



North Carolina Department of Public Safety

Private Protective Services Board

Roy Cooper, Governor
Erik Hooks, Secretary

Pamela Cashwell, Chief Deputy Secretary
Brian R. Jones, Director

COVID-19 IMPACTS AND FAQ

March 27, 2020

- **Is Private Protective Services still operating?**
 - Yes. Our staff members are primarily working from home and will continue to process license and registration applications. However, our office located on Industrial Dr in Raleigh is open Mondays, Wednesday, and Fridays from approximately 8 a.m. to 4 p.m. The hours may change without notice due to staffing availability.
- **Can my PPSB-licensed company still operate during a stay-at-home order?**
 - Private Protective Services does not have the authority to prevent or permit a company from operating amid a stay-at-home order. Please consult with your local authorities if you are unsure whether security-industry services are defined as essential.
- **I can't get fingerprints taken. How does that affect my application?**
 - Many local law enforcement agencies are closed to the public. We recognize you may not be able to submit a fingerprint card with your application for a registration or license. For registrations, the application will be denied as "correctable" and will be placed in a pending status. Please resubmit the application once fingerprints are obtained. For license applications, we will process the application fully, but a license will not be issued until fingerprint results are received.
- **Are online criminal record checks being affected?**
 - PPSB's vendor for criminal record checks, <https://crclicensing.com/site/ppsb>, is experiencing minimal delays or problems with obtaining criminal records. North Carolina criminal records, for example, are available online and courthouse closures do not affect CRC's ability to obtain records.
- **Is remote classroom training allowed for guards?**
 - PPSB's rules allow remote training for the 16-hour unarmed guard course. Please go [HERE](#) to view the remote training standards and requirements. The director is not enforcing the 32" monitor requirement. No exemptions are being granted for armed guard training. Organizations are encouraged to utilize social distancing recommendations during training sessions.
- **I teach PPSB-approved continuing education courses. Can I teach my classes online instead of in a classroom?**
 - Yes. Effective March 16, 2020, you may utilize an online meeting platform such as Skype, Webex, Google Hangouts, or other service that allows for the presentation of visual content (PowerPower slides, video, etc.) and two-way audio to teach your course(s).

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