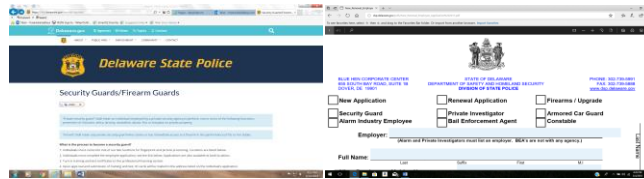




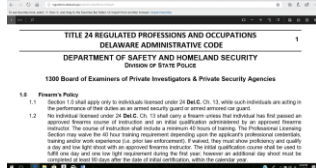
# DELAWARE SECURITY LICENSE MANDATORY TRAINING COURSE STUDY GUIDE

## SECTION I - RULES & REGULATIONS - LEGAL LIMITATIONS

1. Delaware Security License Application Process
  - A. Mandatory License Training Course
  - B. Mandatory Security License Exam – administered at Delaware Technical College
  - C. License Application
  - D. Receive License
  
2. Delaware State Police – Professional Licensing Overview (review of website)  
<https://dsp.delaware.gov/security-guards/>



3. Security Rules & Regulations
  - A. Review of DE Title 24 Professions & Occupations – Chapter 13, Private Investigators & Private Security Agencies



- B. Security Rules & Regulations/Title 24 - Specific to Security Guards
  - 3.0 Nightstick, Pr24, Mace, Pepper gas and Handcuffs
    - 3.1 To carry the above weapons/items, a security guard must have completed a training program on each and every weapon/item carried and all certifications must be on file in the Professional Licensing Section to be valid to carry/use. Under no circumstances would a person be permitted to carry any other type weapon/item, unless first approved by the Professional Licensing Section.
    - 3.2 Weapon/Item Instructors
      - 3.2.1 All weapon/item instructors must be approved by the Professional Licensing Section before they are authorized to instruct or qualify individuals licensed under 24 Del.C. Ch. 13

#### 4.0 Training Requirements

4.1 Each person licensed as a security guard under 24 Del.C. Ch. 13 shall successfully complete a training program approved by the Board, and any such additional training as the Board deems appropriate. Satisfactory completion of the training program shall be certified by mandatory testing with a passing grade of 75%. The test will be administered by a Board approved training/testing facility.

5.0 Use of Animals - the use of animals is prohibited.

6.1 In addition to those qualifications set forth in 24 Del.C. Ch. 13, 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 Director of the Professional Licensing Section may deny an application, 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 Crimes and Criminal Procedures Ch. 5 Specific Offenses:

Sexual harassment;

Indecent exposure in the second degree;

Indecent exposure in the first degree;

Incest;

Unlawful sexual contact in the third degree;

Unlawful imprisonment in the second degree;

Shoplifting;

Forgery;

Falsifying Business Records;

Bribery;

Criminal Impersonation;

Abandonment of a Child;

Endangering the Welfare of a Child;

Crimes against a Vulnerable Adult;  
Unlawfully Dealing with a Child;  
Endangering Children;  
Falsely Reporting an Incident;  
Lewdness;  
Prostitution;  
Patronizing a Prostitute; and  
Permitting Prostitution.

Title 16 Health and Safety Ch. 11 Nursing Facilities and Similar Facilities: 6.2.2.1 §1136  
Violations. Title 31 Welfare Ch. 39 Adult Protective Services:

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 Director of 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.

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 for making a false statement on their application.

10.0 Uniforms, Patches, Badges, Seals, Vehicular Markings

10.1 No person licensed under 24 Del.C. Ch. 13 shall wear or display any uniform, patch, badge, seal, vehicle and the markings, letterhead, business card, advertisement, or other form of publication unless first approved by the Board of Examiners.

10.2 The use of “patrol” and/or “officer” shall first be preceded by the word “security”. Under no circumstances shall any item contain the seal or crest of the State of Delaware, any state of the United States, the seal or crest of any county or local subdivision, or any facsimile of the aforementioned seals or crests.

10.3 No such items will be approved by the Board if the item will mislead the public by confusing the licensee and/or his/her employees with official law enforcement agencies and/or personnel.

10.4 All uniforms displaying a patch must contain an approved patch that is not generic in nature. The patch must have the name of the agency printed on it.

10.5.1 No vehicle utilized for purposes covered by 24 Del.C. Ch. 13 shall have an appearance that creates a reasonable likelihood of confusion with a police vehicle used by the Delaware State Police or a law enforcement agency of any state or governmental subdivision. The Board of Examiners shall have discretion to review the appearance of vehicles, and to make comparisons with known law enforcement vehicles, in order to enforce this Rule.

10.5.2 In the event that a vehicle is not approved by the Board of Examiners pursuant to this Rule, the Board may indicate what changes to the vehicle appearance would be sufficient to satisfy the standard and criteria set forth above.

10.5.3 Auxiliary lights on vehicles used for patrol shall be amber and/or clear only. Use of sirens is prohibited.

12.2 The Professional Licensing Section has the right to inspect any security guard at any time they are on their respective post. The office of any private investigative agency, private security agency, or armored car agency may be inspected during normal working hours without notice.

1308 Emergency suspension.

(a) The Director may, without notice or hearing, issue a suspension of a license or registration upon a finding that an emergency exists that requires immediate action to protect the health and safety of the public. Such suspension shall be effective immediately.

(b) Any person whose license has been suspended on an emergency basis, upon application to the Board, shall be afforded a hearing within 30 days, but not more than 90 days. Upon the conclusion of the hearing, the suspension shall be continued, modified or revoked within 30 days of the hearing.

1310 Notifications.

(a) Notification shall be made to the Section within 14 days after the change of address of any person licensed under this chapter.

(b) Any person licensed or issued an identification card under this chapter shall, excluding weekends and holidays, notify the Board within 5 days of any arrest which could result in a misdemeanor or felony conviction. Failure to report may result in the suspension or revocation of a license.

(c) Any person licensed under §§ 1318, 1319 and 1320 of this title shall report to the Board within 5 days of any instance of violation of this chapter or any rule or regulation by their employees licensed under this chapter.

(d) Any person licensed under §§ 1318, 1319 and 1320 of this title shall report to the Section a current address, telephone number and name of the employee managing the office. In the event there is not an office within the State, then the address, telephone number and name of the compliance agent for the business shall be reported. The compliance agent shall maintain all records including personnel for all agency business within the State and make them available to the Section upon demand within 48 hours.

1314 Security guard registration 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 a theft-related offense, drug offense, or moral turpitude, within the last 7 years, and:
  - a. There are no more than 2 of such misdemeanors during such person's lifetime; and
  - b. No misdemeanor conviction occurred during or as a result of employment in a capacity regulated by this chapter.
- (4) Must not have been, as a juvenile, adjudicated delinquent for conduct which, if committed by an adult would constitute a felony, unless and until that person has reached his or her twenty-first birthday;
- (5) If served in the armed forces, must not have been dishonorably discharged;
- (6) Must not be a member or employee of any law-enforcement organization, as defined by the Council of Police Training;
- (7) Must meet and maintain the qualifications set and approved by the Board of Examiners.

1323 Surrender of expired, revoked or suspended license; loss or destruction of license.

- (a) Any person to whom the Board issued a registration or license under this chapter shall surrender such registration or license and all duplicate copies which have expired, or been revoked, suspended or surrendered.
- (b) Any person issued a registration or license by the Board that is lost or destroyed must inform the Section and at the discretion of the Director, a duplicate may be issued.

§ 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.

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.

1326 Identification card; offenses.

(a) For the purpose of identification of persons engaged in the conduct of a security guard or armored car guard, each such person shall carry and show when requested an identification card, which shall be issued by the Section. For the purpose of identification of employees of a private security agency or armored car agency, upon examination of employee's statement and fingerprint cards, the Section shall furnish an identification card.

(b) No person licensed under this chapter or the officers shall wear, carry or accept any badge or shield purporting to indicate that such person is a security guard, armored car guard or that such person performs any such service, or may, while in uniform and while on the premises of the employer of the licensee where the security guard or armored car guard is so acting, wear a badge or shield inscribed by the specifications set forth in the rules and regulations of the Board.

(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 security guard, armored car guard or is engaged in the private security or armored car 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 Section:

(1) Upon termination of employment, unless for a security guard who transfers employment to another private security agency; or

1328 Enforcement of chapter; jurisdiction.

All police agencies and law-enforcement officers of this State may carry out this chapter and enforce compliance therewith. Justices of the Peace Courts shall have jurisdiction over violations under this chapter.

1329 Disciplinary proceedings; appeal.

(a) Grounds. — Subject to the provisions of this chapter, the Director pursuant to the authority of the Board may impose any of the following sanctions (subsection (b) of this section) singly or in combination when it finds a licensee or identification card holder is guilty of any offense described herein:

(1) Acting as a security guard, armored car guard or private investigator without an identification card; or

(2) Operating a private security agency, private investigative agency, or armored car agency without a license; or

- (3) Failure to comply with firearms requirements pursuant to § 1321 of this title; or
- (4) Obtaining criminal charges or convictions pursuant to §§ 1314, 1315, 1316, 1317, 1318, 1319, 1320 of this title; or
- (5) Failure to comply with inspection and subpoena requests pursuant to § 1307 of this title; or
- (6) Failure to notify the Professional Licensing Section of any arrests; or
- (7) Failure to keep identification card, badge or shield on your person while in the performance of your person while in the performance of your specific duties; or
- (8) Failing to surrender a suspended or revoked license, or identification card; or
- (9) Submitting false or fraudulent information material to any application for a license or identification card; or
- (10) Failure to abide by the Board's firearms certification and recertification training requirements; or
- (11) Using a firearms instructor that has not been approved by the Board; or
- (12) Violating any provision of this chapter or any rule or regulation promulgated by the Board.

(b) Disciplinary sanctions. —

- (1) Permanently revoke a license, or identification card;
- (2) Suspend a license or identification card;
- (3) Issue a letter of reprimand;
- (4) Refuse to issue a license, or identification card;
- (5) Refuse to renew a license or identification card;
- (6) Issue an emergency suspension;
- (7) or otherwise discipline.

#### 4. Legal Limitations for Security Guards in Delaware

##### A. Define Peace Officer in Delaware

- Police Officer
- Fire Marshall
- Animal Control Officer
- Constable

##### B. Detain vs. Arrest

- 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.
- 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.

C. Retail Theft (Shoplifting) – DE Title 11, Chapter 5

- § 840 Shoplifting; Class G felony; Class A misdemeanor.
- (a) A person is guilty of shoplifting if, while in a mercantile establishment in which goods, wares or merchandise are displayed for sale, the person:
  - (1) Removes any such goods, wares or merchandise from the immediate use of display or from any other place within the establishment, with intent to appropriate the same to the use of the person so taking, or to deprive the owner of the use, the value or possession thereof without paying to the owner the value thereof; or
  - (2) Obtains possession of any goods, wares or merchandise by charging the same to any person without the authority of such person or to a fictitious person with a like intent; or
  - (3) Conceals any such goods, wares or merchandise with like intent;
- 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.”)

D. Investigative Stops & Breach of Peace

- An investigative stop occurs when a police officer briefly detains you because of a “reasonable suspicion,” based upon explainable, objective facts that you are engaged in criminal activity.
- 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. This type of crime would normally be classified as “Disorderly Conduct.”
- A security guard cannot make an investigative stop of a citizen to determine if there is a crime/ breach of the peace, except to detain a suspected shoplifter for a reasonable period of time until a police officer comes.





## Test Your Knowledge – Specific Examples...

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.

### Vehicle/Traffic Violations committed in the presence of a security guard

Traffic Violations are NOT a Breach of Peace. Security guards are expressly prohibited from making Traffic Stops on Vehicles.

#### E. Alternative Options /Actions to Investigative Stops for Security Guards may include:

- Contact the police to request assistance.
- Maintain surveillance from a safe distance and/or
- If Closed Circuit Television (cctv) is available, record suspect details, descriptions, direction of travel, etc.

#### F. Reasonable Suspicion vs. Probable Cause

- Reasonable suspicion means that any reasonable person would suspect that a crime was in the process of being committed, had been committed or was going to be committed very soon.
- Probable cause means that a reasonable person would believe that a crime was in the process of being committed, had been committed, or was going to be committed.
- The difference between Reasonable Suspicion & Probable Cause is the step before probable cause. At the point of reasonable suspicion, it appears that a crime may have been committed. The situation escalates to Probable Cause when it becomes obvious that a crime has most likely been committed.



### Test Your Knowledge – Examples...

A store customer is observed picking up merchandise from a display rack or counter and then moves to a secluded corner of the store, crouches down and appears to be placing items inside his/her jacket.

This would be an example of a Reasonable Suspicion situation a Security Officer Guard may encounter.

A security guard observes, in person or via cctv, a customer actually holding a store product/merchandise in his/her hand and stuffing the item(s) in his/her coat.

This would be an example of a Probable Cause situation a Security Officer Guard may encounter.



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**SECTION II – USE OF FORCE**

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.

1. Use of force can only be considered if/when all other options for a security guard to protect him/herself have been exhausted and/or deemed impractical based on incident circumstances. All attempts to verbally and non-verbally dissuade a person from use a force should be made before considering actual force options.
2. Use of force is not a personal decision nor an emotional decision. It is dictated by state law and the circumstances surrounding the situation.
3. As a security guard, you are authorized to protect:
  - Yourself
  - Others
  - Property you are assigned to watch
  - A. 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:
    - Self-protection: Title 11 §464
    - Protection of others: Title 11 §465
    - Protection of property: Title 11 §466
4. Contacting 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.
5. Security guards need to operate within a Use of Force Continuum which is a standard that provides law enforcement officers and civilians (security guards) with guidelines as to how much force may be used against a resisting subject in a given situation.
  - A. A Use of Force Continuum must:
    - Be obtained from the security company the guard is employed through.
    - Must incorporate & follow Delaware state law.
    - Provide officers with options or levels to escalate and/or de-escalate depending on circumstances.
    - The goal should always be to de-escalate.

Example USE OF FORCE CONTINUUM – Security Response (Not Law Enforcement)

<b>1</b>	<b>PRESENCE / Preferably Non-Verbal</b>		<b>Violating / Non-Compliant</b>
<b>2</b>	<b>Verbal Request for Compliance</b>		<b>Verbal Non-Compliance/Passively Non-Compliant</b>
<b>3</b>	<b>Verbal Demand for Compliance While Outlining Consequences. Request Assistance &amp; Police</b>		<b>Continued/Increased Non-Compliance (Verbal or Non-Verbal)</b>
<b>4</b>	<b>Defense Measures – Soft Empty Hand Tactics/Control &amp; Compliance Techniques and/or Pepper Spray and/or Nightstick (depending on availability)</b>		<b>PHYSICAL Action/Resistance toward Security/Personal Safety in Danger</b>
<b>5</b>	<b>Defense Measures – Hard Empty Hand Tactics/Control &amp; Compliance Techniques and/or Pepper Spray and/or Nightstick (depending on availability)</b>		<b>PHYSICAL Attack/Resistance toward Security/Personal Safety in Danger</b>
<b>6</b>	<b>Deadly Force Option (if available)</b>		<b>PHYSICAL Attack/Life Threatening (Lethal Consequences Possible)</b>
<b>L E V E L</b>	<b>SECURITY FORCE OPTIONS/LEVEL OF CONTROL (Security May Enter at Any Level That Represents a Reasonable Response to the Perceived Threat Posed)</b>		<b>OFFENDER ACTIONS/LEVEL OF RESISTANCE (Offender May Initially Present at Any Level)</b>

6. Other Factors to Consider Regarding Use of Force
- A. The threat posed to the safety of the guard and/or other person(s) by the subject.  
Is the threat realistic?
  - B. The offender's ability and/or opportunity to inflict great bodily harm or death to the officer and/or others. Can the offender really do what he/she is threatening to do? But remember, never underestimate an opponent.
  - C. The probability that great bodily harm or death to the guard and/or another will occur if the offender is not restrained without delay. Will someone certainly get hurt if the guard does not do something right now?
  - D. Is the offender under the influence of drugs or alcohol?
  - E. What is the proximity to weapons to the guard and/or the offender?
  - F. What other options does the guard have? Retreat?
  - G. Seriousness of the offense in question. What did the offender do?
  - H. What other pressing circumstances must the Guard attend to such as an injured person(s)?
  - I. Examples of factors which may affect the guard and/or offender level of force selected include:
    - Age
    - Size
    - Relative strength
    - Skill level
    - Injury/exhaustion
    - # of officers vs. # of offenders
  - J. 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 factors that add to this dimension.
    - Poor appearance and bad attitude yields lack of respect, greater chance of being challenged by others.
    - Sharp appearance and professional attitude yields respect, less chance of being challenged by others.
    - Security guards are paid to provide a service to a client, not to engage in personal battles with disrespectful people.
  - K. Verbal challenges from others may be common depending upon the environment. Knowing 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.
  - L. 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.

7. Weapons Other Than Firearms (Title 24, Chapter 13)
  - A. Security guards are authorized to carry the following weapons/items if properly certified to do so:
    - Nightstick or PR 24
    - Mace or pepper spray
    - Handcuffs
  - B. To be permitted to carry any of the aforementioned weapons/items, a training program must be completed on each weapon carried and taught by a certified instructor representing the manufacturer of the weapon/item.
  - C. No items, other than those identified 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.
8. Firearms (Title 24, Chapter 13)
  - A. Security guard licenses for certified armed guards are commonly known as “red cards.”
  - B. Initial certification of armed security guards requires the completion of an approved 40-hour training course administered by a Board-approved certified firearms instructor.
9. Contact and Cover (Back Up/Assistance) for Security Guards
  - A. Security guards will often respond to incidents where a second guard will respond as back-up to the initially responding officer. Depending on circumstances or the potential for force/violence additional guards may also respond. Such circumstances are “Contact & Cover” situations.
  - B. If an individual guard responds and believes an actual or potential situation of force exists, assistance should be requested from back up guards and the police. There is no logic in trying to handle a situation of force/violence alone, especially when another security guard is available for assistance.
  - C. When a subject(s) remains passive and/or compliant the first guard responding, known as the “Contact,” should maintain focus on that person attempting to understand the nature of the actual incident, normally a conversation about incident details.
  - D. The back-up or “Cover” guard has the responsibility of maintaining the overall safety of the scene to include watching the subject’s actions. The cover guard should also be alert to approaching subjects or vehicles that may present a threat as the contact progresses. The cover guard should not engage in actions that take attention away from what the contact guard is doing or initiate another series of events. If additional guards arrive during the contact, they should also serve in the role of a cover unless specifically asked by the contact guard to accomplish a specific task.
  - E. If a contact begins to escalate, where potential or actual force is initiated, then back-up guards or covers would then change their role to provide appropriate assistance.



## DELAWARE SECURITY LICENSE MANDATORY TRAINING COURSE STUDY GUIDE

### SECTION III – ETHICS & PROFESSIONAL STANDARDS



1. Role of a Security Guard
  - A. Professional 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.
  - B. Security guards must maintain the values of being honest, trustworthy and reliable.
2. Personal Appearance
  - A. Exhibiting a clean, neat and professional appearance at all times when on-duty.
  - B. Personal hygiene must be in check
3. Uniform Appearance
  - A. Perhaps one of the most essential standards a security guard must meet and strive to exceed are appearance and uniform standards. The public immediately judges and accesses the competence of that guard by how they first present themselves even before they speak.
  - B. Moreover, appearance and uniform standards are a safety issue for guards. Those lacking professionalism, displaying poor appearance and failing to have uniform standards are simply more likely to be challenged, verbally & physically.
  - C. Uniform Standards which are often overlooked:
    - Uniforms which are too loose, too tight, wrongly sized.
    - Uniforms not worn correctly (hats, helmets).
    - Dirty uniforms and/or stains.
    - Shirts being untucked.
    - Wearing uniform items & decorations improperly or excessively.
    - Improper footwear.

4. Essential Characteristics of a True Professional
  - A. Attitude and demeanor. A security guard should always:
    - Display a demeanor which exudes confidence but not cockiness.
    - Be polite and well-spoken whether interacting with the general public, superiors, co-workers, suspects, violators, etc.
    - Keep their calm, especially during tense situations which are inevitable in this profession.
  - B. Competence
    - Security guards should strive to become experts in their field which sets them apart from the rest of the pack. This means committing themselves to fully understanding and following; specific training, post orders, supervisor directives, etc. Making certain people understand they know how to do their job.
  - C. Accountability
    - Security guards need to be accountable for their actions at all times. Mistakes should be acknowledged. Mistakes should not be hidden, blamed on others or covered up.
  - D. Etiquette
    - Security guard conversations; person to person, on the phone, etc. are an important component of professional behavior. This means identifying yourself by your full name, company and title. Be sure not to dominate the conversation and listen intently to the other party.
5. Situational Influences
  - A. The rules, regulations and laws that security guards must uphold apply equally to all members of the public.
  - B. Consistency is mandatory and special favor must never be given, regardless of personal relationships.
  - C. All violations of laws and policies must be reported immediately to supervisors.
5. 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.



## **SECURITY CODE OF ETHICS AS A SECURITY GUARD 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.



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### SECTION IV – BASIC & EMERGENCY INCIDENT RESPONSE



1. First Responders
  - A. Security guards are essentially first responders in that they are normally the first to arrive or be present at the scene of an emergency or other type of incident. This section will outline basic incident response protocols, preparation for incidents and response safety.
  - B. A first responder is an employee of an emergency service likely to be among the first people to arrive and assist at the scene of an emergency, such as an:
    - Accident
    - Medical Emergency
    - Natural or man-made Disaster
    - Crime
    - Terrorist Attack
  - C. First responders typically include:
    - Police Officers
    - Firefighters
    - Paramedics and Emergency Medical Technicians
  
2. Emergency situations often happen without warning, and security guards must be prepared to respond. Although emergency situations vary in nature, your response will be similar in most. The role of a security guard when responding to an emergency or incident includes the following:
  - A. Access the emergency/incident and request necessary professional response (Police, Fire, or Emergency Medical Service/Ambulance.)
  - B. Provide any necessary first-aid/medical assistance based on training and/or certification level.
  - C. Evacuate/clear the area as necessary and/or set up a perimeter. Do not enter a scene unless it is safe to do so.
  - D. Obtain offender/victim/witness information.
  - E. Assist responding agencies as necessary.

3. The Basics of Emergency/Incident Response
  - A. Develop an Action Plan
    - Use your imagination, to a certain degree and plan out what your response would be to a particular Emergency.
    - Role play and discuss scenarios with fellow guards.
    - Consult property specific emergency plans.
  - B. Know Your Location
    - Tour the entire property location interior & exterior you are responsible for.
    - Understand escape routes (primary & secondary), fire-exits, roof hatches. What areas do you have access to keys, detex alarms?
    - Sprinkler, electrical & utility rooms/areas.
    - Emergency generator – what happens if the electrical power goes down?
    - Phone system? What back-up exists? How will you be able to contact 911?
    - Emergency contacts when issues arise.
  - C. Locate & Check Equipment
    - Personal protective equipment (gloves).
    - Documentation items (notebook, pen).
    - First-aid kits & Automatic Electronic Defibrillator (AED) Locations.
    - Flashlights & temporary lighting.
    - Radio equipment, communication devices, cell phones, land-line phones, etc.
    - Traffic control equipment, crowd control devices, reflective vests, etc.
    - CCTV Equipment (if used), how to use, archive video, release of video, etc.
    - Alarm system, sprinkler Valves,
    - Fire extinguishers, etc.
  - D. Evacuation Procedures
    - Remain calm so you do not panic others.
    - Ask people to evacuate in an orderly fashion
    - Evacuate through the nearest emergency exit depending on availability or proximity to the threat.
    - Pay special attention to those with special needs, such as physical disabilities, the elderly, or those with very young children, and assist if necessary.
    - 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.
    - Guide people away from the building and to a safe place.
  - E. Utilize Specialized Training as necessary
    - Basic first-aid
    - CPR/AED Training
    - Weapon training (handcuffs, O/C Spray, nightstick)
    - Lock-out/tag-out
    - Alarm response / sprinkler suppression
    - Client specific training

4. Protocol for Requesting First Responder Assistance (Contacting 911) – **Medical Emergency**
  - A. When contacting 911 for a Medical Emergency, essential information will be requested:
    - Breathing /difficulty breathing
    - Chest pain
    - Conscious / unconscious / alert & coherent
    - Bleeding
  - B. Providing 911 operators with specific medical information is important as it will determine what type of response they will send.
  - C. Basic Life Support (BLS) – Ambulance / Emergency Medical Technician (EMT). Outlined below is the following regarding an EMT:
    - They are clinicians, trained to respond quickly to emergency situations regarding medical issues, traumatic injuries and accident scenes.
    - They are normally assigned to an Ambulance and transport patients.
    - Firefighters are normally EMT-certified.
    - They are trained in Basic First Aid Medical Response.
    - They are not normally certified to administer medications.
    - They are not Paramedics/ALS.
  - D. Advanced Life Support (ALS) – Paramedics. Outlined below is the following regarding a paramedic:
    - They are specially-trained medical technicians licensed to provide a wide range of emergency services (as defibrillation and the intravenous administration of drugs) before or during transportation to a hospital.
    - Paramedics are not dispatched to all medical calls.
  - E. If/When possible, the patient is the best person to speak directly to 911 as they can explain symptoms, prior medical & medication history.
  
5. Protocol for Requesting First Responder Assistance (Contacting 911) – **Fire/Natural or Man-made Disaster** the caller should be able to explain:
  - A. The incident as specifically as possible.
  - B. Indicate if persons are trapped or cannot escape.
  - C. Indicate any hazardous materials present (fuel, chemicals, explosives, etc.)
  
6. Protocol for Requesting First Responder Assistance (Contacting 911) – **Criminal Incident** the caller should be able to explain:
  - A. What type of crime is being reported?
  - B. Is the crime in progress, about to be committed or already taken place?
  - C. Any weapon(s) involved and what type?
  - D. Number of suspect(s)?
  - E. Location and/or direction of flight for suspect(s)?

7. Security guards must take precautions when entering an incident scene as they can become a victim themselves. Safety precautions for security guards when responding to an incident would include:
- A. Is the area safe to enter or remain?
    - Potential for building collapse, explosion, fire/smoke.
    - Has a violent suspect or armed suspect been neutralized?
  - B. Are bio-hazards (body fluids including: blood, saliva, etc.) present?
    - Gloves and other available protective gear should be carried and worn.
    - Protocols for clean-up of bio-hazards must be followed.
  - C. Needles/sharps present?
    - Such items may need to be handled by law enforcement or medical personnel for patient treatment or crime investigations. Moving such items should only be done when absolutely necessary for safety and with protection.
    - Disposal of needles/sharps must be done according to protocols and disposed of in a “sharps” container if available.
    - Exposure to materials remaining on needles/sharps can pose an immediate life safety risk as they can penetrate skin surfaces.

**\*\*Disclaimer for Medical Emergency Overview – This section is presented to provide students with an overview of potential Medical Emergencies along with symptom & signs of potential medical issues. It also outlines some “common knowledge” response which can be taken by any individual regardless of prior training. This section is NOT designed to train or certify any student on medical, First-Aid, CPR/AED, Chocking or other responses. Certification courses for specific Medical Training needs to be provided by Security Companies\*\***



#### Section IV – Medical Emergency Incident Overview

1. Heart Attack
  - A. Common heart attack symptoms include:
    - pressure in the chest
    - shortness of breath
    - nausea
    - dizziness or fainting
  - B. When you encounter a person who may be having a heart attack, immediately call 911.
  - C. 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.
  - D. The 911 dispatcher may be able to instruct proper CPR procedures.
2. Choking
  - A. When a person’s windpipe becomes blocked by food or small objects, they begin to choke.
  - B. A choking person often gives the universal choking sign by clutching their throat with their hands.
  - C. 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 five (5) quick, upward thrusts into the abdomen to try to force the blockage out.
    - Repeat if not dislodged.
  - D. Have another person call 911 while you perform the *Heimlich maneuver*.
  - E. Perform CPR with chest compressions if the person loses consciousness.
3. Bleeding
  - A. Apply gloves prior to assisting anyone who is bleeding.
  - B. Simple wounds such as minor scrapes or cuts require holding pressure onto the wound to stop the bleeding.
  - C. Elevate the wound if bleeding continues.
  - D. If bleeding continues after asserting pressure, seek medical attention

- E. Call 911 for large, gaping wounds with flowing or spurting blood, and apply pressure onto the wound until medical assistance arrives. In such conditions (and if available) a tourniquet can be applied.
- 4. Skeletal injuries (broken bones)
  - A. Fractures of bones require medical attention, Call 911.
  - B. Immobilize the fractured area.
  - C. Apply ice packs to the area to limit swelling.
- 5. Drug Overdose
  - A. Depending on the type of drug involved symptoms can vary.
  - B. Depressant overdose (heroin, morphine, oxycodone, fentanyl, methadone)
    - Difficulty breathing
    - snoring or grunting
    - blue lips or fingertips
    - disorientation or the inability to wake someone up
  - C. Stimulant Overdose (amphetamines, "Ice", "Speed", cocaine)
    - chest pain
    - disorientation/confusion
    - severe headache
    - seizures
    - high temperature (overheating, but not sweating)
    - difficulty breathing
    - agitation and paranoia
    - hallucinations
    - unconsciousness
  - D. Mixing Drug or Other Types of Drug Overdose, such as "PCP" or "Ecstasy," can include a combination of symptoms.
  - E. Immediately Call 911.
  - F. Take special precautions to check the scene. Do not touch drug items or needles as they may contaminate others. Wear Gloves.
  - G. Provide other care based on circumstances:
    - Attempt to calm the person by speaking with them in a normal tone.
    - If they appear unconscious, try to get a response from them by calling their name or asking them questions.
    - If you can't get a response, gently turn the person on his/her side (this is important to facilitate breathing and prevent choking should the person vomit).
    - Provide first-aid and/or CPR.
    - Keep an eye on them. People can go in and out of consciousness.
    - If stimulants such as amphetamines are thought to be involved, a person may feel hot, anxious or agitated. Try to move them somewhere cooler and quieter.



#### IV. Natural and Manmade Disaster Incident Overview

##### 1. Fire / Smoke Condition

- A. Call 911 to report the fire.
- B. Activate fire alarms if/when possible.
- C. Do not enter the scene unless you have an avenue of immediate escape based on circumstances encountered. If overwhelmed by conditions, do not enter.
- D. Remember smoke inhalation is even more dangerous than the fire and can be deadly.
- E. Follow evacuation procedures for yourself and others.
- F. 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. Security guards should be very familiar with using fire extinguishers available at their facility. Unless you are certain of operation, do not attempt to use the extinguisher. If a fire extinguisher is used:
  - Make sure the fire is small enough to be contained by an extinguisher, which will run out in 8 – 10 seconds.
  - Position yourself between the fire and an exit, with your back to the exit. Immediately stop and escape if the fire becomes larger or smoke develops.
  - To Operate remember PASS
    - PULL the Pin
    - AIM Low at the base of the Fire
    - SQUEEZE the Trigger
    - SWEEP from side to side until the Fire is out.
- G. In Delaware the ranking fire department official will be the Scene Commander at all fire incidents.

##### 2. Bomb (Explosive) or other Threat

- A. 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 ID on the phone that received the call, note the phone number the call is from.
- B. Threats can also be received by other means including; mail, electronically (computer/email) or other means.
- C. Call 911 if/when directed to do so unless a person of authority is not present to do so.
- D. Contact a Supervisor or Building Manager if available.
- E. Follow evacuation procedures, guiding any visitors away from the property.



3. Suspicious Package / Mail or Delivered Items / Other Object or Substance
  - A. Distance yourself and others from the area.
  - B. Attempt to track how long the item has been left in the area and/or who may have left it. Many times items that appear suspicious have been accidentally left behind, mislaid or forgotten by the rightful owner.
  - C. If item has obvious markings such as wires, triggers or other unusual circumstances exist immediately evacuate the area and contact 911.
  - D. Some characteristics of Suspicious circumstances include the following:
    - Actual threat message marked with any threatening language
    - Excessive postage
    - Excessive weight
    - Inappropriate or unusual labeling
    - Handwritten or poorly typed address
    - Strange or no return address
    - Incorrect titles or title without a name
    - Misspelled common words
    - Not addressed to a specific person
    - City of postmark does not match return address city
    - Powdery substance felt through or appearing on package
    - Oily stains, discoloration or odor
    - Lopsided/uneven package or envelope
    - Excessive tape, string, or packing materials Ticking sound
    - Protruding wires or aluminum foil



4. Power Outages
  - A. Security guards should be aware of temporary/back-up power sources such as generators, flashlight storage, emergency lighting, etc.
  - B. Emergency power will provide minimal coverage.
  - C. Cell Phones are essential.
  - D. Alarms for Fire/Burglar/Panic and others may activate due to power failure.
  - E. Extra staff coverage for vulnerable areas (parking lots, stairwells, etc.) may be necessary.
  - F. Appliances, computers, etc. may need to be unplugged before power is returned to prevent damaging surges.
  
5. Chemical Accidents
  - A. Immediately contact 911.
  - B. Attempt to evacuate people as far away as possible and await first responders.
  
6. Earthquake
  - A. Earthquakes happen without any warning and can cause severe damage in a matter of seconds, so be prepared to act quickly.
  - B. 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.
  - C. Take cover beneath a table, counter, or under a doorframe.
  - D. Tuck your head and cover it with your arms in a protective stance.
  - E. Windows, hanging objects, glass partitions, and anything that could potentially shatter are dangerous objects in an earthquake. Try to position yourself as far from these as possible.
  - F. Follow evacuation procedures once the tremors have stopped
  - G. Guide others away from buildings and make them aware of any fallen power lines or fallen trees in the vicinity.
  - H. Be ready for aftershocks.
  
7. Tornado
  - A. Go to a pre-designated area such as a safe room, basement, storm cellar, or the lowest building level.
  - B. If there is no basement, go to the center of a small interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck.
  - C. In a high-rise building, go to a small interior room or hallway on the lowest floor possible.
  - D. Do not open windows.
  - E. If you are not in a sturdy building, there is no single research-based recommendation for what last-resort action to take because many factors can affect your decision.
  - F. Take cover in a stationary vehicle. Put the seat belt on and cover your head with your arms and a blanket, coat or other cushion if possible.
  - G. Lie in an area noticeably lower than the level of the roadway and cover your head with your arms and a blanket, coat or other cushion if possible.

8. Flood

- A. If safe, follow evacuation procedures and lead visitors to high ground.
- B. Do not drive through standing water since you do not know its depth.
- C. If unable to evacuate the premises, go to the highest point in the building and shelter in place.
- D. Call 911 and let emergency services know your location. Await rescue or further instructions from emergency personnel.



#### IV. Criminal Incident Overview

##### 1. Criminal Incident Response for Security Guards

- A. Incident response for security guards is different from the eventual response of the police/law enforcement.
- B. Security guards should be careful so they don't confuse their role with that of the police.
- C. Some incidents initially responded to by a security guard may be quite similar to how the police would respond. Regardless, the police will take charge of a criminal incident upon their arrival.
- D. The police have specialized training and legal authority to formally investigate a criminal act.
- E. Police have the arrest and/or detention authority.
- F. Depending on the severity and urgency of the incident, a security guard should gauge when it is appropriate to contact the police. If in doubt, a security guard should contact the Police and let them decide how to proceed.
  - An in-progress crime, crime involving violence, threats or weapons, etc., must be immediately reported.
  - Crimes involving the guard or the property being protected should be reported without delay to preserve evidence, etc.
  - Depending on circumstances, the actual victim of crime may need to decide if they wish to contact the police. Regardless, such incidents should always be documented along with preserving any evidence, should it be necessary in a later police or other investigation.

##### 2. Security Assistance to Police in Criminal Incidents

- A. Security guards can serve a vital role in assisting the police during and after a criminal incident, including the following:
  - Secure the crime scene
  - Obtain suspect information
  - Obtain victim & witness information
  - Provide appropriate and approved back-up
  - Assist with secondary issues (medical, family member response, etc.)
  - Review cctv footage which may be necessary for the investigation

##### 3. Robbery - Taking or attempting to take anything of value by force, threat of force or by putting the victim in fear

- A. Armed robbery involves the offender(s) using a weapon (knife, gun, etc.) to threaten a victim. *For example; an offender points a gun at someone and demands their wallet.*

- B. Strong armed robbery does not involve a weapon but occurs when an offender(s) uses physical force to remove property. Offenders do not need to use or imply a weapon to commit a robbery. *For example; an offender pushes a person to the ground and removes their wallet.*
  - C. Robbery also occurs should an offender places the victim in fear for their safety regardless of weapons or physical force. *For example: An offender threatens to push a person down if they do not hand over their wallet.*
  - D. Security guard response to a robbery is limited being they are generally not armed with lethal force which may become necessary to defend against an offender willing to use the same.
  - E. Armed security guards must consider their company policy, legal and other limitations when interacting with a robbery in progress.
  - F. People often confuse “robbery” with “theft.” A robbery requires actual force or threat of force while a theft is taking of property without the owner’s consent, generally without their knowledge. Security guards must pay close attention to incident details to determine the difference. *For example; if a person’s purse is taken after setting the purse on a table and walking away, it is a theft.*
4. Theft - the taking of another person's property or services without that person's permission or consent with the intent to deprive the rightful owner of it. The difference between a theft and a robbery is the lack of threat or force. A security guard initially responding must immediately clarify details of thefts to insure they are not a robbery or vice versa.
- A. Burglary is the illegal breaking and entry normally to a business, a secured area or a motor vehicle to commit a theft of property. Normally, the area is unoccupied by persons.
    - Security guards should always consider a burglary to potentially still be in progress, unless & until the building area has been entered & secured.
    - Generally, security guards should request police assistance to enter & clear an area where a burglary is suspected. Regardless, open doors or alarms should be considered pre-cursors until known.
    - Security response to a burglary must include crime scene preservation.
    - Property owner/managers should always be contacted to respond and truly verify property has been removed.
    - Burglary incidents normally occur using forced entry methods.
  - B. Retail thefts generally include items removed from businesses and/or methods used to remove property or money from individuals. They may include:
    - Shoplifting (explained in Section 2)
    - Fraud & Criminal Impersonation.
    - Theft of Services such as a patron failing to pay for fuel at a gas station or a meal at a restaurant/dinning establishment.
  - C. Theft of Mislaid Property generally occurs when items accidentally left unattended are removed without the owner’s permission. Some common examples include:
    - Wallets, cell phones, packages and other personal property.
5. Crimes Against Person usually refers to a crime which is committed by direct physical harm or force being applied to another person. They may include:

- A. Crimes Against Person in Delaware are classified by degree, depending on a variety of factors, such as the accused's intent, the seriousness of the injury, the means used to inflict the injury, and the age and profession of the victim.
  - B. Some more common Crimes Against Person include:
    - Assault or Offensive Touching such as: punching, striking, hitting.
    - Assaults with weapons.
    - Threatening persons with harm.
  - C. Sexual Offenses
  - D. Security guards responding to any Offense Against Person
    - Always be aware a weapon(s) may have or may be introduced to the incident and access this possibility.
    - Request back-up from other officers and/or police.
    - Use verbal commands from a safe distance or greater to encourage combatants to disengage.
    - If/When safe, attempt to separate feuding parties.
    - Provide any necessary medical attention.
6. Illegal Drug Crimes generally refer to the Possession, Use or Distribution of a Controlled Dangerous Substance.
- A. Security guards will normally interact with Illegal Drug Activity such as:
    - Persons using marijuana (normally smoking).
    - Persons using other drugs and potentially overdosing.
    - Persons selling, purchasing or providing illegal drugs to others.
    - Persons attempting to steal or remove Legal or Illegal Drugs.
    - Illegal or Legal drugs or paraphernalia (items associated with drug activity) left unattended or found.
  - B. Security guards should avoid touching or disturbing illegal drug products unless personal safety is immediately in jeopardy. Disposal or removal of product should be done in consultation with law enforcement.
  - C. Security guards should use protective gear (gloves, etc.) whenever illegal drug product is present.
  - D. Security guards should consult Section #4 (Medical Emergencies) regarding drug related medical emergencies. All safety precautions should be taken as persons involved may be violent, in distress, agitated or generally be unsafe.
  - E. Security guards should generally notify Law Enforcement when in-progress drug activity is encountered.

#### IV. OTHER Incident Response

- 1. Interactions (Criminal & Other) with Juveniles
  - A. While the interactions may be similar, the type of necessary response when a juvenile/child (infants, toddlers, pre-teens & teenagers) are involved can vary or may be completely different.
  - B. Security guards may interact with children/juveniles during vulnerable situations and they should always be alert. If their safety appears to be in jeopardy they need to react accordingly.

- C. Being such interactions normally involve an adult(s) and children, they may evoke emotional responses.
  - D. When a person who acts criminally and is then detained, a security professional has a duty to act professionally and in a caring manner toward the children present.
  - E. The safety of the security guard and the child(s) may be at risk if proper and careful response measures are not taken. The best advice would be to introduce law enforcement into the situation as early and rapidly as possible.
    - Parents/guardians or others who appear to be using unnecessary or excessive physical force to control children. Be careful to interpret these situations carefully.
    - Children in the care of a person who is intoxicated, unstable or is acting in a violent manner.
  - F. The Delaware Division of Family Services (DFS) is to promote the safety and well-being of children and their families through prevention, protection, and permanency. This agency can also be introduced as necessary when incidents involve juveniles.
  - G. Juveniles and the Law. (Delaware recognizes 18 as the "age of majority," or the age at which state residents are legally considered adults.)
    - Delaware state law does not specify a specific age when a juvenile can be held legally responsible.
    - The Attorney General will issue guidelines to law enforcement regarding the appropriate age a juvenile may be arrested and/or prosecuted. For example: shoplifting - 11 Years old.
    - Cases heard in the Delaware Family Court, by law, shall be in the interest of rather than against the child.
  - H. Medical Responses for Infants or Children will be different for:
    - Chocking/*Heimlich Maneuver*
    - CPR
    - AED Use
2. Incident Evaluation
- A. Security guards often respond and interact with issues and incidents that may not have a clear definition or solution. It is important to understand the facts involved to determine what, if any, response is necessary and/or what remedy or solution can be applied. Among the reasons why a security guard will need to understand and clarify incidents include the following:
    - When do the police/law enforcement need to involved?
    - Is it a matter criminal or civil?
    - What can a guard enforce or not enforce?
    - When can someone be detained and/or arrested?
    - Is the matter a complaint or is it an actionable Issue?
    - What remedy or solution is possible?
    - Where does the matter get referred to?
  - B. Aside from understanding the facts involved, security guards must use discretion (using the best practical judgement about an issue). Security guards often operate in the "grey" area where issues are not certain (black & white) one way or another. Discretion normally develops with experience, proper training and common sense.

C. Terms associated with understanding and using discretion:

ILLEGAL/Criminal Act	An act that violates Criminal Law and is harmful to Society.
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*Example: Shoplifting is illegal*

LEGAL	An act that does not violate criminal law.
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*Example: A juvenile skateboarding in a parking lot of a shopping center is not breaking the law. He/she may be violating the property's Code-of-Conduct but that is not illegal.*

CIVIL Act/Matter	An act that is not criminal but may still be cause for civil legal action. Civil acts normally involve private disputes between persons, organizations or businesses.
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*Example: A customer attempts to have a cell phone repaired at a local repair shop. The shop accidentally breaks the customer's phone. This is a civil matter and does not involve a Criminal act.*

PUBLIC Property	Area open to the general public. Generally, visitors must adhere to polices, rules & regulations established by a government agency.
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*Example: A Park or Library.*

PRIVATE Property	Area owned & operated by a specific person, company or organization where visitors may or may not be invited and must adhere to the owner/operator's policies, rules and regulations.
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*Example: Shopping Centers, Office Buildings & Businesses.*

Code-of-Conduct	An established set of policies, rules & regulations generally established on private property by the owner/operator, although the same may apply to public areas as well. A code may be posted but not always legally required.
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*Example: A Code-of-Conduct may prohibit smoking on a particular property, either private or public.*

Criminal Trespass	A criminal act when a person(s) remains on private property after being directed to leave by the owner/operator or their representative. A person can also criminally trespass in a public area when he/she refuses to leave when he/she is legally ordered to leave but remains. Criminal trespass is normally an avenue when an issue can turn from a private property matter to criminal (trespassing) and then involve law enforcement.
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*Example: A security guard tells a person soliciting on private property to leave and he/she refuses to leave. The guard may then contact law enforcement to prosecute the person for Criminal Trespass.*



Solicitation	The act of accosting someone and offering services either legal or illegal or attempting to ask others to provide something to them.
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*Example: A person enters private property and attempts to beg for money being he/she is homeless.*

- D. Outlined below are “best practices” security guards can use to understand issues/incidents and Use Discretion:
- Locate, review and understand the property Code-of-Conduct and/or confer with the property owner/operator for specific policies, rules or regulations. If your understanding is not certain, ask questions to clarify.
  - Understand how the owner/operator wants the Code-of-Conduct enforced.
  - Seek advice from a supervisor or others in position of authority to understand criminal or illegal incidents vs. legal or private property violations.
  - Consult seasoned employees or guards who are familiar with property issues or incidents.
  - Follow company or client established training protocols.
3. Breastfeeding/Nursing in Public
- A. Breastfeeding/nursing in public is permitted under Delaware state law and should not be interfered with by security guards or anyone.
  - B. Breastfeeding/nursing is permitted in public areas and/or any area where the public is invited.
  - C. Some properties have set-aside locations for Breastfeeding/Nursing commonly referred to as “Family Rooms.” Regardless, this should only be offered as a convenience and not be mandated.
  - D. Persons who make complaints about this public accommodation should be advised of the law.
4. Children/Others Locked in Parked Vehicles
- A. The primary duty is to immediately observe the child/person’s personal safety. If they appear to be unresponsive or in immediate danger immediate attempts to gain entry to the vehicle should be attempted including contacting 911 reporting the same.
  - B. Vehicle temperatures inside a parked vehicle:
    - At 70 degrees on a sunny day, after a half hour, the temperature inside a car is 104 degrees.
    - After an hour, it can reach 113 degrees.
    - When temperatures outside range from 80 degrees to 100 degrees, the temperature inside a car parked in direct sunlight can quickly climb to between 130F - 172F.
5. Animals locked in Parked Vehicles
- A. The primary assessment of an animal observed inside of a parked vehicle is observe if the animal is in immediate danger and/or unresponsive.

- B. Security guards should monitor the vehicle and immediately Contact *Delaware Animal Control* which is available to respond for such incidents.



## 6. Mentally Disturbed Persons

- A. Security guards may often come across persons who are mentally disturbed and/or exhibiting signs of anxiety, depression or other emotional symptoms. Such persons may even be suicidal and/or potential attempt to harm themselves or others.
- B. Such persons should not be considered as offenders however a security guard should be cautious when approaching such persons. If/when necessary medical or law enforcement assistance should be requested.
- C. Until professional assistance can arrive, a security guard:
- Relax and stay calm so you do not agitate the person.
  - Attempt to contact a family member or friend who may be able to assist.
  - Start a conversation with non-confrontational language.
  - Minimize distractions.
  - Listen and make eye-contact (unless this is threatening).
  - Acknowledge what the other person says and how they feel, even if you don't agree.
  - Look for common ground. Focus on observable facts; things you both saw or heard.
  - Use humor in easy situations.
  - Don't raise your voice or attempt to intimidate or "discipline" the person.
  - Don't use general and loaded words such as "always" or "never." Use specific words instead.
  - Don't use sarcasm and avoid humor in difficult situations
  - Avoid sounding patronizing or condescending.



## 7. Firearms (Open Carry Law)

- A. In Delaware it is legal to openly carry a firearm in public unless specially prohibited in a specific area.
- B. A citizen in Delaware may also possess a Permit to Carry a Concealed Deadly Weapon. Normally, such a person complies with the appropriate training they should not provoke attention to a properly concealed firearm.
- C. Law Enforcement Officers (local, State, Federal) are normally permitted to carry/possess firearms and should not be disturbed even if there are property restrictions. Regardless such persons should also be able to present valid credentials.
- D. Private Armed Security Guards in Delaware will need to carry a Delaware State Security License Red Card.
- E. Private Property Owners/Operators may decide if citizens are permitted to openly carry firearms at their locations. This should generally be outlined in a Property Code-of-Conduct and/or visually displayed but this is not legally required.
- F. In the course of their duties, security guards will be expected to enforce property specific policies regarding openly carrying firearms.

- G. Security guards may encounter situations when other persons may be offended and/or alarmed by a person openly carrying a firearm. Therefore it is important to understand the law and/or property specific rules and regulations.



#### Non-Firearm Weapon (Open Carry)

In addition to firearms private citizens may legally be able to openly carry or carry a concealed weapon with a permit. They may include:

- Knives (3" or less)
  - BB or pellet guns
  - OC Spray (disabling chemical spray)
- A. Delaware prohibits the concealed possession of:
- switchblades
  - gravity knives
  - knuckle knives
  - undetectable non-metal knives
  - throwing stars
- B. Knives are prohibited from being carried in Delaware schools.
- C. Security guards should always defer to law enforcement regarding the legality of weapons carried or possessed.



#### 8. Service Animals

- A. Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include:
- guiding people who are blind
  - alerting people who are deaf
  - pulling a wheelchair
  - alerting and protecting a person who is having a seizure
  - reminding a person with mental illness to take prescribed medications
  - Calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack or performing other duties.
- B. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the Americans with Disabilities Act (ADA).
- C. Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.
- D. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

- E. When it is not obvious what service an animal provides, only limited inquiries are allowed. Security guards & staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Security guards or others cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task. Consult your property owner/operator for direction as it may be prudent to avoid contact with Service Animals altogether to avoid unnecessary conflicts or disputes.
- F. Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals.
- G. A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.
- H. Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.
- I. People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.

9. Transgender Restroom Use

- A. There are no state laws prohibiting the use of one restroom over another in regards to transgendered individuals.
- B. Regardless of legality, the issue may provoke questions and complaints. Security guards should make all efforts to explain the law as it pertains to the issue. If necessary, support from supervisors and/or the property owner/operator should be sought.
- C. As an alternative option to persons voicing concerns or complaints and if available, they may be directed to a Family Restroom.



10. Facemasks/Coverings & Dress Codes

- A. Private Property owners/operators have the ultimate authority to provide and enforce a property dress code of any type. Normally this would be outlined in the Property Code-of-Conduct. Security guards need to be aware of any such regulations.
- B. Persons with face coverings and/or masks used for religious practices and/or medical necessities should not be considered violators and should not be approached as such. Interactions for such reasons can be seen as discriminatory in nature and result in legal actions against the property, the Security guard and others. As with any enforcement it needs to be based on behavior.
- C. Certain face coverings can be used specifically by offenders who want to conceal their identity during the commission of a crime. Security guards should attempt to distinguish when this appears possible in comparison to dress styles.

- D. Certain type of dress, etc. may be considered improper by some but socially acceptable to others. Security guards should not attempt to arbitrate such debates and defer to the property owner/operator to decide what is and is not acceptable. Some examples might include:
- Pants worn below the waist potentially exposing under garments, etc.
  - Hats, shirts, etc. with recognized “gang symbols.”
  - Clothing with curse words or language deemed inappropriate.

#### 11. Demonstrations / Protests

- A. Security guards may interact with organized groups looking to promote a particular cause.
- B. Security guards must be aware of the property owner/operator’s wishes in regards to allowing such demonstrations to take place or what limitations may be placed upon groups.
- If possible and if permitted it might be best to allow a short duration demonstration rather than attempt to disrupt it which may provoke the group.
  - Security guards must expect the demonstration to be video/audio recorded and potentially sent to social media.
- C. Most groups are not looking for a physical confrontation however maintaining Safety is the primary concern for a security guard. If any demonstration appears likely to escalate, potentially become violent or actually become violent immediate assistance from law enforcement should be requested.



#### 12. Photography / Video / Social Media

- A. Security guards will operate in areas where they must fully anticipate and understand their actions and events they respond to will potentially be recorded (visual and/or audio).
- B. Private property owners/operators may restrict certain recording however due to the ease of recording abilities and technology this may be difficult or impractical to enforce.
- C. Generally persons in a public area or an area where the public is openly invited do not have a reasonable expectation of privacy.
- D. Security guards may interact with incidents involving recordings that are controversial or provoke angry reactions. Some examples might include:
- children being recorded
  - people being recorded without their permission
  - recordings of financial transactions (entering PIN #, etc.)
- E. Generally persons should have an expectation of privacy in private areas such as:
- restrooms
  - family Accommodation rooms
  - locker / changing rooms
  - dressing rooms
- F. Security guards responding to recording disputes should contact and defer to any investigation into legality to Law Enforcement.

- G. If any illegal act involving a recording is possible or alleged, law enforcement must be contacted.
- H. Under no circumstance should a security guard direct someone to:
  - Delete, remove or erase images or video (even if it will satisfy the person making the complaint).
  - Take possession of a camera, cell phone or other recording device.
  - Provide advice or suggest a person delete, remove or erase images or video.



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**SECTION V - CULTURAL DIVERSITY**



1. 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.
  - A. Because Delaware has a consistently 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.
2. Terms/Definitions we might hear in relation to Diversity:
  - A. **AFFIRMATIVE ACTION** - 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.
  - B. **BIAS** - An inclination towards a certain belief, often interfering with objective judgment.
  - C. **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.
  - D. **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.
  - E. **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.
  - F. **PREJUDICE** -An opinion formed based on biases, without complete information. Also refers to an irrational hatred of a specific group (often ethnic or religious).
  - G. **SEXISM** - A prejudice against a particular gender. Often appears in the form of role stereotyping
  - H. **STEREOTYPE** - A conventional, usually oversimplified opinion applied to a particular group

3. CULTURAL COMPETENCE - The ability to respond effectively and appropriately to different cultural/generational contexts in the workplace.
  - A. Acknowledge and accept differences in cognitive, behavioral, philosophical, social, and communicative styles that arise from different cultural generational contexts.
  - B. Seek to understand; ask for clarification or reasons for the behavior
  - C. Communicate policies, procedures clearly to employees if you are a manager
  - D. 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.
  
4. DIVERSITY IN THE WORKPLACE – How we Benefit:
  - A. 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.
  - B. Diversity not only involves how people perceive themselves, but how they perceive others. Those perceptions affect their interactions.
  - C. 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.
  - D. Diversity will increase significantly in the coming years.
  - E. Organizations employing a diverse workforce can supply a greater variety of solutions to problems in service, sourcing, and allocation of resources.
  - F. Employees from diverse backgrounds bring individual talents and experiences in suggesting ideas that are flexible in adapting to fluctuating markets and customer demands.





## 5. 100 People: A World Portrait...

The following is a detailed version of our 100 People statistics, updated in 2016 to reflect the world population having reached almost 7.5 billion people. Source information for each of the categories is available at the bottom of the page.

If the world were 100 PEOPLE:



### Gender

- 50 would be female
- 50 would be male



### Age

- 25 would be 0-14
- 66 would be 15-64
- 9 would be 65 and older



### Geography

- 60 would be from Asia
- 16 would be from Africa
- 10 would be from Europe
- 9 would be from Latin America & the Caribbean
- 5 would be from North America



### Religion

- 31 would be Christian
- 23 would be Muslim
- 16 would not be religious or identify themselves as being aligned with a particular faith
- 15 would be Hindu
- 7 would be Buddhist
- 8 would believe in other religions



### First Language

- 12 would speak Chinese
- 6 would speak Spanish
- 5 would speak English
- 4 would speak Hindi
- 3 would speak Arabic
- 3 would speak Bengali
- 3 would speak Portuguese
- 2 would speak Russian
- 2 would speak Japanese
- 60 would speak other languages



### Education

- 78% of eligible males would have a primary (Grammar) school education
- 76% of eligible females would have a primary (Grammar) school education
- 66% of eligible males would have a secondary (high) school education
- 63% of eligible females would have a secondary (high) school education
- 7 would have a college degree



### Shelter

- 78 people would have a place to shelter them from the wind and the rain, but 22 would not



### Drinking Water

- 91 would have access to safe drinking water
- 9 would use unimproved water



### Food

- 11 would be undernourished



### Poverty

- 11 would live on less than \$1.90 USD per day



### Electricity

- 82 would have electricity
- 18 would not



## Technology

- 65 would be cell phone users
- 47 would be active internet users
- 95 live in an area with a mobile- cellular network



## Sanitation

- 68 would have improved sanitation
- 14 would have no toilets
- 18 would have unimproved toilets

*Source variables and documentation provided by:*

*Fritz J. Erickson: Provost and Vice President for Academic Affairs, Ferris State University (Formerly Dean of Professional and Graduate Studies, University of Wisconsin - Green Bay); John A. Vonk: Professor Emeritus, University of Northern Colorado*



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**SECTION VI – REPORT WRITING, DOCUMENTATION & EVIDENCE**

**Incident Report**



1. Security guards will need to document activities and incidents in several different formats including:
  - A. Incident Reports
    - Used to document a specific incident where a response was necessary including those outlined in Section VI (medical, criminal, natural & man-made disasters, personal & vehicle accidents).
  - B. Daily Log / Activity Reports
    - Used to document normal shift activity
    - Daily patrol rounds
    - Requests for assistance/service
    - Client required documents and logs
  - C. Field Notes (Notebooks, etc.)
    - All security guards need to have a small (pocket size) notebook & pen available to jot down general information associated with incidents or routine patrol duties.
  - D. Time / Record Keeping
    - Used to track and verify security deployment for employers and clients.
  
2. Security Documentation is Imperative for Several Reasons:
  - A. Documentation used as Evidence
    - Use for reference in future legal proceedings, both criminal and civil.
  - B. Billing / Invoicing
    - Documentation can verify client billing & employer payroll records.
    - Used as evidence of actual security coverage.

3. Report Style

A. Neatness



- 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.

### Grammar



#### B. Spelling & Grammar

- 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

- 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

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



#### E. Confidentiality

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



#### 4. Five C's of Writing

##### A. Clear

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

##### B. Concise

- Reports should be short and to-the-point.
- Don't use "filler" words and phrases.
- No run-on sentences.

##### C. Consistent

- Write in the 1st or 3rd person throughout the report.
- Write in the past tense, making sure not to switch tenses at any point in the report.
- Use the same abbreviations for the same words throughout the report.

##### D. Compelling

- 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

- Make sure that there are no factual, spelling or grammatical errors.
- Review your work for accuracy.



5. Questions to Ask

- A. Who
  - Get the name, date of birth and contact information of everyone you speak to for a report.
- B. What
  - 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
  - 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. *Example: The exact name of the store in the mall where a suspect is caught shoplifting.*
- D. When
  - Ask for the time that an event occurred, if you are not already aware, and note the date in your report.
  - Include any later times or dates that are relevant to the original event.
- E. Why
  - 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
  - Ask interviewees how the event occurred, particularly who was involved and how the incident played-out.





## 6. Evidence

- A. Aside from documentation used as evidence, security guards will be responsible for preserving evidence for their client, employer and/or law enforcement for future legal proceedings both civil and criminal.
- B. Evidence sources may include the following:
  - Photographs of incident/accident scenes. Make sure photos are time/date stamped.
  - Suspect information (identity, vehicle description, etc.)
  - Video/CCTV footage from any available source.
- C. Evidence collection for criminal incidents is normally the responsibility of law enforcement but copies may be necessary for clients or employers.
- D. Release and Collection of Evidence collected by security guards is confidential.
  - Any release of evidence must be approved by the client as it is inherently their property. This includes cctv footage, photographs taken by their agents (security guards), etc.
  - Clients or other owners of evidence may require written authorization and/or a subpoena from a court.
  - Security guards are expressly prohibited from copying or maintaining a client or employer's evidence.



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**SECTION VII – COMMUNICATION**

1. The Total Communication Process begins through NON-VERBAL & VERBAL COMMUNICATION
  - A. Non-Verbal Communication
    - Facial Expressions
    - Body Movements / Body Language
    - Posture
    - Stance
    - Body Positioning
  - B. Verbal Communication
    - Speaking to others using Words
    - Tone of Voice
  - C. Our Verbal & Non-Verbal Communications are normally understood as:
    - Non-verbal accounting for 70% of communication process and verbal accounting for 30%.
    - Aligning verbal & non-verbal communication is important. If/when we send conflicting messages people will normally react to the non-verbal more than the verbal.
  
2. Three (3) Goals of Effectively Communicating for Security Guards
  - A. Safety
    - Miscommunication with others, especially an adversary, may result in an escalation to physical and violent contacts.
    - Miscommunication, negative or disrespectful comments and sarcasm can provoke persons to act out during contacts.
    - While security guards may have some limited defensive & force measures available their job is avoid using force whenever possible.
  - B. Positive Interactions
    - Security guards often interact with people on some of the worst days of their lives; they are victims, they are offenders, they are desperate, ashamed, embarrassed, etc. If the contact begins with good communication efforts it may lead to an overall good conclusion of the entire issue.
    - Good communication skills can decrease the likelihood of complaints against guards and may even contribute to an overall reduction in criminal and behavior incidents.
  - C. Compliance
    - Security guards should consider themselves to be in the business of “motivating and encouraging” not forcing people to comply with rules and regulations.
    - Voluntary compliance is always the goal!

3. Why Communications Fail – Reasons Outlined with Possible Remedies
  - A. Failure to Truly Listen – Become an Active Listener
    - Fully listen to someone speaking without interrupting
    - Remain neutral and refrain from making judgements
    - Hear literally – don't add or subtract from someone's words
    - Empathize – attempt to truly understand the person's situation
  - B. Language Barriers – the person(s) speak another Language
    - Use an interpreter if available
    - Use hand gestures to understand and explain
  - C. Being Disrespectful, Condescending, Sarcastic or Rude
    - Remove the "personal" from the conversation even if being baited
    - Concentrate on the issue, not the person(s) involved
    - Remember you are the professional
  - D. Providing misleading or incorrect information and/or threatening unrealistic consequences and/or making promises that are impractical.
    - Review all policies, procedures, directives, code-of-conduct to make certain you understand all fully.
    - Making promises that can't be kept ruin your credibility.
    - Making threats that can't be carried out make you vulnerable and weak.
  - E. Failure to properly prepare for Communication Interactions as a Professional.
    - Take stock of your own emotions, understand what can make you react negatively and learn how to overcome the same.
    - Allow for a fellow security guard to take over when you may be losing control or failing to move forward in a conversation.
    - Practice verbal interactions and role play with fellow security guards before they occur.
    - Remain professional and never sink to a negative level of an offender.
  - F. Negative Body Language / Poor Presentation
    - Be aware of and control body language (eye rolling, head tilting, facial expressions, hand gestures).
    - Stand and position yourself correctly and safely according as suitable for the interaction.
    - Wear and display uniform items correctly (proper sizing, correct fit, tucked, neat).
    - Maintain personal hygiene (breath & body).
    - Failure to present yourself properly will turn the interaction and make you a target.

#### 4. Communication with Difficult or Emotional Persons

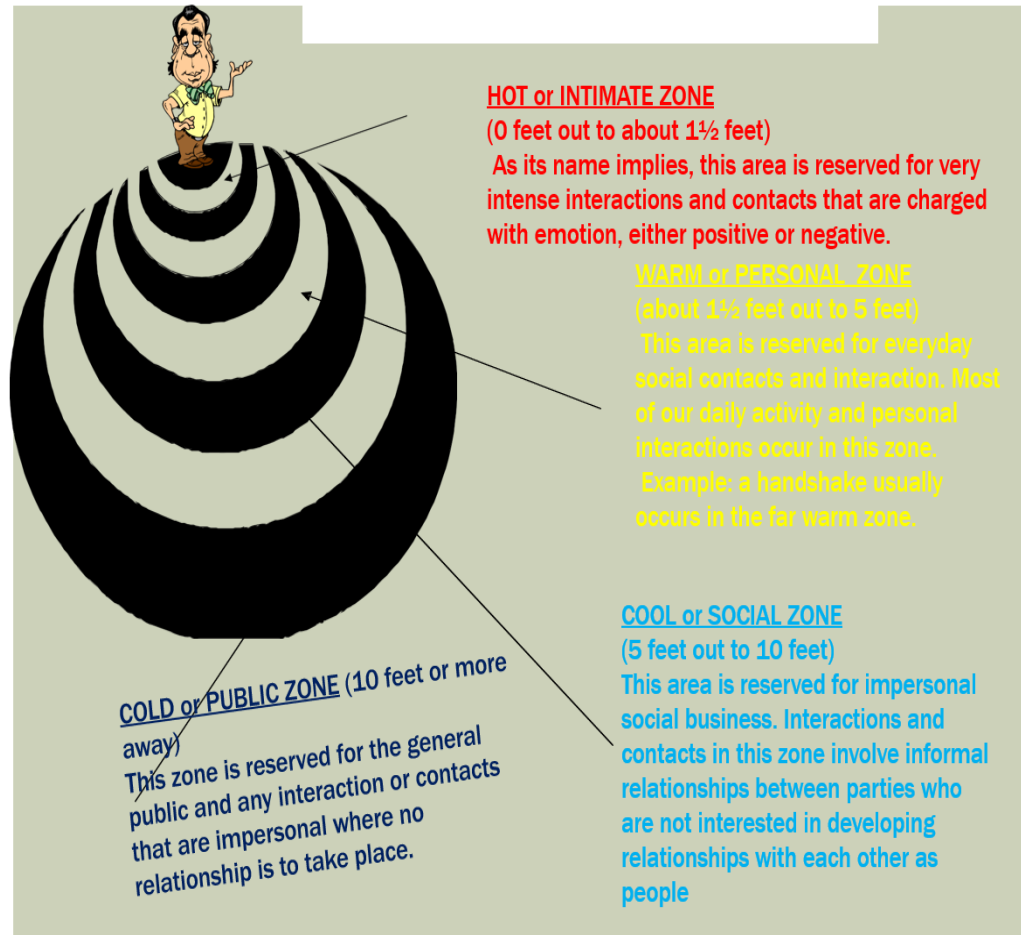
A. Types of non-compliance normally encountered. Generally, non-compliant persons break down into three (3) specific categories:

- They simply don't know that they are violating policy. Generally, these people are easiest to deal with, and simply asking them to comply will achieve our goals. Thankfully, this is the largest group. *Example: "I'm sorry about parking in the fire lane. I didn't see the sign."*
- They know they are violating policy, but at the time they don't think their minor violation of the rules will actually hurt anybody. *Example: "I'm only parking here for a couple minutes. I just have to run in and grab something really quick."*
- They know about the rules, and they just don't care. For whatever reason, this particular person doesn't care how their rule violation affects anyone else. *Example: "Yeah, I'm parked in the fire lane and I'm staying. Example: What are you going to do about it???"*

B. The Approach – to Gain Compliance

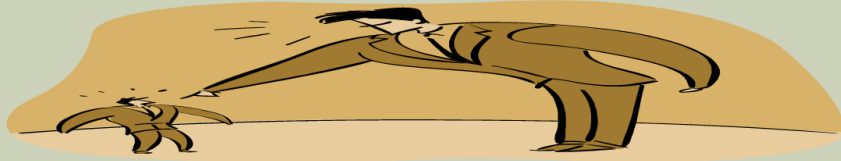
- INTRODUCE YOURSELF and EXPLAIN WHY you are approaching the person...  
*"Good afternoon, ma'am, I'm Officer Jones with Security. May I speak with you a moment about where you parked your vehicle?"*
- ASK FOR COMPLIANCE, politely and professionally. Most people will comply if we simply ask nicely. *"Can you please move your vehicle out of the fire lane and park it in a spot in the parking lot?"*
- EXPLAIN THE REASONS to them. Some people may ask why we are asking them to do something. Treat the person and their request with respect and explain your reasons to them. *"We have this area marked off as a fire lane for everyone's safety. We are required to keep this area clear at all times in the event of an emergency, etc."*
- Sometimes you may be able to generate voluntary compliance by offering them an ALTERNATIVE SOLUTION they may not have thought of in the first place. *"Ma'am, I understand that you are in a hurry and just running in quickly for a couple items. Perhaps you could park your vehicle in the parking area around that corner of the store. There are several spaces close to the building that may be available."*
- EXPLAIN THE CONSEQUENCES to them. If they still don't comply with your request and explanation, politely and professionally explain what will happen if they don't comply. Remember: don't threaten them or explain the consequences in a threatening manner. *"Ma'am, if you don't move your vehicle, I may have to have it towed to keep this area clear"*
- **DO NOT**...Provide Unrealistic Solutions, make PROMISES that may not be possible or quote policy or regulations without understanding them and their limitations.

5. Proxemics – Each Person’s Individual Space  
A. The Four (4) Zones of Proxemics



B.

PROXEMICS AFFECTS EVERY MESSAGE SENT,  
BOTH POSITIVE & NEGATIVE



Normally, moving **CLOSER** will turn UP the **HEAT** and increase the intensity of the contact

While moving **FARTHER** away “**cools down**” the interaction and decreases the intensity of the contact

C.

## PROXEMICS

*Most Everyday contacts will occur in the WARM Zone.*



*In our Working Environment, the HOT Zone would generally be reserved for Altercation or Detainment situations, unless being close is necessary for successful communication such as the elderly or a small child.*



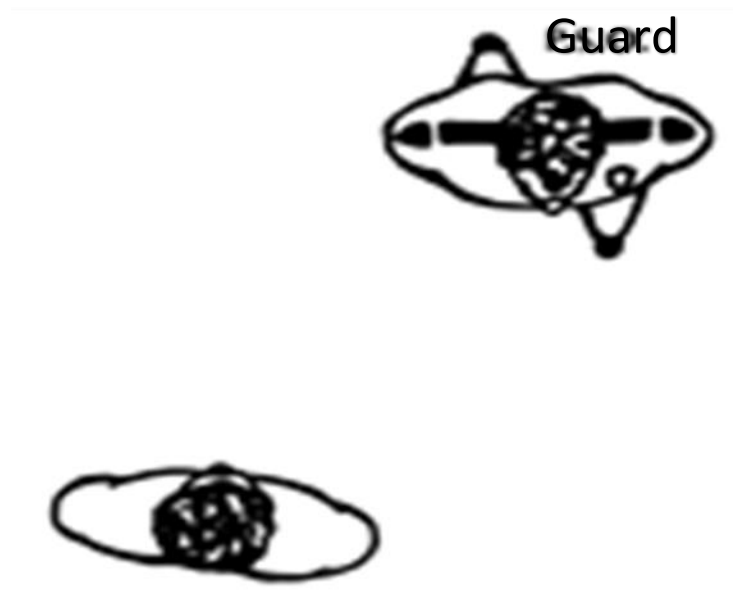
## 6. Stance & Appearance

- A. As security officers, your stance (the way you stand) and your appearance are extremely powerful methods of non-verbal communication. They both can have a positive or negative impact on the situation you are handling.
- B. Your stance is as important as your uniform and your appearance. The way you stand sends a very strong non-verbal message. The way you stand can show...
  - CONFIDENCE or an image you really can't do the job
  - AUTHORITY or "I will let people walk all over me"
  - STRENGTH or Weakness
  - TRUST or "I make people feel nervous and unsure"
  - CONCERN or "I don't care, I just want a paycheck"
- C. Let your stance fit the situation
  - You must always be aware of your surroundings and situation so you can adjust your stance accordingly.
  - You don't want to send a message of authority & dominance to a person asking for directions. All the same, you don't want to show concern for a subject who is agitated by leaning in close and dropping your guard, putting your personal safety at risk. Always remember to adjust your stance according to the situation.
- D. It is important to always maintain a "good" stance. A "good" stance will present an open and non-threatening image for most public interactions, but still put you in the best position to move or defend yourself if you must. While everyone will have their own variation on their most effective and comfortable stance.
- E. Principals of a "Good Stance"
  - Stand with your feet approximately shoulder width apart.
  - Angle your body slightly from your subjects, with your weak side forward
  - In confrontational situations, you should "blade your body", placing yourself at a 45-degree angle to minimize your exposure to a potential attack.
  - Arms and legs should be slightly bent.
  - Hands/arms should never be resting on your utility belt or equipment or in your pockets.
  - Maintain a comfortable "reactionary" gap. Generally, 4-6 feet (or arm's length x 2). This will provide you a chance to react in the event of an attack, either to defend yourself or create distance between yourself and the attacker – must be adjusted based on contact.

7. Tactical Positioning – The Most Authority with the Least Risk

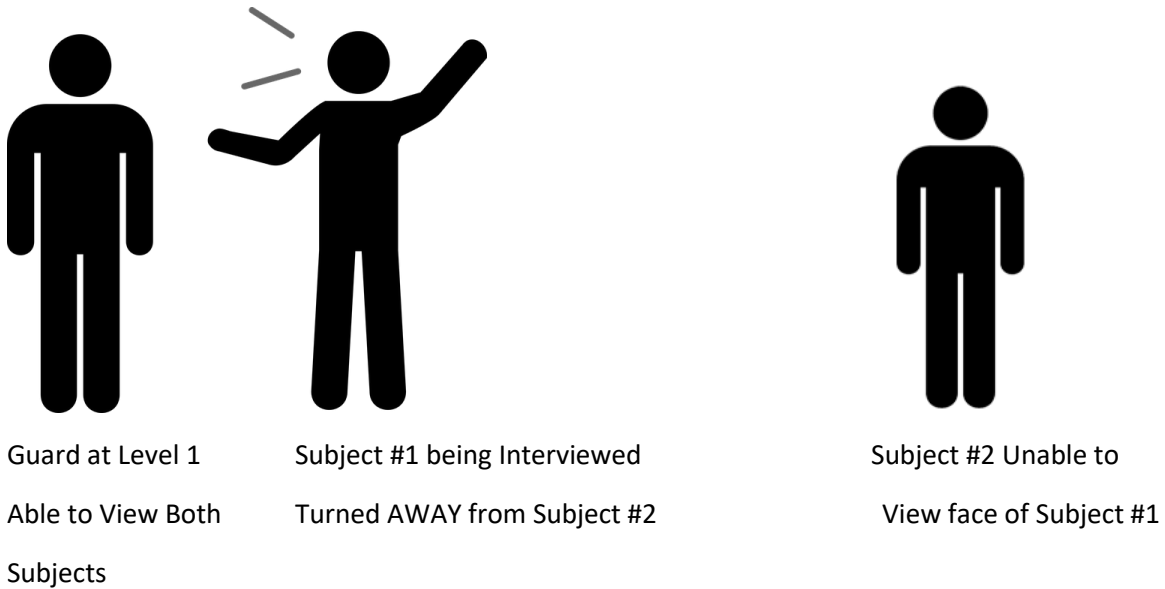
- A. Tactical positioning refers to the practice of positioning yourself in the most appropriate, safest, and most beneficial position in relation to the individual or subject you are interacting with.
- B. Tactical Positioning uses both proxemics (personal space) & stance (how you stand) to put yourself in the safest and most effective position for whatever situation you may be involved in at that given time

**Level 1 Interaction** – In this position, the guard is approaching in front of the subject, on an angle to the subject’s left or right side. This position is recommended for the single guard in a one-on-one contact or for the contact guard in a multiple guard situation.





**De-escalation / Interview Position** – This position can be used effectively when two (2) feuding subjects have been separated. This allows the guard to use Level 1 and to speak with first subject while still maintaining eye contact with the second subject. The subject being interviewed is turned away from the second subject to avoid eye contact or interference with the interview. It further allows the interviewing guard to safely monitor the both subjects at once.



**Inside Position** – In this position, the guard is immediately in front of, and within reach of, the subject. This is an extremely dangerous position for a contacting guard to be in. Whenever possible, guards should avoid allowing themselves to be placed in this position.





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SECTION VIII – HOMELAND SECURITY & TERRORISM AWARENESS



1. Terrorism
  - A. The use of violence and threats to intimidate or coerce.
  - B. Most terrorist incidents are attempts to cause mass casualties (killings) or an extreme attempt to target (kill) a specific group or person.
  - C. Motivating factors for terrorism/mass casualty events include:
    - Political, Religious or Ideological Purposes
    - Workplace Violence
    - Hate Crimes
    - Domestic Violence
    - Mental Health Issues
  
2. 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 and should familiarize themselves with The *Department of Homeland Security Campaign – “See Something, Say Something”*
  - C. They are often assigned to Critical Infrastructures defined as “Hard Targets,” generally defined as an area which is well fortified with layers of protection and limited civilian access. They can include:
    - Chemical Plants
    - Fuel Refinery
    - Power/Electrical/Water Plants
    - Manufacturing Businesses
    - Military Bases
  - D. They are often assigned to Critical Infrastructures defined as “Soft Targets,” generally defined as an area open to the public, relatively unprotected and vulnerable due to the open nature of their business. They can include:
    - Shopping Centers
    - Medical Facilities
    - Sports/Media venues
    - Church/Place of Worship
    - Schools

3. Identifying Suspicious Activity (Potential Pre-Cursors to Terrorist Activity)

A. It is impossible to identify a terrorist by:

- Appearance
- Nationality
- 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:

- Experience
- Judgement
- Common Sense

D. You can only identify a terrorist threat by observing or hearing about suspicious activity that may lead to a criminal act. In other words, terrorist activity is based on behavior.

E. The following should cause a heightened sense of suspicion:

- Suspicious or unusual interest
- Inappropriate photographs or videos
- Note-taking
- Drawing of diagrams
- Using binoculars or night vision devices
- Individuals avoiding eye contact
- Individuals departing quickly when seen or approached
- Individuals in places they don't belong
- Individuals overdressed for weather conditions
- A strong odor coming from a building or vehicle
- An overloaded vehicle, or large abandoned vehicle (moving van, etc.)
- Fluid leaking from a vehicle, other than the engine or gas tank

F. <https://www.youtube.com/watch?v=N7uXZ5JhdHU>



4. Government Resources for Identifying & Combating Terrorism in the Homeland



A. *National Terrorism Advisory System (NTAS)*

- U.S.-based system designed to assess terrorist threats
- Issues a national warning when there is an: Imminent threat: credible, specific and impending terrorist threat against the U.S.
- Elevated threat: credible terrorist threat against the U.S.
- Solicits public awareness regarding terrorist activities, and urges all suspicious activity to be reported to 911



B. *Federal Bureau of Identification (FBI)*

- The domestic intelligence and security service of the United States
- The principal federal law enforcement agency



C. *Department of Homeland Security (DHS)*

- Federal agency designed to protect the United States against threats.
- Its wide-ranging duties include aviation security, border control, emergency response and cybersecurity.



D. *Delaware Information Analysis Center (DIAC)*

- Helps safeguard Delaware by serving as a dynamic security nexus.
- Detect, prevent, investigate and respond to criminal and terrorist activity.
- Disseminate intelligence and facilitate communications between state, local, federal agencies and private sector partners, to help them take action on threats and public safety issues.

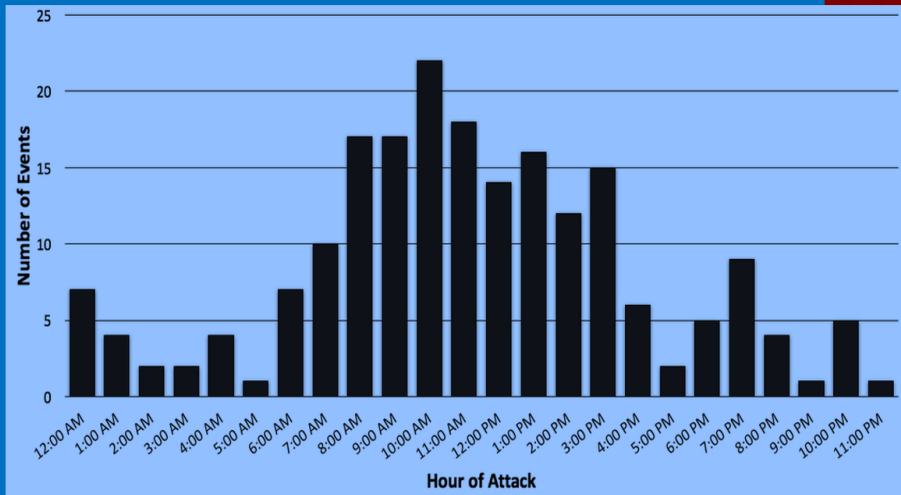
E. Immediate issues and/or incidents requiring 1<sup>st</sup> Responder attention should be directed to 911 (Police/Fire/EMS).

5. Violent Intruder Data – *University of Texas/ ALERRT Training*

A. *The Advanced Law Enforcement Rapid Response Training (ALERRT) Center at Texas State University* was created in 2002 as a partnership between *Texas State University, the San Marcos, Texas Police Department and the Hays County, Texas Sheriff's Office* to address the need for active shooter response training for first responders.

B. In 2013, *ALERRT at Texas State University* was named the National Standard in Active Shooter Response Training by the *FBI*. *The University of Texas* research division, under the direction of *Dr. Hunter Martaindale* is responsible for compiling these statistics from 2000 to 2015 the most available data.

C. Active Shooter, Hour of Day 2000 - 2015



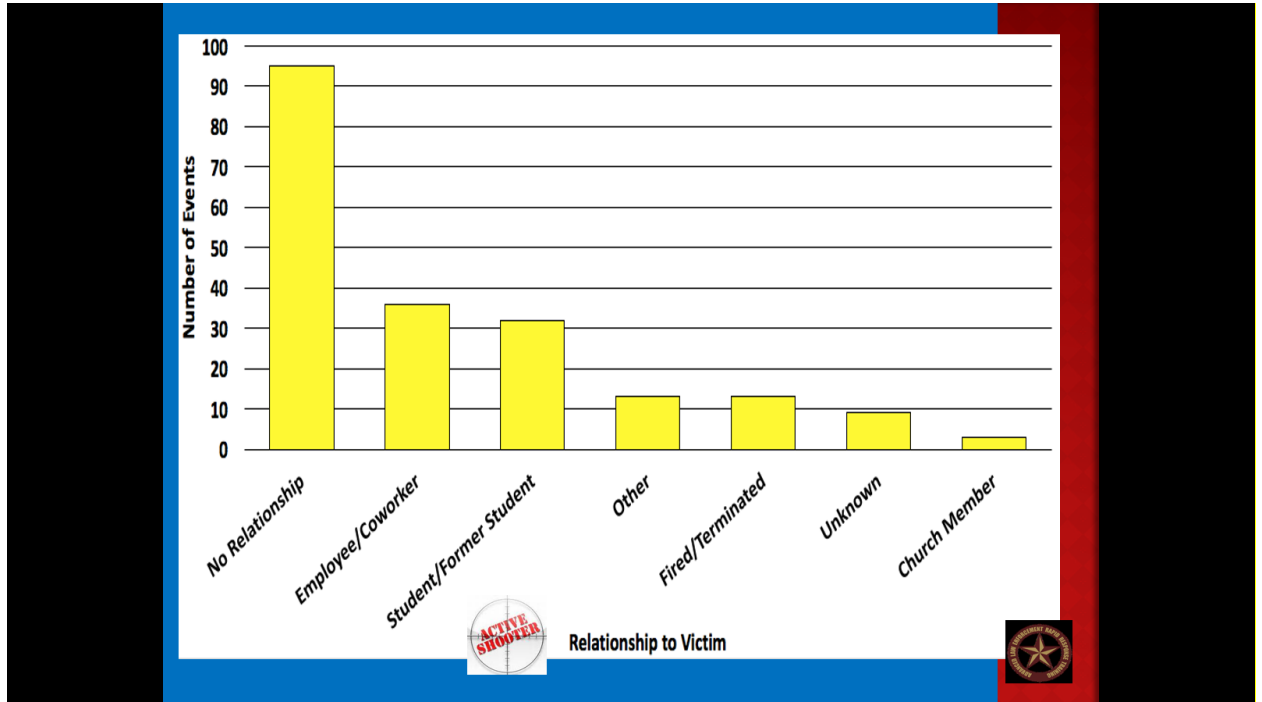
The majority of active shootings took place between 8:00 a.m. and 4:00 p.m. Although, as the graph shows, active shootings have occurred at all times of day.



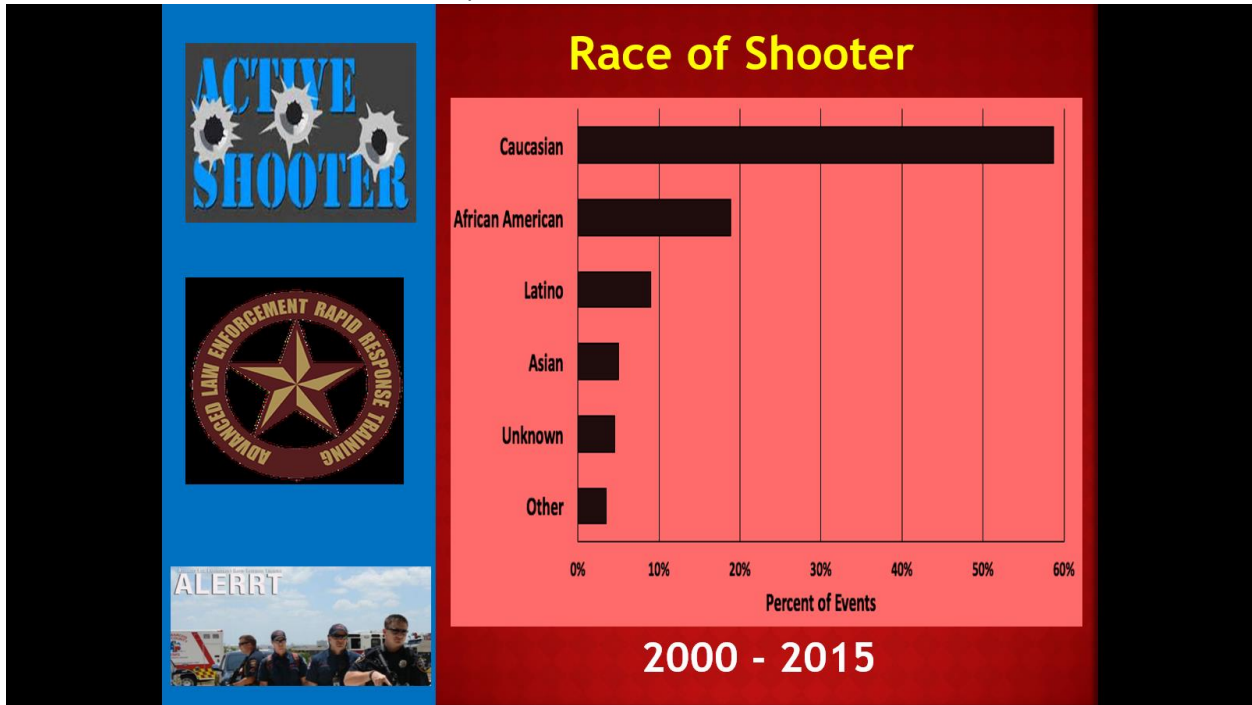
D. Active Shooting by Location 2000 - 2015



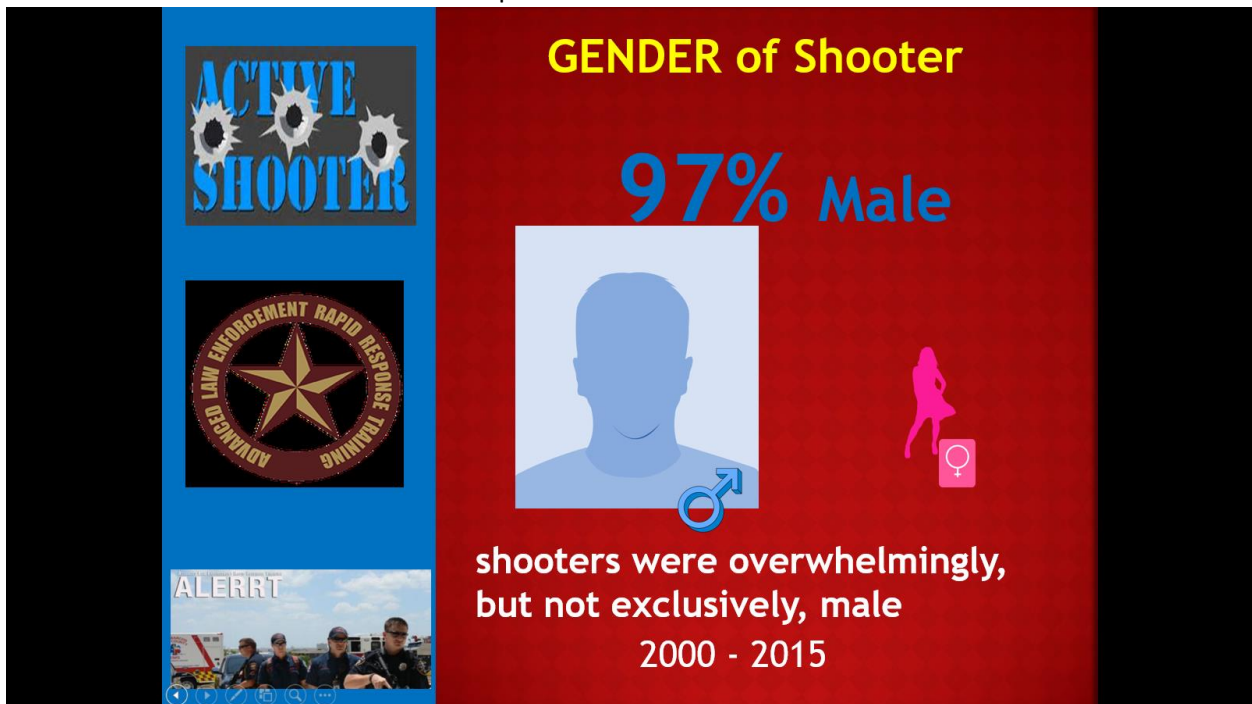
E. Relationship of Active Shooter Suspect to Victim 2000 - 2015



F. Race of Active Shooter Suspects 2000 - 2015

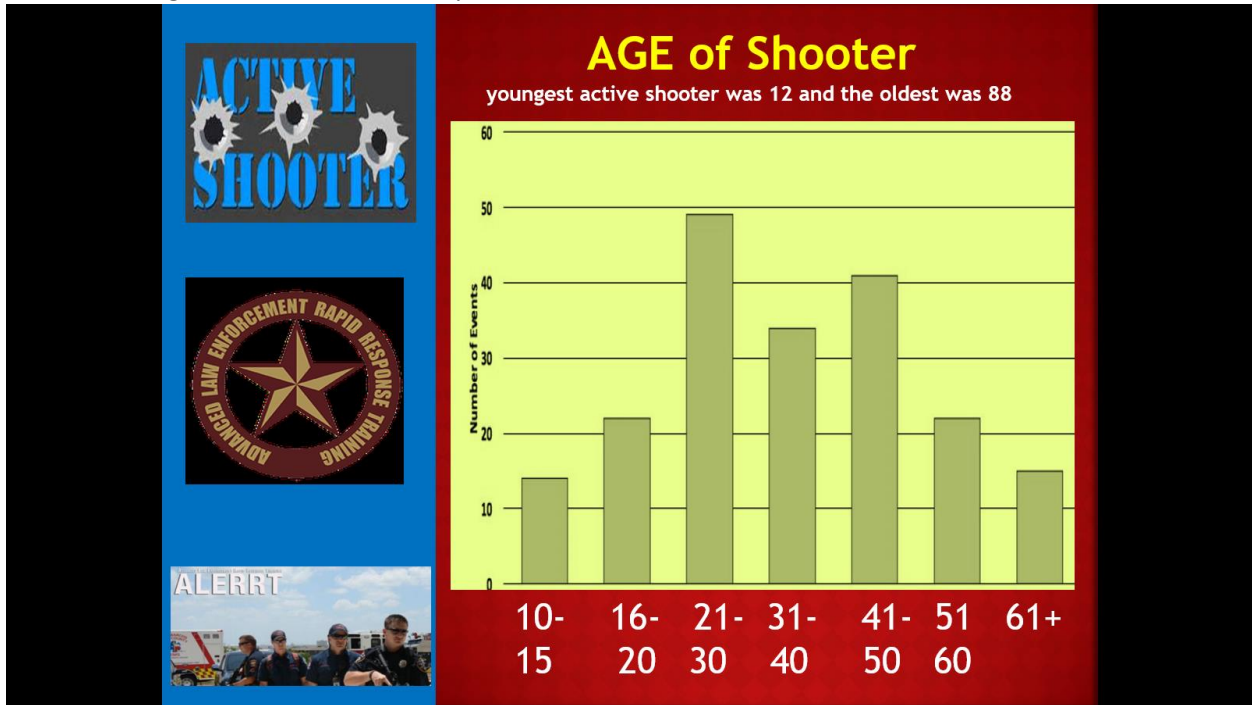


G. Gender of Active Shooter Suspects 2000 - 2015





H. Age of Active Shooter Suspects 2000 -2015



I. Active Shooter Incidents Ended Before Law Enforcement Arrived 2000 – 2015

**Active shooter events from 2000-2015, were resolved (defined as the shooter being shot, subdued or stopped through direct force other than being shot, or stopping shooting and leaving the location) BEFORE law enforcement arrived over HALF of the time.**

**BEFORE**





6. Violent Intruder Response – What Would You Do?
- A. If unarmed (less than lethal force), security guards basically have the same limited defense options available to ordinary citizens.
  - B. Regardless of options, during a such an event security guards:
    - still have a duty to act in whatever capacity is available to them
    - will be looked up on leaders during a highly stressful event
    - will be counted on to know the layout of a facility and how to escape
    - will be expected to provide basic first-aid
    - will be expected to Interact with & support law enforcement upon their arrival
  - C. Security guards must “practically plan” for a violent intruder event as being prepared and confident will be vital to survival in a desperate situation. Such planning begins with:
    - Reviewing property specific emergency plans
    - Participating in property emergency training & drills
    - Being able to fully implement the Property Emergency Evacuation Plan
  - D. A security guard’s first priority during a violent intruder incident must immediately contact and attempt to introduce law enforcement. However, they must go a step further and be prepared to act in the first three (3) to five (5) minutes prior to the arrival of Law Enforcement & First Responders. In addition to contacting Law Enforcement they must consider:
    - Attempting to Evacuate (Run/Escape) or Shelter-in-Place (Hide) themselves and as many people as possible. Either option must be considered based on the proximity of the threat(s).
    - In a desperate situation where no other options remain they must consider any/all survival options (fight) which may be limited but used when evacuating or sheltering is not possible.



## 7. Violent Intruder Edged Weapon Attack

- A. Your overarching objective during an edged weapon incident should be to keep yourself safe. Help others move away but do not jeopardize your own safety in doing so.
  - Remember that OC pepper spray, batons, and tasers are less than lethal force defensive tools and someone with an edged weapon is using deadly force. Such items can be used to create a momentary distraction but are not equal force to a knife.
- B. The key practice for protecting others during an edged weapon incident or attack is to alert them and direct them to move away. If people in the immediate area move rapidly away, this reduces the number of targets of attack available to the attacker.
- C. If you are aware of an edged weapon incident that has not become an attack (e.g., someone has been spotted in possession of an edged weapon), then do your best to divert others from the area while you await a law enforcement response.
- D. In the event of an edged weapon attack in progress, act immediately and rapidly to alert others in clear, loud and urgent language to move away while you, too, move away from the attack. If possible, you may do the following depending upon immediate circumstances, such as the proximity of the edged weapon assailant, the proximity of an entrance way or other means of evacuation.
  - While rapidly moving away from where you perceive the edged weapon assailant to be, shout simple and clear information to others in the area: “KNIFE ATTACK, MOVE AWAY! RUN!”
  - Move away rapidly and decisively – consider running from the attacker, if necessary to create distance. Note: running backwards may not be the best option as there is a chance you can trip and fall, in addition you are not as fast or as coordinated when moving backwards.
  - Move laterally (right or left) – In some instances moving to the left or right away from the attacker rather than backwards in his or her line of attack can help you evade the attack.
  - Keep objects (chairs and tables) between you and the attacker – Any object or barrier that blocks the attacker from reaching you may help. Move behind such objects as you move away from the attacker or attempt to evade attack.
  - Use any means to defend yourself – if you cannot move away or evade the attacker then, similar to active shooter practices, fight the attacker by any means necessary to defend yourself. This may include using any object as a weapon of opportunity to strike or fend off the attacker. Protecting your life by fighting the attacker should always be the last resort after moving away and evading have failed.

8. <https://youtu.be/5VcSwejU2D0?list=PLdGbunD0S5OGxLbqkQ21X7gcbEKDzSDul>





**DELAWARE SECURITY LICENSE  
MANDATORY TRAINING COURSE  
STUDY GUIDE**

**SECTION IX – ASSET PROTECTION & PATROL PROCEDURES**



1. Post Assignments

A. Fixed location: Working an assigned post at a location designed to observe ingress, egress, or other activities. Examples include:

- Front desk
- Guard shack
- Stationary post (standing in a specific location)

B. Patrol: Moving within a defined area to observe various activities:

- Making rounds within a building or outer property
- Moving from one fixed location to another with frequency
- May involve walking, or driving a vehicle

2. 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:

- Knowledge of the layout of the facility and property before taking on the assignment and beginning patrolling or assuming a fixed location
- Names and phone numbers for contact persons, such as:
  - Management
  - Maintenance
  - Security company supervisors, or on-call managers
  - Police, Fire and EMS (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.

### 3. Fixed Location Procedures



A. Working a front desk or stationary post will often require security guards to do such things as the following:

- Monitor ingress and egress
- Observe activity in the area of the assignment
- Check identifications to allow passage into a building
- 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 identification 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:

- "I'm his wife, so I'll just go in and see him."
- "I have a delivery for Mr. Smith. I know where his office is, so I'll just go on up."
- "I'm here to see the president, and he's waiting on me. I know the way."
- "I'm with the painters, and I need to get up there with them now. I know the way."
- "I want to surprise my wife with these flowers, so I'm just going to take them to her."
- "Mrs. Green called about an emergency, so I need to get up to her office now."

#### 4. 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:
- Walk a slightly different route, if possible and permissible, each round
  - 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 should:
- Separate into two posts to cover more ground, unless directed otherwise.
  - Ensure proper and continual communications throughout the duration of the assignment.
  - It is essential for each assigned security guard to back up the other(s) in the event of an incident.



- C. Video Surveillance of CCTV is also considered patrol in that assigned guards use cameras.
- Officers should be aware of which monitors need to cover what locations at specific time. The client should be consulted for input.
  - Pan-Tilt-Zoom (PTZ) cameras should be set to a pattern so they have better chance at capturing an incident.
  - Violators or suspects can be tracked by allowing for safe observation.



D. Exterior Patrol (Walking, Vehicle, Bike, Etc.)

- It is important to break up patterns and patrol timing especially in marked/lighted vehicles. Offenders see you coming and see you going.
- Keep noise levels from radios, etc. low enough so you can still hear exterior sounds (shouts for help, etc.)
- Patrol should be conducted at a slow pace to allow for observations.



5. Observe and Report

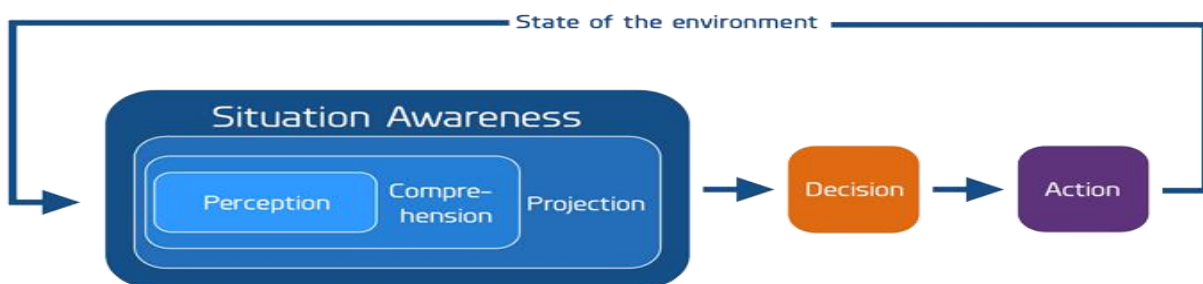
A. The primary duty of a security guard is to be the eyes and ears of the client. Keeping a sharp level of attention is critical in accomplishing this. Distractions such as these must be avoided at all times:

- Sleeping on duty
- Talking on the phone
- Texting, or performing other tasks on the cell phone
- Congregating with people, or other security guards, and chatting for any length of time
- Becoming engrossed in a television show or movie
- 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 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:

- Ask for the person's name
- Document the incident
- Report the incident to management



## 6. Situational Awareness

- A. An essential function of a security guard is their ability to maintain Situational Awareness. This is the first element in providing for a guard's personal safety and that of the people and property they are assigned to protect.
- B. Situational Awareness can be simply defined as being constantly aware of what is happening in your environment.
- Your environment generally refers to the area surrounding you and/or within your control.
- C. Situational Awareness requires you to utilize your:
- Sight
  - Hearing
  - Smell
  - Basic Instincts
  - Training
  - Prior Experience (Understanding of what is Normal vs. Abnormal)
  - Common Sense
- D. Situational Awareness Facts for Security Guards:
- It is not optional. Failure to be situationally aware places your safety and those you are paid to protect in jeopardy.
  - Guards who are not situationally aware will fail to observe important pre-cursors to criminal activity.
  - Presence and/or simply being at an assigned location is only part of your job and not sufficient to provide proper and full protection duties.
- E. 3 Zones of Situational Awareness: *There are several different types of Situational Awareness Breakdowns which can be used. For our purposes we will illustrate using the following.*
- WHITE Zone – Unfortunately the Zone most people operate in normally. They are only generally or minimally unaware of their surroundings or potential threats which exist within them. In turn, they are generally unprepared to react.
  - YELLOW Zone – In this Zone you remain relaxed but alert about your surroundings. People in this zone tend to pay attention to what is normal while considering what could potentially be abnormal. They are relatively unsurprised by unusual events and are generally better prepared to react. This is the best zone for a security guard to operate within.
  - RED Zone or “Fight or Flight Zone.” Events or abnormal circumstances in this zone tend to develop rapidly, normally without warning. They may require a potential physical response. A person's natural defenses will be clearly evident. This zone, while necessary for survival, can only be sustained for a short period of time.
- F. Maintaining the Yellow Zone – As discussed this is the zone security guards should endeavor to operate within at all times.
- Understand what is normal vs. abnormal. This usually develops with experience. Regardless if you are unable to determine the normal state of circumstances you will never be able to understand and react to abnormal circumstances.
  - Patrolling in the Yellow Zone must be done consistently when on-duty.
  - Complacency is the enemy of the Yellow Zone.



- Training must incorporate the Yellow Zone mentality.
- Patrolling in the Yellow Zone will allow your mind and body to more easily transition into the Red Zone when necessary. It will cushion the shock to your overstressed nervous system allowing for you to react most effectively.