

Private Protective Services

Title: Emergency Response

Lesson Purpose: To familiarize the student with emergency response procedures.

Training Objectives: At the end of this block of instruction the student will be able to achieve the following objectives in accordance with the information received during the instructional period:

1. Differentiate between the two major categories of emergencies.
2. Identify and describe at least ten examples of emergencies and their critical nature.
3. Outline the procedures that are needed in an emergency plan.
4. Gather and process essential emergency information and protect the immediate area.
5. Recognize the appropriate procedural responses to workplace violence and bomb threat incident and to severe weather at your worksite.
6. Differentiate between safety terminology and how to use the terms in your workplace.
7. Distinguish between the different types of alarm systems and how they assist with identifying emergency incidents.

Hours: Three (3)

Instructional Method: Conference

Materials Required: Student Outline
Pen/Paper

References: Adams, Thomas. Police Field Operations. 5th edition. Upper Saddle River, NJ: Prentice Hall, 2001.

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Bristow, Allen P. Police Disaster Operations. Springfield, IL: Charles C. Thomas, 1972.

Heitert, Robert. Security Officer's Training Manual. Englewood Cliffs, NJ: Regents/Prentice Hall, 1993.

Kaufert, Steve and Mattman, Jurg. "Workplace Violence: An Employer's Guide," Workplace Violence Research Institute, found online at http://noworkviolence.com/articles/employers_guide.htm, 2001.

Roth, Daniel. "Someone to Watch Over Us," Fortune, 144, 12, December 10, 2001, pp. 216-223.

"Workplace Violence Prevention," Minnesota Department of Labor & Industry - Workplace Safety Consultation, found online at <http://www.doli.state.mn.us/vguide1.html>, February 7, 2002.

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I. Introduction

NOTE: Show slide, “Emergency Response”

A. Opening Statement

NOTE: Show slide, “9/11/01”

“Eric Valles looks like a *security guard*. At 27, he’s short but meaty, with giant hands, a shaved head, and a closely cropped goatee. He has an air of authority about him, but he comes across more as a bouncer than as a cop. He’s been working security jobs since he was 21, guarding everything from apartment buildings to halfway houses to construction sites. For the past year he’s held a sub-\$9-an-hour position at Pinkerton. To him, security was always just a way to pay the bills, or at least some of them. It was hardly a calling. ‘For the money I get paid, I always said I would never risk my life for anybody,’ he says. Then came September 11.

Early that morning, Valles was working at the World Trade Center as one of two guards for Instinet, the electronic brokerage. When the first plane hit his tower, Valles was overseeing electricians working on the 12th floor. Smoke and dust mushroomed out from a nearby freight elevator bank, engulfing the electricians. Instead of heading for the exit, Valles ran back to his partner, then started shepherding employees on Instinet’s three floors to the stairs. When two employees rushed back to their desks to grab some papers, Valles screamed at one to get out and used his bulk to block another from getting in. As the stairs became jammed with firemen coming up and panicked employees trying to get down, Valles muscled his way up one story and guided trapped workers across a deserted floor to get them to another, less crowded, stairwell. He gave water to firemen and pulled a crying woman from the ground. By the time he was ordered out of the building, the World Trade Center’s concourse was flooded with water. He waded through and bolted the building. A few minutes later the first tower fell. ‘At first, I was as nervous as anyone else, as lost as anyone else,’ he says. ‘It amazes me that I stayed. I was one of the last ones out.’”¹

Responding to an emergency situation requires advanced training, but more importantly, commitment, commitment to ensuring that the helpless are helped, that property is appropriately contained, and that instigators are

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efficiently apprehended. This block of instruction will help you understand and perform this function of your job with care and professionalism.

B. Training Objectives

NOTE: Show slides, “Training Objectives”

C. Reasons

Unforeseen and unexpected circumstances often combine to create emergencies calling for immediate action. These events are more serious and disruptive than the routine situations a security guard may encounter, and you must react promptly and correctly because the liability complications for failing to do so are enormous.

II. Body

A. Categories of Emergenciesⁱⁱ

1. Natural - an emergency created by nature

NOTE: Show slide, “Natural Emergencies”

- a. Flood
- b. Snow and ice
- c. Tornadoes/Hurricanes
- d. Severe weather

NOTE: Ask question, “How do natural disasters affect your workplace and job responsibilities?”

2. Human made - an emergency created by a person(s) either intentionally or unintentionally.

- a. Medical (heart attack/death)

NOTE: Show slide, “Heart Attack”

You may be the first or only responding guard when a company employee, visitor or fellow staff suffers from a heart attack. You must be able to quickly assess the scope of the ailment, call for medical help, and render CPR (if certified) to the patient. Are you trained to operate an AED device? If you react quickly you may be able to save the individual's life. Failing to act may be a significant cause of their death.

b. Overdose

NOTE: Show Slide, "Overdose"

Due to the increase in Heroin and Opioid based painkiller use and abuse, drug overdoses are on the increase. You may be the first responder to an overdose. If you have been trained to respond to overdoses, revert to your training and act accordingly. If you have not been trained, monitor the person and send updates to Emergency Responders. Secure any evidence or paraphernalia at the scene that can be used by Emergency Responders to determine the cause of the overdose and used in any criminal proceeding.

c. Fires

NOTE: Show slide, "Fires"

What is your response plan when responding to a fire? It is important to have a plan, because of the destructive influence of even a small fire. Thousands of dollars of inventory and equipment may be saved by your prompt response.

d. Accidents

NOTE: Show slide, "Accidents"

Accidents include:

- (1) Traffic wrecks occurring in your workplace parking lot

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- (2) Individuals who have fallen and are injured/unable to get up and who may need medical assistance
- (3) Someone injured with equipment
- e. Public events/demonstrations

NOTE: Show slide, “Public Events/Demonstrations”

“At large athletic or entertainment functions, the promoters of the event and/or the property owners are concerned with keeping the peace as well as protecting their investment in property and equipment. Security is principally provided by the promoters within the perimeter of the event and by the local police outside the perimeter.”ⁱⁱⁱ Security professionals need to be prepared to react to a large peaceful crowd that suddenly erupts into a hostile or violent one.

- f. Labor disputes/work stoppages

NOTE: Show slide, “Labor Disputes”

“Labor-management disputes usually involve heavy reliance on private protective police agencies.”^{iv} There may be times when you will have to physically protect the premises while employees march and picket all around you.

- g. Chemical spills

NOTE: Show slide, “Chemical Spills”

“Chemical or nuclear materials which are hazardous are today stored in almost every community in America. In addition, they are frequently transported. Accidents are caused by a rupture of a transportation or storage device causing the hazardous material to endanger the lives of those within its range.”^v Spills accidentally occur at the actual work site as well, and all decontamination procedures must be followed. Due to the terrorist attacks

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in 2001, biological and chemical terrorism is a real threat to you and to the individuals at your work site.

h. Power failure

NOTE: Show slide, “Power Failure”

When the power goes out, serious problems may occur:

- (1) Alarm systems fail to activate or work properly
- (2) Lose the ability to use television monitors
- (3) Lose visibility over property
- (4) May be unable to use telephones

Protecting your business through a power outage will require careful thought and planning.

i. Terrorism

NOTE: Show slide, “Terrorism”

Depending on the security threat in the environment you protect, being vigilant to thwart a terrorist attack is critical. Based on what we now know, terrorists can attack anytime and any way. What is the security plan in your company for an attack?

j. Workplace violence

This phenomenon is increasing in frequency and in severity over the past several years. More information will be provided later in the lesson plan on how to respond to it in your workplace.

k. Bomb threats/bombing/explosion

NOTE: Show slide, “Bomb Threats”

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Again, because this is becoming a more frequent occurrence, it will be expanded on later in this training segment.

B. Emergency Plans

NOTE: Show slide, “Emergency Plans”

It’s important to prepare for events that may never happen because so-called impossible things **do** happen. Therefore, it makes good sense to do the thinking and planning before an emergency, disaster, or catastrophe occurs. When a crisis does occur, decision making, and actions can be narrowed to simply following an existing plan or protocol.

These plans spell out in writing what actions are to be taken and generally consist of:

1. Who to notify?

Prepared lists should be made which identify persons to call in case of an emergency. They should be available at every site and contain workplace, home, and other numbers where persons may be reached. The names should be prioritized in order of who gets notified first, second, third, etc. Be sure you know what your client wants you to do about calling 911 for official police response.

2. What to do during an emergency?

- a. Keep notes of your personal observations
- b. Follow site checklist
- c. Make sure video recorder is on if one is installed

3. What to do following an emergency?

- a. Preserve the scene by:
 - (1) Closing off a room

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- (2) Roping off the area
- (3) Restricting access
- b. Preserve any videotape which may have recorded the incident.
- 4. In a general emergency plan, the security guard should:

- a. Notify the security staff, chain of command as soon as possible.

Certainly, you should communicate with your chain of command immediately to report the disturbance/disaster. Supervisors and administrators can begin making plans and deploying extra help necessary to control the situation.^{vi}

- b. Know his/her area of responsibilities. Administer urgently needed first aid and other rescue activities to the level of your training.
- c. Make arrangements for effective communication such as telephone, radios, etc.

“At the initial stages of a disaster or emergency, your most critical duty requirement is to keep open the line of communication so that adequate help may arrive as quickly as possible.”^{vii}

Sometimes these things are addressed in a site plan which specifies that a “command post” be established. A “command post” is simply a designated location from which the management of emergencies is located and executed.^{viii}

- d. Know about existing emergency equipment, i.e., fire extinguishers, oxygen, stretcher, etc., and how to use the equipment.
- e. Be familiar with client facilities, parking areas, etc.

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You become the “content” expert of your facility and may be the individual that has to direct emergency response teams to specific sites. You must know your facility!

- f. Know the proper identification method for personnel allowed on the premises.
- g. Know the policy on news releases and dealing with the media.

Who is responsible for releasing information to the press? This information may be vital especially in a large-scale disaster. The procedure should be clearly identified.

- h. Know the procedure to prevent or reduce violence at your location.

“You must be able to contain the area and establish the inner perimeter. There are several reasons for perimeter control:

- (1) It keeps the number of people exposed to any hazard to a minimum.”^{ix}
- (2) It can help to contain any suspects or crimes.
- (3) It may prevent looters or thieves from entering and stealing or destroying property during the mayhem.

- i. Have checklists for actions to be taken.

When disasters strike, a panic response is a natural occurrence. Having prepared checklists will ensure that the proper emergency response/evacuation procedures are implemented and not passed over.

- j. Have building drawings/sketches and area maps available.

For large scale emergencies, responding help will need to know the details of your facility and work site. These should be centrally located and provided to the other emergency units.

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- k. Have evacuation plans accessible and understood.

“People must not only be instructed to leave, but also be helped to leave in many instances.”^x You will be the one to direct their movements.

C. Processing Emergency Information

As a general rule, insufficient or inaccurate information is often received during an emergency. Many times, when an individual receives a notice of an emergency he or she becomes excited and confused and often forgets what they have been told or fails to ask the right questions to receive sufficient information that would allow supervisors to make the best decisions. Often, it is difficult to go back and recover information at a later time.

Examples of essential information needed but often not obtained or recorded are:

NOTE: Show slide, “Essential Emergency Information”

1. Source of information

The source should always be identified, and a means should be established to re-contact the source such as address, telephone number, employer, etc. This may be the most important element in receiving emergency information. The original source, sometimes an eyewitness, often possesses the best and most complete information available. If not properly handled, this: “best information” may be lost.

2. Nature of the emergency

What is the nature of the emergency? Natural or man-made? How big? How threatening? How serious? Be clear in describing it. Name it!^{xi}

3. Location

The specific location should always be pinpointed as narrowly as possible.

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4. Time

Pinpointing the time of an incident is very significant in determining how quickly and timely a response is implemented and then handled by fire departments, police, administrators, insurers and others.

5. Injuries

The number, extent, and identification of injuries lend importance to the level of emergency action that may be attached to an incident, such as notification of OSHA, workers compensation, insurers, and others.

“What types of injuries have been sustained? Severe burn patients will need a different type of medical service than will victims of crushing, for example.”^{xii}

6. Damages

The nature and extent of damages to facilities, nearby properties, etc., are important to record. Other damage may occur after the emergency and not be related to this specific incident, i.e., looters, etc.

7. Actions taken

Actions already taken are very important. Managers may need to take further action, i.e. notify medical or fire-fighting personnel, summon police, notify executives, notify relatives, etc.

8. Persons notified

It will be important for management to know who has already been notified in order that others with a “need to know” may be alerted, i.e., plant manager, human resources director, legal counsel, etc.

9. Identify witnesses

NOTE: Show slide, “Identify Witnesses”

- a. Who saw the incident?

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- b. Who was present before the incident?
- c. Who was present immediately after the event?
- d. Who can identify individuals involved?
- e. Who is knowledgeable of the background of the incident?
- f. Who is knowledgeable of local activities, environment?

D. Protection of the Emergency Scene

NOTE: Show slide, “Protecting the Scene”

Security personnel often are key persons in the protection and preservation of a crime or accident scene. Most other persons, including managers, are sometimes not conscious of the importance of preserving the scene once the incident is over. It should always be protected (kept intact) as much as possible until knowledgeable, authorized persons examine the scene and release it for the resumption of normal activities. Without the “intervention” of some “security conscious” individual, evidence or other important items or information are often trampled underfoot, relocated, or discarded. This is especially true where a crime has taken place, or a serious accident has occurred.

Following an incident (crime or accident), evidence and information left behind may assist investigators to reconstruct the incident, to determine the time, manner, and sequence of the actions. Guilt or innocence may be established in a criminal matter. Recklessness or liability may be established in an accident.

Local managers are often the “worst enemies” in preserving a scene. They often trample through the evidence in order to get a first-hand view of the scene and often immediately order a cleanup of the area. These actions alter, damage, or eliminate evidence and information needed to establish guilt or innocence or recklessness or liability.

- 1. Preserve the scene by
 - a. Closing/restricting access to the room or area
 - b. Use a rope or other items to isolate the scene

2. Protect known items of evidence
 - a. Fingerprints, or items that could contain fingerprints
 - b. Tire tracks, etc.
 - c. Body fluid
 - d. Items that do not “fit” with the area
 - e. Weapons

E. Specific Emergency Situations

Two emergencies that are not so uncommon these days are violence in the workplace and bomb threats.

1. Workplace violence

NOTE: Show slide, “Workplace Violence”

- a. Statistical information
 - (1) We live in an age of increasing violence. Violent acts in the workplace have been on the increase for the past decade. “Every work day, an estimated 16,400 threats are made, 723 workers are attacked, and 43,800 are harassed.”^{xiii} Violence has become a common method of resolving a conflict. Cuttings, shooting, beatings are but a few of the methods used in the workplace to intimidate. According to the Bureau of Labor Statistics, 16,890 workers were injured and 500 killed as a result of workplace violence in 2016.^{xiv}
 - (2) “Workplace violence seems to have two definitions. The one perpetrated by the media is an unarmed, disgruntled employee. The other is a perpetrator who shoots selectively or indiscriminately at employees, supervisors and managers. However, studies have shown that the *real* threat workers face

is more accurately described by: Any act against an employee that creates a hostile work environment and negatively affects the employee, either physically or psychologically. These acts include all types of physical or verbal assaults, threats, coercion, intimidation and all forms of harassment.”

xv

- (3) “A 2015 study by the US Department of Justice discovered 417 workplace homicides, 43% of women were killed by a relative or domestic partner and 33% of men were killed by a robber. The study indicated that even though workplace violence was on the increase, the number of workplace homicides was decreasing.”^{xvi}
- (4) Some incidents of violence are the result of problems between persons in the workplace; however, most acts are the result of problems outside the workplace that follow an individual to the workplace. These outside problems include common differences between people and problems associated with domestic troubles, such as separations, divorce, lovers, etc.
- (5) An individual prone to violence always knows when and where to find the person toward whom animosity is directed, the workplace. Consequently, many acts either take place at the work site or in the parking lot as a person is arriving for work or leaving after the workday is completed. The violent individual often carries in the car weapons to use in an act of violence, guns, knives, clubs, etc. Therefore, they are out of sight and convenient to use in an assault in the parking lot or nearby area.
- (6) Threats of violence often come to the attention of someone in the workplace through a telephone call from the violent person, as a result of an overheard conversation or from an alleged friend of the subject or the victim. No threat of violence should be

ignored, it should be dealt with. Potential liability of the employer is too great to have a threat ignored.

- (7) Every employee has a right to expect to be able to work in a safe environment.

- b. Identifying risk factors and symptoms of workplace violence

NOTE: Show slide, “Behavior Clues”

Security professionals should be aware of the factors that indicate the potential for a workplace violence situation that is instigated by a co-worker. Look for these behavioral cues in the employees at your workplace: ^{xvi}

- (1) “Sudden and persistent complaining about being treated unfairly
- (2) Blaming of others for personal problems
- (3) Sudden change in behavior, deterioration in job performance
- (4) Statements that he or she would like something bad to happen to a supervisor or another co-worker
- (5) Paranoid behavior
- (6) Sudden increased absenteeism
- (7) Sexually harassing, or obsessing about a co-worker; sending unwanted gifts, notes, unwanted calling, stalking
- (8) Talking to oneself

NOTE: Show slide, “Behavior Clues, continued”

- (9) Instability in family relationships
- (10) Financial problems combined with not receiving a raise or promotion

- (11) Poor relationships with co-workers or management
 - (12) History of violent behavior
 - (13) Previous threats, direct or indirect
 - (14) Presenting and talking about reading material that is violent in nature
 - (15) Carrying a concealed weapon, or flashing one around
 - (16) Sudden mood swings, depression
 - (17) Sudden refusal to comply with rules or refusal to perform duties
 - (18) Inability to control feelings, outbursts of rage, swearing, slamming doors, etc.”
- c. “Oftentimes, violence in the workplace is committed by someone from outside your agency or business. Therefore, it is important to have surveillance at the entrance of your business. The following situations indicate a potential threat:
- NOTE: Show slide, “Common Offenders”**
- (1) The spouse or partner of an employee who is in an abusive relationship
 - (2) Rejected suitors, partners involved in divorce or separation procedures
 - (3) Ex-employees who have been fired or laid off
 - (4) Person committing armed robbery
 - (5) Persons involved in gang activities ^{xvii}
- d. Procedures for responding to a workplace violence situation

NOTE: Show slide, “Response to Workplace Violence”

- (1) If you observe suspicious behavior, notify your supervisor and other guards.
- (2) Wait until you have sufficient help before encountering the suspicious individual.
- (3) Use calm and soothing verbal statements addressing the individual. Appear to help the person locate who they are looking for or determine the reason why they are at your business.
- (4) Try to keep the individual contained in an area with minimal people around.
- (5) Try to get the individual to willingly leave the premises, and then notify the local authorities.
- (6) Be aware of your own agency’s policy and procedures concerning this topic, especially those dealing with trespassing.

2. Bomb threats

NOTE: Show slide, “Bomb Threat Procedures”

Most bomb threats are made by phone and usually this is the only contact authorities will have with the threat maker. This call is likely to be the only opportunity to gather information about the individual making the threat.

Every effort should be made to identify the person making a threat and his or her location by paying careful attention to such things as background noise, accent, if any, male or female, time call received (as accurate as possible).

a. Bomb threat procedures

- (1) Notify business/client management immediately in accordance with established emergency policy. Established policy will/should state who should be

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notified and what actions are to be taken. Of course, local law enforcement should be on the list.

- (2) Gather as much information as possible.
- (3) Empathize with the caller.
- (4) Record information correctly!
- (5) Identify incoming phone numbers (Caller ID)

NOTE: Show Slide, “Search Procedures”

b. Personnel should know:

- (1) Where to look (area of responsibility)
- (2) How to look (procedure for search)
- (3) What to look for (unusual or suspicious devices/packages)
- (4) What to do when found (don’t touch, report only)

3. Severe weather

NOTE: Show slide, “Severe Weather”

Severe weather is a type of emergency every location experience at one time or another so you need to be prepared for it. The most common effect of severe weather is a power outage that affects computer controls, alarm systems, safety sensors, etc.

Severe weather may occur as thunderstorms, high winds, hurricanes, tornadoes, ice and snow or flooding. Many times there is a combination of these conditions. It is imperative that security persons be aware of the problems severe weather can cause for a location, the clients’ policies and procedures for dealing with severe weather emergencies, and for determining your own personal protection needs.

- a. Notification or awareness warnings are provided by NOAA radio otherwise known as “Weather Radio,” local radio and

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TV. This NOAA did not build the ark, this NOAA is the National Oceanic and Atmospheric Administration, a department of the Federal Government. There are two primary code words used by the National Weather Service (NWS):

- (1) Watch - this alert stage normally provides 6 - 36 hours of notice to prepare and be aware of potential problems because conditions favor the occurrence of a certain type of hazardous weather. Normally management is alerted to this condition by the guard on duty.
 - (2) Warning - this alert stage is given when a specified area is within 30 to 60 minutes of the path of a violent or dangerous storm condition. This is when evacuation plans may be put into action. Management monitors the situation and all necessary preparations are made.
- b. Security personnel need to make special preparation under certain conditions, these normally are hurricane and snow and ice. When these conditions are imminent you should report to work for the long haul, such as with some food, drink, extra or proper clothing and your family advised of what may occur. You are expected to report for work provided you can do so safely.
 - c. Your security functions will be spelled out by Post Orders, client policy, memorandums and the use of good common sense. Safety is a concern during severe weather conditions. Objects can be blown around that are life threatening, electrical wiring can be separated and be actively lying around and water can make ground and roads disappear. You must be prepared to assist as instructed and most importantly become a source of documented information as to the events that occur, the emergency assistance requested, and the general condition of the area, after the passing of the hazardous weather.

F. Safety in the Workplace

NOTE: Show slide, "Safety in the Workplace"

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The following are very brief and basic safety terminology, practices and procedures in your work location that can help lessen or avoid an emergency.

Security guards are often required to report safety violations to their client management. In many places security is required to enforce safety rules such as smoking only in designated smoking areas.

Some important safety items you may encounter in your duty location are:

1. Material Safety Data Sheets (MSDS)

Manufacturers of products containing chemicals must provide an MSDS sheet for their product. These sheets must be readily accessible to employees and visitors. The sheet must discuss potential hazardous effects, physical and chemical characteristics, required protective measures, medical response procedures and clean-up requirements. Security personnel need to know the location of the MSDS forms for their own use and for the use of others when asked.

2. HazCom

This stands for “hazard communications.” This is the practice of communicating to employees, visitors and others onsite the type and hazard seriousness of materials in use.

3. Burn permit (hot work)

A burn permit is needed when any open flame or hot work such as when welding is done on equipment. The permit and activity are pre-registered and monitored during and after completion.

4. Confined space permit

This is a procedure that requires specially trained personnel, equipment and constant monitoring while personnel are in and about the affected area.

5. Lock Out-Tag Out (LOTO)

A LOTO is a label or sign that posts the procedures used when equipment is undergoing repairs and must remain inoperative. The equipment commonly requiring such procedure is mechanical, electrical, pressurized (fluid, gas or air) where the sudden startup of such equipment would cause serious or fatal injury to persons working on or near the equipment. These situations are normally evidenced by locks, removal of parts and other procedures that are obvious to the eye.

6. Blood borne pathogens

This is the term used for identifying diseases that may be passed from person to person by contact with body fluids. It can be a serious public health issue.

Security guards must be aware of these various terms because during the course of your duties, situations may arise that require knowledge of the above to prevent loss of life, limb or property.

G. Alarm Systems

NOTE: Show slide, “Alarm Systems”

To aid in detecting emergencies, hopefully before they become too serious, most facilities use alarms that alert security and others to the source of the potential emergency. For example, a smoke detector can warn you that a fire may be starting in some area of the facility. An alarm can alert you to illegal entry into the facility as well. These and many other devices may help prevent emergencies because they serve notice that something is amiss.

1. To be a good security guard you need to be familiar with your company’s alarm systems. Alarm systems are designed to detect, not necessarily prevent, such things as fire, smoke, excess water flow, or unauthorized entry or exit. You must understand their capabilities and deficiencies. These systems can help you perform your job if you have an understanding of their functions. An activated alarm may be brought to the guard’s attention in a variety of ways.

Alarm systems generally fall into two categories:

- a. Silent alarms

These are designed to alert law enforcement or security without alarming the intruder. For example, an intruder triggers an alarm that goes to a monitoring station or alerts the police or security to respond to a particular location.

b. Attention/Warning alarms

These alarms are designed to frighten away an intruder with a loud sound, such as a siren, before the intruder can accomplish his/her objective.

c. Combination of both

These alarms sound off a loud, insistent warning to frighten intruder while simultaneously alerting police or security.

2. Types of alarm systems

NOTE: Show slide, “Alarm Systems”

a. Burglar or intrusion alarms

These may use a pressure sensor, heat sensor, motion detector or old reliable circuit breaker to activate the alarm. This type of alarm may or may not be silent.

b. Fire alarms

Many fire alarms are activated at pull stations, or there may be an alarm at water flow switches, sirens, and/or fire control panels may alert the security guard. Sprinkler systems may also signal a problem when they are activated.

c. Hold up or duress alarms

Hold up alarms may be silent or audible. They are sometimes connected directly to a law enforcement department. Duress alarms are normally activated manually.

d. Closed circuit (CCTV) cameras

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Video monitors and video recorders are usually monitored by security personnel who will alert others when problems are detected.

e. Card and code access systems

Individuals are normally issued an ID card or personal code to access this system.

f. Detection monitors

These alarms are normally used in stores to detect merchandise being taken past a certain point (shoplifting).

Remember that all models can malfunction because of human manipulation or carelessness, weather conditions or the presence of birds, rats, etc. It is also true that a top-notch professional can disarm almost any of them. You do not need to help anyone to disable an alarm by talking about the alarm system you work with outside of your assigned duty area. A security guard must maintain the utmost confidentiality about the alarm systems where he or she is assigned.

3. Security guards' duties may include monitoring of fire control panels. It is important that you understand the post orders as they relate to your responsibility for this important assignment. Your life, as well as the lives of others, may be in your hands.
4. The security response to any alarm should be done with your safety and the safety of others as a major concern. Knowledge of your assigned duties will help ensure this.

III. Conclusion

A. Summary

NOTE: Show slide, "Training Objectives"

During this block of instruction, we have discussed the nature of emergencies and the most common types that security guards will respond to. We outlined the procedures that are needed in an emergency plan and pointed out the critical nature of having this plan in place **before** an emergency occurs. We explored the dangerous nature of workplace

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violence and bomb threats and sketched the appropriate security response to these incidents. We also covered materials to help distinguish between the differing types of alarm systems and their functions.

NOTE: Show slide, “Questions”

- B. Questions from Class
- C. Closing Statement

Recognizing that one of your major responsibilities is to respond to emergency situations raises some important introspective questions:

NOTE: Show slide, “Answer these questions . . .”

1. Do you know what to do if you have to respond to one of the situations discussed in this block of instruction?
2. Can you effectively remain calm and collected and implement the standard protocol appropriately?
3. Will you?

As you can obviously see, it will take a firm commitment on your part to maintain your professionalism and dedication to your company and the individuals you work with when responding to a potentially dangerous situation. Everyone will be depending on you to come through. Have a thoughtful plan and be prepared to act on it.

NOTES

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- i. Daniel Roth, "Someone to Watch Over Us," Fortune, 144, 12, December 10, 2001, p. 216.
 - ii. Thomas Adams, Police Field Operations 5th edition (Upper Saddle River, NJ: Prentice Hall, 2001), pp. 230-231.
 - iii. *Ibid.*, p. 25.
 - iv. *Ibid.*
 - v. Allen P. Bristow, Police Disaster Operations (Springfield, IL: Charles C. Thomas, 1972), p. 98.
 - vi. Adams, p. 231.
 - vii. *Ibid.*, p. 232.
 - viii. *Ibid.*
 - ix. *Ibid.*, p. 233.
 - x. *Ibid.*
 - xi. *Ibid.*, p. 231.
 - xii. *Ibid.*
 - xiii. Steve Kaufer and Jurg Mattman, "Workplace Violence: An Employer's Guide," Workplace Violence Research Institute, (found online at http://noworkviolence.com/articles/employers_guide.htm, 2001), pp. 1-2.
 - xiv. ¹Bureau of Labor Statistics (2016). TABLE R4. Number of nonfatal

Private Protective Services

occupational injuries and illnesses involving days away from work by industry and selected events or exposures leading to injury or illness, private industry, 2016.Cdc-excel

- xv. Steve Kaufer and Jurg Mattman, "Workplace Violence: An Employer's Guide," Workplace Violence Research Institute, (found online at http://noworkviolence.com/articles/employers_guide.htm, 2001), pp. 1.
- xvi. A Bureau of Justice Statistics, "Workplace," www.bjs.gov/index.
- xvii. Steve Kaufer and Jurg Mattman, "Workplace Violence: An Employer's Guide," Workplace Violence Research Institute, (found online at http://noworkviolence.com/articles/employers_guide.htm, 2001), p. 2.