



DIAMOND DETECTIVE AGENCY, INC

October 2009

DIAMOND IS TOP CHOICE FOR HEALTHCARE FACILITIES

Edward Hines Jr., VA Hospital

Hines, IL: Hines, on a 147 acre campus, is the largest VA in the state of Illinois. The hospital provides primary, extended and specialty care to veterans. The overall project involves 400HPW of 2 officers per shift 24hrs a day at 7 days a week. The officers will be working the main security desk operating and monitoring lobby x-ray and metal detectors. They will also be responsible for investigating alarms, responding to disturbances and roving foot patrol. Officers will also need to assist in health emergencies and monitor various control panels. Diamond was selected as the preferred agency due to experience, management plan and specialized training.



Diamond provides security services for Hines VA.

Indiana Veterans Home Chooses Diamond

West Lafayette, IN: The Indiana Veterans Home provides nursing care and domiciliary to veterans and spouses. Diamond officers will tour buildings and grounds to examine doors, windows and gates, report any suspicious activity/safety issues. They will also be responsible for intercepting unauthorized persons for questioning, traffic control and examine parking lots. Officers will escort individuals to and from parking lots and/or buildings requesting identification if needed. They will operate a motor vehicle for rounds or special trips as requested. There will be 24 hour security provided at guard house where all visitors/residents are required to log in, and are issued visitor badges. With Diamonds ability to meet the needs and requirements of the client they were the top choice and another welcomed addition to Diamonds list of health care facilities.

Diamond Also Provides Security For:

- State/Local Government*
- Manufacturing/Distribution*
- Financial Institutions*
- Residential Communities*
- Commercial / Retail Properties*
- Educational Institutions*
- Property Management*

Importance of Training in Healthcare Sector



Training prepares and enables safety and security officers to perform at a higher level thus creating greater efficiency. Well-trained safety and security officers are more satisfied and exhibit more interest in the job. The result is reduced overall turnover, improved morale and a safer more secure environment. Successful training consists of pre-assignment, on-the-job training and continuous refresher training.

Healthcare training like most requires specific areas of expertise to meet the needs, values and concerns of the client. Some of these areas include but are not limited to:

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| Customer Relations and Service | Identity Theft | Violence Issues |
| Patrol Procedures | Emergency Units | Risk Reduction |
| Security Interactions | Vulnerabilities and Risks | Self Protection |
| Crisis Intervention/De-escalation | Access Control Systems | Restraints |
| Parking and Crowd Control | Teamwork | Defense Tactics |
| Fire Prevention, Control, Response | Professional Conduct | |
| Bomb Threat Response Planning | Report Preparation and Writing | |

For all security needs contact us at **800-999-6744** or visit us at: www.diamond-security.com