

**STATE OF DELAWARE  
SECURITY GUARD CERTIFICATION TEST  
STUDY GUIDE**

I. **Rules & Regulations/Legal Limitations:**

- A. TITLE 24 Professions and Occupations  
CHAPTER 13. PRIVATE INVESTIGATORS AND PRIVATE SECURITY AGENCIES

<http://delcode.delaware.gov/title24/c013/index.shtml>

- B. DEPARTMENT OF SAFETY AND HOMELAND SECURITY  
Division of State Police  
1300 Board of Examiners of Private Investigators & Private Security Agencies

<http://regulations.delaware.gov/AdminCode/title24/1300.shtml>

- C. **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 of 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, 1980) (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 87-1007* (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).

*This document provided by the Board of Private Investigators and Private Security Agencies*

## II. Use of Force/Verbal & Non-Verbal:

The purpose of understanding the use of force, with regard to the duties of a security guard, is so various force options are known, and under which circumstances a certain level of force may be utilized. Because Delaware-certified security guards often carry different types of weapons, it is important to become familiar with Delaware's laws as they relate to use of force.

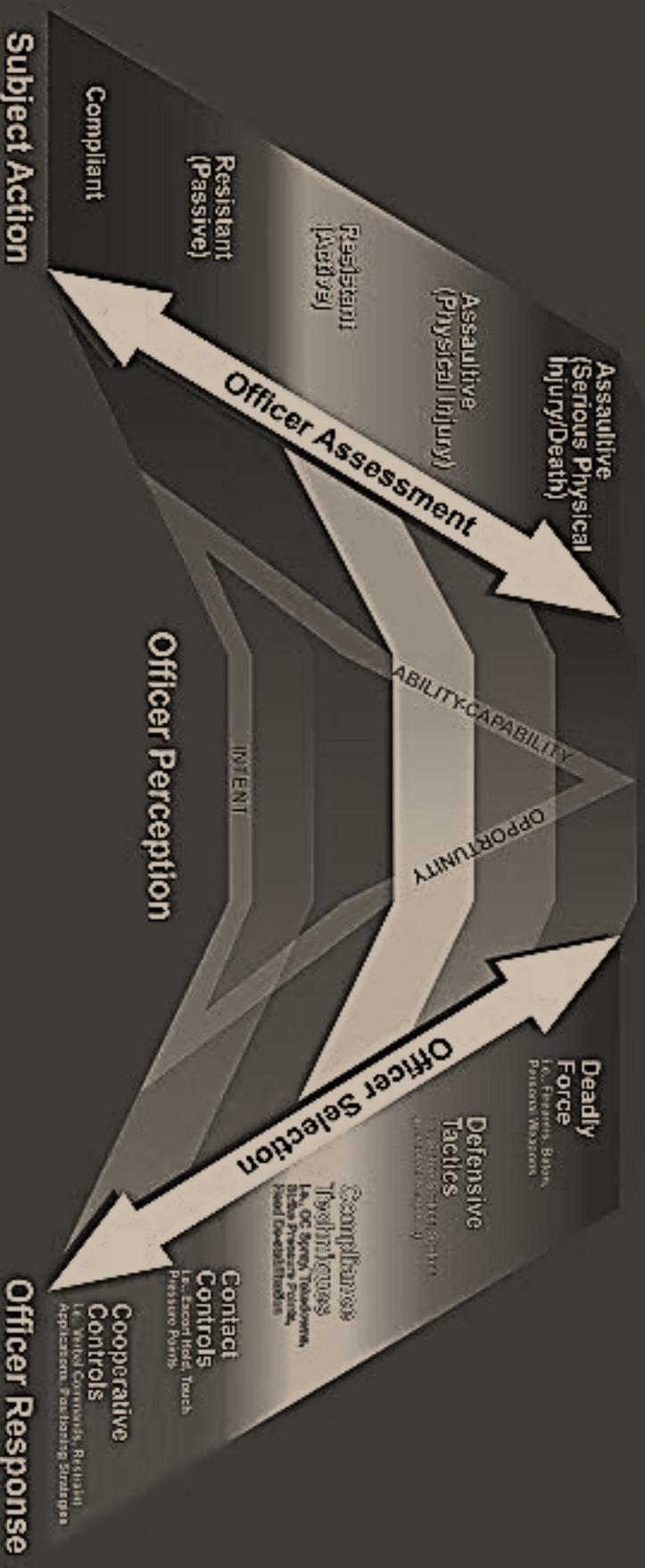
An excessive use of force may be grounds for termination from the employee's security company, suspension or revocation of a security license, and/or criminal prosecution. Developing a thorough understanding of use of force laws is critical for the proper performance of duties as a security guard.

### Force Options

- I. Use of force is not a personal decision and it is not an emotional decision. It is dictated by state law, and the circumstances surrounding the situation.
- II. As a security guard, you are authorized to protect yourself, protect others, and protect the property you are assigned to watch. Delaware Law specifies allowable use of force as follows, under Title 11. The following sections are most relevant to the duties performed by security guards:
  - A. Self-protection: §464
  - B. Protection of others: §465
  - C. Protection of property: §466
- III. The Federal Law Enforcement Training Center has published a "Force Continuum" with which all security officers should become familiar. (See chart on next page).
- IV. Often overlooked as a level within the force continuum, uniform and appearance often determine if a particular security guard is worth challenging. Demeanor and attitude are also factors that add to this dimension.
  - A. Poor appearance and bad attitude: yields lack of respect, greater chance of being challenged by others
  - B. Sharp appearance and professional attitude: yields respect, less chance of being challenged by others
  - C. Security guards are paid to provide a service to a client, not to engage in personal battles with disrespectful people
- V. Verbal challenges from others may be common, depending upon the environment. Knowing that security guards lack arrest powers, discourteous people may taunt security guards and try to get them angry. Security guards show more professionalism and fortitude when they ignore the comments and simply remain professional.
- VI. A rule of thumb to remember-- the minimum amount of force necessary for the situation is the expectation when employing force options. Security guards who use excessive force are subject to employment penalties, criminal arrest, and/or civil penalties.

# Federal Law Enforcement Training Center

## Use of Force Model



## Firearms (Title 24, Chapter 13)

- I. Security guard licenses for certified armed guards are commonly known as “red cards”
- II. Approved weapons for security guards in Delaware include the following handguns:
  - A. Revolver or semi-automatic
  - B. Double action or double action only (no single action)
  - C. Authorized calibers—
    1. 9mm
    2. .357
    3. .38
    4. .40
    5. .45
- III. Initial certification of armed security guards requires the completion of an approved 40-hour training course administered by a Board-approved certified firearms instructor. This requirement may be waived by the Professional Licensing Section of the State Bureau of Identification upon review of the applicant’s professional credentials, training, and/or work experience. Prior, recent law enforcement experience is taken into consideration.
- IV. Qualification after initial certification shall require the following:
  - A. Three (3) qualifying shoots per calendar year, scheduled on at least two (2) separate days (see III E for example)
  - B. A minimum of 90 days must separate each qualifying shoot
  - C. Of the three required qualifying shoots, one (1) must be a “low-light” shoot
  - D. A score of 80% or above must be achieved at each qualifying shoot
  - E. Example annual shooting qualification: March 1<sup>st</sup>- day shoot at 0800 hrs. (8 a.m.), September 1<sup>st</sup>- day shoot at 1600 hrs. (4 p.m.) and a night shoot at 1930 hrs. (7:30 p.m.)
  - F. Individuals not meeting the minimum qualifications as set forth above may have their firearms license suspended until the requirements are met satisfactorily
- V. In the case of any weapon carried, individuals must satisfactorily qualify with a weapon of the same make/model/caliber. Individuals are not authorized to carry a weapon of a caliber of which the individual has not qualified.
- VI. Any ammunition used must be “factory fresh” ammunition. Re-loads are not authorized.
- VII. Rifles and shotguns are not authorized for use by security guards, unless authorized by the Governor of the State of Delaware, or the Superintendent of the State Police or his designee. Such authorization is only permitted under emergency circumstances as legally specified.
- VIII. Firearms carrying requirements for certified armed guards:
  - A. Firearms may be carried while engaged in the performance of duties as a security guard
  - B. Firearms may be carried while traveling directly to and from places of assignment
  - C. A distinctive uniform must be worn, including a patch which specifies the company by whom the individual is employed
  - D. The firearm must be in plain view
  - E. Carrying a concealed firearm in the performance of duties is NOT authorized

### **Weapons other than Firearms (Title 24, Chapter 13)**

- I. Security guards are authorized to carry the following weapons/items, if properly certified to do so:
  - A. Nightstick or PR 24
  - B. Mace or pepper spray
  - C. Handcuffs
- II. To be permitted to carry any of the aforementioned weapons/items, a training program must be completed on EACH weapon carried, taught by a certified instructor representing the manufacturer of the weapon/item.
- III. No items, other than those identified in paragraph I in this section, are authorized to be carried unless first approved by the Director of the Professional Licensing Section of the State Bureau of Identification

### **Contact and Coordination**

- I. When an actual or potential situation of force exists, assistance should be requested. There is no logic in trying to handle a situation of violence alone, especially when another security guard is available for assistance.
- II. Calling the police is a necessity when force is used against or by a security guard. Police will investigate the incident and determine the appropriateness of the force threatened or used, and will make arrests as appropriate.

### III. Ethics:

#### I. What it means to be a professional

- A. Security guards are expected to act appropriately and present themselves as professionals. This includes being courteous and approachable toward both your employer and the public, and exhibiting a clean appearance.

#### II. Values as guidelines

- A. Security guards must be honest, reliable and trustworthy

#### III. Situational influences

- A. The rules, regulations and laws that security guards must uphold apply equally to all members of the public
  - 1. Consistency is mandatory and special favor must never be given, regardless of personal relationships
- B. All violations of laws and policies must be reported immediately to supervisors

#### IV. Standards of conduct

- A. Security guards must conduct themselves with integrity and professionalism
- B. Security guards must follow the specific rules and policies regarding conduct set-out by their employer

#### V. Code of ethics

##### A. Private security guard

##### As a security officer I pledge:

1. To ensure the safety and security of the personnel and property under my protection;
2. To perform duties with honesty and integrity and to uphold the highest moral principles;
3. To faithfully fulfill my duties and uphold the laws, policies and procedures that protect the constitutional rights of others
4. To discharge my duties truthfully, promptly and accurately within my responsibility and without regard for friendship, prejudices or personal advantages;
5. To report any violation of law, rule or regulation to my supervisors without delay;
6. 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;
7. To respect, cooperate and assist with all responsible law enforcement agencies within their jurisdiction;
8. To accept no gratuity, favor, compensation or commission without the knowledge and approval of my employer.

### IV. Emergency Services/First Responders:

#### I. Handling emergency situations

- A. Emergency situations often happen without warning and security guards must be prepared to respond. Although emergency situations vary in nature, a security guard's response will be similar in most emergency situations
  - 1. Have a plan of action

2. Know your location
  3. Know the location of first aid equipment
  4. Insure that all first aid equipment is working
    - Fully stocked first aid kits
    - Radios
    - Flashlights
  5. Be aware of first aid procedures
    - CPR certified
  6. Know where the nearest escape route is
- B. Identify the emergency; is it medical, weather-related, or is there a potentially life-threatening situation, then act accordingly
- II. Medical emergencies
- A. When to call EMS
1. Be aware of the appropriate time to call 911, based on the situation
- III. Intro to basic CPR
- A. Heart attack
1. Common heart attack symptoms include pressure in the chest, shortness of breath, nausea and dizziness or fainting
  2. When you encounter someone who may be having a heart attack, call 911
  3. If the person experiencing the heart attack is unconscious, begin CPR
    - If you have not received CPR training, doctors recommend only performing chest compressions at the rate of approximately 100 per minute
    - The 911 dispatcher may be able to instruct proper CPR procedures
- B. Choking
1. When a person's windpipe becomes blocked by food or small objects, they begin to choke
    - A. A choking person often gives the universal choking sign by clutching their throat with their hands
    - B. Perform the Heimlich maneuver/abdominal thrusts until the blockage clears
      - Stand with the choking victim in front of you
      - Make a fist with your dominant hand and place it just above the navel of the choking victim
      - Use 5 quick, upward thrusts into the abdomen to try to force the blockage out
      - Repeat if not dislodged
  2. Have another person call 911 while you perform the Heimlich maneuver
  3. Perform CPR with chest compressions if the person loses consciousness
- C. Bleeding
1. Apply gloves prior to assisting anyone who is bleeding
  2. Simple wounds such as minor scrapes or cuts require holding pressure onto the wound to stop the bleeding

- Elevate the wound if bleeding continues
  - If bleeding continues after asserting pressure for more than 30 minutes, seek medical attention
3. Call 911 for large, gaping wounds with flowing or spurting blood, and apply pressure onto the wound until medical assistance arrives

D. Skeletal injuries

Fractures of bones require medical attention

1. Call 911
2. Immobilize the fractured area
3. Apply ice packs to the area to limit swelling

E. Drowning

1. Call 911
2. Perform CPR with chest compressions

F. Heat/cold related emergencies

A. Hypothermia results when a person's body temperature falls to less than 95 degrees Fahrenheit

1. Symptoms of hypothermia include shivering, slow breathing, fatigue, slurred speech, cold skin, loss of coordination
2. Call 911
3. Move the person to a warm place but don't apply direct heat
4. Monitor the person's breathing and perform CPR if breathing becomes shallow

B. Heat exhaustion is a condition that can be as minor as heat cramping and as severe as heatstroke

1. Symptoms include heavy sweating, nausea, dizziness, headache, fatigue, and dark colored urine
2. Move the person into a cool place, provide cool water and monitor them closely
3. Call 911 if they begin to have seizures or if they have a fever or 104 degrees Fahrenheit or higher

G. Disease transmission/Bloodborne pathogens

1. Infectious microorganisms in human blood that cause disease are called bloodborne pathogens

- HIV, Hepatitis B and C are included in these pathogens

2. Exposure to bloodborne pathogens occurs when a person is stuck by a contaminated needle or other sharp object, or when tainted blood enters a person's eyes, nose, mouth, or broken skin

3. If you believe you have been exposed to a bloodborne pathogen, seek immediate medical attention

- Flush the area with water and then use soap and water to clean it

H. Parental arrest with children

1. Call Division of Family Services (DFS)

- At times, a person who acts criminally and is then detained by a security guard may have children with them. A security guard is expected to act professionally and in a caring manner toward the children present

2. If the detained parent is then arrested by police and taken into custody, and there is no one else able to claim the children, a referral may have to be made to the Division of Family Services
- I. Major emergencies
    - A. Fire
      1. One of the greatest potential dangers to property that a security guard must be vigilant against is fire
      2. In the event of a fire at the facility you are guarding, activate the fire alarm and call 911 to report the fire
      3. Follow evacuation procedures, and calmly guide any visitors away from the property
      4. If the fire is small in size, attempt to put out the fire with a fire extinguisher as a way to minimize damage to the property
    - B. Bomb threats
      1. If you receive the bomb threat, try to note the caller's gender, any possible accent, their age, and any other information you can gather from the call. If there is caller i.d. on the phone that received the call, note the phone number the call is from
      2. Call 911
      3. Follow evacuation procedures, guiding any visitors away from the property
  - J. Earthquakes
    1. Earthquakes happen without any warning and can cause severe damage in a matter of seconds, so be prepared to act quickly
    2. Yell to anyone in your vicinity to take cover immediately, and give consideration to anyone in the area with special needs who may need your assistance to do get to a safe place
    3. Take cover beneath a table, counter, or under a doorframe
    4. Tuck your head and cover it with your arms in a protective stance
    5. Windows, hanging objects, glass partitions, and anything that could potentially shatter are dangerous objects in an earthquake, so try to position yourself as far from these as possible
    6. Follow evacuation procedures once the tremors have stopped
    7. Guide others away from buildings and make them aware of any fallen power lines or fallen trees in the vicinity
    8. Be ready for aftershocks
  - K. Floods
    - A. If safe, follow evacuation procedures and lead visitors to high ground
      1. Do not drive through standing water since you do not know its depth
    - B. If unable to evacuate the premises, go to the highest point in the building and shelter in place
    - C. Call 911 and let emergency services know your location
      1. Await rescue or further instructions from emergency personnel
  - L. Terrorist attacks
    - A. Activate the alarm
    - B. Follow evacuation procedures, guiding others away from the building
    - C. An "all clear" may allow the building to be entered again once the threat has been cleared

- M. Evacuations
  - A. Be calm
  - B. Ask people to evacuate in an orderly fashion
    - They should evacuate through the nearest emergency exit
  - C. Pay special attention to those with special needs, such as physical disabilities, the elderly, or those with very young children, and assist if necessary
  - D. Elevators should not be used in certain circumstances, such as during earthquakes or fires, but may need to be used by those with special needs in other types of evacuations
  - E. Guide visitors away from the building and to a safe place

V. **Cultural Diversity/Awareness:**

The purpose of cultural awareness training is to focus on principles that hold promise for moving Delaware's security guards to a higher level of understanding, acceptance, and appreciation for our diversity. Because Delaware has an ever changing population, training and understanding is essential to assist Delaware's security guards to develop a capacity for identifying and responding to its changing communities.

**Terms we might hear in relation to diversity:**

I. **AFFIRMATIVE ACTION (AA):**

A plan put in place by U.S. President Lyndon Johnson in 1965. It requires business' workforce to mirror the community. For example, if a community is 85% Asian and 15% Mexican, one would expect the workforce to have the same sort of proportion.

II. **BIAS:**

An inclination towards a certain belief, often interfering with objective judgment.

III. **DISCRIMINATION:**

Defined as distinguishing differences between things or treating someone as inferior based on their race, sex, national origin, age or other characteristics. These often come in the form of race, sex, age, personality, education, background and position.

The road to diversity is challenging because people often carry a natural resistance to change, and issues like language barriers and implementation can slow down the process.

IV. **DIVERSITY:**

The concept of diversity encompasses acceptance and respect. It means understanding that each individual is unique, and recognizing our individual differences. These can be along the dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies. It is the exploration of these differences in a safe, positive, and nurturing environment.

It is about understanding each other and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual.

V. **EQUAL EMPLOYMENT OPPORTUNITY (EEO):**

Introduced as part of civil rights legislation in 1964, this effort attempted to ensure positions in the workplace for "protected classes," which included groups like women, veterans, African-Americans, and people with disabilities. Because this program was not entirely effective, Lyndon Johnson introduced the Affirmative Action mandate in 1965.

VI. **PREJUDICE:**

An opinion formed based on biases, without complete information. Also refers to an irrational hatred of a specific group (often ethnic or religious).

VII. **SEXISM:**

A prejudice against a particular gender. Often appears in the form of role stereotyping.

VIII. **STEREOTYPE:**

A conventional, usually oversimplified opinion applied to a particular group.

IX. **CULTURAL COMPETENCE**

Cultural Competence is the ability to respond effectively and appropriately to different cultural/generational contexts in the workplace.

- Acknowledge and accept differences in cognitive, behavioral, philosophical, social, and communicative styles that arise from different cultural generational contexts.
- Seek to understand; ask for clarification or reasons for the behavior
- Communicate policies, procedures clearly to employees if you are a manager

X. **CULTURAL COMPETENCE CHECKLIST**

- Respect others' opinions.
- Acknowledge cultural/ generational differences and historical injustices without becoming defensive.
- Be open to learning about other cultures and ideas.
- Give others the benefit of the doubt in a dispute.
- Seek first to understand others' point of views; then to be understood.
- Don't stereotype.
- Don't judge others by your own cultural standards.
- Don't assume your culture's way is the only way.
- Don't talk down to anyone; communicate effectively.

XI. **DIVERSITY IN THE WORKPLACE: BENEFITS**

Workplace diversity refers to the variety of differences between people in an organization. That sounds simple, but diversity encompasses race, gender, ethnic group, age, personality, cognitive style, tenure, organizational function, education, background and more. Diversity not only involves how people perceive themselves, but how they perceive others. Those perceptions affect their interactions. For a wide assortment of employees to function effectively as an organization, human resource professionals need to deal effectively with issues such as

communication, adaptability and change. Diversity will increase significantly in the coming years.

## XII. BENEFITS OF WORKPLACE DIVERSITY

Organizations employing a diverse workforce can supply a greater variety of solutions to problems in service, sourcing, and allocation of resources. Employees from diverse backgrounds bring individual talents and experiences in suggesting ideas that are flexible in adapting to fluctuating markets and customer demands.

### CULTURAL DIVERSITY/AWARENESS

If we could shrink the earth's population to a village of precisely 100 people, with all the existing human ratios remaining the same. It would look something like the following:

- There would be 57 Asians
- 21 Europeans (14 from the Western Hemisphere, both north and south).
- Eight Africans
- 52 would be female, 48 would be male
- 17 would be non-white, 13 would be white
- 17 would be non-Christian, 13 would be Christian
- 89 would be heterosexual, 11 would be homosexual
- 6 people would possess 59% of the entire world's wealth, and all 6 would be from the United States
- 80 would live in sub-standard housing.
- 70 would be unable to read
- 50 would suffer from malnutrition
- One would be near death and one would be near birth
- One, yes only one, would have a college education
- One would own a computer

### The following is also something to ponder:

If you woke up this morning with more health than illness, you are more blessed than the million people that will not survive this week.

If you have never experienced the danger of battle, the loneliness of imprisonment, the agony of torture, or the pains of starvation, you are ahead of 500 million people in the world.

If you attend a church meeting without fear of harassment, arrest, torture or death, you are more blessed than three billion people in the world.

If you have food in the refrigerator, clothes on your back, a roof overhead and a place to sleep, you are richer than 75% of this world.

If you have money in the bank, money in your wallet and spare change in a dish somewhere, you are among the top eight percent of the world's wealthy.

If your parents are still alive and still married, you are very rare, even in the western world.

If you can read this message, you just received a double blessing, in that someone was thinking of you and furthermore you are more blessed than over two billion people in the world that cannot read at all.

When one considers our world from such a compressed perspective, the need for acceptance, understanding, and education becomes blaringly apparent.

Someone once said, "What goes around comes around."

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VI. **Report Writing/Communication:**

I. Report Style – Security guards must regularly document activities and situations that they witness for their employer’s use. The reports security guards write will be used for many different purposes, such as being used as a record for any given incident, or to log the security guard’s activities in the course of their duties

A. **Neatness**

1. A security guard’s note pad and any written report must be easily read by others
  - Any illegible words or phrases will make it difficult for supervisors and others to read the report, and the security guard may be unable to remember later what was meant by the illegible writing
  - Reports may be used as evidence in court at a later date, and need to be easily read by attorneys, judges and court staff
2. Keep notes and report free of any unrelated drawings or doodles

B. **Spelling/grammar**

1. Good spelling and grammar is a must when writing reports
  - Improper use of the English language undermines the credibility of a security guard
  - Use computer programs with spelling and grammar checks in order to avoid such mistakes

C. **Facts vs. Opinion**

1. A good report consists only of facts
  - A security guard’s personal opinion of a witness, suspect, or situation is irrelevant and inappropriate

D. **Accuracy in report**

1. A report should be written as soon after an event as possible to allow for the most accurate documentation of events
2. Interviews should be thorough with the security guard asking many specific questions and taking detailed notes of the statement, including quotes from the interviewee
3. If interviewing witnesses, after taking their statement, read back your notes to the witness to ensure that they are accurate

E. **Confidentiality**

1. The identity of witnesses, victims and suspects should be kept confidential

F. **Note taking**

1. Write in short hand that you understand

II. **Five C’s of writing**

A. **Clear**

1. Anyone who reads your report should immediately understand the information you are trying to convey

B. **Concise**

1. Reports should be short and to-the-point
  - Don’t use “filler” words and phrases
  - No run-on sentences

- C. Consistent
    - 1. Write in the 1<sup>st</sup> or 3<sup>rd</sup> person throughout the report
    - 2. Write in the past tense, making sure not to switch tenses at any point in the report
    - 3. Use the same abbreviations for the same words throughout the report
  - D. Compelling
    - 1. Write our report in a way that is convincing and using an authoritative voice.
      - Do not leave room for others to doubt the authority of your report by using words such as “maybe, perhaps,” etc.
  - E. Correct
    - 1. Make sure that there are no factual, spelling or grammatical errors
      - Review your work for accuracy
- III. Six questions to ask
- A. Who
    - 1. Get the name, date of birth and contact information of everyone you speak to for a report
  - B. What
    - 1. Ask what happened and keep the reporting person on the task of retelling the event in chronological order
      - Go step-by-step through each detail of the event, in order of its occurrence
  - C. Where
    - 1. Ask the specific location of where an event occurred
      - Include the street address and the name of the location, as well as any additional information that helps describe where the event took place
        - Ex. The exact name of the store in the mall where a suspect is caught shoplifting
  - D. When
    - 1. Ask for the time that an event occurred, if you are not already aware
      - Note the date in your report
      - Include any later times or dates that are relevant to the original event
  - E. Why
    - 1. Ask interviewees the reason why the event occurred
      - Include witness/victim/suspect statements that detail the circumstances leading up to the event
        - Try to understand the motive for the event
  - F. How
    - 1. Ask interviewees how the event occurred, particularly who was involved and how the incident played-out
- IV. Interpersonal communications
- A. Being a professional means having a good attitude when communicating with everyone you come in contact with
    - Be civil
    - Be courteous

- Be respectful
    - B. Your attitude, good or bad, is a reflection on yourself and your employer
  
  - V. Common barriers of communication
    - A. Treating others with disrespect and rudeness breaks down your ability to communicate effectively
      - 1. People become defensive in response to bad attitudes
        - Defensive people aren't as willing to communicate and share information
        -
- 
- VII. Why communications fail
  - A. Effective communications depend on one person to talk and the other party to listen
    - 1. Communications often fail when one party refuses to listen to the other
      - Open your ears and close your mouth
  - B. Language barriers may hinder communication
    - 1. Know the protocol for interacting with someone who speaks a different language
      - Use an interpreter when available
      - Attempt to use hand gestures and/or drawings to communicate with non-English speakers if not interpreter is available
        - Attempt to collect their contact information so that someone with knowledge of the language can follow-up with them at a later date
        - Attempts made to communicate show a willingness to help, which is the very least of what is expected of an on-duty security guard

VII. **National Terrorism Advisory System (NTAS):**

- I. The National Terrorist Advisory System (NTAS)
  - A. U.S.-based system designed to assess terrorist threats
  - B. Issues a national warning when there is an:
    - 1. Imminent threat: credible, specific and impending terrorist threat against the U.S.
    - 2. Elevated threat: credible terrorist threat against the U.S.
  - C. Solicits public awareness regarding terrorist activities, and urges all suspicious activity to be reported to 911
  
- II. Security guards are on the “front lines” in combating terrorism for numerous reasons:
  - A. They are often the first to observe suspicious activities defined as terrorism
  - B. They are able to report such activity to the authorities
  - C. They are often assigned to critical infrastructures that may be the target of terrorist attacks, such as—
    - 1. Shopping malls
    - 2. Chemical plants
    - 3. Power generation facilities
    - 4. Other high-value target facilities
  
- III. Identifying terrorist activities
  - A. It is impossible to identify a terrorist by
    - 1. Appearance
    - 2. Nationality
    - 3. Language
  - B. You CAN only identify a terrorist threat by observing or hearing about suspicious activity that may lead to a criminal act
  - C. Identifying suspicious activity is not a difficult science. Your suspicions will need to be based on—
    - 1. Experience
    - 2. Judgment
    - 3. Common sense
  - D. You CAN only identify a terrorist threat by observing or hearing about suspicious activity that may lead to a criminal act
  - E. The following should cause a heightened sense of suspicion—
    - 1. Suspicious or unusual interest
    - 2. Inappropriate photographs or videos
    - 3. Note-taking
    - 4. Drawing of diagrams
    - 5. Using binoculars or night vision devices
    - 9. Individuals avoiding eye contact
    - 10. Individuals departing quickly when seen or approached
    - 11. Individuals in places they don't belong
    - 12. A strong odor coming from a building or vehicle
    - 13. An overloaded vehicle, or large abandoned vehicle (moving van, etc.)
    - 14. Fluid leaking from a vehicle, other than the engine or gas tank

15. Over dressed for the type of weather

IV. Take note of the details by using this format:

S – Size (Jot down the number of people, gender, ages, and physical descriptions)

A - Activity (Describe exactly what they are doing)

L - Location (Provide exact location)

U – Uniform (Describe what they are wearing, including shoes)

T – Time (Provide date, time, and duration of activity)

E - Equipment (Describe vehicle, make, color etc., license plate, camera, guns, etc)

## VIII. Asset Protection/Safety/Fire:

### I. Post assignments

- A. Fixed location: Working an assigned post at a location designed to observe ingress, egress, or other activities. Examples include—
  - 1. Front desk
  - 2. Guard shack
  - 3. Stationary post (standing in a specific location)
- B. Patrol: Moving within a defined area to observe various activities
  - 1. Making rounds within a building or outer property
  - 2. Moving from one fixed location to another with frequency
  - 3. May involve walking, or driving a vehicle

### II. Key items of necessity

- A. Security guards assigned to a particular site must familiarize themselves with several things, including but not limited to the following—
  - 1. Knowledge of the layout of the facility and property before taking on the assignment and beginning patrolling or assuming a fixed location
  - 2. Names and phone numbers for contact persons, such as:
    - a. Management
    - b. Maintenance
    - c. Security company supervisors, or on-call managers
    - d. Police, fire and ambulance (if other than 911)
- B. Those assigned to locations that include dark areas or low-lighted areas should also make sure they have adequate, functional lighting to observe those areas, and carry flashlights
- C. Communications equipment is essential. Cell phones may not work in some locations, so alternate means of communications need to be established prior to working the assigned post

### III. Fixed location procedures

- A. Working a front desk or stationary post will often require security guards to do such things as the following—
  - 1. Monitor ingress and egress
  - 2. Observe activity in the area of the assignment
  - 3. Check identifications to allow passage into a building
  - 4. Confirm deliveries and notify personnel of deliveries that arrive
- B. If identification is required to enter a facility, it is necessary to ensure that ALL personnel entering the facility present proper ID before proceeding within the building.
- C. Visitors, contractors and delivery personnel must all sign in, and be given a temporary ID if procedures require this. The person who is being visited, or the person to whom the delivery is directed should be contacted PRIOR to anyone being allowed to proceed to that person's work area. These are some common situations where such persons may try to trick the security guard into allowing them access, but procedures must be followed. Be especially aware, and follow procedures, in situations like these:
  - 1. "I'm his wife, so I'll just go in and see him."
  - 2. "I have a delivery for Mr. Smith. I know where his office is, so I'll just go on up."
  - 3. "I'm here to see the president, and he's waiting on me. I know the way."
  - 4. "I'm with the painters, and I need to get up there with them now. I know the way."
  - 5. "I want to surprise my wife with these flowers, so I'm just going to take them to her."

6. "Mrs. Green called about an emergency, so I need to get up to her office now."

#### IV. Patrol techniques

- A. Violators will often observe patrol routines of security guards in an effort to outsmart them and gain access to property or other guarded necessities. In this regard, best practice is to:
  - 1. Walk a slightly different route, if possible and permissible, each round
  - 2. Unless directed otherwise, choose a different timeframe to conduct each patrol round. Instead of doing rounds at the top of every hour, change the time each hour. (For example: 0100 hrs., then 0140 hrs., then 0205 hrs, then 0220 hrs., etc.)
- B. Multiple security guards assigned to one location
  - 1. Separate into two posts to cover more ground, unless directed otherwise
  - 2. Ensure proper and continual communications throughout the duration of the assignment
  - 3. The primary job of each assigned security guard is to back up the other in the event of an incident

#### V. Observe and report

- A. The primary duty of a security guard is to be the eyes and ears of the client. Keeping a sharp level of attention is critical in accomplishing this. Distractions such as these must be avoided at all times:
  - 1. Sleeping on duty
  - 2. Talking on the phone
  - 3. Texting, or performing other tasks on the cell phone
  - 4. Congregating with people, or other security guards, and chatting for any length of time
  - 5. Becoming engrossed in a television show or movie
  - 6. Anything else that takes time and attention away from protecting the assigned post
- B. Reporting is critical, and requires documentation. All incidents must be reported and documented so that a record of the incident is available. If police, fire or other agencies are involved, names of personnel who responded should be documented
- C. It is critical that directions are followed, as given by management of the entity being protected. Others may try and influence security guards, and may disobey instructions. In such situations:
  - 1. Ask for the person's name
  - 2. Document the incident
  - 3. Report the incident to management

#### VI. Fire Safety

- A. Because fire is a strong threat to the security of any facility, security guards need to be familiar with fire prevention procedures
- B. Items of concern:
  - 1. Evacuation routes
  - 2. Conduct during fire drills and actual fires
  - 3. Sprinkler locations
  - 4. Alarm panel
  - 5. Locations of fire extinguishers
  - 6. Knowledge of how to use extinguishers

## VII. Major types of fire extinguishers

- A. **Class A** extinguishers are for ordinary combustible materials such as paper, wood, cardboard, and most plastics. The numerical rating on these types of extinguishers indicates the amount of water it holds and the amount of fire it can extinguish.  
Geometric symbol (green triangle)
- B. **Class B** fires involve flammable or combustible liquids such as gasoline, kerosene, grease and oil. The numerical rating for class B extinguishers indicates the approximate number of square feet of fire it can extinguish. Geometric symbol (red square)
- C. **Class C** fires involve electrical equipment, such as appliances, wiring, circuit breakers and outlets. Never use water to extinguish class C fires - the risk of electrical shock is far too great! Class C extinguishers do not have a numerical rating. The C classification means the extinguishing agent is non-conductive. Geometric symbol (blue circle)
- D. **Class D** fire extinguishers are commonly found in a chemical laboratory. They are for fires that involve combustible metals, such as magnesium, titanium, potassium and sodium. These types of extinguishers also have no numerical rating, nor are they given a multi-purpose rating - they are designed for class D fires only. Geometric symbol (Yellow Decagon)
- E. **Class K** fire extinguishers are for fires that involve cooking oils, trans-fats, or fats in cooking appliances and are typically found in restaurant and cafeteria kitchens.  
Geometric symbol (black hexagon)

## **STUDY GUIDE SAMPLE QUESTIONS:**

According to Delaware Code Title 24 - Chapter 13. Private Investigators and Private Security:

### **Section 1314. Security Guard license requirements:**

1. Anyone who wishes to be licensed under this chapter, as a non-commissioned security guard, must meet and maintain the following requirements. Which of the following is **NOT** a requirement?
  - a. Must be at least 18 years of age.
  - b. Must have completed a four (4) month security training academy.
  - c. Must not have been convicted of any felony.
  - d. Must not be a member or employee of any law enforcement organization as defined by the Council of Police Training.

According to Delaware Code Title 24 Administrative Code for Board of Examiners of Private Investigators and Private Security agencies:

### **Section 6.2. Criminal Offense:**

2. For the purpose 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. Which of the following is **NOT** a crime of moral turpitude as outlined in this section?
  - a. § 763 Sexual Harassment
  - b. § 861 Forgery
  - c. § 1342 Prostitution
  - d. § 812 Graffiti

## **SCENERIOS:**

### **Questions 1 thru 2 relate to the following scenario:**

You are assigned to work at the front gate, in the locked booth, at Jones Trucking Company. Because Jones Trucking handles some government defense contracts, all personnel entering the complex are required to have a specific "Jones Trucking" ID, whether they enter via vehicle or on foot. Your specific orders are that you are NOT to leave the booth unless you have a relief guard. At approximately 0100 hrs. (1 a.m. in the early morning), a subject approaches the booth on foot. You ask him for ID, and he has none. He is yelling, "My car is on fire in the parking lot, help me put it out before it burns up!" As you sit there, he begins to bang on the glass and door of the booth demanding that you help him.

3. What is the first action you should take in this case?
  - a. Immediately grab a Type A fire extinguisher, and extinguish the fire.
  - b. Immediately grab a Type B fire extinguisher, and extinguish the fire.
  - c. Call 911 to summons the fire department, and do not leave the booth.
  - d. Leave the booth to check and see if the fire is real, then contact 911 to summons the fire company.
  
4. If the subject continues banging on the booth and trying to enter, what course of action should you take?
  - a. Exit the booth, and assist him with his request.
  - b. Exit the booth, and advise him to leave the premises. Use force if he does not comply.
  - c. Remain in the booth and ignore the subject's actions.
  - d. Call for assistance from another guard, contact the police, but remain in the booth. Use force for self-protection if he enters the booth.
  
5. During an evacuation of your work site during an earthquake, you should direct others to take cover under an awning attached to the building?
  - a. True
  - b. False
  
6. Protecting the constitutional rights of citizens does not apply to security guards.
  - a. True
  - b. False

[Answers: 1=b , 2=d, 3=c, 4=d, 5=b, 6=b]