

The Observer

PRIVATE INVESTIGATOR SECURITY
GUARD SERVICES NEWSLETTER



November 2017

What are PISGS licensees doing to prepare for the holiday season?

While the holidays bring joy and excitement, they also bring the possibility of increased crime. Large crowds gathering to shop, to celebrate, and to involve themselves in the festivities, open up the opportunity for criminals to act. Fortunately, Ohio's licensed private investigation and security guard providers are prepared.

"This is a very busy time of year for security companies as we face large crowds of people overloading parking lots, thefts and car break-ins. We help with crowd control and parking lot patrol. We also have a management staff that can and will respond anytime, anywhere." – Whittguard Security Services, Inc.

"We provide our clients with extra security coverage when and where it's requested. We remind our security guards to be on their toes, watching everything and everyone that they possibly can and to report anything that is out of the norm." –Securitas

"As an Ohio Licensed Private Investigator and Ohio bail bond agent, I locate and arrest fugitives from justice. Taking criminals off the streets helps to ensure "A Safer Ohio" all year long, not just during the holiday season." – Ohio Special Services Group, LLC.

"Our roving patrols will assist stranded motorists, stand by at an accident scene until law enforcement arrives and assist in traffic control if requested. Our officers are vigilant while on patrol to observe any suspicious activity and report it to authorities." – TriCorps Security

"A large part of our security plans are to partner with local law enforcement to ensure that we have a great working relationship and give them the ability to receive any important information or reports from our security guards that may assist them in their community policing strategies." – Moonlight Security, Inc.

In this issue



Guest Blog



Did you know?



Safer Ohio Standout

GUEST BLOG

Mike Walsh
General Manager
Franklin Park Mall

As the holiday season approaches and at the pinnacle of the retail cycle, it is imperative that security teams are prepared and ready to handle everything from crowd control to emergency response and all else in between. After months of training, drills and meetings, now is the time to present the best foot forward to ensuring safe and happy holidays.

Planning and preparation are essential to any successful event or in this case an entire season and steps should be taken weeks to months in advance. Whether you are a large regional mall or a small strip center, it is important that you and your security team know and understand your surroundings. Everything from employee education and understanding nearest exit routes, to weather-related safe zones, to utility shut offs, to flash lights and first aid kits; the entire team must be able to quickly identify these items in case of an emergency.

Training on all types of scenarios that may present themselves should be talked through and reviewed. A large emphasis should be made on customer service and approaching guests to deter potential issues prior to them occurring and stressing open communication between employees, departments, and/or stores. The Department of Homeland Security's "If You See Something, Say Something" campaign should be utilized throughout the year, but when crowds are at their peak and the focus on your facility is magnified, this simple program should be at the forefront of all involved.

Outside training either via free websites ([see Did You Know? section for recommendations](#)) or local seminars should be reviewed again to keep fresh on everyone's minds. Suspicious package training, suspicious person training, Run, Hide, Fight training, and many other forms are available and should be utilized to fully prepare for the upcoming season. With the increase in invited guests to your facility, comes a need for increased deployment and making sure everyone is equipped correctly and has the tools necessary to communicate and respond accordingly. Looking at unique opportunities at your site such as using the roof or unmarked vehicles to help deter negative situations, but also to provide a new and different perspective of the site should be considered. This should also include keeping an eye out for fire zone abusers and critical locations infringements.

In addition to ensuring your security team is amped and ready, you must continue to or re-establish relationships with your local police, fire, and emergency responders. Invite them to train with you or tour the center to familiarize themselves to the facility and help you understand how they would react in specific situations. Tabletop exercises are also a great way to increase this line of communication. PISGS and Ohio EMA developed a toolkit to conduct a mall active-shooter tabletop exercise ([See Did You Know for a link to the toolkit](#)). It is these relationships that will help alleviate or minimize the impact an emergency situation may have on your facility. Utilize any resources like walk throughs, canine inspections, traffic cameras, traffic control equipment, and any presence that can be afforded to you. This idea sharing and cooperation is a necessity and one of the most beneficial resources you will have.

Hopefully some of items mentioned in this blog will get you thinking about preparation for the upcoming holiday season and at the very least use it as a reminder to ensure your security team is adequately trained and prepared for any type of emergency situation.

Happy Holidays!

SAFER OHIO STANDOUT

Congrats to Safer Ohio Standout, Jeff Hughes of Moonlight Security, Inc.

Jeff has dedicated over 30 years of his life to public safety and strives every day to uphold a positive image for the Security Industry. This light hearted picture shows him participating in a "Trunk or Treat" at a low-income apartment complex that we service, but he has also been involved in stopping several major incidents recently on this same property that could have led to shootings or serious assaults. Through his partnership with law enforcement and his willingness to serve in challenging areas, Jeff has certainly made the properties that Moonlight Security Inc. represents, a little bit safer!

-Moonlight Security, Inc.



Congrats to Safer Ohio Standout, Greg Goodrum of 1st Choice Security!

Greg moved into private security over 25 years ago, after serving his country in the USMC and his city in local law enforcement. He has been leading the VIP Protective Detail at Cincinnati City Hall for the last 11 years, where he is responsible for the safety and security of the city's senior officials.

Goodrum helps to keep Ohioans safe when he is off-duty as well. He uses his skills and knowledge as a master martial artist to voluntarily teach women's self-defense classes through area churches and community centers, basic self-defense to fellow security officers, and is working toward a scuba diving qualification to volunteer with the Hamilton County dive and rescue team.

Both on the job and off, Goodrum has dedicated a lifetime to ensuring the safety and well-being of others, representing the best of 1st Choice Security and the State of Ohio.

Send Safer Ohio Standout submissions to PISGStips@dps.ohio.gov along with a photo and a short description of what makes the employee a "Safer Ohio Standout."



Did you know?

Ohio EMA and PISGS teamed up earlier this year to create the Active-Shooter Tabletop Exercise Toolkit.

All materials to conduct your own tabletop exercise can be downloaded here:
http://pisgs.ohio.gov/toolkit/tabletop_exercise.stm

The Department of Homeland Security has a FREE training webinar: Active Threat Recognition for Retail Security Officers. Simply click here:
<https://www.dhs.gov/commercial-facilities-training> and then click on “Webinar.” You will be asked to register, and will then receive an email with access to the webinar.

PISGS has a training link on our website with other FREE online training opportunities:
<http://www.pisgs.ohio.gov/toolkit/index.stm>

Contact Tiffany Gehrlich at 614-813-3244 or
tcgehrlich@dps.ohio.gov with any questions regarding
training opportunities.

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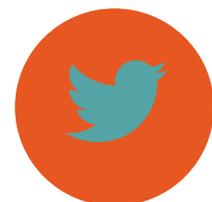
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