

MISSION OF SECURITY OFFICERS

The Security Officer's duties will include, but are not limited to, providing affiliated security aids and miscellaneous field services which contribute to community safety and general good order. These include:

- a) Dispensing and/or checking for membership identification (personal and vehicle), association permits, passes and licenses.
- b) Establishing, patrolling and maintaining safe traffic patterns for moving vehicles, pedestrians and parking.
- c) Provide first aid to the injured and sick until EMT service arrives.
- d) Inspection of conditions: roads (pavement, drainage, snow, ice, etc.) sanitation and fire hazards, illegal and/or the need for signs.
- e) Capture and detention of stray and/or loose animals in facilities provided by client. Dispatching the proper authorities for the handling of injured, vicious lost or abandoned animals.
- f) Provide a community information program for the physical security of private dwellings.
- g) Search for the lost persons, in conjunction with governmental agencies investigating and recovery of lost or stolen property.
- h) Resolution of minor or major complaints within the jurisdiction of the Association; seeking remedy from proper authorities and agencies outside the Association jurisdiction, and reporting, when necessary, incidents and complaints to the appropriate police department.
- I) Dispense information, surveys and other materials as directed.
- j) Provide police, ambulance and fire equipment escort within the community.
- k) Other duties that may be assigned from time to time by the Property Owners Board of Directors and manager.

VISITORS

All visitors must be logged in and out of the community on the visitor log sheet as follows:

<u>Visitors Name</u>	<u>Property Owner</u> <u>(Person they are visiting)</u>	<u># of People in Vehicle</u>	<u>License Plate #</u>	<u>Time In</u>	<u>Time Out</u>
Doe	Jones	Five (5)	ABC-123 (Pa.)	00:00	00:00

Property owners are required to call security when they are expecting visitors. There are times when this does not occur. In these cases security must call the resident to get permission to send the visitor in. Once permission is obtained the visitor is then issued a pass. If no resident can be contacted regarding a visitor, the visitor cannot be allowed into the community. The only exception would be people going to the restaurant.

Issue passes as follows:

<u>Visitor Type</u>	<u>Type</u>
Property owner visitor	yellow and dated
Quail Hollow Village	QHV
Restaurant	R
Clubhouse	C
Administration	A

Note: Always use a red marker

MONTHLY VISITORS

Many resident have friends or family that do not reside in Beech Mtn. Lakes. These people can be given Monthly Visitors passes. To issue a monthly pass, the resident must first notify security that it is all right to issue the pass. Once the pass is authorized, you fill out the monthly visitor's log sheet. This log is on a clipboard hanging on the security office wall, to the left of the front window. The monthly passes are color coded, and are changed monthly. The resident and visitor information must be marked on the pass. Resident name and address are marked on the lower left corner of the pass. Expiration date is marked on the lower right corner of the pass. Visitor last name and car license plate number are marked on the upper right corner of the pass.

RESIDENT INFORMATION

When someone calls about resident information, i.e., addresses, phone numbers, it is unlawful to give out this information. Get the name and phone number from the person inquiring about the resident, and advise them that the resident will be contacted by security, and asked to contact the person calling. At no time is property owners information to be given out.

POLICE CALLS

Most incidents are to be handled within Beech Mtn. Lakes. Minor incidents such as disorderly conduct, public nuisance, traffic violations, rules and regulations, are covered under the Beech Mtn. Lakes Rules of Conduct. Violations such as these listed above are to be handled using discretion. More often than not, situations can be resolved without issuing a citation. However, if the situation warrants it, you can issue a citation. In cases such as Domestic Disputes, Serious Assaults (injury involved), Burglaries, Thefts, Police must be called. In an incident where you are not sure police should be involved, you must call the Site Supervisor, Intrepid Office, Community Manager or P.O.A. Board of Directors. In any incident where the victim/complainant/witness wants police called in, you must carry out their request. Then the site supervisor and the community manager must still be notified.

FIRE AND AMBULANCE

When a resident calls to request the fire department, or ambulance response, you must get the following information from the caller.

- 1) Name, First and Last
- 2) Address, including street
- 3) Phone number
- 4) Nature of emergency

After obtaining the above information, call the Luzerne County Emergency Communications Center. The number is : 911. Give the dispatcher all of the information you have. Remain calm and speak slowly and clearly. Use the map of Beech Mtn. Lakes to give directions to the scene of the emergency. If requested by Fire and/or Ambulance personnel, you can escort them to the scene. Remember, the gate cannot be left unattended. Please refer to Gate Watch Procedures, pg. (4).

EMERGENCY ROAD INSTRUCTIONS

When weather conditions are changing from nice weather and clear roads to freezing rain, snow and hazard conditions you are to phone the current road contractor. Name and number or file. You are to call all phone numbers and pagers every 10 minutes no response from the contractor you are to call the property manager and Intrepid Office for further instructions.

Incident Procedures

1. Give a warning, tell them to stop what they are doing.
2. Give them a second warning, tell them that if they do not listen that you will have to ask them to leave the premises.
3. Ask them to leave the premises, this is not permanent. Make sure they leave for at least a half hour, then they may return, provided they conduct themselves appropriately. Tell them that if they return and do not follow the code of conduct, the parent/owner will be called and they will be asked to leave the facility for the rest of the day. Write up an incident report and give it to the recreation director.
4. If they refuse to leave:
 - A. If they are under 18 years of age, call the guard shack and get the phone number for their parents. Call their parents and tell them what is going on. Have the parents come and remove them from the clubhouse. If the parents do not react, call security to have them assist. If the parents or security have to remove them, they must stay out of the facility for the rest of the day.
 - B. If they are over 18 years of age, and the guest of an owner, call the owner and inform them of what is going on and inform them that the owner is responsible for the actions of their guest. Tell them that if they are not removed from the premises soon that security will be called. If the owner does not react, call security and have the guests removed. If the owner or security have to remove them, they must stay out of the facility for the rest of the day.
 - C. If it is an owner, inform them that if they do not remove themselves from the facility that security is going to be called to remove them. If security removes them, they must stay out of the facility for the rest of the day.
5. If they return after the initial incident, do not give them a warning if they act up again. Ask them to leave the facility, and tell them that they may not return for the rest of the day. Add this to the above incident report. If they refuse to leave at this time, call security immediately.

INSTRUCTIONS FOR GATE WATCH

Thank you for Volunteering to assist Security as a gate watch member.

The following instructions are to help you understand what security procedures are used, and how they are put to use.

The most important rule is that under no circumstances are resident phone numbers or addresses to be given out. This information is confidential, and using it for personal reasons, could result in civil prosecution.

- 1) If someone calls to ask for a phone number or address for a resident, the response given by security, or gate watch is, "I'm sorry but we cannot give out that information, however if you give us your phone number, we'll have the resident contact you." You then take the caller's information and contact the resident.
- 2) VISITORS -- Residents are requested to call their visitors in to Security. There are instances when this is not done, as in the case of an unexpected visitor. When a resident does call Security to advise of an expected visitor, the information obtained is the Name of the resident, and the Name of the visitor. Also the expected time is requested. This information is written down at the security desk on the Visitor card. When a Visitor arrives without being called in by the resident, Security is to call the resident. The visitor can sometimes supply the phone number of the resident, if not you have to look up the information in the Beech Mtn. Property owner list. In the case the resident is not an owner, but a renter, their phone number information will be found on the Beech Mtn. Sticker List. This list is kept with the owner list. Once the visitor is okayed to go back into the community, you issue them a visitor pass. The person's name they are visiting, the visitor's name, and the License plate number of the visitor's car are recorded on the Visitor Log. The time is also recorded. THIS IS DONE BY THE VISITOR, who must fill out the visitor sheet.
- 3) COMPLAINTS -- All complaints are logged by the Security officer on duty. In the case where a Gate Watch Member is covering the gate, when a complaint comes in it is to be written down on the tablet on the security desk. Be sure to obtain the name, address, and phone number of the complainant, along with the nature of the complaint. You can also call the security officer on patrol, by radio. The radio is located at the security desk. To call press the microphone button and say, "IDA 50 to IDA 51" The patrol officer will answer. You can either relay the complaint information, or ask the Officer to return to the gate.
- 4) EMERGENCY PHONE NUMBERS -- All emergency phone numbers are posted on the wall to the left of the front window. anytime; police, fire dept., or ambulance are called to Beech Mtn. Lakes, Community Manager Gil Werner is to be called, via his pager. This number is posted with the Emergency Phone Numbers.
- 5) REAL ESTATE PEOPLE -- Must stop at the gate and show proper identification. Anyone coming into Beech Mtn. to look at real estate, must be in the company of a Realtor, or a Beech Mtn. Property owner. No one is allowed to just come in and drive around to look at houses for sale.



MANUAL

FOR INTREPID SECURITY PERSONNEL USE ONLY

THIS MANUAL IS CLASSIFIED **CONFIDENTIAL**
DO NOT DISCLOSE OR GIVE OUT TO ANYONE
OTHER THAN AUTHORIZED INTREPID SECURITY
PERSONNEL.

(PROPERTY OF INTREPID DETECTIVE AGENCY, INC.)

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VISITORS

When a visitor comes to Beech Mtn. Lakes the security officer on duty must check the visitor in. Property owners are required to call security when they are expecting visitors. There are times when this does not occur. In these cases security must call the resident to get permission to send the visitor in. Once permission is obtained the visitor is issued a visitors pass. The pass is yellow in color, and is dated for the current date. If the visitor is going to Quail Hollow Village. The pass is to have the letters Q H V written over the face of the pass. If the visitor is going to the Restaurant, you write a large R over the face of the pass. For the clubhouse you write a C. For Administration, you write a A. Use a red marker to make these letters on the visitors pass, it will make them easy to identify. On the visitor log sheet, for all visitors, you log the last name of the visitor, the last name of the person they are visiting, and the license plate number of the visitors vehicle. The time of arrival and exit to the community is also recorded on the visitor log sheet. If no resident can be contacted regarding a visitor the visitor cannot be allowed into the community, with the exception of persons going to the restaurant.

MONTHLY VISITORS

Many resident have friends or family that do not reside in Beech Mtn. Lakes. These people can be given Monthly Visitors passes. To issue a monthly pass, the resident must first notify security that it is all right to issue the pass. Once the pass is authorized, you fill out the monthly visitor's log sheet. This log is on a clipboard hanging on the security office wall, to the left of the front window. The monthly passes are color coded, and are changed monthly. The resident and visitor information must be marked on the pass. Resident name and address are marked on the lower left corner of the pass. Expiration date is marked on the lower right corner of the pass. Visitor last name and car license plate number are marked on the upper right corner of the pass.

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CONTRACTORS

All contractors working in Beech Mtn. Lakes are required to have contractor passes. Applications for passes are obtained at the security office. When a contractor enters Beech Mtn. Lakes, check to see if they were issued a pass. If the contractor does not have a pass, then give them an application and have it filled out. When the contractor returns the application, issue a pass. Explain that the passes are only good for one (1) month and must be renewed if the contractor is working in Beech Mtn. Lakes. The passes are numbered and the contractor will receive the same number on each renewed pass.

REALTORS

All residents must meet their prospective buyers at the Security office. At no time is anyone aloud to drive through 'to just look around' Beech Mtn. Lakes. Any Realtor having an "Open House" must have notified the Beech Mtn. Lakes P.O.A. management, and notified security prior to the date of the open house. If any materials are to be handed out, the Realtor must have someone at the security gate to hand out these materials. At no time is Security to do these hand outs.

CAMPGROUND CHECK IN

When someone arrives to check in for the campground, check to see if there is a packet made out for them. If not use a blank packet, fill out the chick in card and put card in the safe when complete. Give packet to camper and give directions to campground. Do not accept any deposits from campers. Any fees due are to be paid at administration.

DAILY LOGS

All officers are required to fill out a daily log. This log will show all activity for that officer's shift. Any and all incident must be logged.

PATROL LOGS

Patrol logs are filled out by officers on patrol. This log also has provisions for mileage, and vehicle information. This must be filled out. Again all activities for the officer on patrol, must be logged. Any and all incidents must be logged. Logs must be printed in black ink only. Remember to Print legibly on these logs. All officers are required to read the proceeding shift's logs and incident reports. If you have not worked for several days, you will be required to review logs for the shifts since you last worked.

SPECIAL INSTRUCTIONS

All officers are required to log any special instructions received while on duty. These instructions must be passed on to the officer relieving you. These instructions should also be logged in the site special instruction book. This is the small notebook on the security desk. This book is also to be checked on every shift.

POST ORDER BOOK

This is to be checked on every shift you work. There are instances when the site procedures may have to be updated. this book is the means form which these orders are posted until they can be added to the Site Manual. All Log Books and Manuals must be kept on top of the desk, in plain sight, to be used as references.

INCIDENT REPORTS

Anytime an officer must respond to a complaint, or call, and incident report must be filed. The report forms are in the computer, and are self explanatory. Do not put opinions in any report. Your job is only to report facts. The questions to ask yourself when filing the report are: What, When, Who, Where, Why and How. Always show only facts or statements obtained. When you receive a statement form someone and you are entering their exact words on your reports, you must show it in this format; The accused/witness/victim/etc.. stated "I, don't know what happened". Use quotation marks around the statement. The same rules apply to traffic reports. Incident report, and Traffic report numbers are generated by using the month (two (2) digits), date (two (2) digits), year (two (2) digits), and the time (four (4) digits). Example: 9807170800, the first two digits show the year, the second two digits show the month, the third tow digits show the date, and the last four digits show the time (in military, or 24 hour, time).

GATE WATCH

When an officer is required to leave the security office for a call, the officer must first call for someone to cover the gate. There is a list of available volunteers on the following page. You can not leave the gate until you are relieved. The guard must insure that the volunteer is fully aware of all procedures, including the use of phone and radio. He must also show the volunteer the Beech Mtn. Lakes Manual if he or she should have any questions.

PACKAGES FOR RESIDENTS

No packages can be accepted for a resident, unless the resident, either first notifies security of an expected package or the resident can be contacted by security to verify it is all right to accept the package. If possible request all packages be sealed. If the package is still at the guard house at change of shift, it should be logged in the post order book and signed by the relief guard that he has possession of the package, etc.. until the package is picked up by the resident.

POLICE CALLS

Most incidents are to be handled within Beech Mtn. Lakes. Minor incidents such as disorderly conduct, public nuisance, traffic violations, rules and regulations, are covered under the Beech Mtn. Lakes Rules of Conduct. Violations such as these listed above are to be handled using discretion. More often than not situations can be resolved without issuing a citation. However, if the situation warrants it you can issue a citation. In cases such as Domestic Disputes, Serious Assaults (injury involved), Burglaries, Thefts, police must be called. In any incident where you are not sure if you need police, you must call the Intrepid Office, Site Supervisor and Community Manager before police are called. In any incident where the victim/complainant/witness wants police called in, you must carry out their request. The community manager, and site supervisor must still be notified.

FIRE AND AMBULANCE

When a resident calls to request the fire department, or ambulance response, you must get the following information from the caller.

- 1) Name, First and Last
- 2) Address, including street
- 3) Phone number
- 4) Nature of emergency

After obtaining the above information, call the Luzerne County Emergency Communications Center. The number is : 911, give the dispatcher all of the information you have, remain calm and speak slowly and clearly. Use the map of Beech Mtn. Lakes to give directions to the scene of the emergency. If requested by Fire and/or Ambulance personal you can escort them to the scene. Before you leave the security office you must have a member or the gate watch, or another officer cover the gate.

QUAIL HOLLOW VILLAGE PROCEDURES

Check in - When an owner/guest arrives after Quail Hollow Village Reservations office hours, security handles the check in. The check in is done using the following procedures:

- 1) Obtain reservation letter from owner/guest. Check in box for folder with owner/guest name on Registration Card attached to folder. Remove registration card from folder and have owner/guest fill out card.
- 2) A One Hundred Dollar (\$100.00) deposit is required upon check in. Only Visa, Master Card or check is accepted for check in. No cash at anytime!!! For check, have owner/guest make check out to: Silver Leaf Resorts. Check will be deposited, and a company check will be sent to the owner/guest in approximately three (3) weeks. For Mastercard or Visa, write card account number, expiration date, and name of person on card, on the back of the Quail Hollow Reservation card. The card is charged to a ten (10) day hold, for the deposit. Always make sure you check the expiration date. If card is expired it is unacceptable.
- 3) On the registration card the security officer checking in the owner/guest must date and sign the card in the space provided. The completed registration card is then placed in the blue plastic box in the closet, in the security office.
- 4) Give the folder to the owner/guest, and give them directions back to Quail Hollow Village.

On the following page is an example of how the reservation check in card is to be filled out.

QUAIL HOLLOW MAINTENANCE CALLS

During normal business hours, maintenance calls for Quail Hollow are to be directed to the reservations office. After hours, Security is to handle these calls. There is a Quail Hollow Maintenance log book on the bottom shelf of the paper bin, on the left side of the security desk. All maintenance calls for Quail Hollow must be logged. Log should also show date and time call came in, along with the nature of the problem. If maintenance is "paged" this must also be logged. After hours maintenance is to be paged for emergencies only. Emergencies are problems such as no heat, no air conditioning, water leaks, broken door locks for entry doors, or serious electrical problems like no power at all in a unit. A TV or VCR not working is not an emergency, but must be logged so that the problem can be addressed by maintenance when they come in.

NOTE: All calls for Quail Hollow Maintenance problems must also be logged on the Security officers Daily Log.

QUAIL HOLLOW MAINTENANCE PAGER: 480-3578

**Beech Mountain Lakes Association
Security Manual**

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BEECH MOUNTAIN LAKES CLUBHOUSE FACILITY RULES

- 1) IT IS EACH MEMBERS RESPONSIBILITY TO REGISTER EACH GUEST. ALL GUESTS MUST BE ACCOMPANIED BY A MEMBER IN GOOD STANDING WITH A CURRENT MEMBERSHIP CARD TO APPLY FOR A GUEST PASS. THIS PASS WILL LIST MEMBER NAME/GUEST NAME/# OF DAYS AND STAMPED BY THE RECREATION ATTENDANT. (MAXIMUM 6 GUESTS PER HOUSEHOLD PER VISIT TO BE RENEWED WEEKLY.)
- 2) CHILDREN UNDER 16 ARE NOT ALLOWED IN THE WHIRLPOOLS OR SAUNAS. CHILDREN, AGES 14 THROUGH 17 SHALL NOT BE ALLOWED TO USE THE WEIGHT/FITNESS ROOM UNLESS ACCOMPANIED BY ANOTHER INDIVIDUAL TO BE USED AS A SPOTTER.
- 3) SWIMMING POOL: AFTER THE 6TH PERSON IN A GROUP, A \$3.00 FEE WILL BE CHARGED PER PERSON.
- 4) DO NOT WEAR WET BATHING SUITS, OUTSIDE OF THE POOL AREA, EXCEPT FOR USING BATHROOM FACILITIES. SHOES ARE TO BE WORN AT ALL TIMES WITH THE EXCEPTION OF THE POOL AREA DECK.
- 5) RACQUETBALL AND TENNIS COURTS MUST BE SCHEDULED BY THE ACTIVITIES DESK ON A ONE HOUR TIME PERIOD BASIS. APPROPRIATE COURT SHOES ARE REQUIRED AT ALL TIMES. PLEASE CHECK FOR AVAILABILITY OF COURT TIME. RESERVATIONS WILL BE ACCEPTED UP TO ONE FULL WEEK IN ADVANCE. PHONE 1-800-498-7676. PLEASE DO NOT WEAR BLACK SOLED SHOES ON EITHER TYPE OF PLAYING COURT.
- 6) PICNICS ARE PERMITTED ONLY IN DESIGNATED AREAS.
- 7) CHILDREN UNDER 14 YEARS OF AGE MUST BE, AT ALL TIMES, ACCOMPANIED BY A SUPERVISING ADULT WHEN USING THE BEACH OR POOL AREAS.
MEMBERS OR SUPERVISING ADULTS WILL BE LIABLE FOR DESTRUCTION OF POA PROPERTY. MEMBERS OR SUPERVISING ADULTS WILL BE RESPONSIBLE FOR THE BEHAVIOR AND CONDUCT OF GUESTS AND/OR CHILDREN FOR WHOM THEY ARE DESIGNATED AS THE RESPONSIBLE PERSON. CHILDREN UNDER 14 YEARS OF AGE ARE NOT PERMITTED IN THE RECREATION COMPLEX UNLESS A PARENT OR SUPERVISING ADULT IS ALSO PRESENT ON THE PREMISES.
CHILDREN 10 YEARS OF AGE AND YOUNGER MUST BE IN THE PRESENCE OF THEIR PARENT OR A SUPERVISING ADULT AT ALL TIMES.

8) DISORDERLY CONDUCT SUCH AS FIGHTING, PUSHING, SLAPPING, UNRULINESS, OBSCENE LANGUAGE, UNREASONABLE NOISE AND ETC. WILL ABSOLUTELY NOT BE TOLERATED. AFTER EACH VERBAL WARNING, AN INCIDENT REPORT WILL BE FILED BY THE ATTENDING RECREATION STAFF MEMBER ISSUING SUCH WARNING.

AFTER 2 SUCH WARNINGS AND/OR INCIDENT REPORTS, OFFENDING MEMBERS MAY HAVE THEIR RECREATION PRIVILEGES SUSPENDED.

9) EVERYONE USING THE POOL, WHIRLPOOL OR FITNESS AREAS MUST PRESENT A CURRENT MEMBERSHIP CARD, AND SIGN A WAIVER OF LIABILITY AT THE ACTIVITY DESK BEFORE USING THE FACILITIES.

10) ALCOHOL BEVERAGES PURCHASED IN THE BAR/RESTAURANT MUST BE CONSUMED IN THE LICENSED AREAS OF THE BAR/RESTAURANT. SIX PACKS (BEER) WILL BE PERMITTED TO BE PURCHASED FOR TAKE-OUT PURPOSES.

11) SKATEBOARDS ARE NOT ALLOWED ON CLUBHOUSE PROPERTY. SKATE BOARDING, BICYCLING, ROLLER-SKATING AND IN-LINE SKATING WILL NOT BE PERMITTED ON DECKS, SIDEWALKS, OR OTHER AREAS DESIGNATED BY THE RECREATION STAFF OR BOARD OF DIRECTORS. VIOLATIONS OF THIS SECTION ARE CONSIDERED DANGEROUS TO PEDESTRIANS AND WILL BE SUBJECT TO THE SUSPENSION OF PRIVILEGE LANGUAGE ABOVE.

12) THE RECREATION ATTENDANT AND/OR STAFF WILL HAVE THE RIGHT TO ENFORCE ALL RULES AND REGULATIONS AND SHALL BE RESPONSIBLE FOR KEEPING ALL ENTRANCES AND EXITS FREE FROM GATHERINGS AND INTENTIONAL OR UNINTENTIONAL BLOCKAGE. ALL PERSONS ASKED TO DISBURSE AND CEASE FROM GATHERING AROUND ENTRANCES AND EXITS WILL BE EXPECTED TO DO SO IMMEDIATELY.

13) CHILDREN UNDER THE AGE OF 10 ARE WELCOME TO ATTEND ANY ORGANIZED STAFF ACTIVITY OR OTHER SUPERVISED ACTIVITY, WITH WRITTEN PARENTAL CONSENT.

14) NO SOLICITATION WILL BE PERMITTED ON THE CLUBHOUSE PROPERTY WITHOUT PRIOR CONSENT.

ADOPTED _____