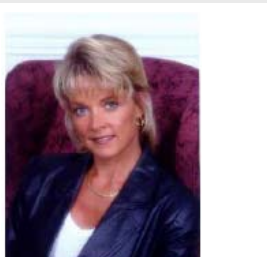




# ASIS –Private Security Services Council

Volume 1, Issue 1

September 2008



Private Security Service Council

Council Chair Report

**Private Security Service Council  
COUNCIL CHAIR REPORT**

It's with great pride that I have the opportunity to write the very first PSSC Council Chair Report for our Inaugural issue of our PSSC Newsletter. This Newsletter project is something our Council has discussed a number of different times and I believe it to be one of our most important projects yet. By producing an informative and timely Council Newsletter it will provide as a reference to folks already in the industry or perhaps to people who are looking at this industry as a possible career. Education and communication are essential if we want to move forward as professionals. Sharing information is critical to the growth of both ourselves as individuals but additionally as an industry.

I would like to thank Mr. Mark R. Porterfield our Council Newsletter Editor for making this project happen.

Special thanks to Ned Treanor and Rocco DeFelice as well for serving on this Newsletter Committee and for their own written contributions. I look forward to working with each of our Council Members in the future on the continued development of our Quarterly Newsletter. If any of our readers are interested in contributing I ask that you contact myself ([sandi@ifpo.com](mailto:sandi@ifpo.com)) or our Newsletter Editor; Mr. Mark Porterfield ([Mark.Porterfield@allied barton.com](mailto:Mark.Porterfield@allied barton.com)).

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## Private Security Service Council MEMBERSHIP REPORT

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NAME	MEMBER SINCE
Dana Adams, CPP	2004
Dennis Blass, CPP	2007
Bruce Brownyard	1995
Steven Bucklin	2007
Sandra Davies	2005
Geoffrey Davis	2000
Rocco DeFelice, CPP	2008
Lisa Dolan, CPP	2007
Christina Duffey, CPP	2001
Michael Gambrell	2006
Donald Jordan, CPP	2008
Gary Kutty	1999
Kimberly Matich	1999
Mark Porterfield, CPP	2003
Vincent Ruffolo	2000
Jim Sellers, CPP	2008
Jeffrey Slotnick, PSP	2001
James Taff, CPP	2008
Ned Treanor, CPP	2008
Daniel Youngerman	2000

*Chairperson's Report continued from page 1*

Briefly I would like to review some of the other vital projects that our Council is working on at this time.

- The PSSC has put together a brochure in which will be distributed at our Council Booth in Atlanta. There is a BIO of each of our Council Members in addition to our goals and objectives of our Council.
- A White-Paper was presented to the ASIS Foundation for consideration in the assistance of developing a Security Officer Role Delineation Study. As a Council we believe that a study of this nature is way over due and that it could be vital to our industry as many of the responsibilities of Security Officers has changed over the recent years.

The list continues and I would like to suggest that if you are interested in learning more, or perhaps serving on our Council I invite you to contact me.

In the meantime, or until the next PSSC Newsletter be safe!

Sincerely,

**Sandi Davies**  
**Chair**  
**PSSC**

## **Do In-House/Proprietary Security Guard Services Need Their Own Professional Liability Insurance?**

Institutions – such as schools, colleges and universities, hospitals and other life-care facilities; research facilities, religious institutions, cultural institutions, etc. – often have their own proprietary security operations. It is always highly recommended that these in-house security divisions obtain their own Professional Liability coverage!

Generally speaking, a Professional Liability exposure exists when **SPECIFIC KNOWLEDGE, SKILL AND LICENSING** are required to do a job. And Security Guards do fit the bill:

1. In most states, Security Guards must be specifically licensed;
2. In most states, those licenses require completion of a specific training program, including a specific curriculum and minimum number of training hours;
3. Many states also require specific, additional training to renew licenses;

So the Security Guards would clearly be deemed to have knowledge, skill and licenses not commonly possessed by members of the general public. *Continued on page 3*

## **PSSC Council Vision and Mission**

### **Mission Statement**

The council was established to serve the specific professional needs of those members who are engaged in supplying security services and security systems and to promote understanding and cooperation between all members of the Society.

### **Objectives:**

- A. To promote the exchange of experiences and opinions through discussion, study, and publication, and to provide the Society and its leadership with information and recommendations on matters relating to security services and systems.
- B. To identify, develop, establish, promote, and support a high level of personal and professional ethics and standards of operation in organizations supplying security services and systems.
- C. To recommend and contribute to developing relevant responsible, realistic legislation and regulation standards, guidelines and regulation in close cooperation with appropriate volunteer and staff entities.
- D. To encourage the education and training of employees in organizations supplying security services and systems for the benefit of the industry and the improvement of professional competency.
- E. To share the general objectives set forth in Article II of the Society's Bylaws and those precepts set forth in the Society's code of ethics.
- F. To increase and enhance the public awareness and recognition of the role of private security programs, systems and personnel.
- G. To acquire, preserve, and disseminate data relating to the functions and accomplishments of security services and systems.

However, the need for the in-house security guard division to have its own specialty coverage can sometimes be difficult to explain to an insured.

First, WHY would a University or School District need special coverage for its Security Guards?

The University or School District's insurance program generally includes Professional Liability coverage, BUT:

- The policy definition of "Professional Services" generally includes educational activities – but may not include Security Guard services.
- The policy definition of "Who Is an Insured" generally includes licensed professional staff such as teachers, school psychologists, guidance counselors, school nurses – but the intent is to cover educators – and the list may not include licensed Security Guards.

In most cases, Professional Liability for Security Guards simply isn't something that was contemplated by the carrier writing the Educators' Liability policy. Most knowledgeable Insured's/Risk Managers (and their agents!) don't want to jeopardize coverage in a limited market segment with an exposure that the professional liability carrier didn't contemplate and doesn't want to cover.

Next, WHY would a Hospital or Nursing Home need coverage for their proprietary guard service?

The Hospital or Nursing Home's insurance program generally includes Professional Liability coverage, BUT:

- The policy definition of "Professional Services" generally includes medical services – but may not include Security Guard services.
- The policy definition of "Who Is An Insured" generally includes licensed professional medical staff such as physicians, psychiatrists, psychologists; radiologists; nurses; occupational, physical, and speech therapists; medical technicians, etc. – but the intent is to cover medical personnel – and the list may not include licensed Security Guards. *Continued on page 6*

## **HURRICANE PREPAREDNESS**

We're frequently asked questions about hurricane preparedness. We always reply that advance preparations and planning are essential. Remember, major storm systems operate by their own rules, and forecasts of storm tracks and size are really just educated guesses made with the assistance of computer models. So prepare now and avoid panicked decisions later. While there are many good checklists around, we'd like to give you the "long" version of hurricane preparedness:

**YEAR ROUND HOME PREPARATIONS** – Trim damaged, weak, or termite ridden branches from trees and shrubs. Trees and shrubs located near the house should be kept sufficiently trimmed to avoid damaging the roof and exterior walls in high winds. Re-cement ridge tiles and bricks, and replace slates or shingles which have come loose since the last hurricane season. Document your belongings for insurance purposes (a video camera works nicely), make sure recent purchases are insured, and mark everything with your identification for recovery purposes. Keep all your important papers in a fire and waterproof safe, locked cabinet, or lockbox (and keep a copy of these documents in another location). Check with your local utility company to find out its recommendations on whether or not you should turn off the electricity and gas if you evacuate. **MEMO TO ANYONE WHO HAS NOT READ A NEWSPAPER SINCE HURRICANE KATRINA:** Most homeowner policies do not cover flood damage. Contact your insurance agent about purchasing flood insurance – you can buy federally subsidized coverage for both the structure and contents.

**HURRICANE WATCH HOME PREPARATIONS** – O.K., so there's a active hurricane and it may be heading your way. Bring in or secure outdoor items (lawn furniture, planters, garbage cans, toys, etc.) which can become lethal projectiles in high winds. Turn your refrigerator and freezer on to their coldest settings, and unplug appliances and electrical equipment that you won't need. Be especially careful to protect computers and other sensitive electronics from power surges and outages. If you have a swimming pool, turn off the pump and filter system. Choose the most secure room in the house to ride out the storm – look for the room with the fewest windows, strongest walls, and best escape routes.

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## **Operation Shield**

The **Atlanta Police Foundation and the Atlanta Police Department**, in partnership with Mayor Shirley Franklin, the Atlanta Security Council, Central Atlanta Progress, Atlanta Downtown Improvement District, and Midtown Alliance launched its newest program, **OPERATION SHIELD** in April, 2007. Operation Shield is a 'for members only' program that exercises a fully integrated approach to carrying out our mission of addressing crime prevention and emergency preparedness. Operation Shield's three-pronged success formula enables members to effectively bridge communication gaps between the Atlanta Police Department and Atlanta's business community; they include:

**Atlanta CityWorkSite** : Specifically designed for Atlanta / about Atlanta, Atlanta City Worksite serves as Operation Shield's secure web based platform channel that provides real time communications and information sharing among security community leaders including the Atlanta Police Department, contract and in house private security professionals, property and facilities management, and transit via text messaging, email, pager, and fax. Many major US cities have already implemented a similar program and experienced immediate results which included increased response rates, reduced crime statistics, and stronger communications among public and private sector members.

**COMNET**: Monitored 24/7 by the Atlanta Police Department, COMNET is Operation Shield's exclusive two-way radio security communications network that allows direct communication between all Operation Shield members to issue alerts, assist in tracking, and provide comprehensive community support and safety promotion by virtue of a dedicated radio frequency.

**Surveillance Cameras**: Fully funded by the Atlanta Downtown Improvement District, Buckhead Alliance, Midtown Alliance, and Central Atlanta Progress, high – tech surveillance cameras are fed live to the Atlanta Police Department and are uploaded to Atlanta CityWorkSite. Members experience the added benefit and security of an expanded camera surveillance network through which dedicated 24 hour Atlanta Police Department monitoring and dedicated response is provided in and around Atlanta's city limits.

To ensure the highest levels of success, it is recommended that all Atlanta security and facilities managers be linked into both primary communication channels, Atlanta CityWorkSite and COMNET. To become an **OPERATION SHIELD** member please contact Jennifer Zeunik, Director of Programs via email at [jzeunik@atlantapolicfoundation.org](mailto:jzeunik@atlantapolicfoundation.org) or call 404.586.0180.

**Major James Sellers, CPP**  
**Atlanta Police Department**

## **CALENDAR OF EVENTS**

**SPECIAL EVENT: THE FUTURE OF SECURITY DOCUMENTS**

**PLACE: CROWNE PLAZA CHICAGO, IL.**

**DATE/TIME: SEPTEMBER 8-10, 2008**

**Type a description of your event here: [www.securedocumentsconference.com](http://www.securedocumentsconference.com)**

**SPECIAL EVENT: AAAE ACE SECURITY REVIEW COURSE**

**PLACE: LOS ANGELES, CA**

**DATE/TIME: SEPTEMBER 22-25, 2008**

**Type a description of your event here: [www.aaae.org](http://www.aaae.org)**

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Taping windows doesn't make them any stronger, although it may reduce flying glass shards.

You'll really need ½" or thicker plywood over the windows to properly protect them, and avoid even covered windows during the storm.

**NOTE TO GENERATOR OWNERS:** If you have a generator, now is the time to test it and make sure to top off the fuel tank. (If it's O.K. with the manufacturer, add a fuel stabilizer to keep your fuel fresh throughout the hurricane season.) Portable generators should never be operated inside the house – they give off a surprising amount of carbon monoxide, which is extremely dangerous in enclosed spaces. Carbon monoxide itself is tasteless, odorless, and colorless, so don't count on the exhaust fumes to give you advance notice of a problem. Even located outside, be sure to keep the generator exhaust well away from open doors and windows. In fact, a battery operated carbon monoxide detector wouldn't be a bad idea.

**TRANSPORTATION** – We included this topic whether you plan to evacuate or not, because you should always be prepared to evacuate. Storm strength and storm track can change suddenly, and your plans may change accordingly. Now is the time to attend to your vehicle's needs – don't put off major repairs. Check the battery and electrical system, brakes, engine, etc. Make sure the spare tire is fully inflated, and replace any unreliable tires. A pressurized can of tire inflator/sealant and/or 12V DC compressor, jumper cables, and flares/smoke signals should already be on board, along with a full tank of gas. Remember, a faulty exhaust system can be extremely dangerous if you're stopped for an extended time with the vehicle running. Have several gallons of fresh water on board, just in case you or your vehicle get thirsty!

**HURRICANE FASHION TIPS** – No, we aren't joking! Even a near miss from a hurricane can cause extensive wind damage, tornadoes, fires, and flooding. Remember, at least as many injuries occur after a hurricane as during one. Broken glass, sharp edged debris, and roofing nails could be everywhere, and suddenly those comfortable short pants, capris, and flip flops weren't such a good choice of clothing. Jeans and thick soled shoes or boots offer more protection. We don't recommend going outside during a hurricane, but if you're the first one out

the door after the hurricane passes, you should wear protective head gear of some sort. Dislodged bricks, slates, and tree branches may be dangling precariously over your head. DOT approved motorcycle helmets seem to provide the most protection from falling objects, but military or construction safety helmets also give some protection. Protective eyewear wouldn't be such a bad idea either.

**Flashlights, BATTERIES, & Emergency Lighting** – We don't just mean a cheap flashlight with two "D" cell batteries. You should have a waterproof flashlight for everyone in your party, at least one of which should be of the high intensity type. Be prepared for an extended loss of power. Batteries wear out quickly if used constantly, and stores may be closed or sold out of replacements. Keep plenty of spares on hand, and buy them now. (By the way, an inexpensive battery tester is a good investment and safety device – even weak batteries can shine brightly for a few seconds.) Have on hand one or more lights which shine in all directions – ambient lighting provides a more natural living environment than directed flashlight beams. You should also consider glass shielded candles and oil powered lanterns, if you're in a well ventilated area with no broken gas lines or leaks. But remember that curtains and blinds may be blowing in windows that are rarely open, so secure them well away from any flame.

**First Aid Kit** – Band-aids and antiseptics are certainly a necessary part of any first aid kit, but consider that you may not be able to obtain over the counter medications for an extended period of time. Aspirin and other pain relievers, antihistamines, sunscreen, burn ointments, antidiarrheals, scissors, tweezers, waterproof adhesive tape, and some large bandages for lacerations or puncture wounds, are all essential for a serious first aid kit. You should also be sure to include a first aid handbook in your kit – the Red Cross has some good publications. Since you may be living at outside temperatures until electricity is restored, learn the difference between heat exhaustion and heatstroke – heatstroke can kill in minutes if left untreated.

**Prescription Medication** – Staying at home with a few days supply of essential prescription medications is never a good idea, and can be a fatal mistake in a hurricane devastation zone. You'll want several weeks' supply of these medications on hand, at a minimum. (The same goes for your pets' medications.)

**Toiletries** – Have at least two weeks' supply of personal toiletries on hand.

Don't forget this includes such everyday necessities as toilet paper, hand wipes, paper towels, etc.

*Continued from page 3*

In most cases, Professional Liability for Security Guards simply isn't something that was contemplated by medical malpractice carrier – and the medical malpractice market is SO limited, most knowledgeable Insured's/Risk Managers (and their agents!) don't want to jeopardize that coverage with an exposure that the malpractice carrier didn't contemplate and doesn't want to cover.

What are some of the unique exposures of the in-house security guard operation, that aren't covered by standard CGL policies?

1. **Failure to provide adequate security** (ie, the guard failed to act and something happened)
2. **Use of excessive force or unreasonable force** (ie, alleged assault & battery by the guard)
3. **Improper use of firearms** (ie, the guard shoots someone)
4. **Other Negligence by guard** (either a failure to act &/or an incorrect action)
5. **Wrongful detention / false arrest / false imprisonment**
6. **Wrongful eviction**
7. **Theft of confidential information by a guard**
8. **Intentional, wrongful acts that could create Vicarious Liability exposures for the School District/employer** (such as a criminal act by a guard; or use of unreasonable force by a guard)
  - For example: If a guard hits someone, shoots someone, molests a student or patient, etc. you can expect a claim will be filed against the guard and ALSO against the employer/Institution, alleging that the guard wasn't properly screened / trained / supervised (etc.) and therefore, the employer/Institution is vicariously liable for the event and injury.

In most jurisdictions, the Guards need to be licensed. In many jurisdictions, the proprietary guard division or its employer needs to be licensed. In order to become licensed, proof of insurance generally must be provided to the State's Licensing Division, which meets some specific requirements. Following are two examples:

In the State of New York, the applicable regulation is **NY Consolidated Business Law Article 7A (§89-g.3.b.6)** which reads as follows:

The Certificate of Insurance must SPECIFICALLY CONFIRM the following: **“Coverage shall include false arrest or false imprisonment, malicious prosecution, libel, slander, and violation of right of privacy”**

In the State of Wisconsin, **Regulation # 2149 (6/06) Ch. 440.25** states:

- The comprehensive general liability policy must include coverage for bodily injury liability, property damage and personal injury.
- The policy must cover all licensed private detectives and private security personnel employed by the agency.
- If an agency permits anyone associated with it to carry a firearm in the course of duty, it must also have coverage for injury or damage resulting from the use of firearms.

Most states have similar requirements – and the policies covering most institutions that utilize in-house/proprietary security guard operations simply won't meet the stated requirements!

To summarize, schools, hospitals and other institutions that utilize in-house/proprietary security operations should check with their insurance professional to make sure that the unique liability exposures created by these operations are adequately covered by the institution's existing insurance programs. If not, separate Professional Liability coverage should be obtained.

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**Bruce Brownyard, President  
Brownyard Programs, Ltd.**

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If the water goes bad, you'll need a chemical hand sanitizer. (Actually, you'll need lots of hand sanitizer – consider buying a case instead of a single bottle!)

**Water & PROPER HYDRATION** – Did you know that in our subtropical summer environment, an adult needs to drink about a gallon of liquid a day just to stay hydrated? And don't forget you'll need water for hygiene and cooling. While it's a good idea to fill the tub before the storm, your drinking water should be in a sealed container. Fresh water is inexpensive, so if you're going to remain in your home, why not have several 3- to 5-gallon containers stored there? We recommend at least two gallons per day per person, one week minimum. Store the water in a cool, dark, dry place which won't flood, and replace the water every six months. If you run out of fresh water, boiling for ten minutes at full boil kills most germs, as does treatment with chlorine or iodine (but these methods won't remove many chemicals, heavy metals, etc.) The Red Cross suggests sixteen drops of plain, unscented chlorine bleach per gallon, let stand for thirty minutes, repeating the procedure one time if the water is still foul. Iodine disinfectant pills are available at drug and camping stores, and antiseptic iodine can also be used to disinfect water – check the label for instructions. Lastly, water purification hand pump filtration systems can be purchased for a reasonable price. Always check the manufacturer's system specifications and general reputation, but the good systems remove both germs and impurities. **SPECIAL NOTE TO CERTAIN OF OUR READERS** (you know who you are): Beverages containing alcohol and caffeine cause dehydration. This is even true of beer, so limit your alcohol intake!

**Food** – You should have food supplies available for at least one week, for every person in your party. Cans are heavy, but they are extremely durable and have a long shelf life. You'll also need a reliable hand operated can opener, which is a serious consideration when you're opening ten or more cans a day. Military style dehydrated meals are light and compact, but expensive. Remember that preserved food usually contains lots of salt. If this is a problem for you or anyone else in your party, make special provisions. Plastic storage containers, cling wrap, and aluminum foil will be useful for keeping foods fresh and free of bugs. Note to the slow-witted: If the power goes out, eat the refrigerated food first, before it goes bad.

**Cooking STOVE** – This could be anything from a high end, four-burner propane barbeque grill to a single can of Sterno. Most people prefer at least one cooked meal a day, and don't forget that stoves can be used to boil water. Make sure you use only the fuel specified by the manufacturer, and have plenty of that fuel stored in the appropriate type of container in a safe place. Keep plenty of matches on hand and store them in a waterproof container.

**Ice & Ice Chests** – Yes, we are quite serious about ice. Ice isn't just a convenience. Sure, it preserves fresh food and iced tea is hard to make without it, but if you're outdoors in the summer heat for an extended period of time, ice can be a lifesaver. It can be used to prevent and treat heat exhaustion. Buy a quality ice chest with a drain hole and a high insulation value, which can survive children and rough handling. Block ice, if available, lasts much longer than cubes or crushed ice. Even outdoors, a good ice chest will stay cold for several days, especially if kept in the shade.

**Battery Operated Radio & TV** – You'll need to receive information from the outside world. Assume that 110V AC and even 12V DC current won't be available, so have battery operated TV's/radios or hand cranked radios at the ready. (The new hand cranked radios can give you an hour or more of use with a few cranks of the handle.)

**Telephones** – Your brand new multi-line phone/fax/voicemail system with the fifty page instruction manual won't be much help when the power goes out, but surprisingly your old Princess phone may still work. These inexpensive phones don't need an outside power source because they work off the phone line. (Much of the Uptown phone system worked through Katrina and its aftermath.) Cell phones can be a lifesaver during and after a major storm. Don't forget to fully charge your cell phone batteries before the storm approaches – it's best to have at least two extended life batteries on full charge, and a 12V DC charger you can plug into your car. Keep your cell phone on your person during the storm, in a waterproof pocket or container. Learn how to use text messaging now, because this feature may still work on a damaged cellular system which can no longer carry voice transmissions.

**Pets** – Pets will need food and water just like humans. They'll also be under stress, and areas where they are typically kept in normal circumstances may become unsafe during and after a hurricane. *Continued next page*

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Most pets don't do well on a constant diet of human food, so stock up now on pet food. We've found that the large plastic containers available from pet stores work well and keep food fresh and dry if the top is kept sealed. Stock up on their medications also.

**Fire Extinguisher** – You should already have a fire extinguisher in your home, but during and after a hurricane fires are more likely to occur. Have at least one good sized, general purpose fire extinguisher in your home, and preferably more placed in strategic locations. Bring one with you if you evacuate in your vehicle.

**REPELLING Insects** – We recommend a deep woods formula bug repellent with DEET, several cans per person. Mosquito netting can be purchased in rolls or pre-cut circular sizes which can be suspended over bedding. Most important of all, if you're staying home make sure that you have screens or netting to cover open doors and windows. Most people that we've talked to feel that Citronella candles really do work.

**Tools** – At a minimum, you should have a hammer and nails, screwdrivers (both flat head and phillips) short and long screws, hatchet or axe, pry bar, hand saw, pliers, survival or pen knife, and pointed digging shovel. (And don't forget the leather gloves.)

**Duct Tape** – Duct tape merits special mention. It has so many uses we can't list them all, but when a sudden need arises to make quick repairs, you'll be glad you have it. We recommend several rolls of the good stuff, which is much more durable and holds better than the cheaper brands.

**Rope** – Rope can be used for escape and rescue, and to secure all kinds of things. We recommend rope of at least 3/8" diameter up to about 5/8", which most people can still easily handle. Fifty feet would be the minimum length. Secure and store your rope properly (and take the time to learn a few basic knots), because when you need it you may not have time to unravel a rat's nest! You should also have plenty of cord available for smaller jobs.

**Garbage Bags** – You may not realize just how quickly trash can build up because it's usually removed at least once a week under normal conditions.

However, if a hurricane hits it may be weeks before

any trash is picked up. Collecting and storing your trash properly sure beats living in it, so we recommend lots of trash bags, both the smaller kitchen type and the heavy duty garbage bags. P.S. Trash bags make good waterproof containers!

**Life Preservers** – If you live in a low lying area or might have to pass through one to evacuate, have life preservers available for everyone in your party. Have each person try one on and learn how to wear it properly, before you evacuate. If you have smaller children, be sure to have child-size life preservers.

**PLASTIC Tarps** – You'd think there would be enough blue tarp material around to last for the next thousand years. But even if your roof came through Katrina unscathed, it may have been weakened or suffered damage that isn't readily apparent. We recommend having on hand at least two tarps, 20' x 20' minimum size. If necessary, these tarps are large enough to function as tents if you're forced to camp outdoors.

**EVACUATION Plan** – Like we said, you should always be prepared to evacuate. We don't know how you'll be traveling, so you'll have to decide which items you'll be able to bring along. This decision should be made well in advance, and your travel items should be packed separately and ready for transport on a moment's notice. Bedding and blankets, if you have room for them, can make extended travel much more comfortable for your passengers. You should already know where you're going, who'll be traveling in your party, and how you're going to get there. Preprogramming the GPS navigation system is a good idea if you have one, and bring maps of your primary and alternate routes and destinations. (Yes, you should have alternate routes and destinations, because the situation is subject to change and other storms could already be on their way.) Avoid routes through low-lying coastal areas and river flood basins if you're not leaving at least thirty-six hours before the storm's anticipated landfall. Be sure to let your family and friends know your plans, the route, and expected arrival time, and make allowance (and provisions) for extended travel delays.

Small children should have identification and contact numbers somewhere on their person.

Bring sufficient funds and credit cards to get you through the next two weeks, but remember that

credit cards and checks may not be accepted in a hurricane devastation zone. And don't forget your insurance card and a spare set of car keys. Last thing before you leave, follow the utility company's instructions on whether or not to turn off the electricity and gas in your home.

**THE HUMAN SIDE** – Although not included on any previous checklist we've seen, we suggest you take special note of the human side of hurricane preparedness. Everyone will be under stress before, during, and after the hurricane, and mental preparation is as important as anything we've discussed so far. Tempers may be short and folks will be exposed to conditions they don't normally encounter. It's O.K. to forewarn your party about this – it helps to deal with the problem. Someone often takes charge or at least has more influence on decision making than the others. If this person happens to be you, remind your group that everyone will get through this by working together, sharing provisions, and pitching in to help. Be especially considerate and avoid personal criticism, teasing, or other harsh comments that you'll regret having said later. Above all, keep your composure and never panic!

Take it from someone who spent months in Louisiana following the devastating Hurricane Katrina, BE PREPARED!

**Mark R. Porterfield CPP**  
**VP/GM AlliedBarton Security Services LLC**

### **Book Review of the Unthinkable**

Those of us in the business are forced to read a lot about security. The words we use are always changing even though the ideas we are expressing remain much the same. We have to read to learn the words. Most of the books are not written with the idea of entertaining us, just providing us with good thoughts we can use to help our customers. Amanda Ripley's new book THE UNTHINKABLE, WHO SURVIVES WHEN THE DISASTER STRIKES-AND WHY, published by Crown Publishers, New York, is an exception. The author did not start out as a security professional. She is a senior writer for *Time* magazine.

Ripley's book is insightful, mostly because she took the time to talk first hand with survivors of devastating disasters instead of those of us in the business and other noted experts. The stories they told are interesting, not just from the perspective of security professionals, but to all who have experienced real fear, not the fear of losing an account or a job, but the fear of losing their life.

Ripley goes into detail about the importance of the acts of regular people (not professional first responders) and how they "are the most important people at a disaster scene, every time." She makes the point that while real people are often portrayed as victims it is real people who are first on the scene and best able to help others in the situation with them. She also discusses how people facing disaster are often much kinder than they may be on a regular day. This is not the kind of information we get from reading the news or our usual reading lists.

The author developed the "The Survival Arc." This pedagogical device divides the reactions of facing disaster into three chronological phases (denial, deliberation, and the decisive moment) to add structure to her book. She explains how each phase influences our chance of survival during a disaster. During a disaster people need time to think and to collect some data about what is going on around them. They also deliberate with others seeking more information and evaluating their options. Survivors then use the information they have to take action.

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Ripley discusses the classic "risk equation" but adds another dimension, the dread factor. The dread factor explains why people accept many risks that occur regularly but will have high anxiety about others they will most likely never experience.

The author delves into the psychology and physiology of fear in a more interesting way than the college books I had to endure.

Ripley's collection of stories makes points all of us in the security business need to better understand and share with those depending on our advice and leadership during a time of crisis. Too often we encourage our customers and the people we serve to rely on us during disasters when the truth is the best way we can serve them is to help them prepare to help themselves prior to the event occurring. Ripley relies extensively on the work of Rick Rescorla, head of security for Morgan Stanley Dean Witter, during the 9-11 attack on the World Trade Center to make this point.

In this review I did not discuss the stories Ripley uses even though they are what set this book apart. We know how the disasters ended. Ripley's stories give us insight into how they began from the perspectives of real people.

The important takeaways from this book are: There are things we, as security professionals can do to help people survive disasters. Many of the things we as security professionals are prone to do may not be the things we need to be doing. Not every book on security is a struggle to finish.

**Reviewed By:**

**Dennis Blass, CPP, PSP, CFE  
Security Engineers**

## **2008 ASIS Private Security Officer Selection and Training Guideline**

In January 2008, ASIS International's Standards and Guidelines Commission announced that the Private Security Officer Selection and Training Guideline first published in 2005 was going to be reviewed and updated. The guideline has been written for both proprietary and contract security and is intended to set forth minimum criteria that regulating bodies and companies in the United States can use to assist in recommending legislation and policies for the selection and training of private security officers.

A guideline review committee was established to assist the ASIS International staff review the public comments and make recommendations for the updated guideline.

The following Private Security Services Council members participated on the Guideline Review Committee:

**Sandi J. Davies  
Jeffrey A. Slotnick, PSP  
Dennis Blass, CPP, PSP  
Steven K. Bucklin  
Vince Ruffolo**

The new guideline is scheduled to be published and distributed before the end of the year.