



PROTECTIVE SERVICES DIVISION

Department of Parks and Recreation (DPR)

SUBJECT:

Post Orders for contract security personnel.

PURPOSE:

The purpose of these Post Orders is to establish the duties and responsibilities for security officers and SPOs to follow while on-duty and on post.

GENERAL:

The following serves as general information for all DPR locations:

- a. Opening hours for Department of Parks and Recreation (DPR) locations range from 0900 – 2100 hrs. Hours vary at each location. Refer to a DPR staff member or contact your supervisor for clarification on the hours.
- b. Security officers and SPOs will be staffed at various Department of Parks and Recreation (DPR) location to provide security services to employees and visitors.
- c. Locations with at least two (2) security personnel should be posted at the following areas on the inside of the facility:
 - Post 1: Main entrance of the facility.
 - Post 2: Area at the facility with the most foot traffic and activity.
- d. Security personnel shall contact the PSD Central Communication Center (CCC) at 202-727-8031 for all non-emergency related events.



- e. Security personnel shall contact the PSD Central Communications Center (CCC) at 202-727-8031 to provide an update for all emergency related events.
- f. Upon your arrival, be sure to sign-in on the Sign-In/Sign-Out Book.
- g. Constantly be aware of your surroundings and the activity taking place around you. Avoid engaging in fraternization and other activities outside the scope of your duty, as they can cause distractions and become a detriment to your work.
- h. Upon your departure, be sure to sign-out on the Sign-In/Sign-Out Book.

AUTHORITY:

These Post Orders is prescribed by the District of Columbia Department of General Services (DGS) Protective Services Division (PSD) Governance Manual pursuant to DCMR 6A and D.C. Code Section 10-1005(a)(5).

SECURITY POST DEFINITION:

A security post is an area of responsibility. A post can either be "Fixed" or "Roving". An example of a fixed post can be an access control point, an information desk, or the loading dock of a building. A roving post may require a security officer SPO to conduct foot patrols of multiple floors, a large area, or an entire facility.

RESPONSIBILITIES:

Below describes the policy and procedures each SPO shall follow while at the location:

Security personnel assigned to Post 1 Main Entrance (Fixed/Roving) will perform the following:

- a. Control the access and egress of all individuals entering and exiting the main entrance doors.



- b. Individuals entering the facility should be directed to a DPR employee for entry. DPR employees shall determine if an individual has a DC Identification Card, DC One Card, or DPR ID to enter the facility.
- c. Personal belongings such as gym bags and backpacks do not have to be screened prior to individuals entering the facility.
- d. Monitor the activity around the post to ensure employees and visitors remain safe.
- e. Prevent individuals from gathering around the post for long periods of time. Long periods of individuals gathering around the post can cause a distraction and create a safety concern.
- f. When requested, provide clear and concise information to the employees and visitors.
- g. If a situation requires immediate security attention, quickly respond to that location of the facility.
- h. Remain attentive to duty at all times and be prepared to render immediate security services.
- i. Make hourly entries in the Activity Log Book. All incidents involving employees, visitors, or the property must be properly notated.

Remember that your presence is a great deterrent in preserving peace and prevent possible issues from arising.

Security personnel assigned to Post 2 Roving Patrol (Fixed/Roving) will perform the following:

- a. Periodically check the doors and ensure they remain secured throughout the shift. Doors found propped open should be shut and recorded in the Activity Log Book. Doors experiencing structural issues with the locks should be immediately reported to a DPR employee.



Notification shall also be made with the CCC at 202-727-8031 and recorded in the Activity Log Book.

- b. Monitor the activity taking place in high foot traffic locations such as the gymnasium, aquatics center, game room, etc.
- c. Make periodic patrols throughout the facility to establish a strong security presence for the employees and visitors.
- d. Doors with exterior access that remain open due to issues with the heating, ventilation, and air conditioning system (HVAC) must be cleared by a DPR employee. If an exterior access door is found open at the start of your shift, speak with a DPR employee to ensure whether or not if the doors can remain open. Document your findings and the name of the DPR employee in the Activity Log Book.
- e. Remain attentive to duty at all times and be prepared to render immediate security services.

Remember that your presence is a great deterrent in preserving peace and prevent possible issues from arising.

DPR SPONSORED SPORTING EVENTS

During DPR sponsored sporting events, security personnel are expected to perform the following:

- a. Closely monitor the activity in the bleachers.
- b. Stay highly visible to staff and spectators.
- c. Remain posted near areas with a high level of activity.
- d. Perform periodic roving patrols throughout the area.
- e. Take action when absolutely necessary.
- f. Be prepared to deescalate any verbal and physical altercations.



UNIFORMS AND EQUIPMENT:

Security personnel will be held accountable for wearing the proper uniform and all of their required equipment while on duty. All issued equipment must be in a proper working condition while on duty.

Armed SPOs must wear the following uniform and be equipped with the following items while on duty: agency issued uniform shirt bearing the agency's special police patch on each shoulder, black pants, black shoes or boots, SPO badge, nameplate, agency issued revolver (fully loaded), two (2) speedloaders (fully loaded), ASP baton, a least one (1) set of handcuffs, handcuff key, and security license. Although not required for duty, however a notepad, ink pen, and flashlight are recommended for duty. Unarmed SPOs shall wear the same uniform and equipment as an armed SPO with the exception of the agency issued firearm and speedloaders. SPOs must have their agency special police patches, nameplate, and badge displayed on their outermost garment.

Security officers must wear the following uniform and be equipped with the following items while on duty: agency issued uniform shirt bearing the agency's security officer patch on each shoulder, black pants, black shoes or boots, nameplate, and security license. Although not required for duty, however a notepad and pen are recommended for duty.

Security personnel shall be neat and clean in appearance. Security personnel having issues with their uniform, equipment, or security license should report those issues to their immediate supervisor. Be sure to keep a documented record of the notification made with the supervisor. Notification to the immediate supervisor should be made via email and/or text.

UNACCEPTABLE CONDUCT:

Security officers and SPOs are **not** permitted to engage in any of the following activities while on duty.

- Eating, drinking (water permitted), smoking, or vaping while on post.
- Reading newspapers, books, magazines, or any other reading material. The exception of this rule is the reading of the Post Orders, Activity Log Book, Sign-In/Sign-Out Book, or other materials related to your duties.



- Operating any type of radio or other music listening device.
- Watching television, videos, or movies.
- Using a personal laptop or tablet device.
- Using a cell phone for reasons other than official business.
- Having earphones or earbuds in your ears for reasons other than official business.
- Sleeping, dozing, or napping.
- Playing cards or games.
- Having a friend, associate, or family member present at your post for long periods of time.
- Socializing and fraternizing with employees or visitors regarding topics not related to your job. Balance friendliness and firmness.
- Using government offices or personnel rooms for any of the above mentioned activities. Exceptions can be made if you are on a lunch break and have permission from an agency employee.
- Consuming any alcohol, herbal remedies, or medication that may hinder your ability to perform your tasks, (either prescribed or over-the-counter) within eight (8) hours prior to the start of your shift.

Those found to be engaging in the following activities while on post will be subject to discipline and liquidation.

CUSTOMER SERVICE STANDARDS:

Security officers and SPOs are expected to consistently deliver world-class customer service in all aspects of their duties in the following ways:



- Treat employees, visitors, and coworkers with enthusiasm, courtesy, and respect.
- Promptly answer questions with accurate information.
- Use language that individuals can easily understand.
- Promptly respond to an individual's concerns or complaints.
- Avoid rude, offensive, and outrageous language around employees, visitors, and coworkers.
- Treat employees, visitors, and coworkers with patience, respect, and consideration.
- Be helpful to others at all times when your assistance is needed.

USE OF FORCE:

The Use of Force Continuum is a critical concern in contemporary law enforcement and security. SPOs may be confronted with situations that require them to make split second decisions in the use of force. Some situations may have severe or even life threatening consequences for yourself, the offender, or even those around you. A visitor may not cooperative with the established rules and regulations of the facility and then decide to become violent towards you or other visitors. Remember that as a SPO, you have the same power as a MPD officer while you are on-duty and engaged in security duties on your property. The Use of Force Continuum will be beneficial to you on understanding when it is appropriate and necessary to take action against a subject.

The Use of Force Continuum is split into five (5) levels, where level 1 is the least level of action exercised and level 5 is the highest level of action exercised.

<u>Levels</u>	<u>Action</u>	<u>Definition</u>	<u>Example</u>
Level 1	Visual Presence	Creating a visual security presence to inform individuals that security/law enforcement is present.	Standing near the main entrance of a building or an area of high foot traffic.

Level 2	Verbal Commands	Utilizing verbal commands, either passive or aggressive to control a situation.	Informing a subject about the established rules and procedures. Warning a subject not to do something.
Level 3	Verbal Warnings/Compliance Techniques/Detainment	Giving a verbal warning before using force against a subject. Using force that is not likely to cause any injury to the subject.	Informing a subject that they can be arrested. Informing a subject you will use force against them.
Level 4	Defensive Tactics/Low Impact Weapons/Detainment	Using force that may cause the subject to sustain injury.	Deploying OC spray on a subject to stop an assault. Using an ASP baton to defend yourself or others against a violent subject.
Level 5	Deadly Force	Exercising deadly force against a subject that has exercised deadly force against you or others.	Subject has pointed a firearm at you or others. Subject discharges a firearm harming yourself or others.

Your low-impact weapons, self-defense training, and overall training as a SPO will provide you with the knowledge and expertise in making critical use of force decisions. For incidents when individuals have committed a crime against you or another person (either witnessed or reported to you), SPOs shall detain the individual with their handcuffs and **call 9-1-1**. Inform the 9-1-1 dispatcher that you are a SPO and you have an individual in custody. The dispatcher will send an officer to your location. Be sure you fully explain to the individual the reasoning for why they are being detained.

Transparency is very important between a law enforcement officer and a citizen. Using handcuffs to detain an individual should only be done if the individual has committed a violent act or you have reasons to believe he or she is capable of committed a violent act. The use of handcuffs to detain an individual is to protect yourself and others from further harm.

A PSD officer or MPD officer will respond to your location to conduct an interview with all necessary parties. An arrest will be performed based on the validity of information gathered from the incident. The PSD officer or the MPD officer will rely on the preliminary information you have gathered prior to their arrival.

Incidents that required the use of force must be documented in the Activity Log Book prior to leaving. An Incident Report must also be written. In addition to the Who, What,

When, Where, Why, and How, include the name(s) of the officers that responded and any witnesses to the incident.

ADMINISTRATIVE:

Activity Log Books and Sign-In/Sign-Out Books are government documents that are subject to agency audits and both under civil and criminal scrutiny. Activity Log Books and Sign-In/Sign-Out Books must be maintained with care and respect. Book covers shall not be pulled back and pages should not be ripped out. The following should procedures should be done when logging information.

- Only use Blue or Black ink for all entries.
- Print legibly in both the Activity Log Book and the Sign-In/Sign-Out Book.
- Utilize the twenty-four (24) hour time system when recording your time. Remember that 9:00am should be recorded as 0900hrs and 4:30pm should be recorded as 1630hrs. More importantly, 12:00am should be recorded as 2400hrs and 12:01am should be recorded as 0001hrs.
- Be clear, concise, and use only the facts when completing reports of Activity Log Book entries.
- Do not use slang or abbreviations. If acronyms, such as a government agency name, must be used in the report, write out the name of the agency first and place the agency's acronym beside the name in parentheses. For the duration of the report, if the agency's name must be mentioned again, use the acronym instead.
- If you report for duty on-time, document your sign-in time as the start time for your shift. If you report for duty late, document your sign-in time as your actual time of arrival. False entries in the Sign-In/Sign-Out Book can lead to disciplinary action and liquidations.
- The first entry in the Activity Log Book at the start of each shift or the start of each tour of duty should include the officer's name. This will ensure a fair and accurate account for all events.



- If an Incident Report has been completed for an incident that took place at the facility, be sure to document the same information in the Activity Log Book. Officers that also observe or respond to incidents should write the accounts of that incident in the Activity Log Book. Information documented in the Activity Log Book should be completed prior to the end of your shift. Officers may not depart from their tour of duty until the entries in the Activity Log Book are completed. Failure to properly document any incidents may lead to disciplinary action and liquidations.
- At the very minimum, data entries in the Activity Log Book should be logged each hour.

Locations with damaged or altered Activity Log Books or Sign-In/Sign-Out Books will be subject to liquidation.

BUILDING CLOSURES/BUILDING REOPENING:

Law enforcement officers and security personnel do not have the authority to close the facility, except in instances where the closure is imminent to ensure the safety of the public. Examples of this can either be a fire, gas leak, or a chemical spill. When a fire alarm has been sounded, direct building occupants to the nearest exit and away from the building. Only the agency director, their designated officials, and Fire Marshals may authorize the closure of a facility. Once an officially authorized closing has been declared, security personnel shall assist designated officials in ensuring all occupants at the facility have vacated the premises. Security personnel shall direct individuals to the nearest and safest exit out of the building. Generally, those being evacuated should be directed to meet across the street from the building. Security personnel must be sure no one unauthorized enters the building once it has been officially closed.

When a building has been officially declared open by the agency director, designated officials, or Fire Marshals, security personnel should assist individuals on where they can properly reenter the facility. Allow agency employees the opportunity to reenter the facility first before any visitor. Whenever a facility has been officially declared closed or opened, security personnel shall contact the CCC at 202-727-8031 and provide them with information regarding the building's operational status.

SERVICE ANIMALS:



Individuals are prohibited from bring animals inside of the facility, unless partnership of the animal is required due to a disability covered under the Americans with Disabilities Act (ADA). Service animals are defined as animals specially trained to perform work and/or a task for an individual with a disability. Disabilities do not necessarily have to be physical in nature, as some individual may suffer from disabilities not openly viewed. Keep in mind that a service animal is not limited to a dog. Service animals can range from a cat, bird, snake, etc. Service animals are not required to display any special tags or leashes. If an individual enters the facility with an animal, security personnel can only asks the following two (2) questions:

- 1.) Is the animal a service animal required because of a disability?
- 2.) Is the service animal trained to perform the required task as a service animal?

If the individual responds "Yes" to both questions, allow them entry into the building. Do not ask any further question regarding the service animal. If the individual responds "No" to any of the questions, deny them entry into the facility.

Under no circumstance should security personnel ask the individual to display a service animal ID card or paperwork to prove whether or not the animal is a service animal. Questioning an individual's validity on having an actual service animal can be construed as a violation of the person's ADA rights. Make notation in the Activity Log Book whenever you deny entry to an individual that responds "No" to any of the questions.

Security personnel may ask individuals to remove their service animal from the building if they exhibit either one of the following:

- The service animal becomes violent towards others.
- The individual fails to control the service animal.
- The service animal is not housebroken.

In cases where service animals are asked to leave the building, notation must be made in the Activity Log Book.

Gender Expression

Security personnel will respect “Gender Expression.”

“Gender Expression” is how individuals present their gender, whether they are male or female, through gender-related cues such as their appearance, grooming, and clothing. This applies to an individual even if their gender presentation differs from that of which is associated with their assigned sex at birth. Simply put, if an individual presents or identifies themselves as a specific gender, security personnel will process the individual as their identified gender and also address them as “sir” or “ma’am”.

Individuals visiting the building are permitted to use restrooms, locker rooms, and other gender-specific facilities consistent with their outward gender expression as to which they are permitted access in accordance with security restrictions. Reports of alleged improper conduct in a gender-specific facility should always be addressed, regardless of the gender of those involved. An individual’s gender or “gender expression” cannot be determined by visual contact. The **ONLY** question that may be discreetly asked is: “Do you identify yourself as a male or a female?” Proof of an individual’s gender is **NOT** required.