



142 W. 62nd Street
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20-HOURS
UNARMED SECURITY GUARD
TRAINING COURSE

*Everything You Need To Know To
Become A Qualified Security Guard*

Security Officer Unarmed 20 Hours Training Course

Day 2 Location: Classroom 8 hours

3 hours

- Laws of Arrest (DVD/Quiz)
- Overview of Criminal Law
- Civil Law
- Use of Force

3 hours

- Positioning for Control and Safety
- Restraint Devices
- Restraint Positioning

2 hours

- Crime Scene Containment
- Criminal Liability
- Conflict Resolution (DVD/Quiz)
- Field Contacts
- General Definitions of Criminal Offenses

Arrest and Restraint Techniques

LAW OF ARREST (DVD/QUIZ)

All security officers must know what constitutes a lawful arrest, the requisite conditions for an arrest, and the restraint techniques that may be used. The following discussion is meant to serve as a general guide to the security officer. The existing circumstances at the time of the action may vary widely. The conditions and techniques discussed below have been found to be effective when properly applied.

An arrest presupposes that the suspect will not voluntarily remain under the officer's control and may escape, commit another unlawful act, or attempt to hurt the officer or others. When an arrest is made, the security officer must use prudent means to control the arrested. This may include the use of physical restraints, such as handcuffs.

Definition of Arrest

For security purposes, arrest may be defined as an act that substantially reduces an individual's freedom of movement. An officer who denies a suspect the freedom to leave the area has made an arrest, and this action may have considerable consequences. The security officer must always have a clear, logical and reasonable cause for making and arrest. Remember in most jurisdictions, the officer has no more power than other citizens.

Probable Cause

For an arrest to be considered a lawful arrest, the security officer must have sufficient probable cause to believe that the suspect has committed or is committing a crime, as defined by federal, state, or local statute before making arrest. The officer's action will be subject to review after the fact by the local law enforcement agency and perhaps the court. An arrest is a serious act that should be undertaken only when appropriate and necessary.

Custody

Sometimes, an arrest is not necessary to stabilize an incident. Such is the case when the officer does not have reasonable cause to believe that a criminal action has taken place but suspects that criminal action is about to take place. An example is an incident involving a trespasser.

The officer may use prudent means to detain the suspect if the purpose of this action is limited to establishing the suspect's identity and intentions or investigating an incident. Custody may also be appropriate when the goal is to recover properly.

Detention must always be reasonable. The officer may detain a suspect when he or she voluntarily surrenders to detention or exhibits no clear threats to officer or others.

Custody of Juvenile suspect

Security officer must understand the extreme care that he or she must take when detaining a juvenile suspect. The juvenile's safety and physical well-being of the victim must always be protected.

The use of restraints such as handcuffs, should be avoided in situations involving juvenile suspects. Restraints may be applied only to ensure that the juvenile cannot harm himself or herself, the security officer, or others. The officer should use control areas, such TOC or other office-like areas, to maintain physical control over juvenile suspects.

The best course of action where juvenile suspects is concerned is to notify the local law enforcement authority. Juvenile cases are extremely sensitive.

Conditions that warrant an arrest

Before making an arrest, the officer must determine whether that action is necessary. Although it is reasonable easy to make an arrest cannot be unmade. Once an arrest, lawful or otherwise, is made, lawful authority, such as court or law enforcement agency, must determine the disposition of the suspect.

Therefore, the security officer must have probable cause to make a lawful arrest, particularly when physical restraints methods are used to control the suspect. When the officer has probable cause obtained through observation or from the report of a reliable source, the officer must act at once to establish control over the situation. An unlawful act must have taken place and be limited to acts of a felonious nature.

The officer may make an arrest to control a suspect, to eliminate any reasonable possibility of the suspect committing further unlawful acts or of presenting a legitimate threat to the officer or any person, to recover property, and to eliminate the presence of any weapon or other dangerous instrument that may be in the suspect's possession.

Identification

The security officer, in legitimate pursuit of duty, may question any individual if the purpose of the questioning is limited to establishing the individual's identity and reason for being on the post.

This questioning suspects. The officer must never threaten or appear to threaten a suspect during the identification process.

Overview of Criminal Law

[Title 1.04]

What the security officer-must know about criminal law is far too expensive to discuss in this chapter. Rather than attempt to cover all of the laws that might be of concern the following discussion is limited to the topics found to be most useful to officers. The sample laws given below are based on an applicable only in Missouri but the laws of other states should be similar.

The information presented here has been extracted from three sources: (1) information supplied to security officer candidates by the Saint Louis County Police Department, Division of Administration, Personnel, and Training Department (2) The Missouri Criminal Code: A Handbook for the Law Enforcement Officer, prepared by the University of Missouri School of law in Columbia, Missouri and (3) the Illinois Revised Statutes.

There are two aspects of the law that concern the security officer. These are civil law and criminal law. A complete discussion of civil law is beyond the scope of this subsection of the STOP. However, what the security officer must know about civil law can be stated in relatively simple terms.

Civil Law

In common usage, the term civil law means regulations governing private legal affairs, and contrasts with criminal and/or public law. Much has been written about civil law and tort actions in relation to the position of the security officer.

What the security officer must understand is his or her level of responsibility in relation to tort and civil law. The officer can and generally will be held responsible-legally and civilly- for any action that he or she takes that affects any person. For example, if the officer makes an unlawful arrest or uses excessive force that officer may well be held responsible under civil or tort law. Moreover, the officer may well be held personally responsible if he or she fails to take appropriate action. For example, if the officer fails to intervene in an assault of an individual on the post, the officer will be responsible for that failure.

In addition, the action (or inaction) of the security officer reflects and may well involve the senior client and/or the security command in civil action. Litigation against clients and private agencies for failure to provide adequate security is rising. The security officer must know his or her rights and responsibilities under the civil law in order to protect the client and where applicable the private agency.

Criminal Law

What the security officer must know about criminal law is again far too extensive to discuss in this subsection. Rather than attempt to cover all laws that might be of concern the following

discussions limited to the topics that could be most useful to security officers. The sample laws given below are based upon an average set of state criminal codes.

All states have criminal codes. The information listed below may vary somewhat from state to state but should be substantially the same in regards to criminal offenses and definitions. It would be well advised for the security command to include a set of criminal laws and definition in the tactical SOP. Most states publish criminal codes for the use of laws enforcement personnel.

The following information is based upon the Illinois Revised Statutes. Criminal Code of 1961. Chapter 38 Criminal Law and Procedure. The numbers in parentheses pertains to the pertinent section of chapter 38. The information is current as of 1993. Some sections have been abbreviated by the author to provide material pertinent to the role of the security officer.

USE OF FORCE FOR JUSTIFIED

5/7 USE OF FORCE IN DEFENSE OF PERSON

Use of force in defense of person: A person is justified in the use of force against another when and to the extent that he reasonably believes that such conduct is necessary to defend himself or another against such other's imminent use of unlawful force. However, he is justified in the use of force which is intended or likely to cause death or great bodily harm only if he reasonably believes that such force is necessary to prevent imminent death or great bodily harm to himself or another, or the commission of a forcible felony.

5/7-2 USE OF FORCE IN DEFENSE OF DWELLING

Use of force in defense of a dwelling: A person is justified in the use of force against another when and to the extent that he reasonably believes that such conduct is necessary to prevent or terminate such other's unlawful entry into or attack upon a dwelling. However, he is justified in the use of force which is intended or likely to cause death or great bodily harm only if;

1. The entry is made or attempted in a violent, or tumultuous manner, and he reasonably believes that such force is necessary to prevent an assault upon, or offer of personal violence to him, or another then in the dwelling, or
2. He reasonably believes that such force is necessary to prevent the commission of a felony in the dwelling.

USE OF FORCE IN DEFENSE OF OTHERS' PROPERTY

Use of force in defense of other's property: A person is justified in the use of force against another when and to the extent that he reasonably believes that such conduct is necessary to prevent or terminate such others' trespass on or other tortuous or criminal interferences with either real property (other than dwelling) or personal property, lawfully in his possession or in the possession of another who is a member of his immediate family or household or of a person whose property

he has a legal duty to protect. However, he is justified in the use of force which is intended or likely to cause death or great bodily harm only if he reasonably believes that such force is necessary to prevent a forcible felony.

5/7 USE OF FORCE BY AGGRESSOR

Use of force by aggressor, the justification described in the proceeding section of this article is not available to a person who: (a) is attempting to commit, committing, or escaping after the commission of a forcible felony, or (b) initially provokes the use of force against himself, with the intent to use such force as an excuse to inflict bodily harm upon the assailant, or (c) otherwise initially provokes the use of force against himself unless:

1. Such force is so great that he reasonably believes that he is in any imminent great bodily harm, and danger for death or he has exhausted every reasonable means to escape such Danger other than the use of force which is likely to cause death or great bodily harm to the assailant or
2. In good faith, he withdraws from physical contact with the assailant and indicates clearly to the assailant that he desires to withdraw and terminate the Use of force, but the assailant continues or resumes the use of force.

5/7-6 PRIVATE PERSON'S USE OF FORCE IN MAKING ARREST

Private person's use of force in making arrest: (a) Private person who makes or assist another private person in making a lawful al Test is justified in the use of any force which he would be justified in using if he were summoned or directed by a peace officer to make such al Test, except that he is justified in the use of force likely to cause death or great bodily halm only when he reasonably believes that such force is necessary to prevent death or great bodily harm to himself or another. (b) A private person who is summoned or directed by a peace officer to assist him in making an arrest which is unlawful, is justified in the use of any force which he would be justified in using if the arrest were lawful, unless he knows the arrest is unlawful.

5/7-8 FORCE LIKELY TO CAUSE DEATH OR GREAT BODILY HARM

(a) Force which is likely to cause death or great bodily harm within the meaning of sections 7- 5, 7-6 includes;

- (1) The firing of a firearm in the direction of the person to be arrested, even though no intent exists to kill or inflict great bodily harm; and
- (2) The firing of a firearm at a vehicle in which the person to be arrested is riding

(3) Peace officers discharge of a firearm using ammunition designed to disable or control an individual without creating the likelihood of death or great bodily harm shall not be consider likely to cause death or great bodily harm within the meaning of sections 7-5 and 7-6.

5/7-9 USE OF FORCE TO PREVENT ESCAPE

Use of force to prevent escape: (a) a Peace Officer or other person who has an arrested person in his custody is justified in the use of force to prevent the escape of the arrested person. (b) A guard or other peach officer is justified in the use of force, including force likely to cause death or great bodily harm, which he reasonably believes to be lawfully detained in such institution under sentence for an offense.

5/107-3 ARREST BY PRIVATE PERSON

Any person may arrest another when he has reasonable grounds to believe that an offense other than an ordinance violation is being committed.

5/107-5 METHOD OF ARREST

- A.** An arrest is made by an actual restraint of the person or by his submission to custody.
- B.** An arrest may be made on any day and at any time of the day or night.
- C.** An arrest may be made anywhere within the jurisdiction of this state.
- D.** All necessary and reasonable force may be used to affect an entry into a building or property or part thereof to make an authorized arrest.

FORCIBLE FELONY DEFINED 720ILCS5/2-8

Forcible Felony is defined as; treason, first degree murder, second degree murder, predatory criminal sexual assault of a child assault, robbery, burglary, residential burglary, aggravated arson, arson, aggravated kidnapping, kidnapping, aggravated battery resulting in great bodily harm or permanent disability or disfigurement and any other felony which involves the use or threat of physical force or violence against any individual.

RELEASE TO PROPER AUTHORITY

When releasing or surrendering a suspect, the officer must exhibit prudence and care. The officer may release a suspect who has been put under lawful arrest only to the proper lawful enforcement agency or a responsible member of the appropriate court. This is particularly true when the officer

has physically restrained the suspect. In the case of any juvenile who has been taken into custody, the officer may only release the youth to a parent, legal guardian, law enforcement officer, or responsible member of the court.

Use of Force Model

Chicago Police Department



Force Options Model

CHICAGO POLICE DEPARTMENT



CPD-11.960 (11/17)

NOTE: With permission of the authors, the Use of Force Model has been modified to conform with the Chicago Police Department General Order entitled "Use of Force Guidelines: Revised November 2017"

POSITIONING FOR CONTROL AND SAFETY

Restraint Techniques

Once the security officer decides to make an arrest, the officer must react positively and prudently to ensure that proper control is established and maintained over the suspect.

Definition of Restraint

For security purposes, restraint may be defined as the physical control that the security officer establishes over a suspect during an arrest. The officer may apply only the physical restraint necessary to prevent the suspect from escaping from lawful arrest, committing any further criminal act, or inflicting bodily harm on the security officer or any other person. The search for property sometimes warrants the use of unlawful weapons or other dangerous instruments may require the use of restraint.

Minimum Force

The officer may apply only the force absolutely necessary to restrain the suspect. The unlawful or unwarranted use of weapons or other physical force by the officer must always be avoided. The officer never threatens the suspect with a weapon, physical action, or verbal abuse, the officer must maintain the correct professional decorum when facing a possible arrest. Additionally, the officer should always seek to maintain at least a one-to-one ratio when making an arrest. Ideally, the officer should ensure that he or she has sufficient support to outnumber the suspects.

If the officer is alone and support is immediately available, as is often the case on many missions, the officer must rely more on any available physical deterrents, such as side arms.

It has become routine on many security missions for security officers to be unarmed. When this is the case, the officer may have to resort to a physical confrontation to restrain the suspect. The officer should never use hand-to-hand combat except as a last resort. It may be more prudent for the officer who faces such a situation to observe and report rather than to confront the suspect. It is sometimes better to retreat rather than to allow the physical force to be absolutely sure that he or she is strong enough to safely restrain the suspect. The officer must never place him- or herself in a no-win position.

The establishment of control is the essential goal of applying force. The degree of force needed depends on the actual situation. The officer should avoid using any physical force except when absolutely necessary. This applies especially to the use of or the drawing of a sidearm. Once a weapon is drawn, it is subject to use. It is difficult for the officer to retreat from an encounter with a drawn weapon without losing control of the situation.

POSITIONING

From a safety viewpoint, these are the cooperative subject handcuffing positions from most preferable to the least preferable

- A. Prone
- B. Kneeling
- C. Sitting
- D. Standing
- E. Against an object

These various degrees of relative control can occur or exist because, in going through a handcuffing procedure, we are attempting to limit the subject's mobility at the same time giving ourselves the optimum advantage in balance and mobility. The prone offers the least amount of mobility to the subject. The wall itself gives the subject an extra power base, something to lean on and to push off against.

HORIZONTAL POSITIONING

The following are categories of positioning between two people to show resistive advantages and will help you know "where you are" in relation to the subject you are dealing with.

Typical Restraint Devices

The most commonly used and generally the most valuable type of restraint are steel handcuffs. All security officers should have at least one pair of steel handcuffs of reputable manufacture. Handcuffs are usually carried in a suitable carrier on the utility belt. The carrier should be positioned as to allow the officer to remove the handcuffs from the carrier with the non-weapon hand.

There are also several types of plastic temporary restraints known as flexi-cuffs. These can be extremely valuable in certain situations. Plastic restraints can be conveniently carried in the dress service hat. Several pairs of cuffs can be carried in this manner.

The security officer should have three sets of regular and temporary handcuffs, which should be carried whenever the officer may encounter an individual who requires restraints. Like all other equipment, restraints that are left in a vehicle, in the TOC, or in a kit bag are of no value when the officer is on a remote foot patrol.

Weapons are not considered to be restraints and therefore should never be used for anything other than ensuring the immediate control of a suspect or for providing lawful defense. The officer should not hold a weapon on a suspect to control him or her over extended periods. This action often leads to serious and possible life-threatening situations.

Restraint in the Prone Position

The following restraint technique has been developed for the security officer's use in gaining physical control of a suspect. The prone position provides maximum control with minimum force and offers reasonable safety for the officer.

In the scenario below, a single armed security officer confronts a single suspect. In the case of an unarmed officer, the suspect may be subdued using minimum force if circumstance permit. However, for this technique to work, the suspect must be calm and therefore the restraints may not be appropriate.

The proper technique for restraining a suspect using the prone position is outlined below:

RESTRAINT MODULE USING HANDCUFFS

Approaching the Suspect

- The security officer approaches the suspect confidently, making maximum use of professional stature, uniform appearance, demeanor, and body language. The objective is to show that the officer is in control
- The officer approaches the suspect closely enough to maintain control but not so near that the suspect can escape or initiate physical contact. The officer must avoid hand-to-hand contact at this time.
- The officer may position the weapon hand over the weapon or even unsnap the holster. The implied threat is usually permitted in such cases. However, the officer may not draw the weapon except for defense against attack.

Positioning the Suspect

- Using terse, clear commands, the security officer orders the suspect to turn his or her back to the officer.
- The police officer orders the suspect to lie face down on the ground.
- Next, the officer orders the suspect to turn his/her face away. The security officer takes care avoid positioning the suspect so that he/she can use any flat reflective surface to observe the officer's actions
- The officer orders the suspect to place both hands on the back of the head with the fingers inter-locked and the thumbs along the sides of the neck.

Placing the Handcuffs on the Suspects

- The officer draws the handcuffs from the handcuff carrier, ensuring the bracelets are positioned in the last ratchet position. This allows the cuffs to link automatically when placed on the wrist.
- The officer approaches the suspect briskly and kneels with one knee on the suspect's back, applying pressure as a means of control. The officer's weapon should be in its holster at this time. The officer needs the use of both hands.

- The officer places the first bracelet on the suspect's dominant wrist (usually the right wrist). The position of the wristwatch indicated if the suspect is right-handed or left-handed.
- The officer makes sure that the keyhole faces away from the suspect's hand.
- The officer rapidly brings the suspect's cuffed hand down to the center of the back without releasing it.
- The officer brings the suspect uncuffed hand down to small of the back and emplaces the open bracelet
- The officer again makes sure that the keyhole on the handcuff faces away from the suspect's hand.
- The officer cuffs the wrist back-to-back so that the suspect cannot manipulate the fingers.
- The officer adjusts the cuffs so that they are tight but do not cause undue chafing to the suspect's wrists. The officers also ensures that no cloth is caught between the cuffs and the wrists.
- The officer double- locks the handcuffs.

Searching the Suspect

With the suspect still in the prone position, the officer searches the suspect in the following general manner. The actual process may be altered to meet existing circumstances:

- The officer removes and secures any obvious weapon or dangerous instrument. Any such item is an article of evidence and must be protected as such.
- The officer removes and secures any time propel ly that may serve as evidence and protects it appropriately.
- Once these obvious items are removed, the officer conducts a compete search to ensure that the suspect does not have a concealed weapon or dangerous instrument.
- The search is conducted with pat down method. Unless circumstances require, the officer does not remove any article of the suspect's clothing. However, the officer may need to remove the suspects' identification to establish his/her identity. To conduct a pat-down search, the officer examines the suspect in the following order.
 - a. The right arm from the armpit to the waist.
 - b. The head and neck, including any headgear.
 - c. The right chest and back.
 - d. The right wrist.
 - e. The right leg from the waist to the ankle, including footgear.
 - f. The left side of the suspect in exactly the same manner as the right side.

Multiple Suspects

If the officer has put more than one suspect under arrest, they should be linked together for control. They be accomplished with additional handcuffs or plastic temporary restraints. The officer should link the left arm of one suspect to the right

aim of another by applying the cuffs above the suspect's elbow. The linking of the suspects aids in their control and movement.

When faced with more than one suspect, the officer should concentrate on maintaining control over only one of the suspects. Attempting to maintain control over more than one usually leads to the loss of control over all. A proper investigation of the suspect may well reveal the identity of the others.

Restraint in the Kneeling Position

The following is another restraint technique that has been developed for the security officer in gaining physical control of a suspect. It provides maximum control of the suspect with minimum force and reasonable safety for the officer. The kneeling position permits greater control of potentially unruly or dangerous suspects during the application of the restraints than does the prone position. The scenario below is the same as that described for restraint in the prone position.

Approaching the Suspect

The officer approaches the suspect as described earlier.

Positioning the Suspect

- Using terse, clear commands, the security officer order suspect to turn his/her back to the officer.
- The officer orders the suspect to keep his/her turned down.
- The officer orders the suspect to place both hands on the back of the head with the fingers inter-locked and the thumbs along the sides of the neck.
- The officer then orders the suspect to cross his/her legs at the ankle.

Placing the Handcuffs on the Suspect

- The officer draws the handcuffs from the handcuff carrier, ensuring that the bracelets are positioned in the last ratchet position.
- The officer approaches the suspect quickly and places the weak foot between the suspect's crossed ankles and the suspect's body.
- The officer grasps the suspect's interlocked hands and fingers with the weak hand and bends the suspect forward slightly. This allows the officer to drop the suspect
- On to his/her face if the suspect exhibits signs of attack or other unruly behavior. The officer's weapon should be holstered or secured at this time. Both hands are required for the restraint procedure.
- The officer places the handcuffs on the suspect's wrists as described earlier. During this procedure, the officer may retain positional control of the suspect with weak hand.
- The officer adjusts and double-locks the handcuffs as described earlier.

Searching the Suspect

With the suspect still in the kneeling position, the officer searches the suspect in the manner detailed earlier.

Multiple Suspects

If the officer has put more than one suspect under arrest, they should be linked together as described earlier. When forced to control more than one subject, the officer should concentrate on the suspect who appears to present the greatest danger of either further unlawful action, such as attack, or escape from lawful arrest.

Safeguarding the Suspect

Once the security officer has arrested and restrained the suspect, the officer must control the suspect until he/her is surrounded into custody of law enforcement personnel or other authority. The control of the suspect requires that the officer take the suspect to a control area or another place where the officer can contact the authorities for support.

The suspect's physical safety is the officer's responsibility at all times when the suspect is under arrest. The officer must prevent the suspect from inflicting harm upon himself/herself, the officer, or another person. This includes protecting the suspect from bodily harm and even verbal abuse at the hand of another. It is understood that the officer will not in any way physically or verbally abuse the suspect under detention. The officer should never allow the suspect to be out of his or her sight. However, some circumstance may require that the suspect be left alone in a remote location. This may occur, for example, if the suspect is injured and cannot be prudently moved. In this case, the officer should secure the suspect to some feature at that location, such as a steel stanchion, a large piece of equipment, or even a vehicle. The feature must be secure to ensure that the suspect cannot escape or come to any harm. The officer must limit the time that he/she leaves the suspect alone to summon support.

Another case in which the officer might leave the suspect alone is when the officer must pursue another suspect involved in the incident. Such additional pursuit should be limited to that necessary to stabilize the incident. As long as the officer has control over one suspect, the other may be found through an investigation.

CRIME SCENE CONTAINMENT

General Rule:

- a. The security officer does not have the authority to remove or tamper with a crime scene or any evidence at that crime scene.
- b. The jurisdiction for the investigation and processing of physical evidence is that of the police not the security officer or private citizen.

c. The security officer who discovers a crime scene has an obligation to protect and contain the scene in order to prevent contamination or destruction of evidence.

Crime Scene Location:

- a. The location of a crime scene may be relatively small in size to a large area. Usually, crime scenes are limited in size but can include several individual sites and spread out over several blocks.
- b. Limited size areas can usually be handled with one officer but larger crime scenes may require additional personnel to properly protect.

Police Notification:

- a. Once the officer discovers a crime scene, the police should be immediately notified. Criminal acts are the jurisdiction of the police even if the location is a private property.
- b. Police arrival.

CRIMINAL LIABILITY

For a person to be responsible for criminal action, two conditions must be met. First the person's actions, conduct, or possession of an item must be voluntary. Second, the person must have the necessary culpable mental state, or intent, to commit a crime.

The criminal code uses four terms to identify the levels of culpable mental state. A general knowledge of these culpable mental states can guide the security officer in reporting all of the facts that will be required to prosecute the guilty properly. The four terms are as follows.

1. *Purposely*: The person acts in a way to cause a desired result.
2. *Knowingly*: The person is practically certain that his or her actions will cause a specific result.
3. *Recklessly*: The person disregards a substantial and unjustifiable risk.
4. *With criminal negligence*: The person fails to be aware of a substantial and unjustifiable risk.

The first two terms indicate intentional conduct: the other terms represent unintentional conduct.

The difference between acting recklessly and acting with criminal negligence is that the former requires that a person knows that a risk exists but ignores the risk. Criminal negligence requires that the person should have been aware of the risk.

Many statutes identify the mental state that must be shown for criminal liability the mental state that must be shown for criminal liability to exist. If a mental state is not stated recklessness is implied, but criminal negligence is not. Mental state need not be shown for an infraction or if the statute clearly indicates that no mental state is required.

CONFLICT RESOLUTION (DVD/QUIZ)

Definition;

Conflict resolution is an officer's ability to get someone to do what they want them to do without the USE OF FORCE, fear or aggressive acts.

General Considerations;

- The most effective approach is to have a calm and respectful approach to hostile situations.
- Establish a relationship with the hostile person as soon as possible.
- Explain what you can do for that person not what you can't do.

Try never to leave a conflict situation unresolved.
over with another officer who may have less experience in conflict techniques.

- The hostile person stares the officer down
- The person can't control their speech pattern
- The person may pace back and forth
- Animated hand gestures
- Angry look on their face
- Takes a combative stance
- Does not listen to reason
- Gets too close to the officer
- Mispronounced words
- Abusive language

Safety Factors the Officer must consider;

1. Never stand within arms' reach of a suspect
2. Never use aggressive tones with the suspect
3. Never allow access to weapons or equipment
4. The Officer should speak in a calm and controlled manner.
5. The Officer should immediately request assistance

6. Never use threats to gain compliance. Threats are a challenge and could result in conflict.
7. Control access to doors or exits
8. The Officer should never be caught in a corner
9. Never point at the suspect, use the palms up approach
10. Don't interrupt the person, let them speak
11. Be flexible and not rigid by having alternative solutions
12. Always stand on the suspect's weak side never on their strong side
13. Use the "We" approach when requesting compliance of the suspect

FIELD CONTACTS

General Considerations;

Agencies hire security personnel to provide protection for their property and employees as well as provide information and assistance when appropriate. Security personnel must have the utmost people skills in order to properly and professionally deal with customer and citizen contacts.

The officer needs to remember that some persons contacted will be very cooperative and comply with all instructions while others may become hostile and refuse to cooperate.

HOSTILE PERSON FIELD CONTACTS

1. Persons who become hostile when contacted by security to avoid being for their behavior or conduct. These people may use this tactic as they officer will avoid them and let them continue their activities. 2. Some people become aggressive and hostile as this is their normal way of dealing with issues.

2. The officer needs to remember that conflict can develop when interaction with these people take place. The officer needs to remain calm and address the issue in a professional manner

Initial Approach:

1. Do not become demanding and overbearing in your approach to citizens contacted in the field.
2. Give the person the opportunity to be aware of their violation or issue they are being contacted about.
3. Once they are aware of the issue, provide them an opportunity to comply.
4. The officer should become more direct only if the person fails to comply with the request.
5. Those who do comply should be complimented for their cooperations.

JUVENILE CONTACTS

Juveniles may become hostile or disrespectful out of immaturity or a lack of common sense. They may also be trying to show off for their friends as a status projection.

Contact with juvenile gang members present a more difficult problem for the officer. Gang members may not comply out of their gang requirement of contempt for authority. The officer needs to use the utmost officer safety skills in dealing with gang members.

The police should immediately be requested at the first sign of non-compliance.

The officer should remember that when dealing with gang members that the more members present the more difficult it becomes to gain their compliance.

SENIOR CITIZEN CONTACTS

- Senior citizens contacts offer their own positive and negative aspects. Most senior citizens are very cooperative and would never become aggressive or fail to comply with regulations.
- Some senior citizens may have disabilities that prevent them from understanding what is being asked of them which may make them frustrated or angry.
- Some senior citizens also take advantage of their status and will use this status to avoid having to comply.
- Some will fake excitement or illness to avoid being required to comply with the officer's request.
- While some senior contacts may result in the officer having to be less demanding, the senior should be required to comply unless absolutely impossible for them to do so.

GENERAL DEFINITION OF CRIMINAL OFFENSES

Probable Cause: Facts and circumstance known to the security officer which would warrant a prudent person with the knowledge and training of a security officer to believe that an offense has been committed and that the individual to be arrested is guilty of that offense.

(2.7) Felony An offense for which a sentence to death or to a term of imprisonment in a penitentiary for one year or more is provided.

(2.8) Forcible Felony means treason first degree murder, second degree murder, aggravated criminal sexual assault, criminal sexual assault, robbery, arson, kidnapping, aggravated battery resulting in great bodily harm or permanent disability or disfigurement. Also, any other felony which involves the use or threat of physical force or violence against an individual.

(2-11) Misdemeanor An offense for which a sentence of term of imprisonment in a facility other than a penitentiary for less than one year may be imposed.

(2-12) Offence means a violation of any penal statute of the state

(2-19) Reasonable belief or "reasonably believes" means that the person the concerned acting reasonably believes the described facts exists

(2-22) Statue the Constitution or act of the General Assembly of the State

(3-1) Presumption of innocence and proof of guilt Every person is presumed innocent until proved guilty. No person shall be convicted of any offense unless guilt is proved beyond a reasonable doubt.

(4-1) Voluntary Act A material element of every offense is a voluntary act which includes an omission to perform a duty which includes an omission to perform a duty which the law imposes on the offender and which he is physically capable of performing.

(4-2) Possession as voluntary act Possession is a voluntary act if the offender knowingly procured or received the thing possessed, or was aware of his control thereof for a sufficient time to have been able to terminate his possession.

(4-4) Intent A person intends, or acts intentionally to engage in conduct

described by the statue defining the offense, the offense, and the conscious objective being to accomplish that result or engage in the conduct.

(4-5) Knowledge A person acts with knowledge of:

- (a) The nature or attendant circumstances of his conduct described by the statute defining the offense when he is conscious aware that his conduct is of such nature. Knowledge of a material fact includes awareness of the substantial probability that such facts exist.
- (b) The result if his conduct described by the statute defining the offense when he is conscious aware that such a result is practically certain to be caused by his conduct.
- (c) Conduct performed knowingly or with knowledge is performed willfully within the meaning of a statute using the latter term unless the statue clearly requires another meaning.

(4-6) Recklessness A person is reckless or acts recklessly when he consciously disregards a substantial and unjustifiable risk that circumstances exist or that a result will follow described by the statue defining the offense; and such disregard constitutes a gross deviation from the standard of care which a reasonable person would exercise in the situation. An act performed recklessly is performed wantonly, within the meaning of a statute using the latter term, unless the statute clearly requires another meaning.

(4-7) Negligence A person is negligent, or acts negligently, when he fails to be aware of a substantial and unjustifiable risk that circumstances exist or result will follow, described by the statute defining the offense; and such failure constitutes a substantial deviation from the standard of care which a reasonable person from the standard of care which a reasonable person would exercise in the situation.

Crime Index

(10-3) Unlawful restraint

(a) A person commits the offense of unlawful restraint when he knowingly without legal authority detains another

(b) Sentence: Unlawful restraint is a Class 4 felony.

(10-3.1) Aggravated unlawful restraint.

(a) A person commits the offense of aggravated unlawful restraint when he knowingly without legal authority restraint when he knowingly without legal authority detains another while using a deadly weapon.

(b) Sentence: Unlawful restraint is a Class 3 felony

(12-1) Assault

(a) A person commits an assault when, without lawful authority, he engages in conduct which places another in reasonable apprehension of receiving a battery

(b) Sentence: Assault is a Class C misdemeanor.

(12-2) Aggravated Assault (a) A person commits an aggravated assault when, in committing an assault he:

(1) Uses a deadly weapon or any device manufactured and designed to be any device manufactured and designed to be substantially similar in appearance to a firearm.

(2) Is hooded, robed, or masked in such manner as to conceal his identity or any device manufactured and designed to be substantially similar in appearance to a firearm.

(3) Discharges a firearm

(b) Sentence: Aggravated assault as defined is a Class A misdemeanor except under paragraph (13) where it is a Class 4 felony.

(12-3) Battery

(a) A person commits battery if he intentionally or knowingly without legal justification and by any means. (1) causes bodily harm to an individual or (2) makes physical contact of an insulting or provoking nature with an individual

(b) Sentence: Battery is a Class 4 felony

(12-4) Aggravated Battery

(a) A person who in committing a battery, intentionally or knowingly causes great bodily harm, or permanent disability or disfigurement commits aggravated battery

(b) Sentence: Aggravated battery is a Class 3 felony.

(12-4.2) Aggravated battery with a firearm

(a) A person commits aggravated battery with a firearm when he in committing a battery, knowingly or intentionally causes any another person by means of discharging a firearm.

(b) **Sentence:** Aggravated battery with a firearm is a Class X felony.

(16-7) Unlawful use of recorded sounds or images

(a) A person commits unlawful use of recorded sounds or images when he:

(1) Intentionally, knowingly, or recklessly transfers or causes to be transferred without the consent of the owner, any sounds or images recorded on any sounds or audio-visual recording with the purpose of selling or causing to be sold, or using or causing to be used for profit the article to which such sounds or recordings of sounds are transferred.

(b) **Sentence:** Unlawful use if recorded sounds or images is a Class 4 felony.

(16A-3) Offense of retail theft A person commits the offense of retail when he or she knowingly Sentence (1) retail theft property, the full retail value of which does not exceed \$ 150 is a Class A misdemeanor. (2) A person who has been convicted of retail theft of property the full retail value of which does not exceed \$150, and who has been previously convicted of any type of theft, robbery, armed robbery, burglary is guilty of a Class 4 felony. (3) Any retail theft which exceeds \$ 150 is a Class 3 felony

(18-1) Robbery

(a) A person commits robbery when he takes property from the person or presence of another by the use of force by threatening the imminent use of force.

(b) **Sentence:** Robbery is a Class 2 felony. However, if the victim is 60 years of age or over is a physically handicapped person, robbery is a Class 1 felony.

(18-2) Armed Robbery

(a) A person commits armed robbery when he or she violates Section 18-1 while he or she carries on about his/her person or is otherwise aimed with a dangerous weapon.

(b) **Sentence:** Armed robbery is a Class X felony

(19-1) Burglary

(a) A person commits burglary when without authority he knowingly enters or without authority remains within building house trailer watercraft, aircraft motor vehicle as defined in Illinois Vehicle Code, a railroad car, or any part thereof, with to commit therein a felony or theft.

(b) **Sentence:** Burglary is a Class 2 felony.

(20-1) Arson A person commits arson when by means of fire or explosive he knowingly (a) Damages any real property or any personal property having a value of \$150 or more of another without his consent.

(21-1) Criminal Damage to property

(a) A person commits an illegal act when he knowingly damages any property of another without his consent.

(b) Sentence: Criminal damage to property is a Class A misdemeanor when the value of the property does not exceed \$300; a Class 4 felony when the damage does not exceed \$ 10,000; a Class 3 or Class 2 felony when the damage exceeds \$10,000 depending on the circumstances.