

- The Officer is called about an event, or one occurs that is witnessed by the Officer.
- The Officer insures that the scene is safe upon arrival, or takes the necessary precautions to stay safe if an incident occurs in his or her presence.
- The basis of the report is formed by locating the people involved in the incident or that witnessed the incident and interviewing them about what occurred.
- If the Officer witnessed the incident, notes should be drawn up on the sequence of events and the facts about what occurred.
- The Officer should also secure any evidence at the scene for the proper authorities to collect.

Once these steps have been followed, the Officer should review his or her notes, write down any additional points that might have been remembered, and begin to outline what occurred in a sequential form. Remember that all events have a beginning, middle, and end.

Also, the Officer should make sure that all of the interrogatories have been answered before beginning the report. These are:

- Who
- What
- When
- Where
- Why (not used often)

The interrogatories must all be answered without opinion to produce a well-rounded report. **Just the facts.**

When all subjects have been interviewed, and all the information witnessed is outlined in sequence; the report can be constructed.

THE INTERROGATORIES

Interrogatories are the formal set of questions critical to effective report writing. They are the– Who, What, When, Where, and Why questions that are sought after to build a sound, complete and factual report.

In depth, they are-

WHO:

- Called in the report?
- Witnessed the incident?
- Is the victim?
- Is the suspect?
- Knows what happened?

WHAT:

- Really happened?
- Was the sequence of events that occurred?
- Time did it occur?
- Time was it discovered?

WHERE:

- Is the evidence?
- Is the location?
- Can you get information?
- Are the witnesses?

WHEN:

- Did the incident happen?
- Was it reported?
- Did back-up arrive?

HOW:

- Did the incident happen?
- Was the incident discovered?

WHY:

Is not used to present facts in reports. Remember that a good report is opinion free.

Follow the interrogatories and get the facts you need.

REPORT WRITING TIPS

The following report writing tips will help you build a better report:

- Begin with nouns.
- Write in the 1st person or 3rd person.
- Write in the past tense.
- Use precise words.
- Write things down in order.
- Avoid jargon, slang words, or abbreviations.
- Identify persons completely.
- Stick to the facts not opinions.
- Sit in a quiet, clear area where you will not be distracted.
- Use your notes and create an outline.
- Identify persons completely.

Use these tips and build a well-rounded report.

A GOOD REPORT IS OPINION FREE...

FIELD NOTE TAKING

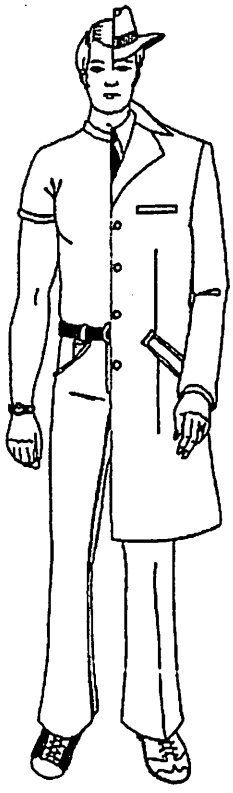
Note taking is an important aspect in gathering the facts that build a sound report:

Notes should be taken according to the following guidelines:

- Take notes as soon as possible.
- Allow the interviewee (s) to give all the information before writing.
- Take notes in bullet style.
- Read notes back to the witness for clarity and accuracy.
- Write down descriptions of objects and persons.
- Skip several lines when note taking for space for corrections.
- Be courteous and thank witnesses for their help.
- Be detailed.
- Be thorough in questioning.
- Use the interrogatories.
- Actively listen.
- Use abbreviations sparingly.
- Keep all pages of your note pad in tact, in case it is used in court.
- Get quotes from those interviewed.
- Start each set of notes on a new page.
- Use rough sketches to aid in understanding an event or occurrence.
- Write down witness names, addresses, and phone numbers in case you need to follow up.

SOUND DESCRIPTIONS

FILL IN AS MUCH INFORMATION AS YOU CAN. GIVE THIS SHEET TO THE FIRST OFFICER WHO ARRIVES.



Location _____

Type of Crime _____ Date _____

Your Name _____ Time _____

Phone (Home) _____ Phone (Work) _____

SUSPECTS

How many suspects? _____ Have you seen the person(s) before? _____

When? _____ Where? _____

DESCRIPTION(S)

#1 Race ____ Sex ____ Age _____
Height _____ Weight _____
Hair _____ Eyes _____
Facial Hair _____
Hat _____
Coat/jacket _____
Shirt _____
Pants _____ Shoes _____
Scars/marks/unusual actions _____
_____
_____ Accent? _____
Quote suspect's demands: _____
_____
_____

#2 Race ____ Sex ____ Age _____
Height _____ Weight _____
Hair _____ Eyes _____
Facial Hair _____
Hat _____
Coat/jacket _____
Shirt _____
Pants _____ Shoes _____
Scars/marks/unusual actions _____
_____
_____ Accent? _____
Quote suspect's demands: _____
_____
_____

ESCAPE

Direction _____ How? ☐ On foot ☐ Vehicle

VEHICLE USED

☐ Car ☐ Truck ☐ Van ☐ Motorcycle

Make _____ Model _____ Year _____

Color _____ License No. _____ State _____

Anything unusual? _____

WEAPON

Was a weapon shown? _____ What _____

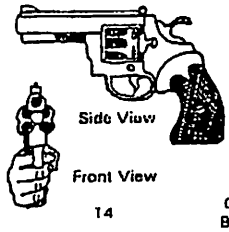
Describe the weapon _____

Signature of Person Completing Form

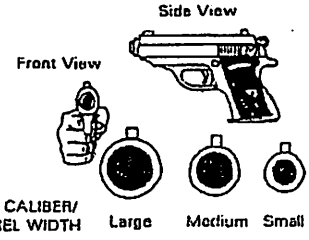
_____

Date _____ Time _____

REVOLVER



AUTOMATIC



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Strive to collect the most detailed descriptions of suspects, vehicles and objects possible.

BE DETAIL ORIENTED

VII. National Terrorism Advisory System (NTAS)

- Threat Levels
- Hazardous materials and communications
- Emergency response information
- Bomb threat response

NTAS

National Terrorism Advisory System
www.DHS.gov/alerts

The National Terrorism Advisory System

The National Terrorism Advisory System, or NTAS, replaces the color-coded Homeland Security Advisory System (HSAS). This new system will more effectively communicate information about terrorist threats by providing timely, detailed information to the public, government agencies, first responders, airports and other transportation hubs, and the private sector.

It recognizes that Americans all share responsibility for the nation's security, and should always be aware of the heightened risk of terrorist attack in the United States and what they should do.

NTAS Alerts

After reviewing the available information, the Secretary of Homeland Security will decide, in coordination with other Federal entities, whether an NTAS Alert should be issued.

NTAS Alerts will only be issued when credible information is available.

These alerts will include a clear statement that there is an **imminent threat** or **elevated threat**. Using available information, the alerts will provide a concise summary of the potential threat, information about actions being taken to ensure public safety, and recommended steps that individuals, communities, businesses and governments can take to help prevent, mitigate or respond to the threat.

Imminent Threat Alert

Warns of a credible, specific, and impending terrorist threat against the United States.

Elevated Threat Alert

Warns of a credible terrorist threat against the United States.

The NTAS Alerts will be based on the nature of the threat: in some cases, alerts will be sent directly to law enforcement or affected areas of the private sector, while in others, alerts will be issued more broadly to the American people through both official and media channels.

NTAS Alerts contain a **sunset** provision indicating a specific date when the alert expires - there will not be a constant NTAS Alert or blanket warning that there is an overarching threat. If threat information changes for an alert, the Secretary of Homeland Security may announce an updated NTAS Alert. All changes, including the announcement that cancels an NTAS Alert, will be distributed the same way as the original alert.

Sunset Provision

An individual threat alert is issued for a specific time period and then automatically expires. It may be extended if new information becomes available or the threat evolves.

If You See Something, Say Something™. Report suspicious activity to local law enforcement or call 911.

The NTAS Alert – How can you help?

Each alert provides information to the public about the threat, including, if available, the geographic region, mode of transportation, or critical infrastructure potentially affected by the threat; protective actions being taken by authorities, and steps that individuals and communities can take to protect themselves and their families, and help prevent, mitigate or respond to the threat.

Terrorism Information

Terrorism information and intelligence is based on the collection, analysis and reporting of a range of sources and methods. While intelligence may indicate that a threat is credible, specific details may still not be known. As such, Americans should continue to stay informed and vigilant throughout the duration of an NTAS Alert.

Citizens should report suspicious activity to their local law enforcement authorities. The "If You See Something, Say Something™" campaign across the United States encourages all citizens to be vigilant for indicators of potential terrorist activity, and to follow NTAS Alerts for information about threats in specific places or for individuals exhibiting certain types of suspicious activity. Visit www.dhs.gov/ifyouseesomethingsaysomething to learn more about the campaign.

Alert Announcements

NTAS Alerts will be issued through state, local and tribal partners, the news media and directly to the public via the following channels:

- Via the official DHS NTAS webpage – http://www.dhs.gov/alerts
- Via email signup at – http://www.dhs.gov/alerts
- Via social media
  - Facebook – http://facebook.com/NTASAlerts
  - Twitter – http://www.twitter.com/NTASAlerts
- Via data feeds, web widgets and graphics
  - http://www.dhs.gov/alerts

The public can also expect to see alerts in places, both public and private, such as transit hubs, airports and government buildings.

Sample NTAS Alert

A sample NTAS Alert is provided at the end of this booklet.

If You See Something, Say Something™. Report suspicious activity to local law enforcement or call 911.

Frequently Asked Questions

1. Q – What will happen to the color-coded advisory system?
   A - The new National Terrorism Advisory System replaces the Homeland Security Advisory System that has been in place since 2002. The National Terrorism Advisory System, or NTAS, will include information specific to the particular credible threat, and will not use a color-coded scale.

2. Q – How does the new system work?
   A – When there is credible information about a threat, an NTAS Alert will be shared with the American public. It may include specific information, if available, about the nature of the threat, including the geographic region, mode of transportation, or critical infrastructure potentially affected by the threat, as well as steps that individuals and communities can take to protect themselves and help prevent, mitigate or respond to the threat. The advisory will clearly indicate whether the threat is **Elevated**, if we have no specific information about the timing or location, or **Imminent**, if we believe the threat is impending or very soon.

3. Q – As a citizen, how will I find out that an NTAS Alert has been announced?
   A – The Secretary of Homeland Security will announce the alerts publically. Alerts will simultaneously be posted at DHS.gov/alerts and released to the news media for distribution. The Department of Homeland Security will also distribute alerts across its social media channels, including the Department's blog, Twitter stream, Facebook page, and RSS feed.

4. Q - What should Americans do when an NTAS Alert is announced?
   A – The NTAS Alert informs the American public about credible terrorism threats, and encourages citizens to report suspicious activity. Where possible and applicable, NTAS Alerts will include steps that individuals and communities can take to protect themselves to help prevent, mitigate or respond to the threat. Individuals should review the information contained in the alert, and based upon the circumstances, take the recommended precautionary or preparedness measures for themselves and their families.

5. Q – How should I report suspicious activity?
   A – Citizens should report suspicious activity to their local law enforcement authorities. The "If You See Something, Say Something" campaign across the United States encourages all citizens to be vigilant for indicators of potential terrorist activity, and to follow NTAS Alerts for information about threats in specific places or for individuals exhibiting certain types of suspicious activity.

6. Q - I get my news online, so how will I find out about an NTAS Alert?
   A – Americans can go to DHS.gov/alerts to see the most recent advisories. Additionally, advisories will be sent out widely through social and mainstream media.

If You See Something, Say Something™. Report suspicious activity to local law enforcement or call 911.

7. Q - How will NTAS Alerts be cancelled or updated?
   A – The NTAS Alerts carry an expiration date and will be automatically cancelled on that date. If the threat information changes for an alert, the Secretary of Homeland Security may announce an updated NTAS Alert. All changes, including the announcement that cancels an NTAS Alert, will be distributed the same way as the original alert.

8. Q - Do these alerts apply to Americans in other countries?
   A – NTAS Alerts apply only to threats in the United States and its possessions. The Department of State issues security advisory information for U.S. citizens overseas or traveling in foreign countries.

National Terrorism Advisory System

Alert

www.dhs.gov/alerts

DATE & TIME ISSUED: XXXX

SUMMARY

The Secretary of Homeland Security informs the public and relevant government and private sector partners about a potential or actual threat with this alert, indicating whether there is an "imminent" or "elevated" threat.

DURATION

An individual threat alert is issued for a specific time period and then automatically expires. It may be extended if new information becomes available or the threat evolves.

DETAILS

- This section provides more detail about the threat and what the public and sectors need to know.
- It may include specific information, if available, about the nature and credibility of the threat, including the critical infrastructure sector(s) or location(s) that may be affected.
- It includes as much information as can be released publicly about actions being taken or planned by authorities to ensure public safety, such as increased protective actions and what the public may expect to see.

AFFECTED AREAS

- This section includes visual depictions (such as maps or other graphics) showing the affected location(s), sector(s), or other illustrative detail about the threat itself.

HOW YOU CAN HELP

- This section provides information on ways the public can help authorities (e.g. camera phone pictures taken at the site of an explosion), and reinforces the importance of reporting suspicious activity.
- It may ask the public or certain sectors to be alert for a particular item, situation, person, activity or developing trend.

STAY PREPARED

- This section emphasizes the importance of the public planning and preparing for emergencies before they happen, including specific steps individuals, families and businesses can take to ready themselves and their communities.
- It provides additional preparedness information that may be relevant based on this threat.

STAY INFORMED

- This section notifies the public about where to get more information.
- It encourages citizens to stay informed about updates from local public safety and community leaders.
- It includes a link to the DHS NTAS website http://www.dhs.gov/alerts and http://twitter.com/NTASAlerts

If You See Something, Say Something™. Report suspicious activity to local law enforcement or call 911.

The National Terrorism Advisory System provides Americans with alert information on homeland security threats. It is distributed by the Department of Homeland Security. More information is available at: www.dhs.gov/alerts. To receive mobile updates: www.twitter.com/NTASAlerts

If You See Something Say Something™ used with permission of the NY Metropolitan Transportation Authority.

NEWS & TERRORISM
COMMUNICATING IN A CRISIS

A fact sheet from the National Academies and the U.S. Department of Homeland Security

CHEMICAL ATTACK
WARFARE AGENTS, INDUSTRIAL CHEMICALS, AND TOXINS

WHAT IS IT?

A **chemical attack** is the spreading of toxic chemicals with the intent to do harm. A wide variety of chemicals could be made, stolen, or otherwise acquired for use in an attack. Industrial chemical plants or the vehicles used to transport chemicals could also be sabotaged. Harmful chemicals that could be used in an attack include:

- Chemical weapons (warfare agents) developed for military use.
- Toxic industrial and commercial chemicals that are produced, transported, and stored in the making of petroleum, textiles, plastics, fertilizers, paper, foods, pesticides, household cleaners, and other products.
- Chemical toxins of biological origin such as ricin.

The toxicity of chemicals varies greatly. Some are acutely toxic (cause immediate symptoms); others are not very toxic at all. Chemicals in liquid or vapor form generally lead to greater exposures than chemicals in solid form.

How Toxic Chemicals Could be Used

The severity of an attack is related to the toxicity of the chemical and its concentration when it reaches people. Many variables affect the concentration of a chemical including wind and the volatility of the chemical. The release of toxic chemicals in closed spaces (e.g., in subways, airports, and financial centers) could deliver doses high enough to injure or kill a large number of people. In an open area, a toxic chemical cloud (plume) would become less concentrated as it spreads and would have to be released in large quantities to produce a lot of casualties. Potential delivery methods of toxic chemicals include:

- Ventilation systems of a building.
- Misting, aerosolizing devices, or sprayers.
- Passive release (container of chemical left open).
- Bombs, mines, or other explosive devices that contain chemicals other than those used to create the explosion.
- Improvised chemical devices that combine readily available chemicals to produce a dangerous chemical.
- Sabotage of plants or vehicles containing chemicals.
- Introduction of toxins in the food and water supply.

Detection

Many chemicals at high concentrations can be readily detected with hand-held detection equipment carried by many emergency responders.

Symptoms of Exposure

Visual signs of exposure could include people grouped together who have similar symptoms such as choking or eye irritation. Symptoms in the animal population (birds, wildlife, pets) can be important first indicators, often at concentrations much lower than detected by hand-held devices.

Facts about Chemical Weapons

- First used in World War I, chemical weapons drew from existing industrial chemicals (chlorine, phosgene).
- The Chemical Weapons Convention was ratified by more than 160 nations in 1997 with the goal of eliminating state production, storage, and use. The United States is actively destroying its stockpile of chemical agents and has successfully eliminated over 25% to date.
- The 1995 sarin attack on the Tokyo subway by the cult Aum Shinrikyo proves that fabrication and use of chemical weapons by non-state groups is possible. Twelve people died and more than 5,000 were injured.

Facts about Industrial Chemicals

- Industrialized countries produce, transport, and store large quantities of chemicals, some of which are toxic.
- In 1984, a release from a tank of methyl isocyanate at the Union Carbide plant in Bhopal, India killed more than 3,800 people and injured 170,000.
- Environmental laws enacted in 1986 and 1990 were aimed at reducing risk of accidental releases.
- The overall safety record of the chemical and transportation industries are very good, and recent engineering and other advances have made them even safer.

Facts about Toxins of Biological Origin

Agents such as botulinum toxin and ricin are toxins produced by plants, animals, and bacteria. Other examples include toxins from dangerous algal blooms and snake venoms. These substances can be gathered in nature, or alternatively created in labs. Unlike biological agents, they do not reproduce or spread from person to person. Unlike other chemical agents, they are not volatile (do not vaporize) and tend to be more toxic on a weight basis.

Botulinum toxin is a nerve toxin produced by bacteria. It causes botulism, a rare but serious paralytic illness that can be fatal. The three naturally-occuring forms of the illness are food-borne, infant, and wound botulism. An antitoxin is available to treat botulism, but must be administered within hours of exposure.

Ricin is a toxin from castor beans that is part of the waste produced when castor oil is made. It is very toxic—a dose the size of the head of a pin could be lethal but only if injected. Ricin is not absorbed by the skin and is not effective when eaten or inhaled except in impractically large amounts. Ricin was reportedly found in Al Qaeda caves in Afghanistan in the 1980s. There is no antidote.

WHAT IS THE DANGER?

Immediate Impact to Human Health

Acutely toxic chemicals can cause injury or fatalities if they are inhaled or absorbed by the skin. The harm that chemicals can cause depends on; 1) their degree of toxicity 2) the concentration of the chemical, 3) the route of exposure, and 4) the duration of the exposure. The symptoms of exposure to most toxic chemicals would appear in minutes to hours. Different chemicals have different effects on the body. Table 1 shows the health effects for some chemical weapons. Some of the most toxic industrial chemicals can produce similar types of health effects at high concentrations. Table 2 shows lethal concentrations for some chemical weapons and industrial chemicals.

The Area Affected

In an open-air environment, the area affected would depend upon such factors as the type and amount of the chemical agent, the means of dispersal, the local topography, and the local weather conditions. For highly toxic chemicals, lethal or immediately life-threatening results could be seen close to where the agent is released where the concentration is highest, while severe to moderate symptoms could be seen at some distance from the event. A toxic cloud would spread roughly with the speed and direction of the wind, but the concentration of the chemical would be greatly diminished at distances far from the source. For a release in a closed space, a volatile chemical will disperse to fill the space. The smaller the space, the greater the concentration of the chemical.

Exposure Through Contaminated Food

Chemical agents can make foods highly toxic, sometimes without changing the appearance or taste of the foods. Butter, oils, fatty meats, and fish absorb nerve agents so readily that removal of the agents is virtually impossible. Foods in bottles, cans, or wrappings are not affected by agent vapor and can be salvaged following decontamination. The food supply is vulnerable to intentional contamination by toxins such as botulinum toxin.

Table 1. Effects and treatment of some chemical weapons developed for military use

	Nerve Agents		Blister Agents (injure skin, eyes, and airways)		Blood Agents (cause blood changes and heart problems)		Choking Agents	
Examples	Sarin	VX	Mustard	Lewisite	Hydrogen Cyanide	Cyanogen Chloride	Chlorine	Phosgene
Odor	Odorless		Garlic or Mustard	Geraniums	Burnt almonds		Bleach	Mown hay
Persistency*	Non-persistent (min. to hrs.)	Persistent (>12 hrs.)	Persistent		Non-persistent		Non-persistent; vapors may hang in low areas	
Rate of Action	Rapid for vapors; liquid effects may be delayed		Delayed	Rapid	Rapid		Rapid at high concentrations; delayed at lower concentrations	
Signs and Symptoms	Headache, runny nose, salivation, pinpointing of pupils, difficulty in breathing, tight chest, seizures, convulsions, nausea, and vomiting		Red, burning skin, blisters, sore throat, dry cough; pulmonary edema, eye damage, nausea, vomiting, diarrhea. Symptoms may be delayed 2 to 24 hrs		Cherry red skin/lips, rapid breathing, dizziness, nausea, vomiting, convulsions, dilated pupils, excessive salivation, gastrointestinal hemorrhage, pulmonary edema, respiratory arrest		Eye and airway irritation, dizziness, tightness in chest, pulmonary edema, painful cough, nausea, headache	
First Aid	Remove from area, treat symptomatically, Atropine and pralidoxime chloride (2-PAM chloride), diazepam for seizure control		Decontaminate with copious amount of water, remove clothing, support airway, treat symptomatically		Remove from area, assist ventilations, treat symptomatically, administer cyanide kit		Remove from area, remove contaminated clothing, assist ventilations, rest	
Decontamination	Remove from area, remove clothing, flush with soap and water, aerate							

*How long a chemical remains at toxic levels

Exposure Through Contaminated Water

Toxic chemicals could be used to contaminate the drinking water distribution system. Surface water sources in the area of a chemical release could become contaminated, but dying fish or aquatic life might warn of the release before human use. Deep ground water reservoirs and protected water storage tanks are regarded as safe sources of drinking water following a vapor release of chemical agents. There are methods of treating large volumes of potentially contaminated water for emergency drinking.

WHAT SHOULD PEOPLE DO TO PROTECT THEMSELVES?

Practical Steps

If the release is inside a building or a closed space, people should:

1. Do whatever it takes to find clean air quickly: exit the building if they do so without passing through the contaminated area or break a window to access clean air.
2. Remove outer clothing and place it in a sealed plastic bag.
3. Wash with soap (preferably liquid) and water. Flush skin with lots of water; flush eyes with water if they are irritated.
4. Put on clean clothes.
5. Seek medical attention if they have been exposed, even if they have no immediate symptoms.

If they are near an outdoor chemical release, people should:

1. Avoid any obvious plume or vapor cloud.
2. Walk away from the site and into a building in order to shelter-in-place.
3. Bring family and pets inside.
4. Lock doors, close windows, air vents, and fireplace dampers.
5. Turn off fans, air conditioning, and forced air heating systems.
6. Go into a room with as few windows as possible. Seal the room to create a temporary barrier between people and the contaminated air outside.
7. Seal all windows, doors, and air vents with plastic sheeting and duct tape.
8. Improvise with what is on hand to seal gaps to create a barrier from any contamination.
9. Watch TV, listen to the radio, or check the Internet often for official news and instructions as they become available.

Decisions Regarding Evacuation

Evacuation as a toxic cloud is passing could result in greater exposures than staying inside. The best course of action will be provided by emergency officials who may use computations from models to calculate the path and potential health effects of the toxic cloud.

Medical Treatment

Immediate medical treatment is required for those exhibiting signs and symptoms of exposure to toxic chemicals. (See Table 1)

Antidotes

There are reliable antidotes for nerve agent exposure, which may be available from medical professionals. Some antidotes, such as atropine, pralidoxime chloride (2-PAM chloride), and diazepam, are contained in the medical kits of first responders, but larger quantities of these antidotes may be found at hospitals and treatment facilities. A specific antidote kit is available for cyanide, but it may have to be administered in a hospital. Supportive medical care and hospital therapy is required for large exposures to phosgene and chlorine vapor.

Table 2. Varying toxicity of chemicals.

The more toxic a chemical, the smaller the amount of chemical required to cause harm. The table compares the lethal concentrations in parts per million (ppm) for acute (all-at-once) exposures to some chemical weapons and some common industrial chemicals.

Chemical agent	Approx. lethal concentration* (in ppm)
Some Chemical Weapons	
Sarin (GB)	36
Hydrogen Cyanide**	120
Some Industrial Chemicals	
Chlorine**	293
Hydrogen chloride	3,000
Carbon monoxide	4,000
Ammonia	16,000
Chloroform	20,000
Vinyl chloride	100,000

Increasing Toxicity

*Based on LC_{50} values in laboratory rats: exposure concentration for 60 minutes at which 50% of rats would die. Rats are used for toxicology tests in part because of similarity to humans, but they are likely to be more susceptible because they have higher metabolisms.

**Used both as chemical weapons and as industrial chemicals

Source: NRC, EPA, and ATSDR

WHAT ARE THE LONG-TERM CONSEQUENCES?

Late Health Effects of Chemical Agent Exposure

Most health effects from a chemical attack would occur quickly. Some injuries from acute exposure to toxic chemicals, such as eye damage and chemical burns, can persist for a lifetime. Detailed information on the possibility of developing other types of health effects later in life would be made available once a specific exposure is known. Of the military chemical weapons, only mustard gas is a known carcinogen. Although some industrial chemicals are carcinogenic, the risk of developing cancer later in life is not likely to increase significantly following a one-time exposure.

Monitoring and Clean-up of Affected Areas

In the days and weeks following the use of a chemical agent, officials might be expected to:

- Evacuate the limited area near the release site.
- Ensure proper ventilation of the area.
- Establish a plan for careful monitoring and assessment of affected areas.
- Decontaminate areas where liquid agent was present.
- Assure the public that the threat has passed after thorough testing of the affected area.

Economic Impact

Such impacts might involve disruption to lives and livelihoods as the contaminated area is being cleaned up. An attack on a food or agricultural crop could result in long-lasting economic impact for suppliers and their communities as well as consumers.

ADDITIONAL INFORMATION

Department of Homeland Security—**http://www.dhs.gov/dhspublic** • **http://www.ready.gov**

Centers for Disease Control and Prevention—**http://www.bt.cdc.gov/agent/agentlistchem.asp** • **http://www.atsdr.cdc.gov** • **http://www.bt.cdc.gov/agent** • **http://www.bt.cdc.gov/planning**

Department of Defense—**http://www.njha.com/ep/pdf/bio-USAMRICDResources.pdf** • **http://chemdef.apgea.army.mil/TBMED296.aspx**

Other Resources—**http://www.biomedtraining.org** • **http://www.chem-bio.com/resource**

This report brief was prepared by the National Academy of Engineering and the National Research Council of the National Academies in cooperation with the Department of Homeland Security. For more information, contact Randy Atkins at 202-334-1508, atkins@nae.edu, or visit www.nas.edu/factsheets. *Making the Nation Safer, Tracking the Atmospheric Dispersion of Hazardous Materials Releases,* and other National Academies reports related to this topic are available from the National Academies Press, 500 Fifth Street, NW, Washington, DC 20001; 800-624-6242; www.nap.edu.

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Homeland Security

Anderson Peggy L (DSP)

From: Reuther KurtJ (DSHS)
Sent: Monday, April 16, 2012 1:31 PM
To: Davis Roger M (DSP); Whitmarsh Jeffrey C (DSP); Anderson Peggy L (DSP)
Subject: Curriculum

Just an FYI
I was looking over the curriculum from last Friday, and noted one discrepancy

There is a reference to the " Homeland Security Advisory system" within section 7

This was changed to the National Terror Advisory System (NTAS) a few months ago. Here is the web link

http://www.dhs.gov/files/programs/ntas.shtm

Thanks

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VIII. Asset Protection/Safety/Fire

- Elements of patrol function
- Importance of good patrol techniques
- Observation and perception
- Egress/ingress control
- Fire Alarms
  - Evacuation routes
  - Types of Fires
  - Auto Sprinklers
  - Extinguishers
  - Outside Agency involvement