


FACILITATOR

GUIDE

if you
SEE
something
SAY
something™

Be aware and alert
Don't rely on others to take action
Don't ignore your instincts





This is a facilitator
guide for a DVD called,
“Make the Call.”

Nearly seven minutes
in length, this DVD is
designed to alert those
who work in public
places to the possible
signs of a pending
terrorist attack.

OVERVIEW

U.S. citizens have been exposed to a considerable number of reports about suspected terrorist plots — along with actual warnings since the terrorist attacks of September 11, 2001. Over a period of time, however, people typically become less vigilant about the threat of terrorism and the chance of being at the scene of a terrorist act.

Although federal, state and local authorities are diligently doing their jobs in trying to prevent terrorism, aware and observant citizens are invaluable allies. The DVD addresses those who work at locations frequented by the public and therefore at a higher-risk for a terrorist attack. Though work may sometimes feel like just a job, it is important to stay alert for the kind of suspicious activity that can indeed indicate a potential danger to civilians and property.

TIPS FOR PRESENTATION

Obviously, before showing the videos, your audience needs a brief summary of what they're about to see and why (it is recommended that you, the facilitator, view the DVD in its entirety prior to the initial showing). Briefly explain that there will be a recap of the main points following the video's presentation.

The recap session should allow time for the participants to comment or ask questions about any issue mentioned in Make the Call — or any issue not mentioned that may warrant discussion. It is important to “localize” the video by sharing specific response instructions or procedures that may already be established for your location.

KEY POINTS

Play the first video, Make the Call: It's Your Responsibility.

Following the video presentation, go over the following Key Points.

Again, if your business has particular protocol or instructions, customize these points to your procedures.

1 SUSPICIOUS PACKAGES/CONCEALED IEDS

- Improvised Explosive Devices (IEDs) are the main terrorist threat to public places
- IEDs are generally small and easily transportable
- Be alert to bags and packages left unattended
- If you see someone leave a bag, don't touch it, clear the area and alert the authorities



Because of the high risk of IEDs, a separate video specifically on this topic is also on the DVD. Further points and instructions on IEDs will be addressed in that section.



2 SURVEILLANCE

During the planning phase, a terrorist will often conduct surveillance on a possible target. Instruct the participants to watch for the following suspicious behaviors:

- Taking photos or videotaping entrances and exits
- Trying to conceal their actions
- Asking inappropriate questions about schedules, the facility or security
- Using binoculars or drawing diagrams

Ask for any other possible indicators of surveillance that may apply to your location.



3 UNUSUAL SUPPLIES

- Be suspicious of items like wire, batteries, altered electronics, chemicals or various unidentifiable substances
- Take note if a guest or patron demands an unusual amount of privacy
- If you're a retailer be alert for individuals purchasing large amounts of chemicals, fertilizers or other suspicious items

Ask participants what items found at your location may deem special consideration.

4 UNSEASONABLE/BULKY CLOTHING



- Observe when someone seems to be wearing unusually thick or bulky clothing — such apparel could indicate concealed explosives or weapons — especially if the clothing is inappropriate for the current season
- If possible, place a solid physical object and/or some distance between you, bystanders and the possible threat

5 UNAUTHORIZED ENTRANCE INTO RESTRICTED AREAS

- Strangers seen loitering near — or entering — exits or “employees only” areas warrant notifying management and/or police



Discuss potential areas that may be susceptible to unauthorized access at your location. Also, clearly determine who to notify if an employee or participant encounters a suspicious person.

6 UNAUTHORIZED OR EMPTY VEHICLES

- Report vehicles parked in prohibited areas, near entrances or exits, or apparently left vacant for long periods





CONCLUSION

After discussing the Key Points, remind participants that we are all in this together.

REMEMBER:

- Be aware and alert
- Don't rely on others to take action
- Don't ignore your instincts

Finally, if you See Something, Say Something.™ Make the Call.

Repeat reporting instructions specific to your company or location. If it's an emergency, dial 9-1-1. You may also report suspicious activity by calling **1-855-i-WATCH4 (855-492-8244)** or submit a report online at **www.iWatchHouston.org**.



IMPROVISED EXPLOSIVE DEVICES

As noted in the Make the Call video, Improvised Explosive Devices (IEDs) rank as the greatest man-made threat to public places. That's why we're also presenting you with a video and facilitator guide exclusively focused on the IED threat.

INTRODUCTION

This is a facilitator guide for a video called, "Improvised Explosive Devices (IEDs)," and is being distributed because IEDs — homemade bombs — have been used in almost every documented terrorist attack occurring within the last 40 years.

TIPS FOR PRESENTATION

Give your audience a brief summary of the video's subject matter (it is recommended that you, the facilitator, view the DVD in its entirety prior to the initial showing). Briefly explain that there will be a recap of the main points following the video's presentation.

During the recap, allot time for audience members to comment or ask questions about any issue mentioned in the video — or any issue not mentioned that may warrant discussion.

Following the video presentation, the Key Points for recap are:

1 BOMBS RARELY LOOK LIKE BOMBS

- IEDs are usually concealed
- Shape and size of IEDs can vary — some may fit in a small bag, while others may weigh 1,000 pounds and be hidden in a vehicle

2 IED CONTENTS CAN BE EVERYDAY HOUSEHOLD ITEMS



- Bomb materials can be bought at beauty supply or pool supply stores; home and garden centers; hardware stores or gas stations
- Store employees should know of all store goods potentially useful for bomb-making
- Employees should always report to their manager if they notice suspicious individuals purchasing these items

Identify and discuss any potential bomb making components available at your location.

3 THREATS TO PUBLIC VENUES

- Ticket-takers, bag checkers and security staff should know how to recognize and prevent illegal, prohibited or suspicious items from entering any public events
- Go over procedures and protocol specific to your location





4 VEHICLES ARE OFTEN USED IN IED ATTACKS

- Vehicles can be used for surveillance of an intended IED target, or used to conceal an IED
- Vehicles parked near entrances or exits
- Those missing identification like license plates, parked in prohibited areas, or left for long periods should be reported to police

5 RECOGNIZING MULTIPLE INDICATORS

- Wire, bundles, batteries, unusual containers and strange smells or smoke coming from a package or vehicle can indicate an IED threat — be careful and alert authorities
- Alert management and/or police if someone seems to be wearing unusually thick or bulky clothing — such apparel could indicate concealed explosives or weapons

Make sure participants know where to report an incident within your location.

6 CLEARING AND SECURING THE AREA AROUND A SUSPECTED IED

- Get everyone at least 500 feet away from a suspected IED site
- Calmly and clearly communicate with security personnel, management and local authorities
- Do not use cell phones or two-way radios near a suspected IED — such items can set off explosions



7 ESTABLISH AND REHEARSE FOR AN IED EMERGENCY

- Set up evacuation protocols and pinpoint potential locations useful as staging/assembly sites for both evacuation and first-responders
- Review plans and procedures specific to your location with participants





CONCLUSION

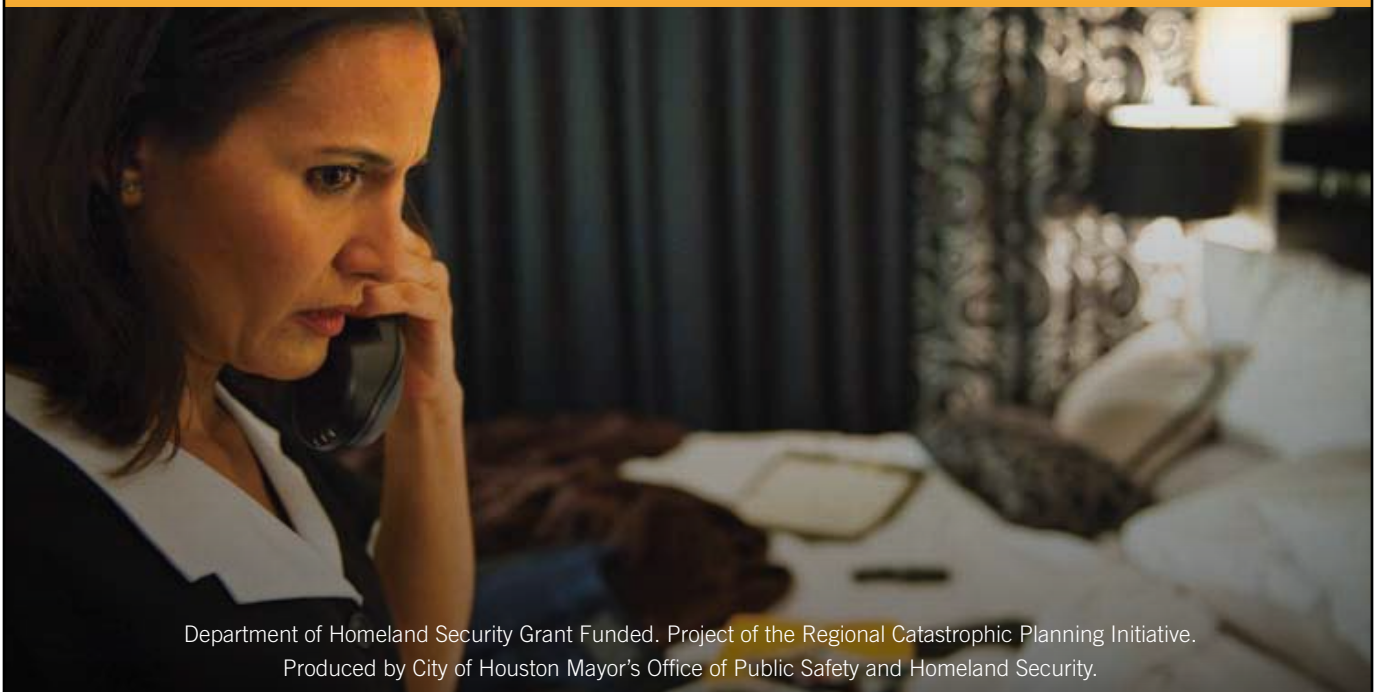
After discussing the Key Points, remind participants that we are all in this together.

REMEMBER:

- Be aware and alert
- Don't rely on others to take action
- Don't ignore your instincts

Finally, if you See Something, Say Something.™ Make the Call.

Repeat reporting instructions specific to your company or location. If it's an emergency, dial 9-1-1. To report suspicious activity, call **1-855-i-WATCH4 (855-492-8244)** or submit a report online at www.iWatchHouston.org.



Department of Homeland Security Grant Funded. Project of the Regional Catastrophic Planning Initiative.
Produced by City of Houston Mayor's Office of Public Safety and Homeland Security.

If You See Something Say Something™ is used with permission by the NY Metropolitan Transportation Authority.