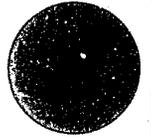
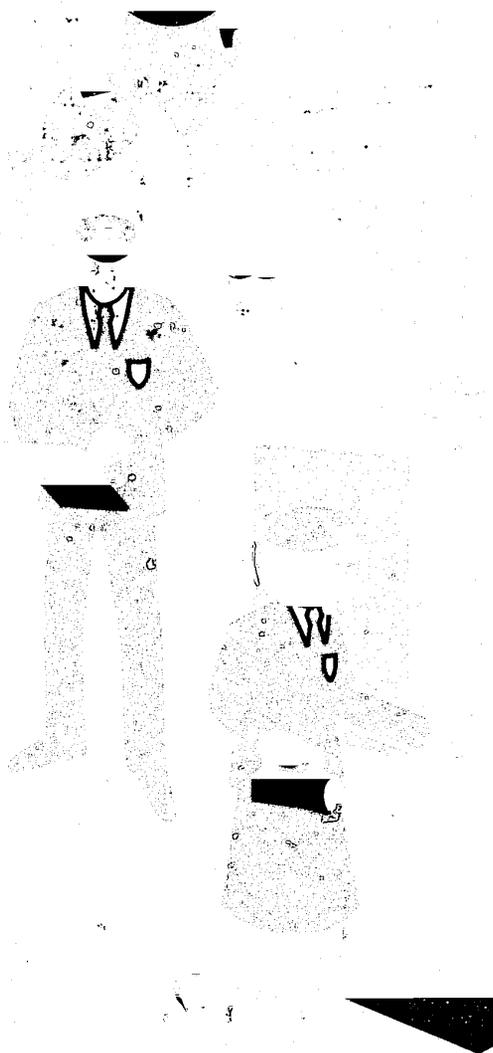

CONTRACT GUARD INFORMATION MANUAL



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CONTRACT GUARD INFORMATION MANUAL

U.S. Department of Justice
National Institute of Justice

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U.S. General Services Administration
Office of Federal Protection and Safety
April 1984

CONTRACT GUARD INFORMATION MANUAL

NCJRS

APR 18 1985

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1

THE CONTRACT GUARD AND THE FPS

Your job as a contract guard is to protect U.S. Government property and safeguard the well-being of people who work on that property.

Guards contracted to the General Services Administration (GSA) supplement GSA's uniformed and investigative officers of the Federal Protective Service. Contract guards work closely with these officers, following the rules and procedures governing them. They also work with the Federal agencies serviced by GSA, and, ultimately, are responsible to the American taxpayer.

Basic Responsibilities

Private security guards perform work that regular police cannot or will not do. Once, public police had only local jurisdiction, and private guards—such as the Pinkertons—provided protection on a regional or national basis. Today, private guards protect the interests of property owners, rather than of society at large. In your case, the client is the U.S. Government.

Your duties concern mainly crime prevention and detection, rather than investigating and solving crimes. You are expected to—

- Detect and report criminal acts.
- On occasion, stop, question, and—as a last resort—arrest suspected criminals. However, security guards generally have no more arrest authority than do private citizens. Most arrests will be handled by an officer of the FPS or by a member of the public police.
- Provide security against loss from fire or mechanical equipment failure and enforce property rules and regulations.

- Control access to specific areas of a facility or building.
- Act occasionally as a crowd monitor to maintain order.

In contrast, public police are mainly responsible for keeping public order, enforcing the laws, preventing crimes, and catching criminals. They work largely on public property, but may enter private property when invited or called to restore order and enforce criminal law. They may enter private property when they haven't been called, in order to prevent a crime from being committed, or to make an arrest. However, searches, arrests, and other activities on private property are strictly controlled by constitutional limitations and laws; an example is the requirement of arrest or search warrants based upon probable cause. Public police also may patrol private property, such as shopping-center parking lots, to which the public has free entry.

Both public and private police serve as security consultants, advising individuals and organizations on crime-prevention measures.

The Federal Protective Service

The FPS has 11 field headquarters, each managed by a director. Policy guidance comes from the Assistant Commissioner of the Office of Federal Protective Service in Washington, D.C. FPS enforcement personnel can make arrests on GSA property and exercise all the police powers of sheriffs and constables, with the exception of serving civil processes.

The FPS helps Government agencies design and install mechanical and electronic security systems. It

also conducts crime-prevention education programs and surveys and administers the facility self-protection program for Federal agencies.

FPS uniformed and investigative personnel will serve as your primary backup as you perform your daily duties. Uniformed Federal Protective Officers (FPO's) have taken a rigorous basic police training course at the Federal Law Enforcement Training Center at Glynco, Georgia. Each FPO is qualified to administer cardio-pulmonary resuscitation (CPR)

and first aid. FPO's are also trained in group-demonstration and riot control and can perform police functions with national security significance.

Nonuniformed criminal investigators of the FPS handle crimes ranging from homicide to theft of Government property. They also investigate allegations of contract guard misconduct on the job. Information you provide to FPS investigators could be important to the successful outcome of a criminal investigation.

2

CONDUCT ON DUTY

Your conduct and job performance will directly affect the safety of Government personnel and property. Competence on the job also means greater personal safety when you are exposed to dangerous or difficult situations.

Compare the contract officer who simply sits at his desk, waiting for a telephone call or complaint, with one who inspects windows, doors, and packages; informs occupant employees of current criminal activities; and familiarizes himself with layouts of areas most likely to be entered unlawfully. Needless to say, the more alert, aggressive guard has the greater chance of success when responding to an "in progress" call for service.

Because you are constantly in the public eye—and judged by your appearance, as well as by your behavior—you also must pay close attention to grooming and appearance. Wear the required uniform and accessories (listed later in this chapter), keep them

in good repair, and follow the prescribed safety procedures.

Performance Requirements

Punctuality is a must. Report for duty at the proper time and place, wearing full uniform and all required equipment. Sign in and out, as required, and be prepared to spend the entire tour of duty at a fixed post or on patrol until properly relieved. You may not take breaks unless properly relieved and must take them away from post.

Know all post orders. When you start duty, ask the guard you relieve if there are any ongoing events, new orders, or projects that must be completed. Follow all building security pass requirements authorized by the FPS. Report all incidents and offenses to the Control Center (CC) for appropriate action (see page 17). Never release any information, except that authorized by the FPS, and take orders

only from the FPS supervisor — not from building occupants. Direct all persons requesting information or reports to the FPS Zone Supervisor.

Be alert at all times and *mentally and physically prepared* to assume your duties. You may not use alcohol or drugs before taking duty, or on duty. Report any guard who does so, and do not turn over your gun, equipment, or post to an unfit officer. You may not have a television set or radio on duty, or read newspapers, magazines, or books (only authorized bulletins and special orders). You also may not sleep, play cards or other games, or babysit.

- Do not remove any personal or Government property from any office, storeroom, or facility. People found doing so may be prosecuted under Title 18 U.S. Code or under local laws.
- Do not associate with the building occupants for other than official business as your actions could be easily misinterpreted.
- Do not, under any condition, remove firearms or equipment from the building or facility. You are responsible for your weapons and equipment unless the on-site supervisor has that responsibility.

Grooming

You are expected to be clean and properly groomed at all times.

Your *fingernails* should be free of dirt and trimmed so they do not extend beyond the fingertips.

Your *hair* must be clean, neat, and not interfere with the proper wearing of official headgear. The height of the hair, from scalp to highest point of the coiffure, is not to exceed 2½ inches. Hair must not fall below either eyebrow when the head is uncovered, nor protrude below the sweatband of headgear. A female guard's hair cannot extend below the bottom edge of her blouse collar; bouffant and modified bush styles are acceptable if they allow proper wearing of the hat (Figure 1). A male guard's hair

Figure 1. Women's hair-grooming standards. All three hair styles are acceptable, as the hair does not fall below the bottom of the blouse collar, is no more than 2½ inches in height, does not extend below the eyebrows, and will not interfere with the wearing of the cap.



cannot cover the top of his ears, or the shirt collar when he is standing (Figure 2).

Men's *sideburns* must be neatly trimmed, extending no lower than the bottom of the ear, constant in width (not flared), and end with a clean-shaven, horizontal line.

Mustaches are to be neatly trimmed; they may extend no more than a half inch beyond and a fourth inch below each corner of the lips and go no higher than the noseline.

Hair ornaments, such as flowers and combs, may not be worn, but items to hold hair in place (bobbypins, hairpins) may be worn if they are concealed as much as possible and are of a color that blends with the hair. The cap may be secured to the hair with up to two hatpins of plain design with black or dark blue pinheads.

Makeup may be worn by female guards, provided it is subdued and natural looking.

Guards in uniform may not wear *jewelry* such as earrings, necklaces, chains, or religious insignia around the neck, or buttons or pendants on the uniform. They may wear rings, but only on the third finger of either hand.

Undergarments that can be seen through or above a uniform shirt must be white. Women guards must wear supportive brassieres.

Proper Dress

You are expected to keep your uniforms, insignia, accessories, and equipment clean and in good repair. They are to be maintained and worn as follows.

Wear your *cap* squarely on the head, with the sweatband snugly against the forehead, except when you are in a motor vehicle or assigned to office or Control Center duty. You may be issued a dark blue fur- or pile-trimmed cap with earflaps for use in cold weather.

Long-sleeved *shirts* may be worn as under- or outer garments. Short-sleeved shirts may be worn as outer garments or under the windbreaker. When the shirt is used as an outer garment, do not wear suspenders; don't roll or fold back sleeves. You may have a shirt altered only for proper fit.

Leave *trouser* legs uncuffed and hem at the point where they touch the shoe tops without causing a break in the creased lines. Trousers must fit properly.

Wear a solid black, 3- or 4-inch wide, clip-on *tie* with the long-sleeved shirt. Use an appropriate law-enforcement or plain tie clasp or pin, but don't tuck the tie into the front of your shirt. Don't wear ties with short-sleeved shirts.

An *overcoat* or *windbreaker* may be issued to officers assigned outside duties in cold weather. Any outerwear worn must first be approved by the FPS.

Wear black *socks* that are long enough so that your skin won't show below your trousers when you are sitting. You may wear white socks if they are required for medical reasons. Women guards may wear black or skin-colored hose with skirts.

Keep your *footwear* shined and in good condition. Shoes must be black with black laces and plain toes. Toes and heels are to be closed and the heels no higher than 1½ inches. Pumps, loafers, wingtips, suede, and athletic shoes are not permitted. You may not wear boots with pointed toes, decorative stitching, heels higher than 1½ inches, or tops higher than 12 inches. Do not tuck trouser legs into the tops of boots.

All *badges* must be of a type approved by the contract. Wear the metal breast badge on the left breast of the shirt when the shirt is used as the outermost garment. Wear the cloth badge on the windbreaker and overcoat. Wear the cap badge squarely upright and centered above the cap visor.

Shoulder patches must conform to the contract. Wear the contract guard service patch on the left shoulder of the shirt, overcoat, and windbreaker.

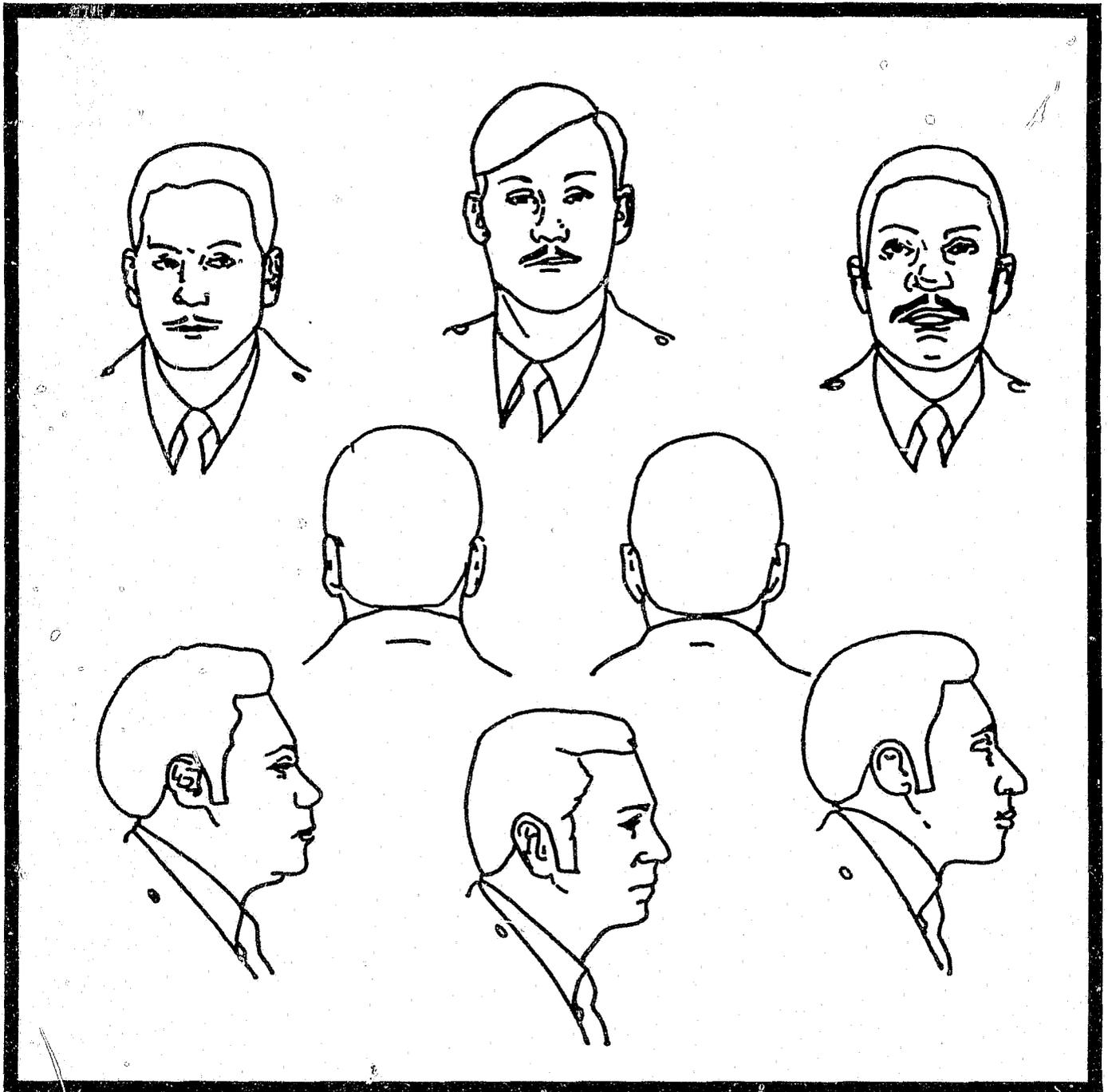
Figure 2. Men's hair-grooming standards. The mustaches, although differing in style, meet FPS grooming standards, as they are neatly trimmed, extend no more than a half inch beyond and a fourth inch below the lips, and go no higher than the nose line. The illustrated hair styles also are permitted. The hair does not cover the shirt collar, and the sideburns are neatly trimmed and extend no lower than the bottom of the ear.

The *nameplate* is of plastic and contains the officer's last name and, when space permits, the first name or initial. Wear it centered on the right pocket flap of your outermost garment.

Wear only the *accessories* that you are qualified to handle and are issued by the contractor. These include: handcuff case with handcuffs, keyholders (which may be worn on the trouser belt), radiocase,

and — for guards working on armed posts — a forward-draw holster worn at the hip, a .38-caliber revolver with 4-inch barrel, an ammunition pouch with six rounds of ammunition, and four pistol-belt keepers.

You are prohibited from carrying or using: personal weapons, Klieg-light flashlights, dogs, blackjacks, shotguns, rifles, and similar items.



Care of Uniforms and Equipment

You and your employer are responsible for all approved uniforms and equipment. GSA, in turn, will usually provide office and locker facilities.

Store company uniforms and personal equipment (Sam Browne belts, boots, etc.) in assigned lockers. Weapons, nightsticks, handcuffs, flashlights, hand-carried radios, and building keys are to be handed from guard to guard and logged in on GSA Form 1051, "Firearms and Equipment Control Register." The weapons are to be stored in a steel safe or locker approved by the FPS, with weapons and ammunition kept in separate drawers if possible. Show all serial numbers and the number of bullets on Form 1051.

If you remove any equipment from the building or facility, indicate so on the same form and note in the building log the date, location, and reason for removing the property.

You must be prepared to make all equipment listed on GSA Form 1051 available for inspection by FPS personnel. The inspectors are required to identify themselves with picture identification, or GSA forms 2751 or 3153. The building log entry is to show the date, times of arrival and departure, and the name of the inspector, along with any remarks. If you have any questions concerning the validity of the inspection, notify the FPS Zone Supervisor or Control Center. Cooperate fully with the inspector, but do not chat with him.

Grounds for Dismissal of Contract Guards

GSA can remove you from duty, either for failure to pass a suitability check or for improper conduct on the job, which includes:

- Violation of the Rules and Regulations Governing Public Buildings and Grounds, 41 CFR 101-20.3.

- Neglect of duty — sleeping while on duty, loafing, unreasonable delay or failure to carry out assigned tasks, conducting personal affairs during official time, and refusing to assist or cooperate in upholding the integrity of the security program.

- Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records.

- Disorderly conduct, use of abusive or offensive language, quarreling, intimidation, fighting, or disruptive actions that interfere with Government operations.

- Theft, vandalism, or other criminal actions.

- Selling, consuming, possessing, or being under the influence of intoxicants, drugs, or similar substances while on duty.

- Unethical or improper use of official authority or credentials.

- Unauthorized use of communications equipment or Government property.

- Misuse of weapons.

- Violations of security procedures or regulations.

- Recurring tardiness.

3

RECORDKEEPING AND REPORTING

Forms, instructions, and reports are the written record of your job. They are necessary if you are to be paid, to understand and perform your duties, and to bring charges against offenders. You need not be overwhelmed by paperwork, however, if you —

- Read carefully these and other instructions, including the Officer's Duty Book (discussed later) and the handbook *Federal Protective Service Uniformed Force Operations*.
- Make mental and written lists of the procedures and forms required.
- Make sure you have—or know where to get—the necessary forms, supplies, and equipment.
- Practice the notetaking, interviewing, and reporting techniques discussed in this chapter.

Signing In and Out

Your employer is just one of the many individuals and firms contracting with GSA. And you are one of thousands of individual employees. In such a mammoth organization, the only way to keep track of work by contract employees is to maintain a signed record of their time on the job. For you, this proof is a modified GSA Form 139 called "Contract Guarding Duty Register." You will use another version of Form 139, "Record of Time of Arrival and Departure from Buildings," for regular visitors. Do not confuse the two.

The "Contract Guarding Duty Register" has three blanks at the top: "Building," "Year," and "Month." These must be filled in on each sheet. After that are eight columns for your use (plus one for GSA)—

- *Date.* Fill it in, even if the date has already been recorded.

- *Name.* Print clearly your full name, with last name first.

- *Signature In.* Sign the way you usually do: First name, middle initial, last name.

- *Post.* Record your post or position. If you are on temporary additional service, record "TAS." Supervisors signing in for supervision should indicate "Supervision."

- *Relief.* Regular guards enter "On Duty." Supervisors providing relief record "Supervisor" or "Sup," and project managers, "PM."

- *Signature Out.* Sign here when you get off duty—and only then.

- *Arrival.* Record the exact time you start duty. Use the 24-hour clock. One minute after midnight is 0001 hours; 1:00 a.m. is 0100; noon is 1200, 1:00 p.m. is 1300; midnight is 2400.

- *Departure.* Again, record the exact time you leave, use the 24-hour clock, and don't fill it out until you depart. Whenever you leave the site, you also must sign out. For example, if your post is on the seventh floor and you must go to the first floor to talk to someone about a family emergency, you are off duty; you must sign out. If you take people to the pistol range, you have left the site; you must sign out.

When in a supervisory position or roving patrol that covers several buildings, you must sign in and out at each building. You are allowed reasonable travel time between buildings. As long as you are on the fastest route between buildings, you are not off site.

Don't show that you started work sooner or left later than you did. Falsifying Government documents is against the law. If convicted, you can get 5 years in prison and a \$10,000 fine, and the Federal conviction will be on your record for life.

You may record the building, year, and month on top of the GSA Form 139, as well as the date, but record nothing else except on your line. Always sign in on the first blank line. Don't let anyone record for you, and don't record for them.

If you make a mistake, cross through the entire line and write the correct information on the line immediately below. Don't erase the error or do anything else that will keep people from reading the mistake. After the correction has been made, write an explanation on the back of the form — or on a separate sheet of paper that you will staple to the form — about how you made the mistake. Sign the statement, and have your supervisor sign it.

Leave the GSA forms at the location designated by GSA. If you have any questions about the procedure, ask your supervisor or the FPS Zone Supervisor. Failure to correctly sign in or out could result in a delay or reduction in payment to your employer.

Officer's Duty Book

All you need to know about your post — instructions, procedures, and pertinent information — is contained in the Officer's Duty Book. The Book is located at FPS Control Centers, Zone Offices, permanent posts, and other posts from which guards are assigned duty.

Each Officer's Duty Book is divided into four parts, separated by dividers with instructions for the use of information in each section. The sections are —

General Information.—This includes information — such as memoranda, orders, and notices — that is published by GSA and pertains to all post assignments — fixed, or mobile.

Special Orders.—These are orders regarding a specific post and in effect for more than 60 calendar days.

Special Instructions.—These are also for a specific post, but with a time limit of less than 60 calendar days; for example, telephone call authorizations and notices about meetings or special events.

Emergency Instructions and Telephone Contact Lists.—Each building has an occupant emergency plan giving evacuation routes for personnel and an "Emergency Call Numbers List" (GSA Form 1099), plus a diagram showing all cutoff valves or switches.

When the emergency list is lengthy, more than one list may be used. Key persons, such as building

managers, may also have copies of the "Emergency Call Numbers List."

In each section, orders and information are arranged by date, with the latest item appearing on top. Upon reporting for duty, you should review each section, unless it has been reviewed by the supervisor at formal roll-call training. You are expected to comply with the new orders and inform your relief of the changes. Supervisors are expected to review each section semiannually in order to remove obsolete information.

Filing Reports

In responding to an incident or emergency, you will have several possible courses of action, depending on the situation and decisions made by your supervisor and other contacts.

The first step is to notify the appropriate FPS Zone Supervisor or Office and the Control Center (CC). Then record in the Building Incident Log the nature of the incident and all pertinent information. You will have jotted this information in a pocket-sized notebook, which you are to carry at all times.

At this point, you may be told to wait for a Federal Protective Officer to arrive; or you may be directed to prepare an "Offense/Incident" report (GSA Form 3155) and/or the "Crime Information" report (GSA Form 3157). Usually, roving guards make the "Offense/Incident" reports at the scene. However, contract guards at fixed posts may respond to some serious incidents — assaults, rapes, weapon violations — after notifying the CC. Use of firearms is prohibited unless all other means of handling the situation have been exhausted.

Control Center.—Your quick call to the CC will ensure a response in a matter of minutes, whether it be for faulty plumbing, theft, a bomb threat, or the numerous other problems that can arise. The CC is an information-gathering center functioning around the clock, seven days a week. Its personnel monitor security and fire alarm systems; receive and transmit policy messages; receive reports of facility problems, illnesses, crimes, and unusual conditions and situations; monitor and edit audio visual recordings; prepare and distribute reports; and operate teletypewriter/computer terminals. The Control Center will feed this information to persons and offices responsible for handling a particular problem, while also directing your handling of the situation.

Division of Responsibility in the Preliminary Investigation

If you are called upon to fill out "Offense/Incident" and "Crime Information" reports, remember the following breakdown of responsibilities:

Contract Guard:

- Makes a complete, factual "Offense/Incident" report.
- Calls the zone in which he is assigned and informs them that an "Offense/Incident" report is ready for pickup.

- Records in the building log the date and time and the name of the FPO notified.

- Notes the name, date, and time the report was picked up.

- Submits reports before going off duty. However, when overtime is necessary, he notifies the CC that the report will be delayed and gives all information to the report writer for inclusion in the original spot report.

FPS Zone:

- Provides needed forms.
- Picks up the "Offense/Incident" report.

Field notes.—When taking notes, think ahead to the final product—the written report. Remember to *get it all, get it right, and make it clear*. Then answer the five key questions listed on page 16. This will save you the embarrassment, inconvenience, and imposition of having to re-interview a victim, complainant, or witness. It will also enhance your job performance by providing the basis for a good report.

If you are going to fill out an incident or offense report, record the following information in your notebook:

- Type of incident or offense;
- Date, time, and location;
- Full names of persons involved and witnesses (with the correct spelling), along with their business and home addresses (including room or apartment numbers and zip codes) and telephone numbers (including area codes);
- Age, sex, and race, and—in the case of an injury—whether the person refused medical help, was given first aid on the scene, or was hospitalized;
- Times CC and Zone Headquarters were notified and the names and telephone numbers of others called—fire department, ambulance, building manager, GSA shop personnel, etc. Also record the dates and times they responded; and

- The times you learned of the incident, arrived on the scene, and returned to normal service.

If a motor vehicle is stolen, vandalized, or used in an incident or offense, find out the year of the vehicle, make, model, color (top and bottom), identifying characteristics, tag number and State, vehicle identification number, and estimated value.

If something has been stolen, record the type of item, the number taken, the owner, brand name, serial number, color, model, value, unusual features, and the method used to take it. For multiple thefts, list each item separately.

Indicate whether or not the offender is a Government employee or Government contractor. If the

Figure 3. GSA Form 3155. You will fill out this form whenever you are asked to prepare an "Offense/Incident" report. Fill out all numbered items except 28a and b, 30, 31, 32a and b, and 33a through j, and write a brief narrative of the incident as described in this chapter.

OFFENSE/INCIDENT REPORT

INSTRUCTIONS ARE PRINTED SEPARATELY. IF ADDITIONAL SPACE IS NEEDED, USE REVERSE OF FORM; IDENTIFY ITEMS.

1. TYPE
 a. ORIGINAL b. CONTINUATION c. SUPPLEMENT OR FOLLOWUP

REPORT CONTROL SYMBOL
 PB-126-1

2. CODE NO. 2a. SORT 3. TYPE OF OFFENSE OR INCIDENT 4. CASE CONTROL NO.

5. BUILDING NO. 6. ADDRESS

7. NAME OF AGENCY/BUREAU 8. AGENCY/BUREAU CODE 9. SPECIFIC LOCATION 10. LOCATION

11. DATE/TIME OF OFFENSE/INCIDENT 12. DAY 13. DATE/TIME REPORTED 14. DAY 15. JURISDICTION (X)

16. NO. DEMONSTRATORS 17. NO. EVACUATED a. TIME START b. TIME END

18. PERSONS INVOLVED

ID CODE (a)	NAME AND ADDRESS (b)	AGE (c)	SEX (d)	RACE (e)	INJURY CODE (f)	TELEPHONE (g)
	Last Name, First, Middle Initial					HOME
	Number, Street, Apt. No., City and State (ZIP Code)					BUSINESS
	Last Name, First, Middle Initial					HOME
	Number, Street, Apt. No., City and State (ZIP Code)					BUSINESS

19. VEHICLE

a. STATUS: STOLEN SUSPECT GOV'T. PERSONAL VANDALIZED RECOVERED

b. YEAR c. MAKE d. MODEL e. COLOR (Top/Bottom) f. IDENTIFYING CHARACTERISTICS

g. REGISTRATION: YEAR STATE TAG NO. h. VIN i. VALUE

20. ITEMS TAKEN

a. NAME OF ITEM b. QUANTITY c. OWNERSHIP: GOV'T. PERSONAL d. BRAND NAME

e. SERIAL NO. f. COLOR g. MODEL

h. VALUE i. UNUSUAL OR UNIQUE FEATURES

j. PROPERTY WAS: SECURED UNSECURED k. STATUS OF PROPERTY: RECOVERED MISSING PARTIAL RECOVERY VALUE RECOVERED

l. NAME OF ITEM m. QUANTITY n. OWNERSHIP: GOV'T. PERSONAL o. BRAND NAME

p. SERIAL NO. q. COLOR r. MODEL

s. VALUE t. UNUSUAL OR UNIQUE FEATURES

u. PROPERTY WAS: SECURED UNSECURED v. STATUS OF PROPERTY: RECOVERED MISSING PARTIAL RECOVERY VALUE RECOVERED

21. NARRATIVE (If additional space is needed, use reverse of this form)

22. NOTIFICATION

	TIME		23. EVIDENCE: <input type="checkbox"/> YES <input type="checkbox"/> NO	TAG NO.	a. TYPE	b. WHERE STORED
	NOTIFIED	ARRIVED				
a. OTHER POLICE AGENCY						
b. FIRE DEPARTMENT						
c. AMBULANCE						
d. BUILDING MANAGER						
e. OTHER (Specify)						

24. ATTACHMENTS (Mark "X" where applicable)

a. CONTINUATION SHEET b. GSA FORM 3157 c. PROPERTY RECEIPT(S) d. STATEMENT(S) e. SUPPLEMENTAL f. OTHER ATTACHMENTS (Specify)

25. SUSPECT STATUS: a. NOT IDENTIFIED b. GOV'T EMPLOYEE c. GOV'T CONTRACT EMPLOYEE d. NON GOV'T EMPLOYEE e. N/A

26. DISPOSITION OF SUSPECT: a. ARRESTED b. NOT ARRESTED c. CITATION ISSUED d. RELEASED e. N/A

NOTE: Complete GSA Form 3157 when there is a Suspect, Att. Burglary, Burglary, Att. Robbery, Robbery, or a Weapon is used.

27. TIME: a. RECEIVED b. ARRIVED c. RETURNED TO SERVICE

28. REVIEWED BY—NAME (Printed) AND SIGNATURE: FPS GG b. DATE

29. BADGE: a. BADGE NO. b. NAME (Printed) AND SIGNATURE c. DATE

30. CASE REFERRED TO: a. FPS DETECTIVE b. LOCAL POLICE c. STATE POLICE d. FBI e. IG f. N/A g. OTHER (Specify)

31. CASE: a. OPEN b. CLOSED c. UNFOUNDED

32. APPROVING OFFICIALS NAME (Printed) AND SIGNATURE b. DATE

33. DETECTIVE STATUS: a. CASE# b. CLOSED (INACT. I) c. SUSPECT DEVELOPED d. SUSPECT ARRESTED e. ENTERED NCIC: YES NO N/A f. PROPERTY RECOVERED g. VALUE h. CLEARED NCIC: YES NO N/A i. REFERRED j. DATE

INSTRUCTIONS FOR COMPLETING GSA FORM 3155

1. **TYPE.** Enter an X to indicate if this is an original, continuation page, or a supplement to a report previously made.
2. **CODE NO. (OFFENSE/INCIDENT CODE).** *Enter 4-digit offense/incident code that corresponds to the offense/incident. In cases of vandalism, enter the offense/incident code number 1010 or 1020 and enter the word "vandalism" in item 3, followed by the estimated dollar amount of damage. (Round off amount to nearest dollar; do not use decimal or cents.)
- 2a. **SORT.** In those incidents involving the use of Special Operations Response Teams (SORT), place an X in this block.
3. **TYPE OF OFFENSE OR INCIDENT.** Enter in words the type of offense or incident being reported.
4. **CASE CONTROL NO.** Enter 11-place alphabetical/numerical case number which is obtained from the control center. The case control number is constructed as follows: 1st and 2nd places designate the region; 3rd place, the district; fourth place, the zone; fifth place thru ninth, the number of cases listed consecutively throughout the calendar year; tenth place, a letter designating the month, e.g., A = January, B = February, C = March, etc. The eleventh place designates the calendar year. Only the last digit of the calendar year is entered. For example: In region 8, District 2, Zone 5, the 4392 case of the year, occurring in FEBRUARY 1983, would be entered as 082504392B3.
5. **BUILDING NO.** Enter 8-digit GSA building number. When building number does not apply, enter NA (not applicable) in the first two blocks beginning on the left side. Leave remaining blocks blank. (It is the responsibility of each region to provide these numbers to all officers.)
6. **ADDRESS.** Enter street, city, and State where offense/incident occurred.
7. **AGENCY/BUREAU NAME.** Enter agency/bureau name (i.e., Internal Revenue Service (IRS)).
8. **AGENCY/BUREAU CODE.** Enter 4-digit agency/bureau code in which offense/incident occurred. (It is the responsibility of each region to provide these numbers to all officers.)
9. **SPECIFIC LOCATION.** Enter in words a brief description of location of offense/incident. Always begin with general area, then room area, and then specific location (e.g., 1st floor, office, desk). Refer to example in item 10.
10. **LOCATION CODE.** *Enter alphabetical/numerical code. The first two blocks identify the general area or floor level where the incident occurred. The third and fourth blocks identify the room area; the fifth and sixth blocks provide the specific location of the incident. For example, if the offense/incident occurred on the 1st floor, in an office, from a desk, code 010FDK would be entered for item 10. (The last two blocks are used primarily in theft incidents. When use of the fifth and sixth blocks is inappropriate, enter NA (not applicable).)
11. **DATE/TIME OF OFFENSE/INCIDENT.** Enter month, day, year, and military time of offense/incident. Months must be entered in numerical order (i.e., January—01 through December—12). (If the date of the offense/incident is March 9, 1983, it would be recorded as 030983.) If exact date is unknown, but date last seen can be determined, enter that date. If neither of these dates is known, enter UNK (unknown).
12. **DAY.** Enter 2 letters for day of week on which the offense/incident occurred. Codes for days of the week are: SU, MO, TU, WE, TH, FR, SA, and UK (unknown).
13. **DATE/TIME REPORTED.** Follow same instructions as in item 11.
14. **DAY.** Follow same instructions as in item 12.
15. **JURISDICTION.** Enter an X in the appropriate box.
16. **NO. OF DEMONSTRATORS.** Enter the estimated number of demonstrators.
17. **NO. EVACUATED.** Enter the estimated number of evacuees.
- 17a. **TIME START.** Enter the time when evacuation began (use military time).
- 17b. **TIME END.** Enter the time the evacuees returned to evacuated area (use military time).
18. **PERSONS INVOLVED.** (Suspect, Victim, Witness, Reporting Party). If there are more than two people involved, prepare an additional GSA Form 3155. Use the same case number and fill in only the appropriate blocks.
- 18a. **ID (IDENTIFICATION CODE).** Enter appropriate codes of persons involved: SU—suspect, VI—victim, WI—witness, RP—reporting party. If there is more than one person in same category, enter in third block as 1, 2, etc., (e.g., SU1, SU2, etc.). When filling in these blocks, begin with first block on left and work from left to right.
- 18b. **NAME AND ADDRESS.** Enter name(s) and address(es) of person(s) identified. Record subject's full name. Show last name first, followed by first name, then middle initial. If subject doesn't have a middle initial, use NMI (no middle initial) to indicate this.
- 18c. **AGE.** Enter age if known; otherwise, enter UNK (unknown).
- 18d. **SEX.** Enter M—male or F—female.
- 18e. **RACE.** Enter appropriate code: A—Asian Pacific/Oriental, H—Hispanic, I—American Indian, B—Black, W—White, O—other (explain in narrative), X—unknown.
- 18f. **INJURY CODE.** Enter appropriate code: 0—none, 1—refused treatment, 2—first aid only, 3—hospitalized, 4—deceased.
- 18g. **TELEPHONE.** If known, enter area code(s) and number(s); otherwise, enter UNK (unknown).
19. **VEHICLE.** If more than one vehicle is involved, prepare an additional GSA Form 3155. Use the same control number and fill in only the appropriate blocks.
- 19a. **STATUS.** Check the appropriate box(es).
- 19b. **YEAR.** Enter model year of vehicle.
- 19c. **MAKE.** Enter make of vehicle.
- 19d. **MODEL.** Enter model of vehicle.
- 19e. **COLOR.** *Enter appropriate color code. If more than one color, list in order from top to bottom and separate by slashes. Example: Cream vinyl top with blue body is entered as cmr/blu.
- 19f. **IDENTIFYING CHARACTERISTICS.** List any identifying characteristics of the vehicle, such as cracked window, dented fenders, etc.
- 19g. **REGISTRATION.** Enter year, State, and registration number printed on vehicle tag.
- 19h. **VIN (VEHICLE IDENTIFICATION NUMBER).** Enter vehicle identification number.
- 19i. **VALUE.** Enter estimated value of vehicle.
20. **ITEMS TAKEN.** If there are more than 2 items taken, prepare an additional GSA Form 3155. Use the same case number and fill in only the appropriate blocks.
- 20a. **NAME OF ITEM.** Identify item (e.g., typewriter, tools, radio equipment, etc.).
- 20b. **QUANTITY.** Enter number of items. Enter a 0 in unused blocks (e.g., for one item, enter 001).
- 20c. **OWNERSHIP.** Check the appropriate box.
- 20d. **BRAND NAME.** Enter brand name (e.g., Remington).
- 20e. **SERIAL NUMBER.** Enter serial number, the word "none", or "unknown", as appropriate.
- 20f. **COLOR.** Enter color*. Separate multi-colors with a slash (e.g., red, brown, and blue = red/bro/blu).
- 20g. **MODEL.** Enter model or number, if any.

(Continued on reverse)

20h. VALUE. Enter value (or estimated value) of items stolen. (Round the amount off to the nearest dollar; do not use decimal or cents). When filling in these blocks, begin on the left and work from left to right. Use an X to fill in each unused block.

20i. UNUSUAL OR UNIQUE FEATURES. List any features that will assist in identifying the property, such as an owner applied number (i.e., owner's social security number).

20j. PROPERTY WAS. Enter an X in appropriate box.

20k. STATUS OF PROPERTY. Enter an X in the appropriate box. If property is partially recovered, enter value of the amount recovered.

20l. through 20v. same as 20a. through 20k.

21. NARRATIVE. Enter details of offense/incident not included elsewhere in report, or when the word "other" has been used. If additional space is required, use the reverse side of form.

22. NOTIFICATION. As required, enter time (military time) of notification and arrival of appropriate units.

23. EVIDENCE. Enter an X in the appropriate box, and evidence tag number if applicable.

23a. TYPE. Identify type of evidence.

23b. WHERE STORED. Give current location of evidence.

24. ATTACHMENTS. Enter an X in the appropriate boxes, or specify in block marked "Other Attachments" (such as traffic accident forms).

25. SUSPECT'S STATUS. Enter an X in the appropriate box.

26. DISPOSITION OF SUSPECT. Enter an X in the appropriate box. Enter number of any citation issued to suspect.

27. TIME (OF OFFENSE/INCIDENT). Use military time.

27a. RECEIVED. Enter time assignment received.

27b. ARRIVED. Enter time arrived on scene.

27c. RETURNED TO SERVICE. Enter time returned to service.

28. REVIEWED BY. Enter an X in the appropriate box to indicate FPS (Federal Protective Service) or CG (Contract Guard).

28a. NAME AND SIGNATURE. Enter printed name and the signature of immediate supervisor reviewing report.

28b. DATE. Enter date report was reviewed.

29a. BADGE. Enter badge number of FPO completing the offense/incident report. Contract guards will enter the letters "CG". (When filling in these blocks, begin on the left and work from left to right.)

29b. NAME AND SIGNATURE. Enter printed name and the signature of FPO or contract guard completing the offense/incident report.

29c. DATE SUBMITTED. Enter date report submitted.

30. CASE REFERRED TO. Enter an X in the appropriate box(es). (The approving official is responsible for completing this block.)

31. CASE STATUS. Enter an X in the appropriate box. A case is closed when the offender has been identified, sufficient evidence has been collected to charge him, and he has been taken into custody. A case is also closed in instances where some element beyond police control precludes the placing of formal charges against an offender (e.g., the U.S. Attorney refuses to prosecute).

32. APPROVING OFFICIAL. Completion of this block will indicate the report has been reviewed for accuracy and completeness of data.

32a. NAME AND SIGNATURE. Enter printed name and the signature of approving official (to be designated by the district supervisor). This should not be the same as the reviewing official.

32b. DATE. Enter date report was approved.

33. DETECTIVE STATUS. This set of blocks is to be used by the detectives only. These blocks will be filled out showing what results occurred to the offense/incident report upon completion of a followup investigation, if conducted.

33a. CASE NUMBER. Enter Detective Section case number assigned.

33b. CLOSED. Place an X in appropriate box to signify how the investigation was closed. Inact - Inactive, Arr - Arrest, OM - Other Means.

33c. SUSPECT DEVELOPED. Place an X in the box if a suspect was developed.

33d. SUSPECT ARRESTED. Place an X in the box if the suspect was arrested.

33e. ENTERED NCIC (NATIONAL CRIME INFORMATION CENTER). Enter an X in the appropriate box.

33f. PROPERTY RECOVERED. Enter an X in the box to indicate if stolen property was recovered.

33g. VALUE. If property recovered, indicate the value of recovered property.

33h. CLEARED NCIC. Enter an X in the appropriate box.

33i. REFERRED. If followup investigation was referred to another investigative unit and accepted, indicate name.

33j. DATE. Enter date referral was accepted.

*HB, FPS UNIFORMED FORCE OPERATION, CHAPTER 8.
HB, FPS, STAFF OFFICER'S GUIDE, CHAPTER 5.

CRIME INFORMATION (Complete one GSA Form 3157 for each victim/witness or suspect)

1. CASE CONTROL NO. _____

2. INFORMATION PROVIDED BY: VICTIM WITNESS

3. NAME OF OFFICER _____ DATE _____

4. NAME OF SUSPECT (If known) _____ 4c. NICKNAME OR ALIAS _____

4b. DESCRIPTION

RACE	SEX	AGE	D.O.B.	WT.	HT	HAIR COL.	EYE COL.

4c. ADDRESS OF SUSPECT _____ 4d. SUSPECT WAS ALONE ACCOMPANIED

5. CLOTHING DESCRIPTION _____

FOR ALL CATEGORIES THAT FOLLOW: CIRCLE APPROPRIATE CODE NUMBER.

6. SUSPECT - PERSONAL DESCRIPTIONS

HAIR LENGTH (a)	HAIR SYTLE (b)	FACIAL HAIR (c)	GLASSES (d)	TATTOD (e)	GENERAL APPEARANCE (f)	SPEECH (g)
1 LONG 2 MEDIUM 3 SHORT 4 BALD/BALDING	1 AFRO 2 WAVY 3 SHAG 4 STRAIGHT 5 BRAIDED 6 WIG	1 FULL BEARD 2 GOATEE 3 MUSTACHE 4 SIDEBURNS (UNUSUAL) 5 NONE	1 SUNGLASSES 2 GLASSES (PLAIN) 3 NONE	1 EXTREMITY 2 BODY 3 FACE 4 PICTURES 5 NAME/INITIALS 6 OTHER (Explain) 7 UNK	1 NEAT WELL DRESSED 2 DIRTY/RAGGED 3 UNIFORMED 4 MOD/UNUSUAL 5 UNUSUAL JEWELRY 6 OTHER (Explain) 7 UNK	1 PROFANE/ABUSIVE 2 SOFT/POLITE 3 APOLOGETIC 4 ACCENT 5 STUTTER 6 DEEP/RASPY 7 HIGH 8 EFFEMINATE 9 LISP
TEETH (h)	COMPLEXION (i)	SCARS-BIRTHMARKS-DEFORMITIES (j)	EYES (k)	SUSPECT WORE (l)	R-L HANDED (m)	
1 GOLD 2 GOLD DESIGN 3 MISSING/GAPS 4 PROTRUDING 5 DECAYED/DIRTY 6 BROKEN 7 VERY WHITE 8 FALSE 9 NONE	1 LIGHT 2 MEDIUM 3 DARK 4 ACNE 5 FRECKLED 6 RUDDY	1 HEAD 2 NECK 3 HAND 4 ARM 5 BODY 6 OTHER (Explain)	1 MISSING 2 CROSSED 3 BULGING 4 SQUINT 5 BLINK 6 OTHER (Explain)	1 SKI MASK 2 STOCKING MASK 3 BAND-AIDS 4 MOTORCYCLE HELMET 5 HALLOWEEN MASK 6 OTHER (Explain)	1 RIGHT 2 LEFT 3 UNK	
					BUILD (n)	
					1 SMALL 2 MEDIUM 3 LARGE	

7. BURGLARY - ATTEMPT BURGLARY M.O.

POINT OF ENTRY (a)	POINT OF EXIT (b)	METHOD OF ENTRY (c)	INSTRUMENT USED (d)	ALARM (e)
<input type="checkbox"/> FRONT <input type="checkbox"/> REAR <input type="checkbox"/> SIDE 1 DOOR 2 WINDOW 3 DUCT/VENT 4 ADJ BLDG 5 ROOF/FLOOR 6 WALL 7 OPEN GARAGE 8 OVERHEAD DOOR 9 OTHER (Explain) 10 UNKNOWN	<input type="checkbox"/> FRONT <input type="checkbox"/> REAR <input type="checkbox"/> SIDE 1 DOOR 2 WINDOW 3 DUCT/VENT 4 ADJ BLDG 5 ROOF/FLOOR 6 WALL 7 OPEN GARAGE 8 OVERHEAD DOOR 9 OTHER (Explain) 10 UNKNOWN	1 KEY 2 SMASH GLASS 3 CUT GLASS 4 FRIEND/INMIED- 5 REMOVED 6 CHOPPED/SMASHED 7 REMOVED AC/FAN 8 BROKE/REMOVED DOOR PANEL 9 CUT/BROKE LOCK 10 UNLOCKED/NO FORCE 11 HID IN BLDG 12 REMOVED WINDOW PANE 13 OTHER (Explain) 14 UNKNOWN	1 KEY 2 PRYING TOOL 3 SAW/DRILL 4 BOLT CUTTER 5 CHOPPING TOOL 6 HAMMER 7 BRICK/ROCK 8 CHAN LOCKS/IV GRIPS 9 TAPE 10 VEHICLE 11 BODILY FORCE 12 TORCH 13 EXPLOSIVES 14 OTHER (Explain)	ALARM SYSTEM <input type="checkbox"/> YES <input type="checkbox"/> NO ACTIVATED <input type="checkbox"/> YES <input type="checkbox"/> NO MONITORED 1 LOCAL 2 FPS CONTROL 3 ALARM COMPANY 4 POLICE
BURGLARY ELEMENTS (f)		SUSPECT'S ACTIONS (g)		VICTIM WAS (h)
1 ALARM INOPERATIVE 2 BUILDING VACANT 3 AREA UNATTENDED 4 NON-EMPLOYEE IN AREA 5 OTHER (Explain)		1 MALICIOUS DESTRUCTION 2 URINATED 3 USED TOOLS FOUND AT SCENE 4 BURGLARY NOT COMPLETED 5 ATE DRANK/SMOKED 6 TURNED LIGHTS ON-OFF 7 DEFEATED 8 BROKE INTO COIN-OP MACHINE 9 KNEW LOC OF HIDDEN CASH 10 DEFEATED ATTEMPT DEFEAT OF ALARM 11 TRIPPED ALARM 12 OTHER		1 PRESENT 2 ABSENT

8. ROBBERY M.O.

SUSPECT'S ACTIONS (a)	SOLICITED/OFFERED (b)	FORCED VICTIM TO: (c)	VICTIM WAS (d)
1 ASSAULTED VICTIM 2 BOUND/VICTIM 3 USED NOTE 4 DEMANDED JEWELRY 5 ASKED FOR CIGARETTES/MERCHANDISE 6 WEAPON USED 7 PURSE SNATCH 8 PROSTITUTION INVOLVED	9 USED LOOKOUT 10 APOLOGETIC 11 GESTURED (Explain) 12 SEX ACTS INVOLVED 13 USED VEHICLE 14 SHOTS FIRED 15 OTHER (Explain)	1 AID FOR VEHICLE 2 RIDE 3 CIGARETTE/LIGHT 4 USE PHONE 5 INFORMATION 6 MONEY 7 SEX 8 CON GAME 9 DRUGS 10 OTHER (Explain)	1 EMPLOYEE 2 HANDICAPPED (Explain) 3 NON-EMPLOYEE 4 ALONE 5 ELDERLY 6 JUVENILE 7 OTHER (Explain)

9. WEAPON DESC.

WEAPON (a)	WEAPON FEATURE (b)
1 HANDGUN 2 SHOTGUN 3 RIFLE 4 SIMULATED GUN 5 TOY GUN 6 BRICK/ROCK 7 POCKET KNIFE 8 BUTCHER KNIFE 9 EXPLOSIVES 10 VEHICLE 11 STRANGULATION 12 HANDS-FEET 13 BODILY FORCE 14 BLACKJACK/CLUB 15 POISON/DRUGS/LIQUOR 15 BURN/SCALD 16 GAS/MACE 17 THREATS 18 OTHER 1 CHROME/NICKEL 2 BLUE STEEL 3 AUTOMATIC 4 REVOLVER 5 SHORT BARREL 6 DOUBLE BARREL 7 SINGLE BARREL 8 SAWED OFF 9 PUMP 10 BOLT ACTION 11 ALTERED STOCK 12 WHITE GRIPS 13 WESTERN STYLE 14 LARGE BORE 15 SMALL BORE 16 OTHER 17 UNKNOWN	MAKE _____ MDL _____ CAL/GAUGE _____

10. REMARKS (List item number for each explanation) _____

offender is identified, show the disposition of the offender, such as "arrested" or "citation issued."

For utility emergencies, notify the CC immediately. They, in turn, will contact the lessor or the GSA shop responsible for the utility. Record the time of the emergency, when the CC was contacted, and the name and arrival time of the respondent. Notify the CC after the utility repairman has arrived and have him give the CC a report of the damage and status of the utility emergency.

(Procedures for fires, bomb threats, emergencies, and other special situations will be discussed in subsequent chapters.)

Forms 3155 and 3157.—After completing your notes, transfer the information to GSA Form 3155, "Offense/Incident" report (Figure 3). This is the official record of the incident. Following instructions on the reverse side, fill in all numbered items except 28a and b, 30, 31, 32a and b, and 33a through j. These will be filled in by the reviewing FPS Zone Supervisor or other appropriate official. Record all items not related to the incident or offense as N/A (not applicable). Codes used to record information should be either those in the handbook *Federal Protective Service Uniformed Force Operations* or in the handbook *Staff Officer's Guide*. If additional space is needed, use the reverse side of Form 3155 and continuation sheets.

You may also be asked to prepare GSA Form 3157, "Crime Information" report (Figure 4), which is to be attached to Form 3155. This is used to describe a suspect and the offense, so fill out a form for each witness and victim per suspect. If you have two suspects, plus one victim and two witnesses for each, you must fill out six "Crime Information" reports.

Interview each victim or witness alone, and check the blocks that match their descriptions. Don't put

Figure 4. GSA Form 3157. When you do an "Offense/Incident" report, you may also be asked to submit a "Crime Information" report, GSA Form 3157, which describes the suspect in an incident and the nature of the offense.

words into the interviewee's mouth, and don't make a composite description of a suspect by combining various descriptions. Place any additional descriptions in the remarks section. (For additional information on descriptions, see the following section on interviewing.)

Interviewing Techniques

As soon as possible, interview *all* persons involved in an incident. You may have to ask an individual's supervisor to set a convenient time.

Conduct interviews when you are on duty and — generally — at your place of assignment. Try to make the interviewee as comfortable as possible within these limitations. An interview regarding a fight, a domestic affair, or a confidential matter can best be done at a place other than the office of the person being interviewed. However, when a person is being interviewed about the theft of an office machine, conduct it at the scene of the crime if possible. Do not conduct interviews when off duty.

Some points to remember —

- How well you gather the facts will often determine whether the case is solved.
- Effective communication is necessary. You won't gather much information if the person does not answer your questions, or if the questions or his answers cannot be understood.
- Establish right away your authority to conduct the interview by stating your name, position, and reason for asking questions.
- Remember that a witness has the constitutional right to refuse to give answers that tend to incriminate him. This also applies when answers provide a link in a chain of evidence that could be incriminatory.

Question an unfriendly or hostile witness in a positive way and give the impression that there is no doubt of his desire to cooperate. You might say:

"You want the truth to be known in this matter, don't you?"

"If you knew anything, you would naturally want to help get justice in this matter, wouldn't you?"

"Then, I'm sure you have no objection in discussing this matter with me for a while, do you?"

Remind the unfriendly witness that he has a civic responsibility and may prevent a more serious of-

fense or incident. You may have to let a quarrelsome witness talk to get certain grievances off his mind before proceeding with the questioning.

Obtaining Descriptions

Often, witnesses — or victims — will have trouble giving accurate descriptions of suspects for reasons ranging from their excited emotional state to the swiftness of the incident. To jar their memories, ask questions that go from general to specific points.

Questioning about a suspect's physical characteristics should begin with the head and proceed downward. Take care not to ask questions that will influence the person's response. Rather than: "Wasn't the suspect 6 feet tall?" ask: "Do you see anyone here about the person's height?" Using other points of reference will help the witness recall characteristics that would otherwise be overlooked—including mannerisms, speech, and clothing.

Following is a list of descriptions that may help you develop a profile of a wanted person:

Head	Size and shape: Round, flat on top, egg-shaped, high crown, bulging in front or back.
Hair	Color; whether straight, curly, wavy or kinky; style; length of hair and sideburns; degree of baldness: frontal, occipital, receding, total, or fringe.
Ears	Size: small, average, large; shape: round, triangular, or rectangular; close to head or protruding.
Face	Shape (as seen from the front): round, square, oval, broad, or long; presence of facial hair such as a beard or mustache, or the need for a shave.
Eyebrows	Arched, straight, long, slanted, thin, bushy, or penciled, or a color different from other hair.
Eyes	Color; shape (round or slanted); whether bloodshot, bulging, sunken, watery, or close set; if glasses are worn, the type of glass and frames.

Nose	Medium, long, thick with small or flaring nostrils.
Mouth	Size (as seen from front): small, medium, or large; lips: full, thick, overhanging, protruding or puffy, red, pale, blue, dark.
Speech	Lisp, mumbled.
Voice	High, low, raspy, loud, soft.
Chin	In profile: receding, jutting, small, pointed, large.

Also include, whenever possible, information on the habits and behavior of the wanted person.

Good Report Writing

One part of the "Offense/Incident" report is a short narrative describing the incident or offense. In writing this, answer the five key questions listed on page 16.

Also strive to:

- Be objective. Don't form conclusions or stress rumors and gossip. Include hearsay (second-hand information) only if it is material to the case and is clearly identified as such.
- Say precisely and accurately what you mean in plain language. If you quote, use the person's exact words; otherwise, omit quotation marks.
- Make sure the report is complete. Include all relevant information, even if you personally feel it is of marginal importance.
- Be as concise as possible, avoiding repetition. Although some variety is desirable, sentences and paragraphs generally should be short: the average sentence contains about 17 words, and the average paragraph, about 150 words. Remember that all sentences in a paragraph are related to each other and express a unit of thought. However, each sentence about a single subject does not have to be in one paragraph.

The actual writing, again, is a step-by-step process.

First you must *plan*. Determine the purpose of the report and then prepare an outline with topic headings that distinguish between major and minor sec-

tions. This should be started at the notetaking stage, so that the report writing will be less time-consuming.

Next, *organize* your background material in the order detailed in your outline. You can now refine the topical outline and build the body of the report.

Then *write*, using directives, official sample reports, or copies of well-written reports as guides. This exercise will help fix the facts in your mind if you have to testify in court.

After the report is finished, put it aside. Then *analyze* it from the viewpoint of the reviewer, asking the following questions:

- What is the report trying to communicate?
- Has it fulfilled the purpose of the investigation?
- Can supervisors and reviewers make correct decisions based on it?
- Does it answer the five key questions: Who, what, where, when, and why?
- Is it readable?
- Is it fair, concise, complete, accurate, and logical?
- Is any part unclear?

Proofread, checking for inconsistencies, unnecessary repetition, proper tone, omissions, and typographical errors.

Answering the Key Questions

From the time you start taking notes until you finish the "Offense/Incident" report, you should be seeking answers to five key questions: Who, what, when, where and why. These will be asked over and over again by your contacts at the Control Center and the FPS Zone Office, in the reports you must submit, and by trial judges.

Who. When individuals are first mentioned in a report, give their first, middle, and last names. If the person has no middle name or initial, use NMN or NMI between the first and last names. Later, you may refer to the individual by the last name, which may be capitalized for emphasis and easy reference. The first time witnesses are introduced identify them with brief descriptive phrases; give complete descriptions of suspects, prospective defendants, and prisoners.

What. It means just that; what happened. It does not mean what could have happened, or what someone thought might have happened.

When. This is the date or time the incident occurred, or an approximation if the exact time is unknown. A frequent error is to put the time in the wrong place. For instance, if you write, "the witness told me on June 16 he saw the event..." it is not clear whether he told you on June 16 or whether the event occurred on June 16. It is better to put the date first or last, as appropriate.

Where. This is a definite place to the exclusion of all other places. It should be so clearly identified that no confusion or misinterpretation is possible.

Why. This is particularly significant where intent is an element of the offense. In such cases, give the facts regarding intent with such clarity that there is no need for your conclusions or opinions. If the suspect states "why," you may write something like: "Jones *said* that he ran from the scene because..." If you feel that the reader may not understand unless you state an opinion or conclusion, clearly identify your statement as such.

4

DEALING WITH PEOPLE

Your success as a security guard depends on how you handle people. Visitors to a Government building will make immediate judgments about your appearance and performance. These conclusions may color their impression of the agency visited and the Government as a whole. Witnesses and suspects may choose to cooperate, or not, depending on how you treat them. And the validity of evidence presented in court depends on your treatment of suspects and adherence to legal procedures.

Basic Guidelines

Remember that the guard both serves and represents the Federal community. Remember also to—

- Be tactful and courteous, using appropriate titles such as "Mr." and "Mrs.," "please" and "thank you" and other amenities.
- Be firm but impartial, businesslike, self-assured, and calm; do not show anger, impatience, contempt, dislike, sarcasm, or other negative emotions.
- Get all the facts as quickly as possible and be open-minded in evaluating them.
- Base your decisions and actions on FPS policies and procedures.
- Explain but do not argue.
- Pay close attention to your grooming and appearance, keeping your uniform and equipment clean and in good repair.
- Use physical force only when absolutely necessary.
- For any inquiries from the news media to the F. B. I. Headquarters. You should also report any inquiries from news media to the Control Center. Record contacts in your daily log.

Using the Telephone

To a citizen, a call to a guard is all important. It can leave an impression as lasting as a personal encounter and most likely will be the caller's only contact with the FPS.

First of all, the caller must be able to get through. The telephone is there for you to receive inquiries, reports, and emergency calls and to summon assistance. It is not for socializing or personal business.

Secondly, the caller expects a prompt and courteous response to his question or complaint. Follow the same guidelines that you use for personal encounters. In addition:

- Answer in a pleasant tone, giving the impression that you are smiling. If this is difficult, before you pick up the handset, take a deep breath, exhale, smile, and then answer. Never answer with food or gum in your mouth, or when you are talking to someone else in the room.
- Give your name and location; for example, "This is Turner Memorial Building, main entrance, Guard Harrison speaking."
- Never trust your memory. Keep pen and paper handy so that you can write down what the caller says. Repeat the information to make sure you have it right, and get the caller's name and phone number.
- Handle an excited or angry caller gently but firmly. You can have a calming effect by saying something like, "Stop, now speak slowly so I can help you." Then take command by focusing on the problem, asking the necessary questions, and assuring the caller that the matter will receive prompt attention.

- Sometimes you will have to place a caller on hold (the red button) while you take another call or look up information. Tell the caller, "I must place you on hold for a moment; will you hold please." Wait for a reply and then put the caller on hold. Don't forget that he is waiting, and when you pick up again apologize for the delay.
- Replace the handset gently. Do not drop it or slam it into the cradle.

Working with GSA Officials

You will be visited from time to time by GSA officials. Some of them may be checking to see if your work conforms to the terms of your contract(s) with GSA. These officials have the right to inspect your work and, in some situations, to recommend that you be dismissed.

Contract Monitors.—Your most frequent visits will be from contract monitors, both uniformed FPO's and plainclothes investigators. The monitors may look at your desk, including post orders, and examine any required forms or logs. They can make entries on these forms but must initial or sign next to the entries. They may ask questions relating to your job, and you must answer to the best of your ability.

Be courteous, helpful, and respectful. The monitors are trying to improve the guard service rather than find something wrong with your work.

Inspectors and Contract Administrators.—GSA inspectors check the work of the contract monitors or administrators. Contract administrators mainly

process paperwork on guard contracts, but at times visit the work site. Treat both as you would contract monitors.

Other GSA Visitors.—Be polite to other GSA personnel. Ask their name and purpose and check their credentials. If you have doubts about their identity or purpose, call your supervisor for instructions. If you cannot locate the supervisor, call the FPS Zone Supervisor or the Control Center. Record the visit in your log; if the visitor wishes to record it, let him do so and enter your own remarks later.

Working with Occupant Agencies

You should maintain a helpful and respectful attitude toward the personnel of the Federal agency occupying the building or buildings you guard. Treat members of the occupant agency's security office as you treat GSA contract monitors. However, do not let them change your forms and orders.

Remember, only GSA can change your contract. Never change your hours, location, or duties without checking with your supervisor. Only rarely will you change anything without new written post orders.

Agency officials can have you deal with emergencies. But before doing so, notify the FPS Zone Supervisor or the Control Center and your supervisor. If an agency official gives you orders when no emergency exists, call your supervisor or the Control Center and have one of them explain your responsibilities to the official.

5

USING FIREARMS AND OTHER EQUIPMENT

When working as an armed guard, you carry a heavy burden of responsibility. You must be skilled in the use and care of all weapons and equipment and understand fully the legal situations and safety procedures governing their use. Only then can you protect the public from serious injury or death and avoid errors that might lead to civil and criminal liability.

To qualify for an armed post, you must successfully complete the firearms qualification course called for by your contract and demonstrate the safe handling of firearms. Then, you must requalify annually or take an unarmed post until you do requalify. However, you may be assigned to an unarmed post even if you requalify.

The Service Revolver

On an armed post, you will wear a .38 caliber police service revolver and the ammunition specified in your contract. (The prescribed ammunition is 158-grain, lead-ball ammunition in standard police service-type cartridges, with a light powder charge and nonexpanding bullets.)

You are expected to inspect your firearms and ammunition daily for defects and general cleanliness. If the firearm is defective, attach a tag to it describing the defect and turn it in to your immediate supervisor. Also turn in corroded, dented, or otherwise damaged ammunition.

Clean your service revolver at least once a month with materials available at each firearm issuance point, and keep the bore clean and serviceable at all times.

Issuance and Inventory.—Firearms usually are issued at the beginning of each tour of duty and turned in at the end. However, at continuous duty posts, they are turned over from one guard to another. Record these exchanges and the issuance of ammunition on GSA Form 1051, "Firearms and Equipment Control Register."

You are responsible for taking an inventory of weapons when you come on duty; your supervisor, in turn, must also inventory and inspect the firearms and sign Form 1051 during each shift. It is your duty to see that he signs the form.

The guard to whom the ammunition is issued is responsible for safeguarding it and is accountable for the number of rounds issued.

Every 6 months, a physical inventory of service revolvers is conducted and the results recorded on Form 1051. The Form 1051 is posted at each firearms storage point and a copy supplied to the Contracting Officer Representative.

Each location also is expected to maintain GSA Form 715, "Equipment Control Record," in accordance with the contract.

Supervisors who have the proper permits and licenses may carry firearms off GSA-controlled property when traveling between GSA facilities. However, no uniformed employee may carry a weapon off post unless he is working as a supervisor and possesses the proper permits and licenses.

If a firearm is lost, stolen, or missing, report the matter immediately to your supervisor and to the Control Center.

Authorized Use.—If you are qualified and required to carry a firearm while on duty, you shall:

- Have the firearm fully loaded.
- Carry the service revolver in the holster provided.
- Carry no firearms nor ammunition not authorized by the contract and provided by the contractor.

You may fire the service revolver only when it is necessary to protect yourself or another person from bodily injury or death. Do not fire:

- From or at a moving vehicle.
- When the lives of bystanders are endangered by the discharge of the service revolver.
- To give warning.

If your service revolver fires accidentally, immediately contact the Control Center and your supervisor. If an injury results, the firearm and all ammunition must be turned over to detectives from the *FPS*.

When you fire a service revolver intentionally, the firearm and ammunition are to be turned over to the detective or investigator designated by the *FPS*.

Firearms Safety

As an armed guard, you must know how your revolver functions, if it is loaded, where your target is, where the bullet will go, and where it will stop.

Carelessness in the use of your weapon will subject you to legal liability. Consider, for instance, the so-called accidental shot, which implies an undesirable discharge of a weapon because of a mechanical malfunction. In reality, most such discharges are not accidental, but rather the result of negligence or carelessness. You can avoid this "negligent discharge" by always keeping the muzzle (or barrel) pointed in a safe direction, away from everyone, and using extreme care when you pick up or draw a firearm and hand it to or accept it from someone.

Keep your weapon holstered except when you draw it for a definite reason. Never point a loaded or unloaded weapon at anyone unless you are legally justified in shooting at that person.

Never assume that a weapon is loaded or unloaded. Always check to see for yourself.

Never cock your weapon unless you intend to fire, as only slight pressure on the trigger will fire it. Do not cock when placing the weapon in your holster, chasing an alleged offender, searching a building, or restraining a felony suspect.

Do not dry fire until you have:

- Unloaded your weapon by counting the rounds;
- Observed the gun's empty cylinder chambers as your final check;
- Established a clear, free firing line away from other persons; and
- Located an outside or basement wall for your backstop, in case a shot is accidentally fired.

Never leave weapons unattended, even momentarily, when they may be handled by an unauthorized person.

Never use your revolver, or any weapon, as a club or hammer. This not only can damage the revolver, but also could result in a negligent discharge.

Always clean your weapon away from others. Remember the less you handle your revolver in the presence of others, the less likelihood there is of a negligent shot or personal injury.

To safety test a Smith & Wesson:

- Open the cylinder and remove any cartridges without touching the trigger;
- Hold the cylinder latch to the rear while pulling back the hammer; and
- Pull back the hammer until almost cocked; then release it. If the firing pin projects through the hole in the breech face, the revolver must be repaired.

The Colt can be tested in the same way; however, you do not have to hold the cylinder thumb latch to the rear while pulling back the hammer.

Loading and Unloading.—At the guard post, always load or unload facing away from people and in a safe direction. Count the rounds in your hand and examine the empty chambers. Reload immediately after inspecting the weapon, again facing a wall. On

a pistol range, use the stipulated firing line area, making sure no one is down range and keeping the weapon's muzzle pointed down range. Do not load or unload in the pistol range office.

To lower the hammer on a live round:

- Take the finger off the trigger and point the revolver in a safe direction;
- Place the thumb of your nonshooting hand as deeply as possible across the hammer track between the firing pin and the frame;
- Place the thumb of your shooting hand on the hammer spur and your index finger on the trigger;
- Put just enough pressure on the trigger to release the hammer (being held by the thumb of your shooting hand); and
- Remove your trigger finger from the trigger and guide the hammer down slowly with the thumb of your shooting hand.

Drawing the Revolver.—Wear a directional draw holster on the same side of your body as your shooting hand. This allows for the quickest possible draw and keeps the muzzle of the gun from passing over any part of your body. Remember to begin pointing at your target as soon as you start the draw.

Keep your trigger finger on the outside of the trigger guard until the weapon is pointed at the target and you are ready to fire. If your finger is on the trigger as the gun is drawn, you may cause a negligent discharge and shoot yourself or somebody else.

If your holster has a keeper strap that fastens over the hammer, always snap the strap shut to secure the revolver. This will prevent it from accidentally falling, or being snatched, out. Guards have been killed with their own firearms.

Removing Holsters in Restrooms.—Always take security precautions in public restrooms — often the private, rent-free haven of criminals. If you are wearing a Sam Browne belt, take off the belt containing your holstered revolver. Rebuckle the belt, inserting the locking stud through your belt. Then place your shooting arm through the belt and pull the buckled belt over your head. This will position the belt across your chest with the holstered revolver safely secured in the middle of your chest.

If you have a directional draw hip-style holster attached to your pants belt, remove the holstered re-

volver from your belt and place it on the floor between your feet. If the floor is wet, you have no choice but to hold the holstered revolver in your hand. Do not lay it beside you on the floor. This makes the revolver easily obtainable by anyone in the next booth. Also, never hang your holstered revolver on a door or wall hook, and never remove the revolver from its holster.

Special Situations.—When searching public buildings for a dangerous suspect, or in foot chases, leave your revolver in the holster with the keeper strap snapped if at all possible. You may leave your hand on your holstered revolver if a suspect turns on you with a weapon. If it is absolutely necessary to carry your revolver in your hand, keep your finger out of the trigger guard until you are actually ready to fire. Do not shoot while running. To shoot: stop, aim, and fire.

When removing a firearm from a prisoner, keep your finger out of its trigger guard. Handle the weapon by the grip only, and keep the muzzle pointed away from people. Unload the weapon as soon as possible.

Under no circumstances should any type of battery, especially nickel cadmium batteries, come in contact with ammunition. When the cartridge case contacts both terminals of the battery, enough heat may be generated to detonate the primer and the cartridge.

Handcuffs

Generally, a suspect placed under arrest is handcuffed before being removed from the scene. This step may be eliminated, however, if the individual is not charged with a crime of violence; a second guard is present; or the suspect is under age 13, elderly, or an invalid.

When you do use handcuffs, take care that they are applied neither too loosely nor too tightly. Place the suspect's hands behind his back, and double lock the cuffs, pushing in the pin on the top of the cuff with the top end of the handcuff key or the end of a pen. Make sure the opening for the handcuff key faces out from the suspect and that the locking hole is on top of the cuff. Leave a thumb's width of room between the wrist and cuff.

Carry your handcuffs in a closed leather case on the uniform belt. Never use them as a weapon.

Baton

The police baton is both a defensive and offensive weapon intended to disable a violent opponent temporarily. Its use must be justified. Except for riot or mob control, do not draw or threaten to draw the baton unless you intend to make an arrest and must use it to overcome resistance.

The Radio

The Federal Communications Commission (FCC) assigns frequencies and enforces rules and regulations governing the use of radio frequencies. This applies to Government agencies and police departments as well as to other users of the radio frequency spectrum.

Principal Parts.—Your radio, when properly used and cared for, is the critical link between you and help on the way. Its principal parts are:

- The *off-on-volume*, which turns the radio on, off, and adjusts the volume to a comfortable listening level.
- The *sqelch*, which controls the receiver's sensitivity. If the sqelch is overadjusted, the radio will only receive the strongest signals, while underadjustment causes constant static. To adjust, turn the control knob clockwise until the static just stops, then a quarter-turn more.
- The *antenna*, which may be a telescoping antenna that must be pulled to maximum length for effective use, or a fixed length flexible antenna that requires no adjustment. Whatever the type, be sure that it is secure and not broken.
- The *battery*, which is the radio's power source; it should be charged according to the manufacturer's instructions.

Transmitting.—Before using the radio, plan your message. Then listen momentarily to avoid interfering with other transmissions, even the weakest. When you are ready to transmit, hold the microphone about 4 inches from your mouth and at a 45-degree angle (speaking across the mike, not into it), press the microphone switch, pause briefly, then speak slowly and clearly at a normal conversation level.

Use the following phonetic alphabet to spell or use letters in messages. Say the letter first, then use its identifier as follows: A—Adam, B—Boy. Don't say "A, as in Adam," or "B, as in Boy."

PHONETIC ALPHABET

A... Adam	J... John	S... Sam
B... Boy	K... King	T... Time
C... Charles	L... Lincoln	U... Union
D... David	M... Mike	V... Victor
E... Edward	N... Nora	W... William
F... Frank	O... Ocean	X... X Ray
G... George	P... Paul	Y... Young
H... Henry	Q... Queen	Z... Zebra
I... Ida	R... Robert	

NOTE: This is a special phonetic alphabet used by law enforcement agencies.

Transmit numbers individually. For example: "1 2 3 4" should be transmitted as "One-Two-Three-Four," never as "one thousand two hundred and thirty-four," or "twelve thirty-four."

When transmitting information about vehicles, use the acronym C Y M B A L—C for color; Y for year; M for make; B for body style; A for and; and L for license (registration number). For example: Red 1962 Ford 2-door hardtop, Virginia registration ADE-147.

When transmitting descriptions of suspicious persons or suspects, give information on the following: name, sex, race, age, height, weight, hair, eyes, complexion, marks/scars, hat, shirt, tie, coat, jacket, trousers, socks, shoes/boots, and type of weapon if armed.

Make all transmissions as brief as possible. Break long messages into phrases and wait for an acknowledgment of the phrase before continuing. Transmit lengthy nonemergency messages by telephone.

If you're having trouble transmitting, change locations or use a telephone. Often, the radio's effectiveness is limited in areas of heavy electrical-power concentration, around high-speed electrical motors, and in garages and other areas enclosed in heavy steel and reinforced concrete.

6

FIXED POSTS AND PATROLS

Every crime has two critical factors — somebody's desire to commit a crime and the opportunity to do so. While you cannot deal directly with the desire, you can convince a criminal that the opportunity *does not* exist. You will have plenty of chances to do this on your posts and patrols by being active, alert, and knowledgeable about your beat.

Types of Posts and Patrols

A post is a beat or a station and thus can be either fixed or moving. Patrols may be interior or exterior, performed on foot or in a vehicle, and consist of one or more guards.

Fixed Posts.—Procedures differ according to the building or facility, but generally you will be required to:

- Observe all persons entering or leaving the building;
- Operate, enforce, and maintain the system of personnel identification and security;
- Review daily all post special orders and changes given in the Officer's Duty Book, Section 2;
- Safeguard information, materials, and equipment against sabotage, espionage, unauthorized access, loss, theft, or damage;
- Log all significant information and incidents, such as calls for assistance and activated security alarms, or an arrest, on GSA Form 1103, "Officer's Operations Log;"
- Respond immediately to protection alarm signals, unusual or emergency circumstances, and distress calls;

- Pass on to the relief guard all information and special orders received during a tour of duty;
- Maintain the Officer's Duty Book;
- Notify authorities about emergencies, as explained in the Officer's Duty Book; and report incidents on Form 3155, "Offense/Incident" report;
- Accept and process lost and found property; and
- Conduct package inspections according to instructions.

You also must comply with all special orders pertaining to the post and perform all duties assigned by proper authorities.

You may not leave the post except to respond to an emergency, or when especially authorized to do so.

Interior and Exterior Patrols.—Interior patrols are those done on the inside of a building, while exterior patrols occur outside. In some facilities, a guard must patrol both the inside and outside of a building.

Moving Patrols.—Moving patrols give coverage to locations that otherwise might remain unprotected or require multiple fixed posts. The patrol may cover a building, a storage yard, or both. It may take place either on foot or in a vehicle.

The foot patrol is the most frequently used by the FPS. One of its advantages over the mobile patrol is the patrolman's ability to make numerous personal contacts and thus develop more sources of information. The guard also is more familiar with the physical characteristics of the beat and can readily respond to situations. Because the guard knows the

beat intimately, he can often anticipate an incident before it happens.

On the minus side, foot guards can't move far or fast and can be handicapped by bad weather. They have limited ability to chase suspects and to carry equipment such as report forms, first aid kits, and communications devices. And they are not easily supervised.

Calls for Service

Calls for service may come from a complainant, a witness, or another guard. Plans should be made for handling such calls in a way that is least disruptive to the post.

Routine Calls.—Most calls fall into this category. To the complainant, however, the need is real and important. Respond in a way that reflects this need, and avoid showing indifference or impatience.

Emergency Calls.—The distinction "emergency" should be applied only to situations where life is in jeopardy. Guards must have first aid training, have ready access to first-aid and rescue equipment, know how to summon help, and have a thorough knowledge of their building or facility.

Answering Calls.—When answering a call, obtain sufficient information about the complaint and the suspect (see page 23); then handle the call promptly and investigate it thoroughly.

Make a brief search immediately after receiving a call about a prowler or suspect. If you wait, the suspect may have fled the scene. Then, locate the complainant, getting the necessary details for a report, and make a more detailed search of the area. Wait for reinforcements, if needed.

You may, on rare occasions, have to pursue a suspect on foot. Before doing so, notify both your supervisor and the Control Center. Usually, you will not be authorized to pursue suspects off GSA-controlled property. Check with your supervisor to see how much authority you have.

If you see someone acting suspiciously, approach on foot, even if you are patrolling in a vehicle. Attempt to approach from behind, walking quickly but not running to catch up. Remember the element of surprise is essential in maintaining a tactical advantage over the suspect.

Let the suspect run interference for you, and take the same path that he does unless you have a clear view of the terrain or are extremely familiar with the area.

The police whistle is a useful item in a foot pursuit, particularly when other officers are in the area, and flashlights are essential at night. The use of firearms, however, is rarely justified. Warning shots never are justified.

Checking Suspects

Contact and interview persons encountered during a preliminary or detailed search. Question more fully those matching the description of the suspect. Handle these people discreetly, but with caution. Frequently, suspects will feign intoxication, appear to be lost, claim to be waiting for someone, or give some other excuse for being in the area. No matter what the story, check it.

After completing all searches and checks of suspects, recontact the complainant. This may be done at the time of the incident or a day or so later. It assures the complainant that his call was handled in a thorough and professional manner.

Observation

When on a post or patrol, constantly observe your surroundings — the building, parking lot, persons, vehicles, and property.

You are likely to do a better job if you are alone. If a second officer is on post with you, there is more chance of idle conversation. The guard with the lesser ambition may be a drag on the other.

Look in particular for —

- Packages likely to contain explosives;
- Delivery trucks bringing or packing up packages or trash but which could be used to steal Government material and equipment;
- Persons hanging around financial institutions or other places where money is kept, including cafeterias and travel offices;
- Persons entering buildings when most employees are leaving, or leaving when most are entering;
- Persons in places where they are not assigned or where assigned personnel are not present; and
- Persons who do not seem to belong, such as civilians in a military environment or juveniles in a Government building.

The first guard on the scene or the one having the most information is responsible for relaying descriptions to the Control Center as quickly as possible.

7

ENFORCING RULES AND CONTROLLING ACCESS

While prepared to deal with emergencies and crimes, you will spend much of your time in routine building and grounds protection. You will, among other things, be enforcing property rules and regulations and seeing that no unauthorized people, vehicles, and packages move into or out of Government property. Your conspicuous presence and competent performance of these duties will discourage criminals, who naturally avoid areas where the chance of being caught is high.

Access Control

Access control systems ensure that only authorized personnel and vehicles are admitted to protected areas. Systems will differ in scope, depending upon the importance and vulnerability of the facility.

Government Personnel.—Movement of Government employees may be controlled by using employee identification cards and authorized access lists. You should be familiar with the various types of identification credentials issued by GSA and other Federal agencies in GSA-controlled areas. You also need to know the limitations, specific purposes, and authority, if any, prescribed on the credentials.

In some Government buildings, employees remaining after normal working hours must sign out before leaving the building. In such cases, record the individual's name, departure time, identification card or badge number, and signature.

Other Personnel and Visitors.—Admit law enforcement, fire and medical personnel, elevator repairmen, and others performing emergency services.

Upon prior approval from the FPS, the tenant agency, or your supervisor, you may admit a member of the press presenting an authorized press card. Refer to the Officer's Duty Book on your post for specific instructions.

If contract personnel (cleaning people and others) who work in a building after normal hours have not been issued passes, have them state their name and business and show identification such as a driver's license; then check their names against an authorized list if there is one.

When a visitor claims to have been called to the building by an employee, have the employee report to you to verify that the visitor has official Government business. When in doubt about such a situation, contact the FPS Control Center, Zone Supervisor, or other authorities.

Ask individuals to leave the premises if they do not have valid identification and are refused entry by the appropriate authority. If they resist, refer to the Officer's Duty Book for specific instructions or contact the FPS Supervisor or Control Center for assistance. At no time should you use force unless life or property is endangered. Violations or charges against such persons will be filed in accordance with GSA Rules and Regulations, policies, procedures, and local laws.

You also will be required to deal with visitors, such as:

- Persons with whom every installation must do business: representatives of suppliers, customers, contractors, and so on.
- Visitors with purposes unrelated to the operations of the tenant agency: for example, persons from

Rules and Regulations

The U.S. Congress has delegated its rule-making authority concerning Government property to the GSA. The resulting GSA rules and regulations are promulgated under the Federal Property Management Regulations, 41 CFR 101-20.3. They apply to all GSA-controlled property, as well as to all people on that property.

Inspection. All packages, briefcases, and other containers brought into or onto GSA property are subject to inspection.

Admission. Except as otherwise ordered, Government property is closed to the public after normal working hours, and access may also be limited during work hours. Property may be closed to the public by the designated official under the Occupant Emergency Plan.

Preservation of Property. The following actions are prohibited on Government property: Improper disposal of rubbish; willful destruction of or damage to property; theft; creation of hazards to people or things; throwing of articles from or at a building; and climbing on statues, roofs, or any part of a building.

Disturbances. There will be no loitering or disorderly conduct that creates loud or unusual noise or a nuisance; unreasonable obstruction of entrances, foyers, lobbies, corridors, offices, elevators, stairwells or parking lots; or other disruptive activities.

Gambling. All forms of gambling are prohibited, except for the vending or exchange of chances by licensed blind concessionaires operating within the law.

Alcoholic Beverages and Narcotics. Persons on Government property may not use or be under the influence of alcoholic beverages, narcotic drugs, hallucinogens, marijuana, barbiturates, or amphetamines.

Soliciting, Vending, and Debt Collection. Soliciting, vending, advertising, and private debt collecting are prohibited, except for local or national fund drives authorized by the *Manual on Fund Raising Within the Federal Service*, concessions, employee notices on authorized bulletin boards, and authorized soliciting of labor-organization membership or dues.

Photographs. Photographs may be taken with the consent of the occupant agency, except where security regulations apply or where they are prohibited by a Federal court order or rule. Photographs for news purposes may be taken in entrances, lobbies, foyers, and corridors when used for public meetings. Advertising or commercial photography must be approved by an authorized official of the occupant agency.

Animals. No animals, except seeing-eye or other guide dogs may be brought onto Government property for other than official purposes.

Traffic. Drivers entering or on Government property must drive safely, follow all traffic signs and directions given by authorized individuals, and refrain from all forms of illegal parking, except in emergencies.

Signs. All persons in or on Government property must comply with all official signs.

Weapons and Explosives. All firearms, explosives, materials for explosives or incendiary devices, and other deadly weapons are prohibited, except for official purposes.

Nondiscrimination. There shall be no discrimination against any person because of race, creed, sex, color, or national origin.

Penalties and Other Laws. Anyone in violation of these rules or regulations while on GSA-controlled property is subject to a fine of not more than \$50 or imprisonment of not more than 30 days or both. These rules and regulations do not supersede any other Federal, State, or local laws or regulations.

business, educational, technical, or scientific organizations.

- Individuals or groups sponsored by the occupant agency or other Government agencies.
- Guided tour visits to certain parts of the facility or building.

Most GSA-controlled buildings have specific procedures for the admission of visitors. Among them are the use of personal identification, visitor permits, and visitor registration forms. When cards or badges are used, they are usually numbered serially and indicate:

- The bearer's name;
- Area to which access is authorized;
- Escort requirements;
- Time period for which the badge is issued;
- A photograph of the individual (optional); and
- Signature (or facsimile).

If escorts are required, know the necessary procedures.

Packages.—A package control system helps to prevent or minimize pilferage, acts of sabotage, or espionage. Such a system allows only authorized persons to move property and limits the exits through which property can be removed.

Individuals removing property must show a signed Optional Form 7 (GSA Property Pass) that contains all required information. Check this against the list of people authorized to sign the property pass; this list should be part of the Officer's Duty Book.

Tenant-agency forms and GSA credentials may be used in place of Optional Form 7. Acceptable credentials include GSA Form 22 "Employee Identification Credential," GSA Form 277 "Employee Identification and Authorization Credential (General)," and GSA Form 277-C "Employee Identification and Authorization Credential Regional." Property removed under authorization of credentials should be recorded on GSA Form 1103 "Guard Operations Log." A sample of the form is shown in the Officer's Duty Book. No matter what form is used, request identification and check that against the form.

When you receive an authorized property pass, turn it in to your supervisor (Contractor's Representative) or a representative of the FPS for disposition.

Keys.—All rooms, buildings, and facilities containing vulnerable or sensitive items should be protected by locks. However, the best of locks are of little value without a well-planned key-control system.

A key-control system is composed of three major parts:

- The key cabinet, which holds all original keys with coded tags showing where each lock is located. (You probably will not have access to this cabinet.)
- The card file, which contains references to the coded numbers on the key tags, plus a list of persons to whom keys have been issued.
- A written set of procedures for the control of keys, with the appropriate key register and a list of information to be recorded.

You should become familiar with the key-control procedures for your building or facility.

At the beginning of your tour of duty, take an inventory of all keys received. The keys should be signed for on a GSA Form 138 "Record of Keys Issued" and a GSA Form 1051, "Firearms and Guard Equipment Control Register."

Issue *special keys* only to persons with written authorization approved by the appropriate FPS representative and noted in the Officer's Duty Book. Require that the person receiving the key show appropriate identification.

Patrol keys must be signed for by the receiving officer on GSA Form 1051, "Firearms and Guard Equipment Control Register," each time they are received or issued.

Emergency keys should always be placed inside two sealed envelopes and kept separately in the key cabinet. The outer envelope will:

- Identify the key;
- Be marked "to be opened only in event of an emergency;"
- Show the signature of the person who sealed the envelope; and
- Show the date the envelope was sealed.

When you open an emergency key envelope, complete and submit the appropriate GSA forms as out-

lined in the Officer's Duty Book. Then return the emergency keys to the envelope and seal it immediately. Never open the sealed envelope unless you have received instructions pertaining to such issuance.

Traffic and Vehicles.—Your role in controlling traffic should be clearly defined. Your primary responsibilities are to prevent traffic congestion and deter criminal acts in parking lots. You also may be assigned as parking control officer, which includes directing traffic to authorized parking spaces.

To prepare for these duties, learn the parking control procedures required at various GSA locations. Review the special orders in the Officer's Duty Book during each duty tour for any changes in traffic control procedures. And become familiar with the procedures and responsibilities of the FPO's.

In most instances, you do not have the authority to enforce traffic laws, rules, and regulations. Consequently, whenever you are involved in an incident requiring the enforcement of a parking regulation or law, contact your supervisor, Federal Protective Representative, or Control Center for assistance.

Inspections.—Routine spot inspections of briefcases, packages, shopping bags, and vehicles are not normally conducted. Some exceptions are: During a physical security alert; when there is probable cause or high theft at the location; or if the inspection is being done at a Critical and Strategic Materials Stockpile depot.

Inspections that are undertaken must be authorized by GSA, and notices of the inspection posted at facility entrances.

If, during a vehicle inspection, you uncover an attempt to unlawfully remove Government property, call the appropriate Control Center. Give the report writer the vehicle's license number and a description of the vehicle and its occupants.

Record items of evidence and/or contraband, if seized, on GSA Form 3155 in the space for "items taken."

Controlled Areas.—The strictness of security measures obviously depends on the place being protected. Certain rooms or floors may be "restricted" or "off limits" to many of the employees working in a facility or building.

Such security is most likely to be applied to places used for:

- An activity that would be difficult to replace or restore, such as communication centers, water supplies, electrical closets, boiler rooms, and computer areas.
- Storing money or forms exchanged for money such as Government travel forms, airline tickets, purchase forms, and Government credit cards.
- Storing valuable or sensitive equipment or data, such as electronic equipment rooms, warehouses, personnel offices, medical offices, and testing areas.
- Storing materials or performing functions that could endanger lives.

Such areas may be secured by: Stationing a guard at the entrance, electrical and mechanical locks, escorts, telephone paging, closed-circuit TV, alarm detection systems, and sign-in logs.

Another ever-present problem is theft of Government supplies and equipment. If left unchecked, pilferage can affect the entire operation of a facility. Unfortunately, pilfering is often difficult to detect and even harder to prove. As one of the few persons who can deal directly with the problem, you should be aware of—

- The type, amount, location, and accessibility of equipment and supplies, especially in shipping and receiving areas, general and special storage areas, and health rooms;
- The number of people employed and the various shifts worked, including overtime;
- The relative crime rate;
- The effectiveness of property controls by management; and
- The general security consciousness of employees.

Figure 5. GSA Form 252, "Found Property Tag." When someone turns in found property, fill out this form. Give the lower part to the person who found the property, and attach the upper part to the property. When you find property, fill out only the top part; have the senior guard fill out item 5, and mark out the word "finder;" then attach the tag to the property.

Whenever you observe factors contributing to property thefts, notify the local agency security representative and the Control Center. As with other assignments, always review special instructions in the Officer's Duty Book.

Found Property

Occasionally people will come to you with property they have found. The standard response is to fill out the proper forms at the found property station in your building. Then put the property into storage at that station until the owner or an FPS Zone Representative picks it up. Normally, found property is

kept for about a month before pickup, at which time it becomes the property of the U.S. Government. The finder of lost property has no claim to it.

Receiving Property.—When somebody turns in lost property, fill out GSA Form 252, "Found Property Tag." Give the lower part of the form to the person turning in the property, and attach the upper part to the item. (See Figure 5.)

When you find lost property, fill out the top of Form 252, but not the lower part. Have the senior ranking guard on post sign item 5 and line out the word "finder." Attach the upper part of the form to the item.

☆ GPO 374-613

FOUND PROPERTY

1. DATE	2. TAG NO.
3. WHERE FOUND	
4. BRIEF DESCRIPTION OF PROPERTY	
5. NAME AND TELEPHONE NO. OF FINDER	
6. RECEIVED BY (Name)	

GSA FORM 252 REV. 1-77

RECEIPT FOR PROPERTY FOUND

7. DATE	8. TAG NO.
9. BRIEF DESCRIPTION OF PROPERTY	
10. RECEIVED BY (Name)	11. GSA FIELD OFFICE OR AGENCY

GENERAL SERVICES ADMINISTRATION GSA FORM 252 BACK REV. 1-77

CHAIN OF CUSTODY

	<input type="checkbox"/> RETURNED TO OWNER						
PROPERTY CUSTODIAN	<input type="checkbox"/> TRANSFERRED SF 120						

NOTICE

This stub is your record of having turned this property in to the appropriate office and does not constitute a claim for the property.

GSA FORM 252 BACK (REV. 1-77)

Figure 6. GSA Form 1039, "Record of Property Found and Attempts to Contact Owner." This is to be kept up to date in the Officer's Duty Book until the listed property has been transferred for storage, disposed of, or released to the owner.

In either instance, complete GSA Form 3155 when the apparent value of the item is more than \$10.

Fill the information in on GSA Form 1039, "Record of Property Found/Report of Attempts to Contact Owner of Found Property." This form is to be kept up to date and maintained in the Officer's Duty Book until all property listed has been transferred for storage, disposed of, or released to the owner. At that point, it is to be removed from the book and kept on file for 3 years. A new GSA Form 1039 is to be started at the beginning of each calendar year. (See Figure 6.)

After the property has been logged in and tagged, call the FPS Zone and then secure the property in a

locked container until someone from the Zone picks it up.

Returning Property.—When the owner of found property has been identified, and if the property is worth less than \$10, phone the owner, giving the date it is scheduled for disposal. Make a notation of the call on the back of GSA Form 1039. If the owner fails to show up before the collection day, turn the property over to the FPS Zone Representative and have him sign for it.

If the property is claimed, have the claimant identify himself and his lawful right to the property. Also have him complete column "i" of GSA Form 1039, including agency, room number, and telephone number for use as a receipt. Then fill out another GSA Form 1039 to indicate disposition of the property and document attempts to contact the owner.

Inventory.—When assigned to a post with lost and found storage facilities, you must conduct an inventory of the property listed on GSA Form 1039 at the beginning of your shift. Afterwards, enter on Form 1039 the date, your signature, and whether "all property is accounted for" or some is missing.

80

MONITORING PROTECTION SYSTEMS

Technology has made the security guard's job easier by providing sophisticated electronic protection systems and devices. Such systems can protect against vandalism, burglary, espionage, fire and smoke, as well as control entry and exit into buildings. They permit additional controls at critical

points, better use of manpower, and protection in areas where traditional measures don't work.

Remember, however, that these systems can detect, but not prevent. They are useless without a suitable

means of response. Often, that ultimate backup is the security guard.

Elements of Alarm Systems

Alarm systems, operated either manually or automatically, give a warning of potential or present danger. Generally, they are classified by where the alarm is sounded, such as local, central station, proprietary, and direct connect. All systems transmitting an alarm should have:

- Detection units that activate an alarm when an intruder enters a protected area or approaches certain objects.
- Signal transmission lines to conduct the alarm signals from the protected area to a monitored central-annunciating panel board.
- A central-annunciating panel board where the alarm is sounded when an intruder enters a protected area.
- Fail-safe features that give a signal at the panel board when the alarm system is malfunctioning.
- Means of disguising the detection units so that they will not be spotted by an intruder.

Types of Alarm Systems

Electromechanical.—These are installed at various points of entry into a protected area and are wired to a receiver at a monitoring station. They are relatively simple and are normally used for perimeter protection. They include:

- *Window foil* or metallic tape used on windows and glass doors. When the glass is broken and the foil breaks, the circuit is opened and an alarm is sounded. Even a hairline crack or scratch will set off the alarm.
- *Wire lacing and screening*, which is fine wire laced across door panels, floors, walls, and ceilings and connected to an alarm system. This is expensive and normally used only where extreme security measures are required.
- *Magnetic and mechanical intrusion switches*, which are often used to protect doors, windows, skylights, and other openings. Magnetic switches consist of a magnet and a switch assembly. When the magnet is properly oriented and mounted next to the switch assembly, the switch is activated. When it is removed, the switch is deactivated and an

alarm is sounded. Usually the magnet is mounted on the movable portion of the door, window, or item protected. Mechanical intrusion switches include a plunger type that is usually recessed and costly to install and a lever type that is less expensive but easily detected.

Ultrasonic.—Also called “motion detection,” this utilizes ultrasonic waves with a frequency of about 19,200 cycles per second and traveling at 1,130 feet per second. The sound waves, inaudible to the average person, saturate the entire enclosure from floor to ceiling. The transmitter is a small metal case about the size of half a grapefruit, mounted on a wall or ceiling. Its receiver is mounted similarly and “hears” not only what is coming directly from the transmitter but also the “echoes” that bounce from walls, furniture, and other objects. When motion disturbs the sound pattern, the change triggers a signal to the control station. Enclosures with a floor area of as much as 4,000 square feet can be covered by a single transmitter and receiver unit, and other units may be added.

Audio.—Microphones in the protected area listen for intrusion sounds. They may have units that electronically evaluate the sound to prevent false alarms caused by airplanes, thunder, and other loud noises.

Vibration.—Highly sensitive microphones are attached to objects such as safes, filing cabinets, windows, walls, and ceilings. Vibrations are detected and set off an alarm. Here also, special units may be used to prevent nuisance alarms.

Capacitance.—The change in the electrical capacitance about an antenna is used to detect a break in and activate an alarm. Capacitance devices usually provide protection to objects rather than to rooms or buildings. They have protective fields that normally are no more than a few inches from the

Figure 7. Card-key devices. Special lock-activating cards can be used to open door locks and gates to parking lots. These cards, issued only to authorized individuals, are useful in situations where guards are not otherwise required.

surface of the object being protected. This prevents unwanted alarms caused by authorized persons passing near a protected file or safe.

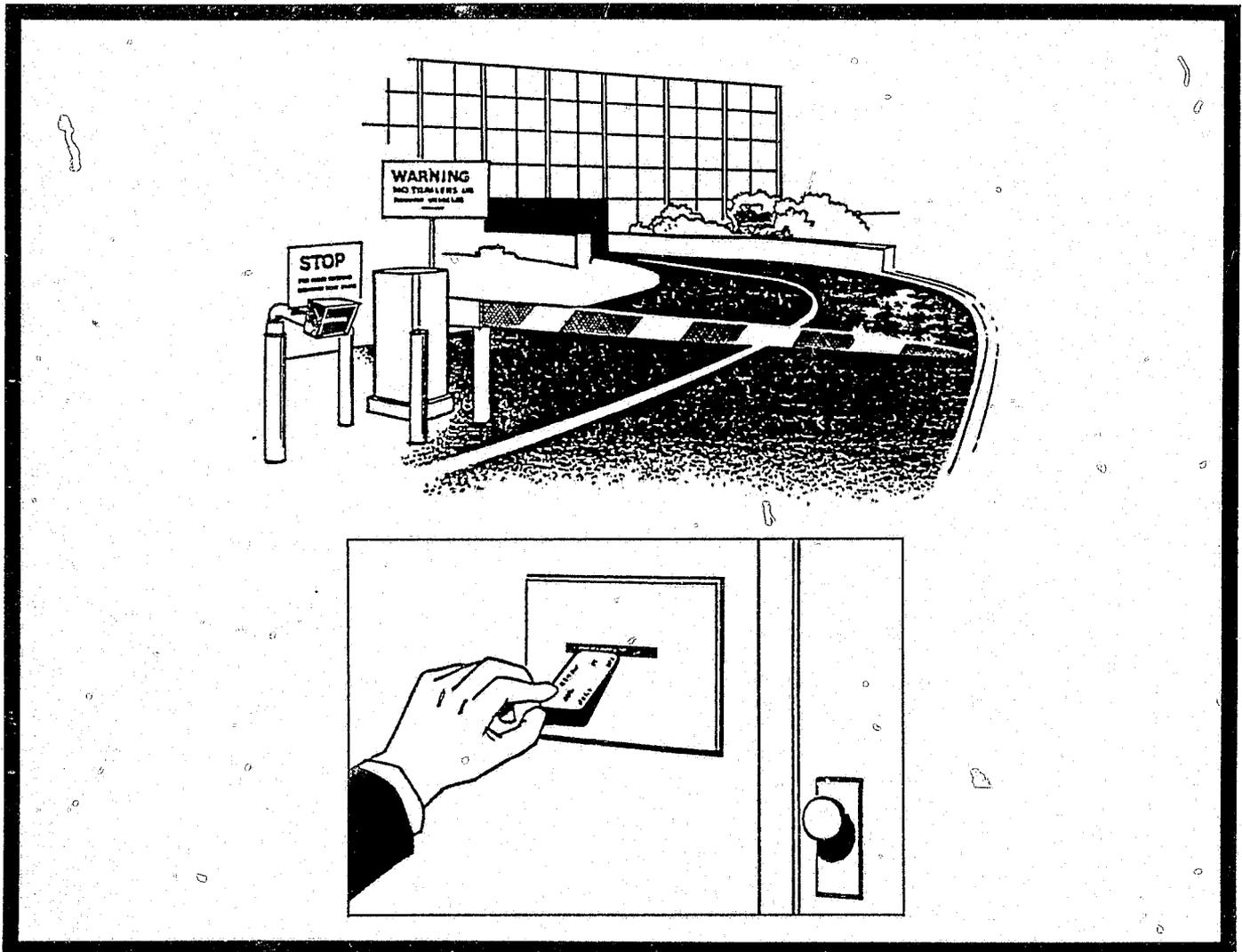
Photoelectric.—A beam of light from a projector is sensed by a light-sensitive receiver. Any break in the beam sets off an alarm. Since white light is easily detected, infrared beams are best for security alarms. Projected beams may be aimed directly at a receiver, reflected from mirrors to form a crisscross pattern, or turn corners. A beam of invisible light is effective for up to about 500 feet.

Watchman Reporting Systems.—Wired and portable systems are sometimes used in buildings where guard patrols are required. A *wired* system usually consists of key-activated call boxes installed throughout a building. These are connected electrically with a recording board in the guard office or control center and sometimes are part of fire alarm

systems. Portable clock-type systems are used by patrols. These consist of recording clocks carried by a guard and keys to activate the clock; the keys are strategically located throughout the building. Such systems make it easier to meet changing needs and may be used for both inside and outside patrols.

Card Key Devices.—These are used to open locked doors into buildings, restricted areas, parking lots, or garages. They also are used as door-opening devices for occupants authorized to enter a building after normal working hours (Figure 7).

Closed-Circuit TV.—A camera takes a picture of a location, and the image is projected on a television screen for monitoring by guards. Such systems are highly flexible. They can be set up in combinations ranging from a single camera and monitor to network systems sending information to or from many locations.



9

PREVENTING AND CONTROLLING FIRES

One of your most important duties is to protect against loss of life and property from fire. This involves spotting small fires before they turn into big ones, responding quickly and correctly to fire emergencies and seeing that fire hazards are eliminated from your assigned area.

General Duties

At the minimum, you should be familiar with:

- Building fire regulations;
- The building layout, including stairs, elevators, special hazard areas, fire doors, closets and ways to enter locked areas;
- Who and what are in your area of responsibility;
- Special piping (carrying gases, acids, and steam), including shut-off valves and how and when to operate them;
- Operation of fire alarm and automatic sprinkler systems, including the placements of local manual fire-alarm pull boxes, nearby public fire alarm boxes, control and drain valves for automatic sprinkler systems, fire extinguishers, and where and by whom fire alarms are received.
- Operation of the fire pump, if there is one;
- The electrical systems and the locations of main switches.
- Conditions that might result in fires;
- How to summon aid and how to extinguish minor fires; and
- The names and telephone numbers of officials to be notified in an emergency.

On each patrol, you should look for fires, fire hazards, and evidence of damage to, or tampering with, fire protection equipment. Be sure that all automatic sprinkler control valves are open; if they are closed, know why — and when they are to be reopened. Report the situation to your supervisor, who must report it to the GSA buildings manager.

Pay particular attention to housekeeping and trash disposal. Fires are less likely to occur in clean, well-maintained buildings than in poorly maintained facilities. Check these principal hazard areas and hazards:

- Shops, storage rooms, closets, and lockers;
- Trash houses and rooms, open or combustible trash containers, and rubbish not removed or not placed in proper containers;
- Cafeterias and snack bars;
- Boiler rooms;
- Concession stands;
- Toilets;
- Crawl spaces, particularly under buildings;
- Smoking in restricted or prohibited areas;
- Worn or defective electrical wiring;
- Flame- or heat-producing equipment left on after hours, in contact with combustible material, or stored too close to boilers or heaters;
- Leaking or open containers of flammable liquids; and
- Laboratories, print shops, and other work areas with flammable materials for which you should get special instructions from the building manager.

Firefighting

If you discover, or receive a report of, a fire, smoke, or other evidence of fire, take the following actions in the following order:

- Call the fire department. Use a fire alarm box connected to a control center, a public fire alarm box, or the telephone, depending on instructions for the building.
- If an evacuation alarm is not automatically activated, investigate to confirm if there is a fire. If a fire exists, start the evacuation alarm.
- Unlock doors, as required, to provide access for the fire department.
- Stand at the fire alarm box, or go to the best point outside the building to contact the first fire truck to arrive.
- Direct the firemen to the fire and stand by to assist.
- Report the fire to your supervisor and other officials as soon as emergency duties permit. Notify municipal authorities if such notice has been requested locally.
- If it is necessary to break into postal facilities, mail boxes, chutes, or pouches to put out the fire, notify the Post Office as soon as possible.
- Submit a report of the fire to your supervisor, who will review and forward it to the building manager.
- After the fire, check hoses attached to inside standpipes, and see that they are drained and dried before replacement on reels or racks if they have been used. Extinguishers that have been used must be recharged or replaced. Make sure that all GSA property has been accounted for.

Sprinkler Systems and Fire Extinguishers

When a sprinkler waterflow alarm goes off, call the fire department and then determine whether the sprinkler heads are operating.

If none are operating and there is no fire, silence the alarm and immediately notify your supervisor, the Control Center, and the GSA buildings manager. Tell them about the conditions and then go to the sprinkler control valve. Stay at the valve until relieved or repair work has been started. (Take the same actions for broken pipes.)

If there is a fire, follow the steps listed under "Firefighting," and close the sprinkler valve only when the fire is completely out or upon direct orders of the fire chief. Tell the buildings manager immediately so that the sprinkler system can be placed back in operation as soon as possible.

Write a detailed description of the event on GSA Form 1103, "Officer's Operations Log."

Contract guards do not use fire extinguishers, except in life-threatening situations. However, you need to know how to use extinguishers. You also need to know where they are, so that you can direct firemen to them.

There are three classes of fires:

Class A. Ordinary combustibles, such as wood, paper, and cloth;

Class B. Natural or bottled gas, gasoline, paint, and grease;

Class C. Electrical equipment or wiring.

The following table shows which extinguishers may be used on each of these types of fires.

Common extinguishers	Usual operation	Class of fire on which used
Stored pressure water	Pull out ring pin and squeeze discharge lever	A
Water pump tank	Pump handle	A
Carbon dioxide (CO ₂)	Pull out ring pin and squeeze release	B, C
Dry chemical	Pull out ring pin and squeeze release	B, C
Multipurpose dry chemical	Squeeze release	A, B, C

Fire Alarm Systems

All contract security guards must know how the fire alarm systems in their buildings work. If you don't know this, contact your supervisor immediately. He or she, in turn, can obtain information on the alarm system from the FPS Zone Supervisor.

Basic Elements.—The three elements of a fire alarm system are a control unit, initiating devices, and indicating devices.

The *control unit* checks essential circuits, accepts alarm signals from initiating devices, and provides power to indicating devices. Control units are located in cabinets with control switches behind locked doors. They range from single units for small buildings to large panels for high-rise offices or several buildings.

Initiating devices detect fires and send out signals to control units. The devices can be manual or automatic, coded or noncoded. They include:

- Manual stations, or "fire alarm pull boxes," which must be operated by a person seeing the fire. In some types, glass must be broken to operate the box.
- Ionization smoke detectors, in which smoke impedes the flow of current and causes the alarm to go off.
- Photoelectric smoke detectors, which use a small light and a photocell. When enough smoke enters the chamber, the beam of light is scattered, setting off an alarm.
- Flame detectors, which use either ultraviolet or infrared light to detect flame from sources such as gasoline, fuel oil, and wood. They are excellent for areas with highly combustible and volatile materials.
- Sprinkler water flow detectors, which sense either water flow or changes in pressure and provide an alarm. The water flow detector has a movable vane (paddle mechanism) inside the sprinkler pipe.

- Sprinkler system supervisory devices, which are used to make sure a sprinkler system is working properly. Any abnormal condition, such as a valve turned off for repair and not turned back on, would be indicated by an audio alarm and/or an indicator light.

Indicating devices provide the alarm signal to alert building occupants. The output, depending upon the device, may be a continuous alarm, a pulsed or coded signal, or an audio signal.

Evacuation signals most often are bells and horns—and sometimes strobe lights to alert the deaf. Chimes are used in places such as message stations to provide a coded alert signal. Buzzers are normally used for trouble signals. Sirens and air horns are used where interfering noise could prevent hearing of bells and horns. Speakers, providing voice communication, are increasingly common, especially in high-rise buildings.

Types of Systems.—The three basic elements of a fire alarm system may be linked in different ways to provide different types of alarm systems.

A *local system* is simply the combination of a manual or automatic alarm initiating device with an alarm indicating device to alert people to evacuate.

An *auxiliary system* is a local system that is connected to the municipal fire alarm system. Fire alarms from the auxiliary system are received at the municipal communications center on the same equipment and by the same methods as alarms transmitted from municipal fire boxes on streets.

A *central station system* is one in which initiating devices within a building or system of buildings are linked with a control unit and station usually staffed around the clock by trained personnel.

A *remote station system* is one in which local initiating devices are connected to a distant control unit and station manned around the clock.

10

UNDERSTANDING THE LAW

As a contract guard, you need a basic understanding of criminal law. This knowledge will help you respond correctly to the various incidents and crimes you encounter. And it will help you avoid errors or legal difficulties when making arrests, filing reports, and testifying in court.

Criminal Law

A crime is an act, or failure to act, that is prohibited by public law in order to protect the public from social harm. A single act could constitute crimes punishable by both a State and the Federal Government, since separate offenses are involved against two different sovereigns.

Certain elements exist in every crime. These elements normally are contained in the definition of the crime, such as arson, burglary, and robbery, and each element must be proven beyond a reasonable doubt for a suspect to be found guilty.

Common Law.—Law derived from custom and usage is known as common law. It dates from early English times when court decisions created new law (crimes) as the need arose to punish conduct tending to "outrage decency" or "corrupt public morals." The decisions set a precedent, followed by other courts.

Common law divides crimes into three major classes: treason, felonies, and misdemeanors. Treason is the highest category of crime. It is defined in the U.S. Constitution as levying war against the United States, adhering to its enemies, or giving them aid and comfort. The Federal Government and many States classify felonies as all crimes punishable by imprisonment for more than one year. Misdemeanors are crimes punishable by imprisonment for one year or less. The term "infamous crime" used in the Constitution has been interpreted to mean a felony.

Statutory Law.—This is written law enacted by legislative bodies. No act can be a Federal crime unless it is prohibited by and punishable under a Federal statute.

Intent Versus Act.—Intent is defined as the deliberate and willful resolve to do an act. In both common and statutory law, it generally is an indispensable part of a crime.

A criminal act must be intentional, not an unconscious act such as one by a person who is asleep or in an epileptic seizure. For example, one who is pushed by another and then bumps into a third person, accidentally pushing that person over a cliff, has not "acted" within the meaning of the law.

Intent is not the same as motive. Intent is the determination to do a certain thing; motive is the reason for doing it.

Act refers to the criminal act itself. An act is a willed movement or the omission of a possible and legally required performance, such as feeding one's children.

Both intent and act are necessary elements of a crime, and both the intent and the act must occur at the same time for a crime to be committed.

Drugs and Alcoholic Beverages

One of the most frequent offenses on Government property is the use of drugs or alcoholic beverages. People may not enter or be on GSA-controlled property while under the influence of, using, or possessing narcotic drugs, marijuana, hallucinogens, barbiturates, or amphetamines (excluding prescribed drugs). People may not enter or be on GSA-controlled property while under the influence of or using alcoholic beverages.

The rules and regulations regarding these drugs should be posted at entrances to GSA-controlled buildings. If they are not posted, notify your supervisor, who then should contact the responsible FPS official.

The head of the responsible agency may give approval for the use of alcoholic beverages on GSA-controlled property for such occasions as retirement or Christmas parties.

If you know or are told about drug activity—such as sale or use—in your building, notify the FPS Zone Supervisor or the Control Center. Detectives will be dispatched. *Do not* take action on your own, and discuss the activity with the appropriate officials only. If you find someone violating the law, detain them until arrival of the FPS officials.

These same restrictions apply to guards, who may be fired and/or prosecuted if found in violation of the rules.

Vandalism

Vandalism is willfully or maliciously damaging someone else's property without permission. It can be destruction, injury, disfigurement, or defacement. Damage can be done by cutting, tearing, breaking, marking, painting, drawing, covering with filth, or other actions prohibited by law. The property can be governmental, public, or private; personal property (clothes, vehicles, furniture); or real property (buildings and grounds).

Acts of vandalism range from play by children that gets out of hand to wild destruction of property by people who are "mad at the world" or by groups of marauding youths.

There is no simple technique that can be used against vandalism. However, frequent and aggressive patrols will discourage would-be vandals.

Arson

Arson, the intended unlawful destruction of another's property by fire, is one of the most successful criminal activities. This is because both the motives of the arsonist and the evidence of the crime are difficult to detect. Evidence is often destroyed by fire, and the arsonist generally is an otherwise law-abiding citizen with no previous criminal record. The instruments needed to commit the crime—matches, cigarette lighter, candle, kerosene, and other flammable materials—may be openly purchased and legally carried on the person. Con-

sequently, the arsonist can pass undetected, even when possessing the "tools of his trade."

Arson presents a serious threat to the life and safety of others. The arsonist may not be deterred by the potential loss of life or by the dangers of firefighting. In fact, the presence of persons may provide the motive for the crime.

There is no foolproof system to help identify and account for every case of arson. Generally speaking, the known arsonist is under 21, but an arsonist can be of any age. Fires are often set by people seeking economic gain, concealing crimes, gaining revenge, or having a dispute or grievance with the Federal agency involved. Occasionally, someone will intentionally set a fire in order to be a hero by rushing into a building to save lives and property. After the fire, he may remain at the scene accepting the congratulations of bystanders.

When there is a fire, keep the curious away from the site until the fire marshals or other experts can examine the evidence. A good rule is to let the fire department decide when people may return to the area.

Burglary

Burglary is the breaking and entering of a building or facility of another with the intent to commit a felony. This is one of several crimes of stealth where the offender usually acts when nobody is around to see the crime. Incidences of burglary thus increase when there are not enough security guards or the security force is lax and inefficient.

There is no "typical" burglar, despite the stereotype of the masked, furtive individual. A burglar may be of any race, creed, nationality, size, shape, and age—although he is most likely to be young. He may be highly skilled, an inexperienced juvenile, or a deranged individual. He may be a current, former, or contract employee of the agency involved. He could be posing as a jobseeker. Some burglars also commit other crimes, and some are narcotics addicts trying to support their habit.

The burglar should be considered as extremely dangerous and handled according to all the rules of prisoner control. He wants most to escape detection, and often will not hesitate to use a weapon when caught. He also may be extremely nervous and thus prone to panicking upon discovery.

Three out of every four burglary suspects arrested are under 25 years of age, and most of these are between 15 and 17 years. For the sake of classifica-

tion, they may be divided into three types: casual or amateur burglars, juvenile burglars, and professionals.

The *casual or amateur burglar* is mobile and can travel far looking for an opportunity, whether it be a purse snatching or a burglary. He will choose a place easy to break into with the least possible chance of detection. Although called an amateur, he may be armed and may use the weapon if discovered. He also may cause needless damage in an effort to burglarize property as quickly as possible.

The *juvenile* is actively engaged in this type of crime and the type most often arrested. He capitalizes on poorly locked doors of buildings and rooms and may deface or destroy property.

The *professional* thrives on today's availability and speed of transportation. He may travel to a city hundreds of miles away, commit a burglary, and return home within a short time period. Unlike the amateur or juvenile, the professional plans his crimes carefully. Frequently, he will place false calls to the police to see how fast they respond or to draw them away from the target area.

Items most sought after in GSA-controlled areas are typewriters, calculators, and audiovisual equipment. To reduce the chances of burglary, make frequent patrols of areas housing valuable equipment, regularly monitor alarm systems, and closely scrutinize I.D. cards. And be constantly aware that someone could be burglarizing parts of the building.

Robbery

Robbery is taking something valuable from another person by force or threat of force. When a weapon is involved, the crime is armed robbery. In contrast to burglary, robbery involves confronting another person and possibly being observed by many others.

Robbery is potentially dangerous because many robbers are armed and prepared to use the weapon if necessary. Many law-enforcement officers have been wounded or killed by robbers.

The robber usually plans his crime and has accomplices. Professional robbery gangs use other criminals to obtain information about the intended victim or target. These observe the activities of potential victims or businesses in return for a share of the take, but seldom participate in the actual robbery. The lone robber does his own surveying. He generally is not as skilled as the "specialist" and more likely to get caught.

Means of escape from the scene differ widely. Amateurs generally go by foot, bus, or subway, or command automobiles or taxis at gunpoint. Professionals plan their escapes carefully, often using stolen automobiles that are driven only a short distance and abandoned for another stolen car in which they continue their flight. The escape vehicle is often stationed near the scene of the crime with its motor idling and a gang member at the wheel acting as lookout and driver.

The highly skilled and experienced robbers net the largest sums of money or valuables. These individuals often have previous arrest records and are especially dangerous because of their determination not to be "sent back."

You can help prevent robberies by mentally putting yourself in the place of the robber. Remember that robberies are cyclical — being more frequent in winter months when they are less easily detected and at certain times of the day — and that robbers usually have accomplices. Watch for the parked car with the motor idling, especially in an area not commonly used for parking, such as the rear of the building or an alley. Look for any unusual activity when buildings are opening or closing, the preferred times of attack. Become familiar with the locations and hours of operation of financial institutions in your building. Make a habit of inspecting these areas, especially on the agency's payday.

Larceny

Larceny is taking something valuable from another person with the intent of keeping it. Unlike robbery, no force is used; unlike burglary, forcible entry is not a necessary element; and unlike borrowing without permission, the criminal does not intend to return the property.

In reports, describe any taking of property without permission as larceny unless you have reason to believe there was no intent to deprive the owner permanently. Give any such reason, or any other evidence about intent, such as a statement by the suspect or an attempt to sell the stolen goods.

For example, if John Doe takes Smith's calculator to complete an assignment, there is no larceny, even if Doe forgets to return the unit. The guard should note that the calculator was not removed from the building.

Also be careful to distinguish between larceny and robbery. Remember that larceny does not involve force or threat, and the property is not taken from

the *immediate* possession of someone. If Richard Roe sneaks a Government typewriter from a Government building, report it as larceny. Roe probably did not do this to catch up on his typing at home, so it is not borrowing without permission. No force has been used, so it is not a robbery.

If you're on a roving patrol, watch for people acting suspiciously — especially if they're carrying Government property. Be alert for property that is out of place, such as typewriters in a utility closet. Frequently, thieves will temporarily store stolen property within a building and come back later to remove it.

If you are on an entrance and exit control post, carefully observe people leaving. Check to see that no one carries property out without a property pass.

Activities Interfering With the National Defense

Always be alert for any threats or activity directed against the national defense of the United States. These activities may take many forms and can be directed against many defense areas, such as Government personnel, operations and equipment, and facilities.

Special agents of the FBI and military intelligence units are responsible for investigating such activities. However, you are responsible for the protection of life and property within Government facilities.

Activities that interfere with the national defense of the United States can be done by willfully injuring, destroying, or attempting injuries or destruction on national defense premises and are committed with the intent to harm. Look for suspicious packages or activities around defense facilities and restricted areas, and relay any such information immediately to the Control Center. Be particularly alert for information indicating that a fire or damage to Government property was deliberate.

Espionage

Espionage is acquiring information about national defense so that the information may be used to the injury of the United States or the advantage of a foreign nation. Watch for unauthorized persons attempting entry into restricted areas without proper identification. Also look for people attempting to observe or remove classified material from a Government office or area or to obtain sensitive information from employees. Report any such incidents immediately to the Control Center.

11

ENFORCING THE LAW

Occasionally, you will stop somebody who has committed, is believed to have committed, or is about to commit a crime. By handling these individuals carefully and in accordance with your instructions, you can avoid injuries to yourself and others and make sure your actions will stand up in court.

Search and Seizure

The terms "search" and "seizure" usually are used together. However, they do not have the same meaning. In legal terms, a "search" implies "invasion and quest" to discover articles hidden from view. "Seizure" means to take something forcibly from the owner.

You can have a search that doesn't end in a seizure, and you can also have a seizure without a search. For instance, items in plain view outside or inside a building to which you have been lawfully admitted may be seized because no search is necessary. This is called the "plain view" rule of no search. According to the Supreme Court:

"It has long been settled that objects falling in plain view of an officer who has a right to be in the position to have that view are subject to seizure and may be introduced in evidence."

There is no search when the items in question are shown voluntarily to you or if the items are:

- Discovered through accident;
- Found while inventorying the defendant's property after his arrest;
- Found while the items are properly impounded in the custody of police; or
- Picked up after being discarded by the defendant.

If a defendant states within your hearing that he has had too much to drink, and you observe this to be the case, no search has taken place.

Stopping Suspects.—You may not stop just any passerby, even one near the scene of a crime or with a criminal record. You must either have information that the person may have committed a crime, or your suspicion must be the result of observation or investigation. Some factors that may influence your suspicion are:

- The attitude or appearance of the suspect;
- The area where he is observed—and if the area is a known crime scene;
- His activity;
- Whether the suspect is carrying anything;
- Whether his clothes indicate or suggest a concealed weapon or evidence;
- Whether you have prior knowledge of the suspect's past criminal record, or information from an investigation or informant.

Searching.—No right to search exists unless there is a right to stop, and even then some searches are illegal. You can only justify a search when sure that you're in danger. You may not use this claim as an excuse for obtaining evidence. The courts will closely examine all your reasons for stopping and searching the defendant.

Before making a search, carefully consider:

- The nature of the suspected crime and whether it involved a weapon or violence;

- The number of suspects being stopped and the availability of assistance;
- The time of day;
- The suspect's record;
- The suspect's sex; and
- The suspect's attitude and whether there is evidence of a concealed weapon.

If you see that you may be in danger, all that is permitted is a frisk — an external feeling of the

clothing. Don't search the suspect's clothing and pockets unless you discover during the frisk a hard object that may be a weapon. Search only the portion of the clothing where the object was felt.

Don't search handbags, suitcases, or other containers or packages that may contain a weapon; however, you may place them out of immediate reach of the suspect so they won't represent an immediate danger to you.

Questioning.—Normally, you should not question the suspect; instead, notify the FPS Zone Supervisor and wait for a Federal Protective Officer to arrive.

The officer doing the questioning must be in full uniform and on duty. It is best to question the suspect where he was stopped. He may not be compelled to answer any question, and a refusal to answer is not an acceptable reason for making an arrest. The suspect may be asked to verify his identification, but he cannot be forced to produce verification.

Before the suspect is interrogated or asked any question that could incriminate him, he must be given the five Miranda Warnings — the result of a Supreme Court Ruling. They need not be given prior to asking a suspect for his name, address, or an explanation of his conduct.

A "Miranda Warning Card" listing the Miranda Warnings, when used, is read to the suspect before asking any possibly incriminating questions.

If the suspect doesn't appear to be giving false or unsatisfactory answers, the questioning may continue. False or unsatisfactory answers may serve as an element in deciding to make an arrest.

Unlawful Searches.—An unlawful or unreasonable search or seizure is one made without the authority of the law. A reasonable search can become an unreasonable one if, among other things, it is unnecessarily intense, oppressive in manner, or involves unnecessary force or brutality. All violate the defendant's constitutionally guaranteed right to due process of law.

It is extremely important that searches and seizures be conducted properly because of a legal principle called the "exclusionary rule." This rule ex-

MIRANDA WARNINGS

1. You are under arrest. Before we ask you any questions, you must understand what your rights are.
2. You have the right to remain silent. You are not required to say anything to us at any time or to answer any questions. Anything you say can be used against you in court.
3. You have the right to talk to a lawyer for advice before we question you and to have him with you during questioning.
4. If you cannot afford a lawyer and want one, a lawyer will be provided for you by the court.
5. If you want to answer questions now without a lawyer present you will still have the right to stop answering at any time. You also have the right to stop answering at any time until you talk to a lawyer.

cludes from court any evidence improperly obtained. If you question a suspect without giving the Miranda Warnings and the suspect confesses, the confession may not be used in the suspect's trial. If you improperly search a suspect and seize a weapon, the weapon may not be used in a trial. Furthermore, if you improperly question a suspect who tells you where he hid a murder weapon, that weapon cannot be used as evidence. This rule is also known as the "fruit of the poisonous tree."

Preserving Evidence

One of your most important functions at the scene of an incident is to ensure the integrity of physical evidence—any object that can connect a suspect to a crime or crime scene.

Remember that whenever persons or objects touch one another, materials that can be used as evidence are usually transferred. During a robbery or burglary, the criminal may leave physical traces such as a footprint, tool impressions, fingerprints, or a cigarette butt. The criminal also is likely to take away material that will link him to the crime—soil or carpet fabric on his shoes, minute particles of wood or metal shavings, blood stains.

For more information on physical evidence, see the chart on the next page.

NOTE: The guard making the preliminary investigation will list all evidence in his GSA Form 3155, "Offense/Incident" report, regardless of who actually collects the evidence, and will also list who collected the evidence. The officer collecting the evidence will complete GSA Form 3030, "Evidence Tag."

Ensuring the Integrity of Evidence.—Whether material is used as evidence will depend on how it was collected and the safeguards taken. The testimony of the officer must show that the evidence was:

- Found at the scene of the crime;
- In the possession or control of the accused;
- Related in some way to the crime;
- Not altered; and
- Distinguishable from all other similar items.

Because of these requirements, you must take all steps necessary to protect a crime scene. Federal Protective Officers and other law enforcement officers, in turn, will collect evidence, mark the evidence for future identification, photograph it, and maintain the chain of possession.

Protecting the Crime Scene.—To prevent destruction or contamination of evidence, follow these guidelines:

- Do not touch, move, or pick up objects or disturb in any manner any article, mark, or impression in the crime scene area.
- Maintain strict security over the area until all measurements have been made; the scene has been sketched or photographed and thoroughly searched for prints, tool marks, and the like; and all evidence has been collected.

Arrest Procedures

Arrests are undertaken to prevent crimes, to bring people before courts of law to answer charges against them, or to aid criminal prosecution. For an arrest to be legal, there must be a lawful reason for the arrest, lawful authority, and lawful jurisdiction.

An arrest is made by restricting someone's physical movement or by getting someone to submit voluntarily to the word "arrest." The mere words "you are under arrest" or the mere execution of an arrest warrant on the accused does not qualify as an arrest unless the subject submits. Merely inviting a subject to the guard office for an interview about an offense or crime is not an arrest.

If you are involved in an arrest, always read the Miranda Warnings before questioning the suspect (see page 42). Also, know the regulations or laws that limit your authority and your jurisdiction: an unlawful arrest can constitute an assault and may be lawfully resisted. Check with your supervisor or the FPS Zone Supervisor to determine your exact authority.

Guards may make arrests when a felony or misdemeanor amounting to a breach of the peace has been committed in their presence. Normally, however, guards' powers of arrest are the same as those of private citizens. When you do arrest or detain someone, immediately notify the Control Center, so a Federal Protective Officer can be sent to the scene.

TYPES OF PHYSICAL EVIDENCE

- Handguns** May be matched positively with bullets found at the scene. Ballistics tests may also link weapons to other crimes. Sale and ownership may be determined through registration records.
- Ammunition** May indicate the type of revolver or automatic and the caliber of the weapon used in the crime. If a weapon is found, the recovered bullets can indicate whether it was used in the crime.
- Cartridge cases** Marks from the firing pin, the ejectors, or the chamber may be matched against the suspected weapon. May also indicate the type of weapon.
- Gunpowder residue** A powder pattern can show the approximate distance, up to 3 feet, between the gun and the victim at the time the shot was fired.
- Paint** Paint chips can reveal the make and year of an automobile, as well as the color.
- Glass** Glass at the scene of a hit and run accident may determine the type of headlight and, from that, the type of car involved. It can also be used for comparison when the vehicle is located.
- Tools** A microscopic examination may reveal traces of metal, wood, plaster, paint, or some identifying characteristics. A relationship between the tool and the crime may be established.
- Fibers** Microscopic examination of fibers (wool, cotton, nylon) can determine the source; whether the fibers are animal, vegetable, or synthetic; and color of the fibers.
- Hair** Hair can be classified as human or animal and can be compared with other hairs of a suspect. The color may also be important.
- Soil** Samples of dirt loosened by the impact of a vehicle or found on the person or clothing of an individual may be compared with soil from a known source.
- Seminal stains** Semen is identified by laboratory examinations. Blood groupings of the individual also may be identified. Could be a vital element in a crime of rape.
- Blood stains** Determines if blood is human or animal. Blood stains may be analyzed to determine blood groupings, the blood alcohol level, and if blood found on someone is his or another's.

When arresting or detaining a woman, try to have a woman guard or witness present. Have women guards conduct searches, if possible. In dangerous situations, a male guard on the scene may frisk the subject for weapons, but only in the presence of a competent witness.

Also remember that the law only allows you to use the physical or deadly force necessary to overcome physical resistance. The use of excess physical force is a criminal act, for which you are liable. Use of force is categorized as follows:

- **Ordinary force:** that degree of force least likely to cause death or serious bodily harm.
- **Reasonable force:** force necessary to overcome an opposing force but not likely to cause death.
- **Deadly force:** force likely to cause death or serious bodily harm.

Courtroom Testimony

Giving evidence in court marks the final step by a uniformed guard in a case. It also is a measure of the success of other steps along the way — most importantly, the preliminary investigation. Identifying and labeling evidence, locating and interviewing witnesses, and recording the details of an incident are important both to the investigation and to courtroom testimony. Likewise, complete personal notes will help prepare you to testify.

Pretrial Conference.—One useful procedure is the pretrial conference. This meeting between witnesses and counsel gives the attorney a chance to find out what the witnesses know and don't know and how they might respond to questioning. Such knowledge, in turn, should help the attorney plan his questions and line of attack.

When the pretrial conference is used, treat it with the same degree of professionalism as you would a summons to appear in court. This is an acceptable procedure, used by both prosecution and defense.

Testifying.—The jury's first impression of you will occur as you walk to the stand and accept the oath. You should be neat and clean and appear in full uniform. Show in your manner and bearing that you consider appearance in court an important duty.

After taking the oath, sit in the witness chair in a position that gives you a full view of the jury and the

attorneys. Sit with both feet on the floor and your hands in your lap or on the chair arms. Do not fidget, rattle keys or coins, or make other distracting sounds or movements.

The more familiar you are with courtroom procedure and the rules of evidence, the better witness you will be.

The prosecution presents its case in direct examination, at which time you normally would be called to testify. On the stand, you will be asked first to state your name and occupation. Answer in a polite manner. This is the first time you will be heard by the jury, which ultimately must weigh the testimony and arrive at the verdict.

After either counsel asks a question, carefully consider the question, then give a deliberate answer. If you did not hear or do not understand the question, ask that it be repeated. Speak in a conversational tone but loud enough so that the entire jury can hear. Look directly at the attorney asking the question. Your position in the witness stand should allow you to alternate your attention between the inquiring attorney and the jury without a great deal of movement back and forth.

When an objection is made by counsel, stop your testimony until the court has ruled on the objection. Judges generally look with disfavor upon witnesses who blurt out an answer to a question that is objected to by counsel. Though the answer itself may not be grounds for a mistrial, it may contribute to one; the trial judge tries to protect the record from any such happening. If you have a working knowledge of the rules of evidence, you may avoid any objections through the language you use in replying to counsel's questions.

Do not volunteer information. If you know the prosecutor is leaving out an important point, wait until you've been excused from the stand and then inform him of the point. If he thinks it is important, he will recall you to the stand.

When you are not on the witness stand and wish to speak to the prosecutor write a note and pass it to him. Don't whisper or make gestures that will distract the court.

Never guess or speculate in response to a question. This indicates either bias or personal inadequacies on the part of the officer. Give only facts, not conclusions or opinions. Signs of improper testimony are terms such as "I think," "I believe," or "In my opinion."

12

HANDLING SPECIAL SITUATIONS AND EMERGENCIES

Over time, you will be exposed to a variety of unusual and sometimes dangerous situations that will tax your ingenuity and ability as a contract guard. These may range from performing escort duty to controlling a hostile crowd to coping with a bomb threat.

You will not often be working alone in such situations. Usually, highly trained specialists and/or law-enforcement personnel must be called. However, you, too, could be crucially important because of your early arrival on the scene, knowledge of the building and its occupants, and ability to summon quickly the needed assistance.

Know how to react to the various situations that might arise, how to obtain emergency assistance, and how much authority you have. If you don't know the answers, ask your immediate supervisor or the FPS Zone Supervisor.

Escort Duties

When escorting a member of a financial institution from one point to another, follow the person at a distance of about 4 to 5 paces. Never permit anyone to move between you and the person being escorted, and don't lose sight of him.

You may escort only when authorized to do so by your supervisor or your orders. Notify your supervisor and the Control Center at the beginning and on completion of this service. Escort duties may not be performed for non-Government personnel or non-Government agencies, off Government-owned or controlled property, or when a guard is required to leave a fixed post (the patrolling guard should be used).

A guard may not give hot pursuit off Government property but may call for assistance from the local police and the Control Center and then pass on all pertinent information to the emergency response personnel.

Crowd Control

A crowd is a group of people temporarily gathered for a purpose. Usually, it is orderly, leaderless, requires little or no supervision, and respects the law. In some instances, however, a crowd can become a serious hazard to society. Keep this in mind when a large group comes to your building. Immediately find out as much as you can about it—the group's name and purpose and how many are in it. Then quickly relay the information to the Control Center.

Casual Crowd.—A casual crowd has a common interest for only a short time, no organization, no unity of purpose, and members that come and go. It will respond to the urging of a police officer to "stand back," "move on," or "keep moving."

Common Interest Crowd.—This is a group assembled for a definite purpose—such as spectators at an athletic event, a rally, or a group of disgruntled citizens. Members are not dependent on each other, but because they have a common interest, they may resist outside interference.

Hostile Crowd.—This is a noisy, threatening group. As long as there is no definite organization and leadership, the group may avoid lawlessness. However, it may provide the seedbed for mob action when a leader emerges. Aroused crowds often vent

their hostility on law-enforcement officials. Some may try to bait the police into committing errors of judgment.

Mobs.—When a crowd is excited or its members lose respect for law and order, it may follow its leaders in mass lawlessness. A crowd will deteriorate into a mob if it has been preconditioned by irritating events and rumors and inflamed by agitators appealing to emotion rather than to reason. Hostility prevails, dissatisfaction and frustration are shared by all. Unity replaces confusion and disorganization.

Riots.—When moblike action supplants lawful control, law and order disappear and anarchy results. For this reason, the police must resort to all available resources to quell a riot and ensure peace. Once the situation has grown out of control, the first task is to restore order in the shortest possible time with the least loss of life and property.

Controlling the Hostile Crowd.—Crowds cannot be controlled without sufficient manpower. Never hesitate to call for assistance. This does not mean using unnecessary force, which is never justified. Excessive force often will incite a mob to aggressive hostility and compound the violence. Potentially dangerous crowds can usually be controlled by:

- Removing or isolating individuals involved in an incident before the crowd can achieve unity;
- Breaking the crowd into small, isolated groups;
- Removing the leader; and
- Diverting the attention of the crowd.

Demonstrations.—The nonviolent demonstration has become widely used in the last two decades to protest social, economic, or political conditions. Demonstrations are different from crowds and mobs in that they are organized, have leadership, and have members who are nonviolent and disciplined.

Contract guards must protect peaceful demonstrators, who are exercising their constitutional right to demonstrate, and they must protect the general public from those who infringe on the rights of others. The most common problems occur when demonstrators decide to engage in sit-ins and incidents that violate the property rights of others.

Mentally Ill Persons

Mental illness is the leading health problem in the United States, incapacitating more people than all other diseases combined. About half of all hospital beds in this country are occupied by the mentally ill, and one in every twelve persons will be hospitalized for mental illness.

Recognizing the Disturbed.—A person suffering from severe mental illness will exhibit one or more of the following symptoms:

Any sudden *behavior change* in a person should be cause for alarm. This does not mean a burst of anger or some passing reaction, but a general change in one's thinking, feeling, or acting. You may have to check with a person's family in order to determine this.

Temporary or permanent memory loss are symptoms of mental illness. Older people often lose the ability to recall the immediate past but have vivid recall of things from their childhood. This is often the result of brain damage—senility—brought on by hardening of the arteries in the brain. Other types of memory loss can follow emotionally or physically painful experiences (such as a rape victim who cannot describe her attacker).

A mentally ill person often has *false beliefs (delusions)* that members of his family or of a particular political party, race, or religion are plotting against him. He may react to these beliefs by attacking others.

He may *deny his own identity* and take that of somebody else — such as a prosperous executive, artist, scientist, secret agent, or historical person. Some people who do not assume totally improbable identities may be convincing in their imaginary roles.

Talking to oneself may be common to all of us at times but is abnormal when it becomes animated and in public places.

A mentally ill person may *see or claim to see or hear things that are not there*, such as a voice from space or from the woodwork. While such perceptions may seem humorous or even impossible, the person is suffering from one of the most severe forms of mental illness and must be given immediate medical attention.

He may have *fantastic ideas about the body and its functions*; for example, that he has cement in his stomach, that his heart has stopped, or that rats are

eating his brain. The symptoms may seem very real, and the person may attempt suicide if he believes he has an incurable disease.

Coping with Disturbed Persons.—Never rush blindly into a situation. Take time to look it over, ask questions, and find out what you can about the sick person. Call for assistance, and then formulate a plan of action — how to remove the person, who may enter the room, whether the escape routes from the building are properly covered. Keep cool and calm and wait.

Reassure the disturbed person that you want to help him, and ignore any verbal abuse against you or others. Do not lie to the person. This could delay his recovery and strengthen his belief that everyone is against him and no one can be trusted.

Avoid excitement, and keep crowds from gathering. Bystanders will often excite a disturbed person intentionally.

When physical restraint is necessary, use only the force that is absolutely necessary. Don't strike the person. Hold and immobilize him in such a way that neither you nor he will be hurt. Always bear in mind that the help you give to a mentally ill person is just as vital as administering first aid to an injured person.

Custody or Alternatives.—The law permits you to take a person into custody for emergency observation only if his actions present an immediate danger to himself, other people, or property. A better alternative may be to contact his relatives, physicians, or both; whenever possible, turn the person over to them for treatment and shelter. These people usually are aware of the individual's medical history and are best able to handle the situation. Remember that a person taken into custody for emergency hospitalization is not considered arrested, unless he has committed a crime.

Bomb Threats and Searches

If you receive a bomb threat, keep the caller on the line as long as possible and try to find out:

- When it will go off;
- Where it is and where to look;

- What it looks like;
- Why the person is doing this;
- Who the person is and what group he belongs to; and
- Where he is located.

Record the time and date of the call. Pay particular attention to background noises, such as motors running, music, laughter. Listen closely to the voice (male or female), voice quality (calm, excited), accents, and speech impediments. Then report the call immediately to the FPS Zone Supervisor, who will make all appropriate notifications.

When receiving a report of a bomb threat:

- Find out who received it.
- Try to answer all questions outlined above.
- Immediately notify the FPS Zone Supervisor or the Control Center and your immediate supervisor.

Upon discovery of a bomb or suspected bomb:

- Do not move the object. This must be done by an explosives expert. Leave it in the position in which it was found, not only as a safety measure but also to preserve any evidence. No one but a qualified bomb expert should approach the bomb or attempt to remove it.
- Do not move any article that may be connected to the bomb or act as a trigger mechanism.
- Do not jar, tilt, turn, or cover the object. See that all doors and windows in the area are opened to minimize damage from blast and secondary damage from fragmentation.
- Do not alarm building occupants more than necessary; the area around the suspected bomb should be cleared by the Designated Official authorized to evacuate the building (see page 49).
- Do not operate portable radios near the object.
- Do not allow any unauthorized personnel to enter the area.
- Notify appropriate officials of the FPS.

Terrorist and Hostage Situations

The recent increase in demonstrations and civil disturbances has been accompanied by rising concern.

over possible terrorist action against the U.S. Government. In addition, other criminal acts, such as robberies, could result in a hostage incident should the criminal act be aborted.

FPS policy is not to negotiate with hostage takers, but to notify the Federal Bureau of Investigation (FBI) and to use the services of its trained agents.

When you see that a hostage situation is developing or has taken place:

- Notify the Control Center.
- Cordon and isolate the affected area.
- Contain the hostage situation to the smallest possible area.
- Brief responding FPS officials upon their arrival.
- Follow the orders of the senior official on the scene.
- Do not unholster or discharge your weapon except with explicit authorization of the officer in charge, unless you believe that you or other innocent persons are in immediate danger of death or serious bodily harm.

A radio channel will be cleared of all normal transmission and reserved for matters relating to the incident.

Do not discuss information concerning the hostage situation with the news media. Refer members of the press or other persons seeking information to the field command post.

Occupant Emergency Plan

GSA has an Occupant Emergency Program to help occupant agencies respond to emergencies such as fires, bomb threats, and shutdown or malfunction of power plants or other facilities. (See Figure 8.)

In each building, an Occupant Emergency Plan outlines how emergencies there will be handled. Among other things, it includes the names and phone numbers of officials to contact in an emergency (with different lists for different emergencies). Copies of the plan are located at one or more places in each building; 24-hour fixed posts normally have a copy posted.

Each plan lists an organization of personnel to direct emergency procedures. Usually included are:

The *Designated Official*, who is the highest ranking official of the primary occupant agency, or an alternate high-ranking official selected by agreement of occupant agency officials. He is responsible for deciding the course of action to be taken during emergencies.

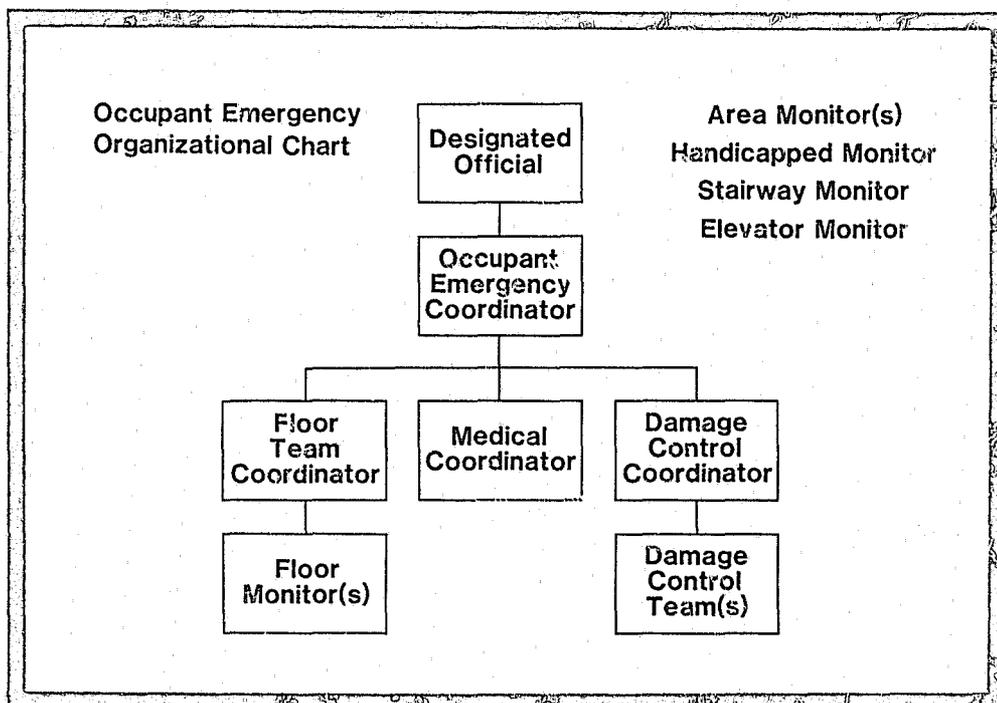


Figure 8. Occupant Emergency Organization Chart. This is the basic organization for occupant emergency programs set up to protect GSA-controlled buildings and facilities. The sizes of the team will depend on the facility's size. Some may not need a Medical Coordinator, Damage Control Team, Floor Monitor, or Area Monitor.

The *Occupant Emergency Coordinator (OEC)*, who implements the overall plan of action. The OEC selects, trains, and organizes an adequate staff and directs and supervises the Occupant Emergency Organization during an event. He reports to the Designated Official.

The *Floor Team Coordinator*, who supervises and expedites the planned, controlled movement of all building occupants and the Floor Monitors and who coordinates bomb searches.

The *Floor Monitor*, who has the same responsibilities for one floor as the Floor Team Coordinator has for an entire building. He, in turn, supervises: An *Area Monitor*, who makes sure evacuation routes are safe and bomb searches are conducted properly; a *Handicapped Monitor*; a *Stairway Monitor*; and an *Elevator Monitor*.

A *Medical Coordinator*, who is responsible for training and equipping personnel assigned to perform medical assistance and for supervising emergency first aid or medical self-help.

A *Damage Control Coordinator*, who turns off appropriate utilities when required by the emergency.

A *Damage Control Team*, which controls utilities during an emergency. Especially important is a system of communications to feed timely and accurate information to team members.

A safe command post — an office or desk — is also needed from which the Designated Official can easily be contacted and provisions made for assigning alternative personnel to fill in for absent team members. Proper instructions should be prepared and given to all members of the organization and to all building occupants.

13

EMERGENCY FIRST AID

Each day, countless medical emergencies from the very minor to the most critical occur in Government buildings. The most important thing to do in a medical emergency is to call for an ambulance or have someone else call. However, if you are alone and the victim is seriously injured, your primary task is to apply emergency first aid. Your quick action could save a life.

The information in the table "The Crucial Eight First Steps," provided by the Maryland Institute for

Emergency Medical Services Systems, University of Maryland, tells you the life-saving steps to take in order of importance. These include when to call for professional help and how to ensure that the person is breathing.

Other information on medical emergencies is arranged alphabetically by subject in a second table, "Medical Emergencies: Symptoms and Treatment," beginning on page 55.

THE CRUCIAL EIGHT FIRST STEPS

Followup emergency response

Step	Adults	Infants and/or children						
1 Call out or shout for help	Even though you don't see anyone, somebody may hear you. If someone comes, he or she can call an ambulance, bring blankets, or otherwise assist you.							
2 Keep the victim lying down	Don't move an injured person unless he's in danger.							
3 See that airways are clear Turn the victim onto his or her back, rolling the entire body as a unit. Loosen tight clothes around the neck or chest. Lift the neck with one hand and push down on the forehead with the other. Make sure the chin points up. With infants, keep the head level and not tilted backward.	For choking (blocked airway)¹ If the victim can speak, cough, or breathe, <i>don't</i> do anything; he may be able to expel the object. If he can't do any of the above but is conscious , give four upward abdominal thrusts. (Stand behind and wrap your arms around his or her middle, just above the navel. Clasp your hands together in a double fist and press in and up in quick thrusts.) Four chest thrusts should be used instead on obese persons and pregnant women. Check the airway and repeat the cycle above until the object is dislodged or the victim loses consciousness. Check the airway after each cycle.	Turn the child upside down over one arm and with the other deliver sharp pats between the shoulder blades. The object should be dislodged.						
	If the victim is unconscious : 							
	<table border="1"> <tbody> <tr> <td data-bbox="602 1612 1052 1707"> 1 Open the victim's airway and give mouth-to-mouth breathing. </td> <td data-bbox="1084 1612 1533 1707"> 3 Reopen the victim's airway and give mouth-to-mouth breathing. </td> </tr> <tr> <td data-bbox="602 1757 1052 1949"> 2 If the chest doesn't rise and fall easily, turn the victim on his or her side and give four back blows; roll the victim on his or her back and give four abdominal or chest thrusts. </td> <td data-bbox="1084 1715 1533 1873"> 4 If unsuccessful, turn the victim's face to the side and use your index finger to probe the mouth and clear it of obstructions. </td> </tr> <tr> <td></td> <td data-bbox="1084 1887 1533 1949"> 5 Repeat steps until the victim breathes or help arrives. </td> </tr> </tbody> </table>		1 Open the victim's airway and give mouth-to-mouth breathing.	3 Reopen the victim's airway and give mouth-to-mouth breathing.	2 If the chest doesn't rise and fall easily, turn the victim on his or her side and give four back blows; roll the victim on his or her back and give four abdominal or chest thrusts.	4 If unsuccessful, turn the victim's face to the side and use your index finger to probe the mouth and clear it of obstructions.		5 Repeat steps until the victim breathes or help arrives.
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	5 Repeat steps until the victim breathes or help arrives.							

THE CRUCIAL EIGHT FIRST STEPS

Followup emergency response

Step	Adults	Infants and/or children
4 Check for breathing	Artificial breathing Maintain an open airway. Place the heel of one hand on the victim's forehead and pinch the nose shut with the fingers of the same hand. Place the other hand under the victim's neck. Take a deep breath and place your mouth over the victim's mouth. Blow air until you see the chest rise. Maintaining the open airway, put your ear over his or her mouth and listen for air escaping as the chest falls. If air is escaping and the chest falls, your mouth-to-mouth breathing is working. If air doesn't easily enter and escape, the airway is blocked. (See "For choking.") If the chest rises and falls, give four quick breaths. Take the hand that is under the victim's neck and feel for the carotid (throat) pulse to see if the heart is beating. If you can't feel a pulse, immediately start the procedures under CPR. If there is a pulse, continue breathing for the victim; check to see that air is exhaled and the chest falls. Repeat every 5 seconds or at the rate of 12 breaths per minute until help arrives. Check often for a pulse.	Maintain an open airway. Don't pinch the nose shut; instead, cover both the mouth and nose with your mouth. Use small puffs of air from your cheeks to inflate the lungs. You will feel the chest rise. Listen for the child to exhale. If the chest does not rise and fall easily, the airway is blocked and must be cleared. If chest rises and falls, give four quick breaths.

THE CRUCIAL EIGHT FIRST STEPS

Followup emergency response

Step	Adults	Infants and/or children
5 Check for pulse	<p>CPR (Cardiopulmonary Resuscitation)²</p> <p>If the person is unconscious, open his or her airways.</p> <p>If the person is not breathing, give four quick full breaths and check for the carotid pulse.</p> <p>If the pulse is absent, locate the tip of the breastbone. Place the heel of one hand 1½ to 2 inches above the tip; put your other hand on top of the one in position. Keep your fingers off the chest.</p> <p>Depress the lower half of the breastbone 1½ to 2 inches.</p> <p>Relax pressure, allowing the chest to return to the normal position. Don't move your hands. Repeat compressions and combine them with artificial breathing as follows:</p> <ul style="list-style-type: none">◦ For one-rescuer CPR, 15 compressions are followed by two quick full artificial breaths. Do 80 compressions a minute.◦ For two-rescuer CPR, five compressions are followed by one quick artificial breath. Do 60 compressions per minute.	<p>Infants</p> <p>Place the tips of the index and middle fingers of one hand over the center of the breastbone. Place your other hand under the child's back for support.</p> <p>Depress the breastbone ½ to ¾ inch. Do 80 to 100 compressions per minute and give one artificial breath after every fifth compression.</p> <p>Children</p> <p>Place the heel of one hand over the middle of the breastbone. Support the child's back with your other hand.</p> <p>Depress the breastbone ¾ to 1½ inches.</p> <p>Do 80 to 100 compressions per minute and give one artificial breath every fifth compression.</p>
6 Stop bleeding	Apply constant direct pressure on wound.	
7 Check for other injuries	Discussed on subsequent pages.	

THE CRUCIAL EIGHT FIRST STEPS

Followup emergency response

Step	Adults	Infants and/or children
<p>8 Call for medical help Have someone else do this if possible while you administer first aid.</p>	<p>Dial the emergency number for an ambulance.</p> <p>Give your name, location, and phone number.</p> <p>Tell the kind of emergency (for example, chest pain, car accident) and describe the victim's condition (obvious bleeding, difficult breathing, burns).</p> <p>Give the address and directions to the scene.</p> <p>Do not hang up. The person taking your call may have questions or need more information.</p> <p>When professional help arrives, explain what you have done and let them take over.</p>	

NOTE: Information on airway, breathing, and cardiopulmonary resuscitation was supplied by the American Heart Association.

¹If the victim swallows the object but seems fine, send him to the hospital anyway. A swallowed jagged object, such as a chicken or fish bone, could cause severe internal damage.

²CPR should be performed by individuals who have taken CPR courses.

MEDICAL EMERGENCIES: SYMPTOMS AND TREATMENT

Condition and symptoms

Treatment

ALLERGIC REACTIONS

Some persons are highly sensitive to stings, insect and snake bites, or certain foods or drugs.

Symptoms: Hives and swelling of the face and tongue; difficulty in breathing; weakness, dizziness, or faintness; itching and burning of the skin (especially around the chest and face).

Have someone else call the ambulance

If the victim is unconscious, follow steps for airway, breathing, and CPR in that order.

Prevent loss of body heat by placing a blanket under the victim and one on top. Be careful not to overheat the person with more than one blanket.

Keep the victim quiet. The person may be more comfortable sitting or reclining than lying down.

Don't give him or her anything to eat or drink.

AMPUTATIONS

The severed limb should be saved and transported by ambulance with the victim.

Fully Severed

Have someone else call the ambulance.

If the victim is unconscious, follow the steps for airway, breathing, and CPR.

Apply a dry sterile bandage and apply pressure to the bleeding stump.

Elevate the injured limb.

Don't wash, rinse, scrub, or apply antiseptic solution to the wound.

Save the severed part. Do not wash, rinse, scrub, or apply an antiseptic solution. Wrap it in a dry towel or dry bandage and place it on a plastic bag containing ice. Don't submerge the part in ice water. If the ice melts, replace the first bag with another bag of ice.

Partially Severed

Follow first two steps under **Fully Severed**.

Keep the severed part in alignment.

Keep the injured limb dry and elevated.

Cool the severed part by holding a bag filled with ice next to it.

MEDICAL EMERGENCIES: SYMPTOMS AND TREATMENT

Condition and symptoms

Treatment

BLEEDING

Pressure points to stop bleeding should be used only if the bleeding cannot be controlled by pressure over the wound. Tourniquets can cause severe damage and should be used only as a last resort.

For head wounds, apply pressure with a bandage. Don't cut back the hair to assess the cut (hair aids clotting).

Severe bleeding will lead to shock. Therefore, keep the victim lying down, and elevate the legs to 10 to 12 inches. Place a blanket under and one on top of the victim to maintain body temperature. Don't give anything to eat or drink.

Don't try to cleanse a wound or apply medication before professional help arrives.

Have someone else call an ambulance.

If the victim is unconscious, follow steps for airway, breathing, and CPR in that order.

Apply constant, direct pressure on the wound with a sterile bandage, clean cloth, or handkerchief until the ambulance arrives. If clean materials are not available, use clothing or your bare hand.

If the bandage becomes blood-soaked, put a clean one on top of it. Don't replace the bandage. Releasing the pressure interferes with normal clotting and increases the chance of infection.

With excessive bleeding (blood shooting out of injured limbs), elevate the limb about 10 to 12 inches while applying pressure directly to the wound. Don't elevate a limb if you suspect broken bones.

BROKEN BONES

Don't move the victim unless there is danger of further injury.

Don't straighten a limb that is misshapen. This should be done only by trained medical personnel.

Don't push a protruding bone into the skin. Apply no ointment, but place a sterile bandage over the protruding bone.

Have someone else call an ambulance.

Don't move the victim or let him move the injured limb.

If victim is unconscious, follow steps for airway, breathing, and CPR.

Stop any serious bleeding by applying direct pressure with a sterile bandage (see BLEEDING).

Prevent shock by keeping the victim warm and lying down.

MEDICAL EMERGENCIES: SYMPTOMS AND TREATMENT

Condition and symptoms

Treatment

BURNS

Thermal Burns. May be caused by heat and/or fire or scalds from boiling water. The burned area may be red, as in sunburns, and may show no blisters. Some burns show blistering of the skin, or the skin may be broken or torn away. Burns over more than 20 percent of the body, and blister burns to the face, hands, feet, or pelvic area are extremely dangerous.

Chemical Burns. May result from battery acid, drain cleaners, household cleaners, or laboratory substances.

Have someone else call an ambulance.

If the victim is unconscious, follow the steps for airway, breathing, and CPR.

Wrap the victim in a clean, dry sheet—not blankets or rough-textured materials—and keep him or her lying down.

Don't apply ointments, sprays, or butter; don't open the blisters; and don't give the person anything to eat.

If an ambulance is needed, have someone else call it.

If the victim is unconscious, follow the steps for airways, breathing, and CPR.

Cover the burn area with a dry, sterile bandage.

Flood the affected area with water to flush away the chemical until the ambulance arrives, or put victim under a shower.

Remove all contaminated clothes. Remove the victim's shoes and socks, which may collect chemicals washed from other parts of the victim.

CARBON MONOXIDE POISONING

Carbon monoxide is an odorless, tasteless, colorless gas that can kill quickly in small amounts. It often accompanies fire or the operation of combustion engines. Some places to suspect carbon monoxide are:

- A garage where an automobile motor is running.
- An automobile with a leaky exhaust system or one idling with a tailgate or back window open.
- A barbecue held indoors or in a poorly ventilated area.
- A furnace room where there is an improperly maintained exhaust vent.
- Any closed space in which there has just been a fire.

Symptoms: Headache, nausea or vomiting, dizziness or confusion, fatigue.

Have someone else call an ambulance. The victim needs to breathe 100 percent oxygen as soon as possible.

Immediately remove yourself and the victim from the area into fresh air.

If the person is unconscious, follow the steps for airways, breathing, and CPR.

MEDICAL EMERGENCIES: SYMPTOMS AND TREATMENT

Condition and symptoms

Treatment

DROWNING

Drowning is suffocation while the victim's nose and mouth are under water. Once the victim stops breathing, death can occur within minutes.

Have someone else call an ambulance.

Don't attempt to drain water from the lungs. Persons who die from water accidents usually do so from lack of air, not from water in the lungs or stomach.

Place the victim on his or her back and follow the steps for airway, breathing, and CPR. If you suspect that the victim had a diving accident, don't move the neck; there could be a neck injury or spinal cord damage.

Continue giving mouth-to-mouth breathing or CPR until the victim begins breathing or professional help arrives; otherwise, don't stop for any reason.

Keep the victim lying down and warm.

ELECTRIC SHOCK (ELECTROCUTION)

Ordinary household current can cause serious electric shock that can stop a person's breathing and heartbeat. Unless precautions are taken, the current could pass from the victim to the rescuer.

Have someone else call an ambulance.

Turn off the electric current *before* touching the victim by pulling out the plug or removing the circuit breaker or fuse.

If you can't turn off the current, separate the victim from the electric wire or power line with a nonconductive nonmetal object such as a dry wooden stick or a rolled rubber mat. *Don't use anything damp.* Stand on something dry, such as dry newspapers, a dry board, or a dry rubber mat.

If the victim is unconscious, follow the steps for airway, breathing, and CPR. If he or she is not breathing, continue mouth-to-mouth breathing.

Electrical burns usually have an entry point and an exit point where the current has passed through the body. Cover both burns with clean, preferably sterile, cloths.

Keep the victim lying down. Don't give anything to eat or drink.

MEDICAL EMERGENCIES: SYMPTOMS AND TREATMENT

Condition and symptoms

Treatment

EXPOSURE TO COLD

Persons exposed to cold for a long time, such as people in cold-water accidents, may lose body heat faster than it is produced.

Symptoms: Intense shivering, poor coordination, stumbling, loss of memory, thickness of speech, drowsiness.

Have someone else call an ambulance.

If the victim is unconscious, follow the steps for airway, breathing, and CPR.

Move the victim to shelter and warmth and remove wet clothing.

Wrap warm, dry clothing or blankets around the head, neck, sides, and groin of the person. To re-warm him or her, conserve the person's body heat, but do not apply hot-water bottles or heat blankets.

Don't give anything to eat or drink, not even water.

FAINTING

Fainting is a partial or complete loss of consciousness due to a reduced supply of blood to the brain for a short time. Recovery of consciousness almost always occurs when the victim falls or is placed in a reclining position, although injury may occur from the fall. To prevent a fainting attack, a person who feels weak and dizzy should lie down or bend over with his or her head at knee level.

Symptoms: Extreme paleness, sweating, coldness of the skin, dizziness, numbness and tingling of the hands and feet, nausea, and possible disturbance of vision.

Leave the victim lying down, loosen any tight clothing, and keep crowds away.

If the victim vomits, roll him or her onto the side or turn the head to the side; if necessary, wipe out the victim's mouth with your fingers, preferably wrapped in cloth.

Maintain an open airway.

Don't pour water over the victim's face; instead bathe the face gently with cool water.

Don't give any liquid unless the victim has revived.

Examine the victim to determine whether he has suffered injury from falling.

Unless recovery is prompt, seek medical help. The victim should be carefully observed afterward because fainting might be a brief episode in the development of a serious underlying illness.

MEDICAL EMERGENCIES: SYMPTOMS AND TREATMENT

Condition and symptoms

Treatment

FROSTBITE

The body parts usually affected are the ears, hands, and feet.

Symptoms: Untreated areas will first become red. Then gray or white blotches will appear on the ear lobes, cheeks, or the top of the nose. If the frostbite remains untreated, the skin becomes numb and dead white.

Have someone else call an ambulance.

If the victim is unconscious, follow the steps for airway, breathing, and CPR.

Keep the frostbitten area warm by covering it with warm water (105°F) or warm towels. Don't use intense heat such as a stove, hot-water bottle, or a heating pad.

Don't rub a frostbitten area, especially with snow.

HEART ATTACK

This is the main cause of sudden death in adults. Warning signs often appear hours before the actual heart attack.

Symptoms: These may appear, disappear, and then return over a period of hours:

- Uncomfortable pressure, squeezing, fullness, or pain in the center of the chest, behind the breastbone, in the neck, or in the arms;
- Sweating;
- Nausea;
- Shortness of breath or a feeling of weakness.

If someone has these symptoms and the symptoms don't go away within a few minutes, call an ambulance immediately.

Keep the victim quiet and in a position comfortable for them, such as sitting or reclining.

Don't give anything to eat or drink.

If the person loses consciousness, follow the steps for airway, breathing, and CPR.

MEDICAL EMERGENCIES: SYMPTOMS AND TREATMENT

Condition and symptoms

Treatment

NECK, HEAD, OR BACK INJURIES

The victim may have a head, neck, or back injury if he or she has been in a bad accident, received a severe blow, or cannot move the arms or legs. Exercise extreme caution. What you don't do is very important.

Have someone else call an ambulance.

Don't move the victim unless there is extreme danger—for example, that a car might explode.

Don't move the head or neck, which could cause further injury and paralysis.

Don't put a pillow under the victim's head.

If the victim is unconscious, follow the steps for airway, breathing, and CPR.

Don't give anything to eat or drink.

Treat other problems.

POISONING

Poison can enter the body by:

- Swallowing (medicines, drain cleaners, turpentine, bug killers);
- Inhaling (oven cleaners, kerosene, sprays, cleaning fluids, gas, carbon monoxide);
- Through the skin (insecticides, cleaners);
- Through the bloodstream (drugs, bites).

Don't wait for symptoms to appear.

If the victim appears to be unconscious

Have someone else call an ambulance.

Follow the steps for airway, breathing, and CPR.

Don't give the victim anything to eat or drink.

Make sure the poison is transported to the hospital with the victim.

If the victim is conscious and vomiting

Roll the victim on his or her side to prevent choking.

Call the nearest poison information center. Give them your number.

Follow the poison center's directions.

If the victim is conscious and not vomiting

Remove any remaining substance from his or her mouth.

If possible, bring the patient and the container to the phone to help describe the condition.

Call the nearest poison information center.

Answer the center's questions, and follow their directions. Syrup of ipecac may be recommended to induce vomiting. It is inexpensive and available at any drugstore without a prescription. However, don't use this unless you are told to do so by medical personnel.

MEDICAL EMERGENCIES: SYMPTOMS AND TREATMENT

Condition and symptoms

Treatment

SEIZURE (CONVULSION)

Symptoms: The body usually becomes rigid, then starts jerking and twitching. The victim's eyes may roll; saliva may dribble from the mouth; he or she may urinate or defecate.

Have someone else call an ambulance.

Have the victim lie down if possible and loosen tight clothing.

Move furniture and glass away from the person to prevent accidental self-injury.

To protect the victim from biting his or her tongue, place a soft object (corner of a rolled handkerchief, small book, or wallet) in the mouth.

Don't hold the person down or sit on him or her.

After the seizure, have the person rest in a position comfortable to him or her. Make sure he or she is breathing, and check for a Medic-Alert bracelet indicating the condition.

STROKE

A stroke (also called apoplexy) usually involves a rupture of a blood vessel in the brain or the formation of a clot that interferes with circulation.

Symptoms: *Minor strokes* involve small blood vessels in the brain, and usually don't produce unconsciousness. The symptoms may include headache, confusion, dizziness and ringing in the ears, minor difficulties in speech, memory changes, weakness in an arm or leg, or some disturbance in the personality.

Major strokes may involve unconsciousness, paralysis or weakness on one side of the body, difficulty in breathing and/or swallowing, loss of bladder and/or bowel control, pupils of the eyes unequal in size, lack of ability to talk, or slurring of speech.

A stroke may change from a minor one to a major one rapidly. Closely observe the person.

Provide moderate covering.

Maintain an open airway.

Give artificial respiration if indicated.

Position the victim on the side so that secretions will drain from the side of the mouth.

Call a doctor for medical advice as quickly as possible.

Don't give the person anything to drink.

14

FLYING THE FLAG

The U.S. flag is the symbol of the United States. It should always be flown in accordance with Government regulations and treated with respect.

Where and When Flown

The flag is flown at all GSA-operated buildings or facilities, usually at the main building or entrance. The flag is not usually displayed in public space, such as lobbies, corridors, and stairways.

GSA occasionally may authorize the display of flags of States and cities, or pennants, for special events. If anyone asks you to fly a flag not listed in your post orders, call your *FPS Zone Supervisor* immediately. When other flags are displayed with the U.S. flag, they should not be larger than it; and, when flown on the same staff, they should be lower.

The flag is to be flown each workday, including Saturday if work regularly is performed on that day, and other days listed in the post orders. (In the District of Columbia, the flag is flown over GSA-operated buildings every day.)

The flag is flown between sunrise and sunset except when GSA specifically authorizes its display at night. GSA determines the exact time of raising and lowering the flag, taking into account work schedules of available employees. If you are asked to change the time for raising or lowering the flag, notify your supervisor and the *FPS Zone Supervisor*.

Do not fly the flag during severe weather—such as high winds, intense storms, or icy conditions—that might damage the flag or endanger the handler. In such situations, the flag either should not be raised

or removed in advance of stormy conditions, if possible.

The flag also is flown on holidays, special days required by law, and days specifically designated by the President. Post orders will show these days.

When one of these days falls on a Saturday and is observed on a Friday, the flag is flown on both Friday and Saturday. For a special day falling on Sunday and officially observed on Monday, the flag is flown on Sunday and Monday.

When there are facilities for flying more than one flag, extra flags may be flown on holidays.

Half-Staffing

The flag is flown at half staff upon the death of officials and former officials of the U.S. Government; Governors of U.S. States and U.S. territories and possessions; and certain foreign dignitaries. When a flag is to be half-staffed for a number of days “from the day of death,” the period begins on the day of death. The official period of mourning ends with the lowering of the flag on the last day of the period specified. The flag is flown at half staff on all days during the mourning period, including weekends.

When the period is “from the day of death until interment,” the flag is half-staffed from the time notification is received until the usual time of lowering the flag on the day of interment. Do not half staff the flag, however, until you receive official notice from GSA.

A flag in any position below the top of the staff is technically half-staffed, but generally the middle point of the flag’s width should be halfway between

the top and the foot of the staff. Local conditions may dictate other positions; for example, it may be more graceful to fly the flag one flag width below the top of the pole. The FPS Zone Supervisor is responsible for determining the exact half-staff position.

Folding and Storing

First fold the flag lengthwise twice, with the folds in the same direction as the stripes. This will give you four long, narrow thicknesses of the flag. Then make successive diagonal folds, starting with the stripes. You will finish with the flag folded into a triangle with the stars on top.

The flag should be put in a clean, dry, closed space, such as a drawer in a cabinet or a desk. The bottom

of the drawer must be lined with clean paper or plastic, but not old newspapers or similar material.

The storage area should be big enough so the flag is not crumpled and doesn't touch the sides or top of the container. Nothing else should be stored there. If the storage area listed in your post orders is inadequate, notify your supervisor.

Don't leave the flag lying on a desk or countertop.

Remember to check your post orders to determine when and where the flag should be flown. If you have any questions, check with your supervisor or the FPS Zone Supervisor.

Special Days for Flying the U. S. Flag	
Day	Date
New Year's Day	January 1
Inauguration Day (every 4th year)	January 20
Lincoln's Birthday	February 12
Washington's Birthday	3rd Monday in February
Easter Sunday	Variable
Mother's Day	2nd Sunday in May
Armed Forces Day	3rd Sunday in May
Memorial Day*	Last Monday in May
Flag Day	June 14
Independence Day	July 4
Labor Day	1st Monday in September
Constitution Day	September 17
Columbus Day	2nd Monday in October
Navy Day	October 27
Veterans Day	November 11
Thanksgiving Day	4th Thursday in November
Christmas Day	December 25

*Half-staffed until noon and then raised until sunset