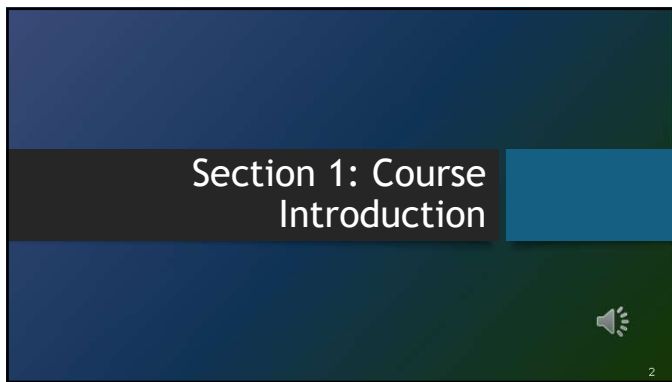
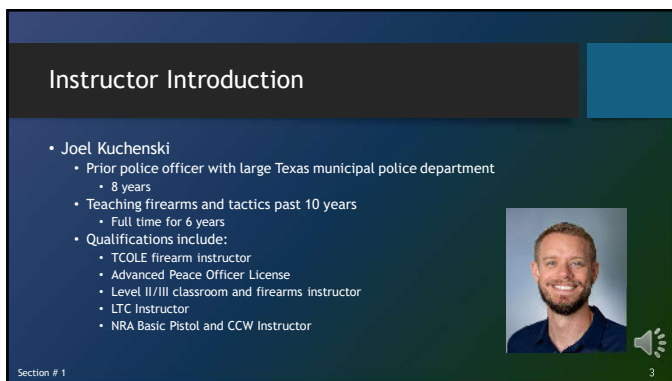




1



2



3

Course Outline

1. Introduction and About the Course
2. Security Officer Basics
3. Security Officer Rules and State Laws
4. Applicable Rules and State Laws
5. Verbal and Written Communication
6. Scene Security
7. Situational Awareness
8. Use of Force
9. Conflict Resolution
10. Defensive Tactics
11. Handcuffing
12. Intermediate Weapons
13. Firearms Handling and Safety

Section # 1 4

4

About this Course and Objectives

Course Objectives: Upon successful completion of the course, you will have completed the classroom training required for the Private Security Level #/III license

Course length: 30 hours

Knowledge Checks: Each lesson contains a knowledge check (quiz) at the end. Unlimited attempts allowed to pass

Final evaluation: Final quiz at the end, mandated by Texas DPS. 3 attempts to pass

Section # 1 5

5

How to Take this Online Class

The course is broken into lessons and topics. Follow along with outline.

Can be taken over time and from any device


Be sure to select the "Mark Complete" button once a video is finished. This will save your progress

Disable ad-blockers for OnlineTexasLTC.com and enable cookies
• We don't have ads, but ad-blockers will prohibit being able to proceed through the class

Section # 1 6

6

Section 2: Security Officer Basics




7

7

Training Objective & Outline

- Upon the successful completion of this module, participants will be able to describe basic roles and responsibilities of security officers in a variety of contexts.
- Section Outline
 - Describe Private Security Program
 - Identify DPS and RSD websites
 - Describe records and Appeals Process
 - Roles and responsibilities of security officers
 - Differentiate between roles for security officers and peace officers
 - Discuss professionalism and ethics




Section # 2 8

8

Important Acronyms

- DPS: Department of Public Safety
- RSD: Regulatory Services Division
- PSP: Private Security Program
- LTC: License to Carry a Handgun
- TOC: Texas Occupations Code
- TPC or PC: Texas Penal Code
- CCP: Code of Criminal Procedure
- GC: Government Code
- TAC or AC: Texas Administrative Code



Section # 2 9

9

Private Security Program

- PSP is overseen by DPS RSD and exists to:
 - Provide effective oversight of regulated programs as authorized by Texas legislature.
- Protects the public by:
 - Conducting fingerprinting-based background checks on applicants
 - Investigating and resolving complaints
 - Taking disciplinary action against licensees

Note: this includes seeking criminal prosecution of those who perform private security services without a license.

Section #2 - Private Security Program 10

10

Private Security Professions

- The below professions are regulated under the Texas PSP:
 - Unarmed security officers (level II)
 - Armed security officers (level III)
 - Personal protection officers (level IV)
 - Private investigators
 - Alarm system installers/monitors
 - Armored car couriers
 - Electronic access control device installers
 - Locksmiths

Section #2 - Private Security Program 11

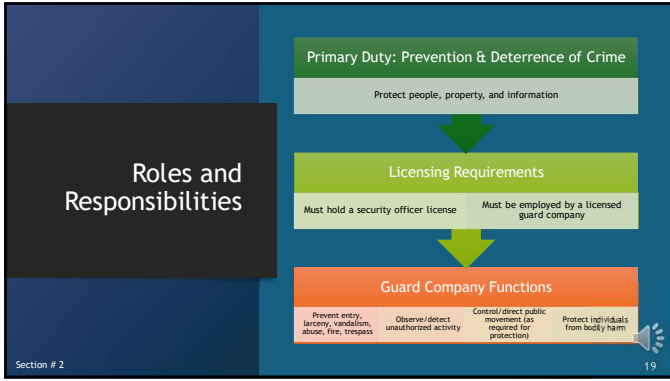
11

Security Officer

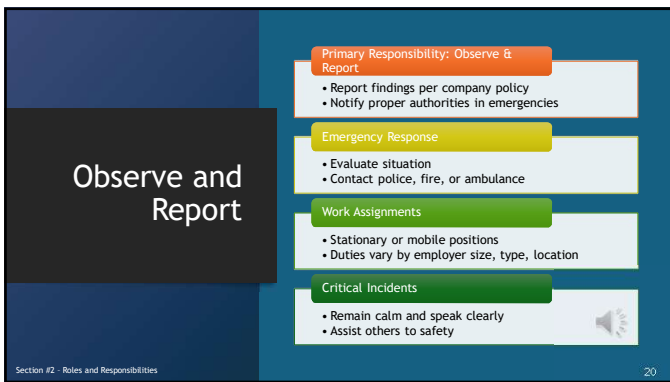
- An individual acts as a security officer if the individual is:
 - Employed by a security services contractor or the security department of a private business; and
 - Employed to perform the duties of an alarm system response runner who responds to the first signal of entry, a security officer, security watchman, security patrolman, armored car guard, or courier guard.

Section #2 - Private Security Program 12

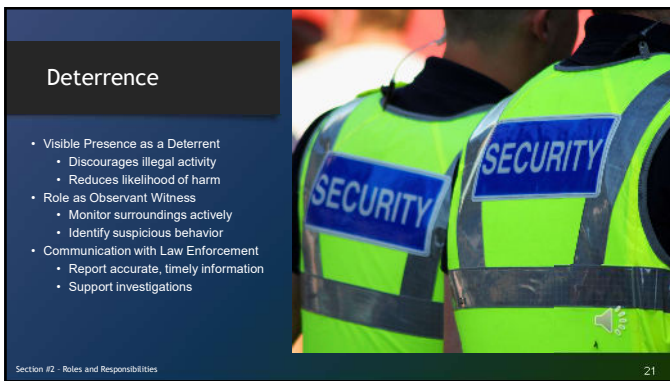
12



19



20




21

Documentation

- Primary Role: Observe & Report
 - Eyes and ears for the client
 - Remain alert and aware
- Effective Communication
 - Provide clear, descriptive details
 - Accurately document observed events
- Maintain Logs
 - Keep complete and accurate records
 - Support employer and personal reference
- Importance of Documentation
 - Establish record of actions taken
 - Reduce impact of legal claims

Section #2 - Roles and Responsibilities



22

Controlling Access

- Control Movement at Work Location
 - People, vehicles, materials
 - Entry and exit monitoring
- Verification Procedures
 - Check identification and credentials
 - Review authorized documents
 - Inspect items and parcels
- Use of Security Systems
 - Operate alarm systems
 - Monitor surveillance equipment

Section #2 - Roles and Responsibilities



23

Responding to Emergencies

- Definition of Emergency
 - Unexpected event
 - May threaten lives or property
- First on Scene
 - Provide initial guidance
 - Assist until professionals arrive
- Support to Law Enforcement
 - Traffic control in public spaces
- Follow Company Policy
 - Adhere to procedures at all times

Section #2 - Roles and Responsibilities



24

Protection of Persons and Property - Protecting People

- Guard Assigned Area**
 - Stationary post or mobile patrol
- Identify Safety Hazards**
 - Recognize conditions that may cause harm
 - Report or address hazards per policy
- Prevent Unauthorized Access**
 - Monitor and restrict site entry
- Employee Escorts**
 - Escort employees to designated locations

Section #2 - Roles and Responsibilities 25

25

Protecting Property

- Prevent Loss or Damage**
 - Theft and robbery
 - Vandalism in all forms
- Deterrence Through Presence**
 - Visible patrol and monitoring
- Access Control Measures**
 - Use barriers to restrict entry
 - Monitor surveillance equipment

Section #2 - Roles and Responsibilities 26

26

Protecting Information

- Protect Sensitive Information**
 - Prevent intellectual property theft
 - Reduce risk of cybercrime
- Control/Access Tools**
 - Secure keys and access cards
 - Do not allow unauthorized use
- Protect System Vulnerabilities**
 - Do not disclose downed cameras/alarms
- Secure Digital Access**
 - Keep passwords confidential
 - Lock computers and systems

Section #2 - Roles and Responsibilities

27

Citizen's Arrest

- Security officers have same authority as any citizen in Texas to make a citizen's arrest.
- NOT the same as a public servant (commissioned peace officer)
- Can make citizen's arrest under the following criteria:
 - Felony committed in your view
 - An offense against the public peace (breach of the peace)
 - Acting to prevent the consequences of theft
- Cannot lead someone to believe you are a public servant

Section #2 - Roles and Responsibilities 28

28

Professionalism and Ethics

- A profession requires **specialized skill or training**.
- Security officers are **professionals in a position of public trust**.
- Officers must **not use their position for personal or professional gain**.
- Professionalism includes understanding people's **habits, schedules, and personalities** in the work area.
- Officers must know **who should and should not be present** in their assigned area.
- Professionalism guides behavior **on and off duty**, ensuring trust and proper conduct.

Section #2 - Professionalism and Ethics 29

29

Actions

Professional Actions

- Remain calm and professional to keep encounters stress-free.
- Persuade people to comply voluntarily.
- Use effective, professional language.
- Continually examine your behavior and interaction style.

Unprofessional Actions


- Do **not** give in to greed; workplace theft is unethical and criminal.
- Do **not** give in to anger; emotional escalation discourages voluntary compliance.
- Do **not** ignore reasonable critique; listen to other perspectives.

Section #2 - Professionalism and Ethics 30

30

Appearance

- **Professional appearance** includes personal image in clothing, grooming, manners, etiquette, behavior, and communication.
- **Attire:** Uniform defined by company; must follow dress guidelines.
 - Replace any clothing with holes.
 - Avoid sayings, phrases, or large logos.
 - Follow company-approved dress.
- **Hygiene:**
 - Keep uniform clean and pressed.
 - Maintain clean hands and body.
 - Keep hair tidy and nails trimmed.
- **Demeanor:**
 - Maintain fitness, good posture, positive attitude.
 - Speak clearly and calmly; use appropriate language.




Section #2 - Professionalism and Ethics 31

31

Reactions

- Everyone has **unique emotional triggers**.
- Recognize when a trigger is occurring so you can maintain composure.
- Common verbal triggers include:
 - "You can't make me!"
 - "You're not a cop!"
 - "I know my rights!"
 - "Do you know who I am?"
 - "You're just a rent-a-cop!"
- Instead of **reacting emotionally**, respond thoughtfully to avoid escalation.
- Two types of individuals: those who comply and those who challenge authority.





Section #2 - Professionalism and Ethics 32

32

Ethics

- **Definition:** Ethics is the discipline dealing with what is good and bad and with moral duty and obligation.
- Ethics provides a **framework guiding behavior**, shaping decisions of right and wrong.
- People who believe they have **duty only to themselves** act differently from those who feel duty to assist others.
- Ethics compares differing moral views and encourages discussion about what is best.
- Being professional **requires being ethical**.
 - Unethical behavior undermines legitimacy and public trust.
 - Ethics must remain part of personal and professional life.


Section #2 - Professionalism and Ethics 33

33

Personal Ethics and Morals

- Values influence human behavior and decisions
- Ethics often relate to **right and wrong**
- Moral values guide actions such as:
 - Telling the truth
 - Keeping promises
 - Helping others
- Ethical conduct requires:
 - Objectivity
 - Impartiality
 - Neutrality
- Apply ethical behavior in personal and professional life

Section #2 - Professionalism and Ethics 34



34

Workplace Ethics

- Workplace ethics are **values, moral principles, and standards** required of employers and employees.
- Key ethical behaviors include:
 - Obeying company rules.
 - Communicating properly.
 - Taking responsibility.
 - Holding others accountable.
 - Demonstrating professionalism.
 - Showing trust and mutual respect.
- Differences in personal values can complicate relationships with clients.
- Actions inconsistent with law or policy can harm public trust and erode the legitimacy of security officers.

Section #2 - Professionalism and Ethics 35

35

Model Code of Ethics of Security Guards

- A model code of ethics provides standards for **professional security conduct**.
- Security guards must:
 - Be **honest** and act without bias or personal prejudice.
 - **Value and protect** their employer's interests.
 - **Honor and uphold confidentiality**.
 - Perform duties with **diligence, decorum, and professionalism**.
- Officers should evaluate actions by asking key ethical questions:
 - Is it legal?
 - Is it permitted by my employer's code of conduct or ethics?
 - Am I acting on emotions?
 - How would the public view my actions?
 - How will this impact others?
 - Is this something I would be ashamed of or later regret?
 - Does this conflict with my own personal ethical standards?
 - Will there be consequences for my action or lack of action?

Section #2 - Professionalism and Ethics 36

36

Section 3: Security Officer Rules and State Laws




37

37

Training Objective

Upon successful completion of this module, participants will be able to recognize the statutes and administrative rules that are relevant and required for commissioned and non-commissioned security officers.




Section #3 38

38

Section Outline

1. Review the general qualifications for a security officer.
2. Review the records and appeal process.
3. Recognize the rules and state laws for commissioned and non-commissioned security officers and their licenses.
4. Recognize the rules and state laws for employing commissioned security officers.
5. Recognize the rules and state laws for security officers that are subpoenaed.
6. Recognize the rules and state laws for security uniforms and vehicles.
7. Recognize the rules and state laws concerning firearms for a security officer.
8. Recognize the rules and state laws for security officer's weapons.
9. Recognize the rules and state laws for denial of license and disciplinary actions.



Section #3 39

39

General Qualifications

- Applicant must be **at least 18 years of age**.
- May not be **charged with a Class A or Class B misdemeanor or felony** at application time.
- Cannot have been **found incompetent by a court** unless restored.
- Cannot have been **dishonorably discharged** or discharged under prohibitive conditions.
- Cannot be **required to register as a sex offender**.
- Qualifications established under **TOC §1702.113**.

Section #3 - General Qualifications 40

40

Licensing Restrictions (Unlicensed Activity)

- Without a security services contractor license, a person may not act as:
 - Alarm systems company
 - Armored car company
 - Courier company
 - Guard company
 - Locksmith company
- Cannot offer to perform any service requiring a license.
- A contractor license alone **does not allow investigations** except those incidental to protecting property.

Section #3 - General Qualifications 41

41

Working Prior to Licensure

- After 48 hours from submitting a substantially complete application (incl. fees & fingerprints):
 - If status shows "Not Licensed or Incomplete Application" or not listed online:
 - Applicant may work **unarmed only**
- Employer must:
 - Conduct background check
 - Review DPS Criminal History
 - Review Sex Offender databases
 - Confirm applicant is not ineligible
 - Maintain record of background check
- **No armed employment** prior to licensure (pocket card required)

Section #3 - General Qualifications 42

42

Security Officer

“An individual acts as a security officer if the individual is:

- employed by a security services contractor or the security department of a private business; and
- employed to perform the duties of an alarm systems response runner, security guard, security watchman, security patrolman, armored car guard, or courier guard.”

Definition from TOC §1702.222.

Section #3 - General Qualifications 43

43

Security Department

A security department:

- Has the general purpose of protecting its own property/grounds.
- Does not provide security services to others.

May employ personnel with:

- Public contact
- Security-style uniforms, badges, or “Security” patches

Must maintain employee criminal history records.

May not employ individuals disqualified under TOC §1702.222.

Section #3 - General Qualifications 44

44

Guard Company

A Guard Company:

- Provides private watchman, guards, or patrol services on a contract basis.

Duties include:

- Preventing entry, larceny, vandalism, abuse, fire, or trespass.
- Detecting unauthorized activity.
- Controlling public movement to protect property.
- Providing personal protection officers.

Defined in TOC §1702.108.

Section #3 - General Qualifications 45

45

Commissioned Security Officer Requirements

- A security officer **cannot accept employment to carry a firearm** unless they hold a valid security officer commission.
- A security officer **may not knowingly carry a firearm on duty** without an issued commission from the Department.
- **No employer may hire or employ an individual to carry a firearm** as a security officer unless that individual holds a security officer commission.

Section #3 - Commissioned Security Officer Requirements 46

46

Application for a Security Officer Commission

A complete application must use the most current DPS form.

➔

Must Include:

- application fee;
- fingerprints;
- criminal history check fee;
- a copy of Level III certificate of completion;
- non-Texas residents must provide a copy of an identification card issued by the state of the applicant's residence, or other government issued identification card; and
- non-United States citizens must submit a copy of their current alien registration card. Non-resident aliens must also submit documents establishing the right to possess firearms under federal law.

➔

Incomplete applications are returned and not processed.

Section #3 - Commissioned Security Officer Requirements 47

47

Commissioned Security Officer Standards

- Officers must carry pocket cards while on duty and traveling to/from assignments.
- Pocket cards must be shown to peace officers or DPS representatives upon request.
- Commissioned Security Officer Shall Not:
 - Perform duties of commissioned security officer to any person(s) other than the licensed employer.
 - Posses or use any security officer commission pocket card that has been altered.
 - Deface or allow improper use of his security officer commission pocket card.
- Uniform must show company name, "Security," and officer's last name.

Section #3 - Commissioned Security Officer Requirements 48

48

Issuance of Security Officer Commission — Pocket Card

- The department may issue a security officer commission to an individual employed as a uniformed security officer; and shall issue a security officer commission to a qualified employee of an armored car company that is a carrier conducting the armored car business under a federal or state permit or certificate. A security officer commission issued under this section must be in the form of a pocket card designed by the department that identifies the security officer.

Section #3 - Commissioned Security Officer Requirements 49

49

Expirations and Renewals

2 years

2nd anniversary All level II and III security officer licenses

Renewal Requirements (level III)

6 hours of continuing education
• Can be completed online

Proof of firearms proficiency
• Must be done in-person

It is your responsibility to complete the renewal application, continuing education training, and submit the necessary paperwork through TOPS.

Section #3 - Commissioned Security Officer Requirements 50

50

Termination of Employment as Commissioned Security Officer

A commissioned officer who leaves an employer may transfer their commission.

Transfer allowed if new employer notifies DPS within 14 days of employment start.

Notification must use DPS-prescribed form.

Requires payment of the employee information update fee.

Based on TOC §1702.167.

Section #3 - Employment of Commissioned Security Officers 51

51

Unauthorized Contract with Bail Bonds

- A person commits an offense if the person contracts with or is employed by a bail bond surety as defined by TOC §1704 to secure the appearance of a person who has violated PC 38.10, unless the person is:
 - a peace officer;
 - an individual licensed as a private investigator; or
 - a commissioned security officer employed by a licensed guard company.
- Offense is a **state jail felony**.
- Based on TOC §1702.3863.

Section #3 - Employment of Commissioned Security Officers 52

52

Execution of Capias or Arrest Warrant

A private investigator or commissioned security officer executing a capias or an arrest warrant on behalf of a bail bond surety may not:

- Enter a residence without consent; fail to ID themselves, both orally and by displaying their pocket card; wear, carry, or display anything that gives the impression they are a peace officer; brandish or display a firearm at any time; execute the warrant without written authorization; use deadly force (notwithstanding section PC 9.51).

A commissioned security officer executing a capias or arrest warrant shall:

- Wear the security uniform issued by employer; and, if armed, carry the handgun opened in a holster

A private investigator executing a capias or arrest warrant may not:

- Wear anything to give the impression of being a peace officer
- Openly carry a handgun

Section #3 - Employment of Commissioned Security Officers 53

53

Impersonating a Security Officer

Offense occurs when a person impersonates a security officer.

Includes commissioned and noncommissioned officer impersonation.

Intent must be to induce submission to pretended authority.

Also applies when someone knowingly exercises functions requiring a commission.

Offense is a **Class A misdemeanor**.

Based on TOC §1702.3875.

Section #3 - Employment of Commissioned Security Officers 54

54

Impersonating a Private Investigator

- Offense occurs when a person impersonates a private investigator.
- Requires intent to induce another to submit to pretended authority.
- Also applies when someone knowingly exercises functions requiring PI licensure.
- Offense is a **Class A misdemeanor**.
- If previously convicted → **third-degree felony**.
- Based on TOC §1702.3876.

Section #3 - Employment of Commissioned Security Officers 55

55

Security Officer Uniforms and Vehicles - Uniforms

- Private security officers shall display at a minimum:
 - Name of the company you are employed with
 - The word "Security"
 - Last name of the security officer
- Must be clearly visible to reasonable person
- Private Security Act prohibits titles, insignia, or uniforms that appear connected to a government entity.
 - Violation = Class A misdemeanor + possible administrative suspension (§1702.361).

Section #3 - Employment of Commissioned Security Officers 56

56

Failure to Surrender Certain Documents

Person commits an offense if fails to surrender/return to the department on notification of suspension or denial:

- Commission
- Pocket Card
- Or other identification issued by the department

Offense: Class A misdemeanor

Section #3 - Employment of Commissioned Security Officers 57

57

Vehicles

- Texas Transportation Code (TTC) defines a security patrol vehicle as a motor vehicle being used for the purpose of providing security services by:
 - A guard company
 - A security officer
- TTC 547.305 bans red, white, or blue flashing/beacon lights.
- Security patrol vehicles may use green, amber, or white only and cannot be flashing or alternating. TTC 547.305

Section #3 - Employment of Commissioned Security Officers 58

58

Disciplinary Actions

- Violations for uniform, pocket card, and vehicle rules can be found in:
 - TAC 35.5, 35.14, and consequences in 35.52.
- Complaints will be investigated by Texas DPS RSD.
- Appropriate actions will be taken if violations are found.
 - Can be criminal and/or administrative
- Remember: Licensee (YOU) must ensure uniforms, patches, colors, markings, and equipment cannot imply law-enforcement affiliation.
 - You are responsible for your uniform

Section #3 - Employment of Commissioned Security Officers 59

59

Firearm Requirements

- In addition to the requirements of TOC §1702.163(a), the commission by rule shall establish other qualifications for individuals who are employed in positions requiring the carrying of firearms. The qualifications may include:
 - physical and mental standards; and
 - other requirements that relate to the competency and reliability of individuals to carry firearms.
- Commission prescribes forms and adopts rules for proving compliance.
- Based on TOC §1702.168.

Section #3 - Firearms 60

60

Firearm Standards (slide 1)

- Officers may carry only firearms within recognized categories:
 - SA: any handgun, whether semi-automatic or not
 - NSA: handguns that are not semi-automatic
 - STG: shotgun
- Officer must be formally trained as required under the Act and this Section and must submit documentation of training.
- Must exercise "care and sound judgment" in use and storage of firearms.
- No officer may carry an inoperative, unsafe, or replica firearm.
- May not display or brandish a firearm except as authorized by law.

Section #3 - Firearms 61

61

Firearm Standards (slide 2)

Firearm discharge while on duty or acting under authority of a security officer commission shall be immediately reported to employer.

Employer must notify the department within 24 hours.

Notification must include:

Name of the person discharging the firearm	Name of the employer	Location of the incident	Brief description of the incident	Statement reflecting whether death, personal injury, or property damage resulted	Name of the investigating or arresting law enforcement agency, if applicable
--	----------------------	--------------------------	-----------------------------------	--	--

Section #3 - Firearms 62

62

Handgun Proficiency Examination

- Exam includes a written section covering TOC §1702.1675(g) topics.
- Requires physical demonstration meeting TOC §1702.1675(h) or (i).
- Only a department-approved instructor may administer exam.
- Applicant must demonstrate proficiency within 90 days before issuance.
- School must maintain proficiency records for Department inspection.

Section #3 - Firearms 63

63

Handgun Course

- Department-approved firearm instructors may qualify students using:
 - Texas DPS Primary Issued Handgun Qualification Course
 - Texas DPS Approved License to Carry (LTC) Handgun Course
- Qualification requires an **actual demonstration** of the individual safely and proficiently using the firearm category sought.
- Handgun Categories:
 - SA – Semi-automatic (qualifies SA & NSA)
 - NSA – Non-semi-automatic
 - Note: the SA qualification authorizes the carry of either semi or non-semi handguns

Section #3 - Firearms 64

64

Shotgun Course of Fire

Any commissioned security officer with a shotgun available on duty must complete the DPS shotgun course of fire.

Course requires 9 rounds of 00 buckshot (no slugs).

Fired from standing position:

- 15 yards: 3 rounds in 12 seconds
- 10 yards: 3 rounds in 10 seconds
- 5 yards: 3 rounds in 10 seconds

Alternate course of fire may be approved by the director

Renewal requires biennial familiarization (every other year), firing 6 rounds with times reduced by half.

Section #3 - Firearms 65

65

Firearm Restrictions

- Commissioned security officers (except Personal Protection Officers) may not carry a firearm unless:
 - Engaged in duty as a security officer, or traveling to/from assignment
 - Wearing a **distinctive uniform** clearly identifying them as a security officer
 - The firearm is in **plain view**
- Restrictions apply specifically to commissioned officers working in standard security roles.
- Requirements derived from **TOC §1702.169**

Section #3 - Firearms 66

66

Unlawful Possession of Firearm (1)

- A person **convicted of a felony** commits an offense if he possesses a firearm:
 - Before the **5th anniversary** of release from confinement or supervision
 - After 5 years, **anywhere except their residence**
- **Criminal Street Gang**
 - Commits offense if intentionally, knowingly, or recklessly carries a handgun in a motor vehicle or watercraft
- Persons convicted of **Class A Assault – Family Violence** may not possess a firearm for **5 years** after release.

Section #3 - Firearms 67

67

Unlawful Possession of Firearm (2)

- Persons subject to certain **protective orders** may not possess firearms if:
 - They received notice of the order, and
 - The order is still active
- Includes orders issued under:
 - **Family Code §6.504, Chapter 85**
 - **CCP Art. 17.292, Ch. 7B**
 - Comparable orders from other jurisdictions
- Definitions: "Family," "household," and "member of a household" per **Family Code Ch. 71**.

Section #3 - Firearms 68

68

Making a Firearm Accessible to a Child (1)

Definitions (PC §46.13):

- **Child:** Person younger than 17
- **Readily dischargeable firearm:** Firearm loaded with ammunition
- **Secure:** Reasonable steps to prevent child access (locked container, trigger lock, etc.)

A person commits an offense if a child gains access to a readily dischargeable firearm and the person, with **criminal negligence**:

- Failed to secure it, or
- Left it where they knew or should have known the child would access it.

Section #3 - Firearms 69

69

Making a Firearm Accessible to a Child (2)

Affirmative Defenses:

- Child supervised by adult (18+) for lawful hunting or sporting purposes
- Child acted in lawful defense of people or property
- Child entered property unlawfully
- Actor engaged in agricultural enterprise

Offense Levels:

- Class C misdemeanor
- Class A misdemeanor if discharge causes death or serious bodily injury

7-day delay: No arrest of family member when the child is seriously injured or killed while discharging the firearm.

Section #3 - Firearms 70

70

Relating to License to Carry

A valid License to Carry (LTC) allows lawful public carry as a private citizen, but **does NOT** authorize a security officer to carry a firearm on duty.

To carry on duty, the officer must hold a Security Officer Commission under the Private Security Act.

Commissioned authority **does not extend off duty**, except when traveling to and from employment.

House Bill 1927 ("permit-less carry") **does not** override Private Security Act requirements.

Section #3 - Firearms 71

71


Section 4: Applicable Laws and Regulations

72

72

Training Objective

Upon successful completion of this module, participants will be able to recognize the laws that are relevant and required for commissioned and non-commissioned security officers.




Section #4 73

73

Section Outline

1. Recognize the penal codes that are relevant for commissioned security officers.
2. Recognize the rules and state laws concerning citizen's arrests.
3. Recognize the common law violations encountered by security officers.
4. Recognize the rules and state laws for weapons.




Section #4 74

74

Penal Code, General Principles of Criminal Responsibility (1)

- **PC §6.01 – Voluntary Act or Omission**
 - Offense requires voluntary conduct (act, omission, or possession).
 - Possession is voluntary if aware of control long enough to terminate it.
 - No offense for omissions unless law imposes duty.
- **PC §6.02 – Requirements of Culpability**
 - Mental states:
 - Intentional, Knowing, Reckless, Criminal Negligence.
 - If statute lacks mental state, one is required unless expressly removed.



Section #4 - Penal Code 75

75

Mental State Comparison Chart

▼ Quick Comparison Chart

Mental State	Did they perceive the risk?	Level of awareness	Example
Intentional	Yes	Wanted the result	Aiming to injure someone
Knowing	Yes	Knew the result was almost certain	Firing into a crowd
Reckless	Yes	Knew the risk but ignored it	Extreme speeding
Criminal Negligence	No (but should have)	Failed to notice obvious danger	Leaving a gun unsecured near children

Section #4 - Penal Code 76

76

General Principles of Criminal Responsibility (2)

- Proof of higher culpability satisfies a lower culpability requirement.
- Municipal or county ordinances cannot eliminate mental states if punishable by fines above PC §12.23 limits.
- PC §6.04 - Causation: Conduct and Results
 - A person is responsible if the result would not have occurred but for their conduct.
 - Still responsible when only difference is:
 - A different offense occurred, or
 - A different person/property was harmed.

Section #4 - Penal Code 77

77

Types of Liability

- You can be held civilly and criminally liable for any actions you take.
- Criminal Liability
 - Held legally responsible for committing a criminal offense
 - Two elements needed for criminal liability
 - Actus reus - the actual act or omission that violated the law
 - Mens rea - the guilty state of mind; intention to commit
- Civil Liability
 - Held responsible for payment of damages or other court-enforcement in a lawsuit

Section #4 - Penal Code 78

78

Liability Example

- Mark and his fiancée, Mary, were shopping in a large department store in the mall. The evidence indicated that Mark left the department store without purchasing a tool. Soon after, Mark was confronted by a security officer in a hostile fashion. Mark was handcuffed after engaging in a physical altercation with the security officer. Mark's face was bleeding, his ribs were bruised, and he suffered other injuries. Mark was eventually acquitted at trial on all charges brought forth by the department store.
- Who bears the legal responsibility for the physical injuries to Mark? Is the liability most likely civil or criminal?

Section #4 - Penal Code 79

79

Alternatives to Arrest

- Whether you hurt someone or not while arresting them, you can be held civilly and/or criminally responsible.
- Consider the following:
 - Assault
 - False imprisonment
 - Intentional infliction of emotional distress
 - Invasion of privacy
 - Negligence
 - Trespass
- Communication skills are crucial. Always try to obtain voluntary compliance and resolve a situation without force.

Section #4 - Alternatives to Arrest 80

80

Company Policy and Arrests

- Primary role: Observe and report**
 - Deter and help prevent crime
- Not a peace officer**
 - Same arrest rights as private citizens
 - Citizen's arrest possible in limited situations
- Follow company/client policy**
 - Most policies emphasize observe and report
- Priority: Safety**
 - Protect yourself and others
 - Injury reduces ability to protect others

Section #4 - Alternatives to Arrest 81

81

Questioning

Collect as much information as possible

- Observe individuals and environment

Communicate until law enforcement arrives

Main responsibility:

- Observe and report
- Leave arrests to law enforcement when possible

When asking questions:

- Do not detain or restrain individuals
- People have the right to leave

Section #4 - Alternatives to Arrest 82

82

Considerations

Understand arrest laws to reduce personal and company liability

Evaluate before acting:

- Physical size/condition of suspect
- Presence of weapons or potential weapons
- Risk of escape or continued offense
- Type of offense (felony/public peace)
- Company policies and procedures

Section #4 - Alternatives to Arrest 83

83

Arrests

- Texas Code of Criminal Procedure (CCP) allows any person—including security officers—to arrest without a warrant under certain circumstances when:
 - A **felony** is committed in view
 - A **breach of the peace** occurs in view
 - Acting to **prevent consequences of theft**
- Also referred to as a "citizens arrest" and found under articles 14.01 and 18.16
- **Impersonating a public servant** is a **3rd-degree felony**; having arrest authority does *not* grant police powers.
- Offenders must be taken before a **magistrate** (Art. 14.06).
- Arrested individuals must be turned over to **local law enforcement promptly**.
- Always follow **company policies and procedures**.

Section #4 - Arrests 84

84

Offense Within View

A security officer may make a **citizen's arrest** when:

- A **felony** is committed in their presence or view
- A **breach of the peace** occurs in their presence or view

Remember your primary responsibilities!

- Observe and Report

All reasonable means are permitted to effect an arrest

- No greater force shall be resorted to than is necessary

Immediately contact the local law enforcement agency

Section #4 - Arrests 85

85

Preventing Consequences of Theft

- CCP Art. 18.16 allows any person—including security officers—to act to **prevent the consequences of theft**.
- A citizen's arrest may be made when theft is occurring and immediate action is necessary.
- Any person has a right to prevent the consequences of theft by seizing any personal property that has been stolen and bringing it, with the person suspected of committing the theft before a magistrate for examination, or delivering the property and the person suspected of committing the theft to a peace officer for that purpose.
- To justify a seizure, there must be reasonable ground to believe the property is stolen, and the seizure must be openly made, and the proceedings had without delay.

Section #4 - Arrests 86

86

Must Take Offender Before Magistrate

- Under **CCP Art. 14.06**, any arrested person must be taken before a **magistrate without unnecessary delay**.
- Security officers must:
 - Notify **local law enforcement immediately**
 - Transfer the individual into law enforcement custody promptly
- Must be within 48 hours.
- Delays can violate the offender's **Sixth Amendment right** to a timely judicial process.
- Security officers should **never transport suspects** unless company policy authorizes it and safety permits.

Section #4 - Arrests 87

87

PC §30.05 - Criminal Trespass

Entering or remaining on property **without effective consent.**

Applies to: land, buildings, RV parks, aircraft, vehicles, and residential treatment centers.

Offense occurs when the person:
 • Had notice entry was forbidden, or
 • Received notice to depart and failed to do so.

“Notice” includes oral/written communication, fencing, signs, purple paint marks, or visible crops under cultivation.

Section #4 - Penal Code 88

88

Trespass by License Holder with Concealed Handgun - PC §30.06 (2)

- PC §30.06 – Trespass by License Holder with a Concealed Handgun
- Applies to LTC holders carrying concealed.
- Offense if the license holder:
 - Carries a concealed handgun on another’s property **without effective consent, and**
 - Received **notice** that concealed carry was forbidden.
- “Notice” requires specific statutory sign wording in English & Spanish, with required size, colors, and block letters.

PURSUANT TO SECTION 30.06, PENAL CODE (TRESPASS BY LICENSE HOLDER WITH A CONCEALED HANDGUN), A PERSON LICENSED UNDER SUBCHAPTER H, CHAPTER 411, GOVERNMENT CODE (HANDGUN LICENSING LAW), MAY NOT ENTER THIS PROPERTY WITH A CONCEALED HANDGUN.

CONFORME A LA SECCIÓN 30.06 DEL CÓDIGO PENAL (TRASPASAR PORTANDO ARMAS DE FUEGO CON LICENCIA) PERSONAS CON LICENCIA BAJO DEL SUB-CAPÍTULO H, CAPÍTULO 411, CÓDIGO DEL GOBIERNO (LEY DE PORTAR ARMAS), NO DEBEN ENTRAR A ESTA PROPIEDAD PORTANDO UN ARMA DE FUEGO OCULTADA.

Section #4 - Penal Code 89

89

Trespass by License Holder with Openly Carried Handgun - PC §30.07 (3)

- PC §30.07 – Trespass by License Holder with an Openly Carried Handgun
- Applies to LTC holders carrying openly.
- Offense if the license holder:
 - Openly carries a handgun on another’s property **without effective consent, and**
 - Received **notice** that open carry was forbidden.
- “Notice” requires specific statutory sign wording in English & Spanish, with required size, colors, and block letters.

PURSUANT TO SECTION 30.07, PENAL CODE (TRESPASS BY LICENSE HOLDER WITH AN OPENLY CARRIED HANDGUN), A PERSON LICENSED UNDER SUBCHAPTER H, CHAPTER 411, GOVERNMENT CODE (HANDGUN LICENSING LAW), MAY NOT ENTER THIS PROPERTY WITH A HANDGUN THAT IS CARRIED OPENLY.

CONFORME A LA SECCIÓN 30.07 DEL CÓDIGO PENAL (TRASPASAR PORTANDO ARMAS DE FUEGO AL AIRE LIBRE CON LICENCIA) PERSONAS CON LICENCIA BAJO DEL SUB-CAPÍTULO H, CAPÍTULO 411, CÓDIGO DE GOBIERNO (LEY DE PORTAR ARMAS), NO DEBEN ENTRAR A ESTA PROPIEDAD PORTANDO UN ARMA DE FUEGO AL AIRE LIBRE.

Section #4 - Penal Code 90

90

PC §42.01 Disorderly Conduct

Person commits an offense if intentionally or knowingly and in a public place:

- Abusive, indecent, profane or vulgar language
- Offensive gesture or display
- Noxious and unreasonable odor
- Abuses or threatens a person
- Unreasonable noise
- Fighting in public
- Discharges a firearm
- Displays a firearm or deadly weapon
- Discharges firearm on or across a public road
- Exposes anus or genitals (**not sexual**)
- Looking into dwelling/window (Peeping)

Section #4 - Penal Code 91

91

PC §42.01 Disorderly Conduct

- It is a defense to prosecution under that the actor had significant provocation for his abusive or threatening conduct. For purposes of this section:
 - an act is deemed to occur in a public place or near a private residence if it produces its offensive or proscribed consequences in the public place or near a private residence; and
 - a noise is presumed to be unreasonable if the noise exceeds a decibel level of 85 after the person making the noise receives notice from a magistrate or peace officer that the noise is a public nuisance.
- An offense under this section is a Class C misdemeanor unless committed under Subsection (a)(7) or (a)(8), in which event it is a Class B misdemeanor.

Section #4 - Penal Code 92

92

Disorderly Conduct: Implementation

- Language or gestures (items 1 & 2) must incite the public to a breach of the peace—not just offend the officer.
- Courts ruled that officers cannot be the sole “offended party.”
- “Breach of the peace” includes all acts disturbing public order or decorum.
- Citizen’s arrest allowed only while the breach occurs or danger continues.
- Whether an act qualifies depends on surrounding circumstances.
- Private individuals cannot pursue suspects solely to ensure later apprehension or trial.

Section #4 - Penal Code 93

93

Disorderly Conduct Examples:

Abusive Language Likely to Cause a Fight – §42.01(a)(1)	•A customer stands in a crowded lobby screaming profanity at another person, repeatedly calling them names and challenging them to fight, causing both parties to square up.
Offensive Gestures Likely to Provoke Violence – §42.01(a)(2)	•A man repeatedly flips off another guest and makes "come on, do something" gestures while stepping toward him aggressively.
Unreasonable Noise – §42.01(a)(3)	•A person in a hotel hallway blasts loud music at 2 AM despite repeated requests to turn it down, disturbing multiple guests.
Stink Bomb or Noxious Odor Device – §42.01(a)(4)	•Teens release a stink bomb inside a mall restroom, causing customers to evacuate the area.
Abusive or Threatening Behavior Causing Public Alarm – §42.01(a)(5)	•Someone begins shouting threats ("Everyone here is going to pay!") in a movie theater lobby, causing people nearby to panic or leave.
Public Fighting – §42.01(a)(6)	•Two individuals start pushing, shoving, or throwing punches inside a bar or outside a store entrance.
Exposure Without Sexual Intent – §42.01(a)(7)	•A person urinates in public behind a business where customers can see (if sexual intent is present – Indecent Exposure, PC 21.06, a higher offense.)
Peeping Tom Behavior – §42.01(a)(12)-(14)	•A man is caught looking through a hotel window or cracked restroom stall for prurient interest.

Section #4 - Penal Code 94

94

Case Law Examples:

Coggin v. Texas (Tex. App. 2003)

- A defendant **flipped off another driver** while passing on the highway.
- The court **reversed** the disorderly conduct conviction.
- **Reason:** A rude or offensive gesture alone, without immediate danger of violence, **does not amount to disorderly conduct** or fighting words.

Woods (Texas Court, 1948)

- Court stated that **"actual or threatened violence is an essential element of a breach of the peace."**
- **Meaning:** A breach of the peace requires **more than insults or gestures**—there must be **violence or an imminent threat of it.**

Section #4 - Penal Code 95

95

Case Law Examples (cont.):

Sandul v. Larton (6th Cir. 1997)

- A motorist yelled obscenities and made an obscene gesture at abortion protestors while driving past at a high speed.
- Court held this was **not fighting words**.
- **Reason:** Because the driver was **across the street** and moving quickly, there was **no realistic chance of an immediate violent confrontation**.

Hershfield v. Commonwealth (Va. App. 1992)

- One neighbor yelled an obscenity at another, but they were **separated by distance and barriers**.
- Court ruled it **did not create an immediate breach of the peace**.
- **Reason:** "Fighting words" or disorderly conduct require a **direct, immediate threat**, which distance prevented.

Section #4 - Penal Code 96

96

Practice Scenario 1

- You are a security officer at an apartment complex working the 11pm-7am shift. The security officer working the shift before you is responsible for locking the swimming pool gates. There is a sign on the gate stating, "No entrance between the hours of 11pm-7am."
- While walking the apartment complex, you observe a group of people in the pool area. None of them will admit to being a renter at this complex.

Section #4 - Penal Code 97

97

Practice Scenario 2

- You are a security officer at a movie theater. There is a sign up at the theater that says, "We have the right to refuse service to anyone." You are aware that as a private business, the decision to ask a patron to leave is up to the manager. In this case, the patron is shouting to the concession cashier that their popcorn didn't have enough butter. The manager has asked you to have the patron removed. You have calmly told the patron that their behavior is unacceptable and requested that they please leave the premises. The patron refuses to leave.

Section #4 - Penal Code 98

98

Impersonating a Public Servant

- A person commits an offense if they:
 - Impersonate a public servant with intent to make another submit to pretended authority or rely on false official acts
 - Knowingly claim or attempt to exercise any function of a public servant or public office without legal authority
- Includes pretending to act as a judge, court official, or other public officer
- **Penalty:** Third-degree felony
- Penal Code §37.11

Section #4 - Penal Code 99

99

False Identification as a Peace Officer; Misrepresentation of Property

- Offense to **make, provide, or possess** any item (badge, card, emblem, insignia, etc.) that identifies someone as a **peace officer or reserve officer** when the person is **not commissioned**.
- Defenses:**
 - Item clearly shows **honorary/junior** status
 - Person was formerly commissioned when item was made
 - Item used **only for decoration, art, or drama**
- Also an offense to **misrepresent** any object as law-enforcement property.
- Penalty:** Class B misdemeanor.

Section #4 - Penal Code 100

100

PC 37.11 vs. PC 37.12

37.11 (Felony)

- You violate this if you **say or act** like you are a police officer to control someone, such as:
 - "You are under arrest—I'm law enforcement."
 - "As a police officer, I'm ordering you off the property."

37.12 (Misdemeanor)

- You violate this by **wearing, owning, or displaying** police-only gear with intent to mislead, even if you don't say anything:
 - A vest labeled POLICE
 - A metal badge resembling a police badge
 - A car labeled "SHERIFF," "POLICE," or similar
 - A duty belt styled to mimic LEO when intended to deceive

37.11 punishes *pretending to be a public servant* to influence someone.
 37.12 punishes *possessing or displaying law-enforcement-identifying items* to mislead someone.

Section #4 - Penal Code 101

101

Law Violations Encountered by Security Officers

Offenses a security officer may encounter while on duty:

- Kidnapping (PC §20.03)
- Aggravated Kidnapping (PC §20.04)
- Assault (PC §22.01)
- Aggravated Assault (PC §22.02)
- Deadly Conduct (PC §22.05)
- Arson (PC §28.02)
- Robbery (PC §29.02)
- Aggravated Robbery (PC §29.03)
- Burglary (PC §30.02)
- Theft (PC §31.03)

Section #4 - Penal Code 102

102

Assault

A person commits Assault if they intentionally, knowingly, or recklessly:

- Cause bodily injury to another
- Threaten another with imminent bodily injury
- Cause physical contact knowing or recklessly believing it will be offensive or provocative

Assault ranges from Class C to felony depending on injury, victim status, and circumstances.

Assault against security officer wearing distinctive uniform qualifies for enhancement to felony for assault against public servant.

Section #4 - Penal Code 103

103

Aggravated Assault

Aggravated Assault occurs when a person commits assault AND:

- Causes serious bodily injury, or
- Uses or exhibits a deadly weapon during the assault.

"Serious bodily injury" = risk of death, permanent disfigurement, or long-term impairment.

Typically a second-degree felony, elevated to first-degree in certain cases.

Section #4 - Penal Code 104

104

False Report to a Peace Officer

- A person commits an offense if, with intent to deceive, he knowingly makes a false statement that is material to a criminal investigation and makes the statement to:
 - a peace officer or federal special investigator conducting the investigation;
 - any employee of a law enforcement agency that is authorized by the agency to conduct the investigation and that the actor knows is conducting the investigation; or
 - a corrections officer or jailer.
- An offense under this section is a Class B misdemeanor.
- Penal Code 37.08

Section #4 - Penal Code 105

105

Unlawful Restraint

PC 20.01 - "Restrain" - restrict a persons movements without consent, so as to interfere substantially with the persons liberty.

PC 20.02 - Person commits an offense if he intentionally or knowingly restrains another person
 *See defense to prosecutions

Class A misdemeanor with enhancements available

There is no offense if detaining or moving an individual when for purchase of affecting a lawful arrest or detention.

Section #4 - Penal Code 106

106

Weapons: Definitions (1)

- **Club:** Instrument specially designed, made, or adapted to inflict serious bodily injury or death.
- **Explosive Weapon:** Explosive/incendiary device or projectile designed to cause serious injury, death, or property damage.
- **Firearm:** Any device designed, made, or adapted to expel a projectile through a barrel using an explosion or burning substance.
- **Handgun:** Firearm designed, made, or adapted to be fired with one hand.

Section #4 - Penal Code 107

107

Weapons: Definitions (2)

- **Knife:** Any bladed instrument capable of causing serious bodily injury or death by cutting or stabbing.
- **Machine Gun:** Firearm capable of shooting more than two shots automatically, without manual reloading, by a single trigger function.
- **Short-Barrel Firearm:** Rifle <16 inches barrel or shotgun <18 inches barrel; or any firearm modified to <26 inches overall length.
- **Armor-Piercing Ammunition:** Handgun ammo designed primarily to penetrate metal or body armor.

Section #4 - Penal Code 108

108

Weapons: Definitions (3)

- **Hoax Bomb:** Device made to appear as an explosive or incendiary device with intent to cause reaction.
- **Chemical Dispensing Device:** Device designed, made, or adapted for discharging chemicals causing adverse effects.
- **Zip Gun:** Device not originally a firearm but adapted to expel a projectile by explosion or burning substance.
- **Tire Deflation Device:** Device designed to puncture tires when driven over, causing deflation.

Section #4 - Penal Code 109

109

Places Weapons Prohibited

Weapons are prohibited in the following places:

- 51% Alcohol Businesses (bars/red-51% signs)
- Sporting Events (HS/college/pro/professional — unless authorized)
- Correctional Facilities
- Civil Commitment Facilities
- Hospitals / Nursing Homes (with posted notice or authorization)
- Mental Hospitals (without written authorization)
- Hospitals
- Amusement Parks (with posted notice)
- Schools & School Activities (including school vehicles; authorization required)
- Polling Places (during elections & early voting)
- Courts & Court Offices (unless authorized by court)
- Racetracks
- Secured Airport Areas
- Within 1,000 ft. of an Execution Site (on execution day)

Section #4 - Penal Code 110

110

Prohibited Weapons

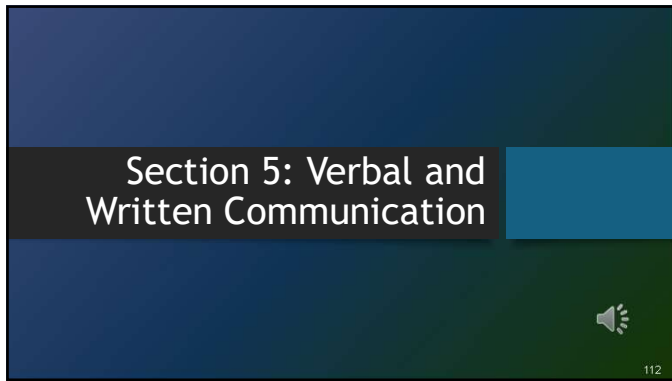
Prohibited Weapons (PC §46.05):

- Explosive weapons (NFA exception)
- Machine guns (NFA exception)
- Short-barrel firearms (NFA exception)
- Armor-piercing ammunition
- Chemical dispensing devices
- Zip guns
- Tire deflation devices
- Improvised explosive devices / hoax bombs

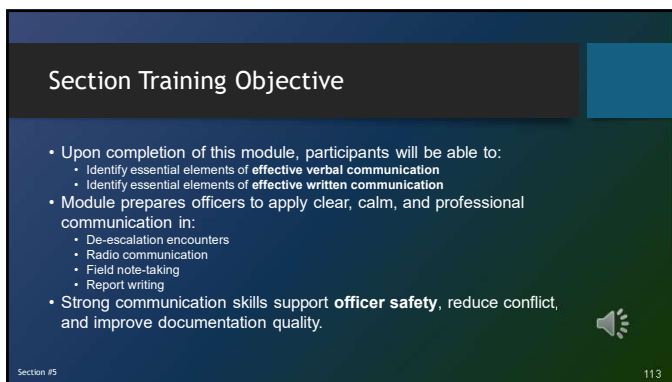
Possession, manufacture, transport, or sale is generally a **felony**.

Section #4 - Penal Code 111

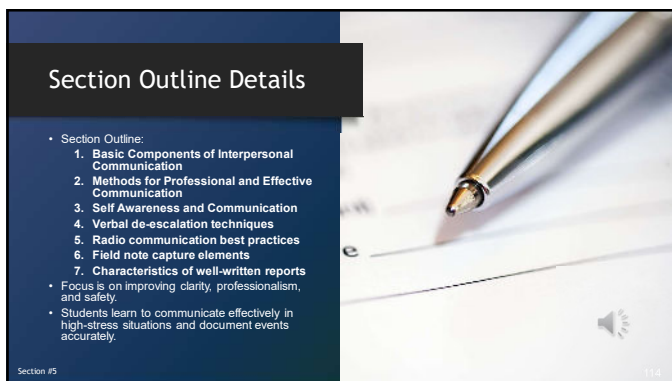
111



112



113



114

Basic Components of Interpersonal Communication

- Exchange of information between 2+ people
 - Verbal and non-verbal cues
 - Ideas, information, emotions
- I. Orient: Sizing Up the Situation
 - Position, Posture
 - Observation, Listen
- II. Actions: Communicating
 - Respond
 - Content, Feeling, Meaning
 - Ask questions
- III. Applications: Managing Behavior
 - Handle requests
 - Make requests
 - Reinforce
- Requires active, ongoing feedback

Section #5 - Components of Interpersonal Communication 115

115

Methods for Professional and Effective Communication - Sizing up the Situation

Positioning: placing yourself to effectively see and hear

- Maintain safe but close distance
- Monitor environment and interactions

Observe for changes in:

- Routine
- Grouping of individuals
- Noise levels
- Expressions
- Physical appearance
- Group dynamics

Three major parts of positioning - Distancing, facing, looking

Section #5 - Communication 116

116

Distancing, Facing, and Looking

Distancing

- Ensure safety and clear sight/hearing
- Avoid blind spots from fixed positions

Facing the Individual

- Align shoulders with area boundaries
- Turn head to scan full field
- Reposition if area is too large

Looking Directly

- Observe details and show confidence
- Avoid staring; maintain broader awareness
- Watch for clues (e.g., clenched fists, no eye contact)


Maintain reactionary gap; use judgment

Section #5 - Communication 117

117

Eye Contact

1. Direct Eye Contact
 - Show you mean business
 - Determine what is happening
2. Non-Direct Eye Contact
 - Maintain mutual comfort
 - Use multiple senses:
 - Listen for unusual noises
 - Use peripheral vision
 - Trust intuition
 - Vary routines and positioning
 - Avoid predictable behavior



Section #5 - Communication 118

118

Posturing

- Posturing: Body position showing strength, confidence, control**
- Standing tall**
 - Straight shoulders
 - Chest neutral (not caved or exaggerated)
 - Appear strong and confident
- Eliminate distracting behaviors**
 - No leaning, hands in pockets, fidgeting
 - Avoid rigidity or exaggerated shifting
 - Maintain appropriate eye contact
- Incline slightly forward**
 - Communicates interest and concern

Section #5 - Communication 119

119

Observing

- Four primary components:**
 - Assess behavior, appearance, environment
 - Infer feelings and group tone
 - Determine normal vs. abnormal
 - Evaluate potential for trouble
- Key observable elements:**
 - Behavior (e.g., reading, yelling, pushing)
 - Appearance (e.g., age, attire)
 - Environment (e.g., location, objects, group presence)

Section #5 - Communication 120

120

Observing (cont.)

- Base inferences on detailed, concrete observations
- Assess:
 - Feelings (e.g., pacing = anxious; tight, quiet groups = tense)
 - Relationships:
 - Neutral
 - Positive
 - Negative
 - Energy levels:
 - Low (lethargic, no eye contact)
 - High (vocal, animated)
- Watch for fluctuations in energy
- Judge trouble potential using patterns and environment knowledge


Section #5 - Communication 121

121

Listening

- Suspend judgment
 - Focus on current behavior
 - Avoid bias from past encounters
- Pick out key words
 - Identify important terms
 - Consider who is involved
- Identify intensity
 - Note loudness and emotion
 - Quiet statements may still be serious
- Reflect on mood
 - What feelings are expressed?
 - Is mood normal for the setting?

- Position, posture, and observation enhance listening



Section #5 - Communication 122

122

Communicating with Others

- Two pillars of communication
 - Responding to individuals
 - Asking questions
- Promote understanding
 - Supports a safe environment
- Qualities of good communicators:
 - Good listener
 - Genuine concern
 - Do not over-react
 - Professional posture
 - Ask questions
 - Remain relaxed



Section #5 - Communicating with Others 123

123

Content

- Content: Accurately seeing and hearing what is happening
 - Mirror understanding back to the individual
- Focus on facts
 - What is being said?
 - What is the person doing?
- Reflect for confirmation:
 - "You are saying that you are upset..."
 - "Who are you talking to?"
 - "When/where did the issue arise?"

Section #5 - Communicating with Others 124

124

Feeling

- Feeling: Put the individual's emotion into words**
 - Common: happy, angry, confused, sad, scared
- Think about feeling:**
 - Emotion behind words/actions
 - Verbal vs. non-verbal conflict
- Reflect the feeling:**
 - "You seem excited..."
 - "You may be frustrated..."
- Intensity levels:**
 - High (rage)
 - Medium (frustration/confusion)
 - Low (nervous/anxious)
- Control personal emotions**

Section #5 - Communicating with Others 125

125

Meaning

- Meaning: Combine content + feeling**
 - Paraphrase reason for emotion
 - Show care and investment
- Effective response:**
 - "You feel (emotion) because (reason)."
 - "You're saying... which makes you feel..."
- Ask quality questions (5 W's & H):**
 - Who, What, When, Where, Why, How
- Consider what was said--and not said**

Section #5 - Communicating with Others 126

126

Managing Behavior

- Requires direct communication in:**
 - Handling requests
 - Making requests
 - Reinforcing behavior
- Managing behavior = taking charge**
 - Failure undermines other efforts
- Appropriate behavior serves:**
 - Organization/client
 - Facility
 - Staff member
 - Individual involved
 - General population

Section #5 - Managing Behavior 127

127

Handling Requests

- Angry individuals detect ingenuine responses**
- Maintain:**
 - Humility
 - Emotional control
 - Compassion
 - Command presence
- Primary duty:**
 - De-escalate
 - Resolve quickly and decisively
- Use proper channels**
 - Direct to complaint form/office
 - May require further action from individual

Section #5 - Managing Behavior 128

128

Making Requests

- Select best approach when taking action**
- Techniques:**
 - Be specific
 - Use mild/polite or direct format
 - Mild: "Would you please..."
 - Direct: "I need you to..."
 - Strengthen tone/posture when necessary
 - Use responding skills
- Soften requests to de-escalate**
 - Phrase as request, not order

Section #5 - Managing Behavior 129

129

Reinforcing Behaviors

Reinforcement: controls individual or group behavior

Types of reinforcement:

- Positive consequences
- Negative consequences

Methods:

- Verbal techniques
- Non-verbal techniques

Physical Force:

- Only when threat of harm exists
- Use as last resort
- Follow laws and policies

Section #5 - Managing Behavior 130

130

Impact of Self-Awareness on Communication

Self-awareness: understanding personality, thoughts, emotions, behaviors

Helps officers: Understand how others perceive them
Manage responses and communication

Common blind spots: Unrealistic expectations
Need to always be right
Overly argumentative or relentless behavior

Improve self-awareness: Reflect on interactions
Ask others for feedback
Commit to self-growth

Section #5 - Communication and Self-Awareness 131

131

Impact of Self-Awareness on Communication (cont.)

Self-awareness helps monitor:

- Appearance
- Verbal and non-verbal messages
- Others' perceptions

Reflection reduces miscommunication and offense

Reflection process:

- Identify the situation
- Describe what happened (when, where)
- Reflect on behavior, thoughts, feelings
- Plan improved responses for the future

Section #5 - Communication and Self-Awareness 132

132

Verbal De-Escalation

- Always have a choice: escalate or de-escalate the situation.
- Skill to use with people that are agitated or at risk for aggression.
- Involves using calm language and other techniques to: diffuse, re-direct, or de-escalate a conflicting situation.

Signs of agitation include:

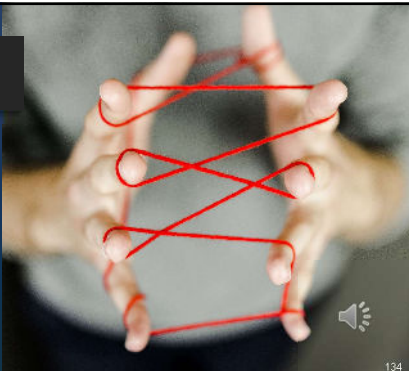
<ul style="list-style-type: none"> Raised voice High pitched voice Rapid Speech Pacing Excessive sweating Excessive hand gestures 	<ul style="list-style-type: none"> Fidgeting Shaking Balled fists Erratic movements Aggressive posture Verbally abusive statements
---	--

Section #5 - Verbal De-Escalation 133

133

Phases of Behavior Escalation

The escalation cycle is a widely used model that provides individuals with a toolkit of non-restrictive intervention strategies to effectively manage challenging behavior. It is important to be aware of the seven phases of the escalation cycle so that you can identify them quickly and respond with the most effective course of action when needed.



Section #5 - Verbal De-Escalation 134

134

PHASE	DESCRIPTION	FOCUS AND INTERVENTION
Calm	This is when a person is relatively calm and cooperative and not showing any signs of aggression or distress.	<ul style="list-style-type: none"> Focus on maintaining a clear, consistent environment and listening actively to build rapport and empathize with the individual. Use open-ended questions (e.g. How did this happen?) or verbal prompts to guide the conversation and explore potential solutions together. It is also a good time to gather information.
Trigger	This occurs when an internal or external factor has triggered a person's emotional response, causing them to feel overwhelming sadness, anxiety, or distress.	<ul style="list-style-type: none"> Focus on identifying the trigger and remaining calm while redirecting behavior. Try to move away from provocative situations or environments that can lead to further agitation and create opportunities for success.
Agitation	Common behavior triggers include over stimulation (e.g. bright lights, loud noises.), transitions and unfamiliar tasks, people or places.	<ul style="list-style-type: none"> Focus on reducing anxiety and increasing predictability. Use non-confrontational non-verbal behavior and "start", instead of "stop" directions. Break down directions into smaller steps and offer choices to help them regain a sense of control.

Phases of Behavior Escalation

Section #5 - Verbal De-Escalation 135

135

PHASE	DESCRIPTION	FOCUS AND INTERVENTION
Acceleration	This occurs when an individual has reached a high level of emotional arousal and begins displaying more intense behaviors such as shouting, hitting or destroying property. If conflict is unresolved, it becomes the person's sole focus.	<ul style="list-style-type: none"> Use short phrases and allow processing time. Maintain calmness and detachment. Remain neutral and controlled, giving the person or child enough time and space to process their behavior, while providing reassurance in order to help reduce tension levels. Use active listening, reflection and restatement to clarify concerns and show you understand his/her feelings.
Peak	This is when an individual's behavior has escalated out of control and poses a danger to themselves or those around them. Individual may temporarily lose ability to rationally think.	<ul style="list-style-type: none"> Focus on crisis intervention procedures to maintain a safe environment. Isolate individual by removing the audience and/or potential hazards and call for help/witnesses, if needed. Don't threaten consequences now; discuss when the person is more rational.
De-Escalation	This occurs when an individual comes down from the peak of their disruption and may become less hostile; may need support to process feelings afterwards.	<ul style="list-style-type: none"> Focus on defusing immediate danger while rebuilding trust with those involved. Remove excess attention and help the individual regain composure, where possible. Allow a cool down period; look for less tense appearance, normal breathing, and willingness to comply with small requests.
Recovery	This is when an individual returns to a calm state and displays appropriate behavior for the task or situation at hand.	<ul style="list-style-type: none"> This is the best time for parties involved to debrief and document what happened, review procedures taken and determine the most effective solutions to avoid similar scenarios in future interactions.

136

Techniques

- Do not get loud or yell over a screaming person; wait for a breath and speak calmly.
- Respond simply and repeat as needed; answer informational questions even if asked rudely.
- Maintain:
 - Do not be defensive
 - Be honest
 - Explain limits and rules
 - Be respectful
 - Empathize with feelings, not behaviors
 - Suggest alternatives
- Minimal Encouragers: Nonverbal nods; brief verbal responses ("Okay," "Uh-huh," "I see," "I am listening").
- Reflection: Repeat what the person has said to show active listening.
- Open-Ended Questions: Use prompts like "Tell me about..." or "What do you think..."

137

Redirecting Negative Behavior

Five overarching steps help redirect negative behavior:

- **Get the person talking:** Respectful communication opens dialogue.
- **Use empathy:** Activates active listening and supports positive interaction.
- **Build rapport:** Creates mutual respect and understanding.
- **Start problem solving:** Use phrases like "How can you help us?" or "How can we work this out?"
- **Engage in a resolution:** Slows the pace and encourages participation in a positive outcome.

Goal is to guide the individual toward calmer, cooperative behavior

138

De-Escalation During a Mental Health Crisis

First responders increasingly encounter individuals in serious mental health crises.

Security officers must understand **mental illness** and **specialized de-escalation techniques**.

Mental-illness-related behavior is often **not criminal or malicious**.

Reactions vary due to individual, environmental, cultural, and circumstantial factors.

Mental health conditions exist on a **continuum**: mild, moderate, severe; may be **chronic** or **acute**.

Symptoms change over time; many individuals have **co-occurring conditions** such as substance abuse.

Officers are **not diagnosing**—priority is to **verbally defuse** the situation.

Section #5 - De-Escalation and Mental Health Crisis 139

139

De-Escalation During a Mental Health Crisis

Use the three-phase process:

- 1. Safety** - of the public, the subject, and the security officer
- 2. Stability** - attempt to stabilize the person through verbal and non-verbal de-escalation skills
- 3. Problem Solving** - Try to get the person into a rational frame of mind (lessen emotional reactivity). Increases the likelihood of future compliance and resolution

Do not rush into situations (unless necessary). Patience can increase the safety of everyone involved. Focus on calming the situation and minimizing the level of stress.

Section #5 - De-Escalation and Mental Health Crisis 140

140

Assessment

A quick assessment helps determine a subject's **mental health status**.

- 1. Level of Comprehension:**
 - Does the person understand what you're saying?
 - Can they follow instructions?
 - Can they answer basic orientation questions (person, place, time)?
 - Do their comments make sense within the circumstances?
 - How are they speaking (quickly, slowly, slurred, mumbled)?
- 2. Behavior:**
 - How is the person practicing basic self-care?
 - Are they caring for hygiene (bathing)?
 - When was the last time the person ate or drank?
 - How is their physical coordination?
 - Are they compliant or non-compliant? Could non-compliance be due to mental health issues?

Section #5 - De-Escalation and Mental Health Crisis 141

141

Assessment

3. Emotion:

- Prevailing emotional state (anger, sadness, euphoria, anxious).
- Is the emotion appropriate to the context?
- Rapid mood shifts (laughing to crying).
- Suspiciousness or paranoia without cause.
- Is facial expression/body language consistent with stated mood?

- Do not rush or crowd the person; forcing an issue may cause **violence**.
- Adopt a non-threatening, nonconfrontational stance with the subject.
- Take emotion out of the equation
- Patience and communication

Section #5 - De-Escalation and Mental Health Crisis 142

142

Building Rapport

- What is Rapport?
- Tactics for gaining trust and building rapport:
 - Honesty and sincerity are essential for rapport and trust.
 - Be mindful of communication nuances
 - Use the person's name (the name that they prefer to be called).
 - Be patient and try to match their conversational speed.
 - Maintain a calm tone of voice.
 - Do not minimize or discount the subject's point of view.
- Validate and maintain eye contact

Section #5 - De-Escalation and Mental Health Crisis 143

143

Building Rapport

- Non-Verbal Communication
 - Friendly and helpful - behaviors that convey safety, respect, and a desire to help. Can be conveyed verbally, and nonverbally (through neutral body language, and pleasant facial expression).
 - Aggressive and hostile - behaviors that communicate a distance from or even a danger to another individual (blading, hand on grip of pistol).
 - Ambiguous - These behaviors are open to interpretation and can have a wide range of meanings to individuals in crisis. Often if the posture is not overtly friendly; it is interpreted as dangerous.
- Not trying to diagnose
- Top Priority is to verbally defuse the situation.

Section #5 - De-Escalation and Mental Health Crisis 144

144

Scenario 1: Parking Lot Disturbance

- Security dispatched to a disruption in the store parking lot
- Upon arrival:
 - Woman (approx. 60s) yelling at another driver to turn down loud music
 - Driver inside vehicle responds by shaking her head and telling the woman to step back
- Security approaches and asks what is happening
- Yelling woman becomes emotional, starts crying and sobbing
- States she feels "triggered" by the noise
- She runs back to her own vehicle (parked next to the other), sits in the driver's seat, and continues crying

Section #5 - De-Escalation and Mental Health Crisis 145

145

Scenario 1: Response Options

- Ensure the individual's vehicle is safely in park
- Look for visible drugs or alcohol that may be contributing to the behavior
- Inquire what the trigger is that the individual referenced (task is to use active listening skills and allow the person to talk rather than cut off or jump right into problem-solving mode)
- Validate that the music may be upsetting to the individual
- Ask what she typically does when she is upset to calm down (redirect and focus on her ability to manage the emotions)
- Identify why she is in the parking lot (has she completed grocery shopping; did she arrive with intent to complete shopping)
- Ask how you can help the individual in moving forward with their day
 - offer to walk into the store with her (if she has calmed down).
 - if she has completed shopping - suggest returning home or on to the next task, which would remove her from the triggering situation.
 - Ask if there is someone you can call together that is a support to see if they can come assist.
 - Suggest that her shopping can be completed another day if not already completed.

Section #5 - De-Escalation and Mental Health Crisis 146

146

Scenario 2: Former Employee

- Security assisting front desk with ID verification and visitor check-ins
- Individual enters insisting they have an appointment with the director
- Person appears disheveled (unwashed hair, atypical attire for workplace)
- You recognize them as a former employee fired months earlier
- They attempt to walk past security toward the elevators
- Become agitated when informed they must be approved before entering
- Begin making concerning statements: the director will "get it" once they reach him

Section #5 - De-Escalation and Mental Health Crisis 147

147

Scenario 2: Response Options

- Identify that you recognize the person and validate that the layoffs were a difficult experience.
- Explain that to abide by your rules and policies, you cannot allow them upstairs but would like to help them, which would be easier to do if they provided some information.
- Attempt to obtain information about what has changed since their layoff (assess if their responses appear logical and realistic or if they appear angry and resentful).
- Incorporate active listening skills in hearing about their experience.
- Inquire what the person hopes to achieve from their meeting with the director.
- Inquire what they mean by "get it".
- Identify how a negative interaction may result in greater difficulties for the person.
- Ask about a support system - friends or family they can speak to.

Section #5 - De-Escalation and Mental Health Crisis 148

148

Best Practices for Radio Communication

- A two-way radio can both transmit and receive; used for communication where other methods are limited.
- Security officers often wear an earpiece and microphone to keep transmissions private.
- At the start of every shift, verify your radio works and has a full battery charge.
- Communicate professionally, clearly, and precisely; remain calm at all times.
 - Agitation reduces clarity.
 - Excitement can create a domino effect among others.
 - Think before speaking to avoid rambling or sounding panicked.
 - Always listen before keying the microphone; simultaneous transmissions will not go through.
 - Be courteous to others using the radio.

Section #5 - Radio Communication 149

149

Field Note Capture - Note Writing Basics

- Field notes are required to produce detailed, professional reports.
- Clients rely on well-written, neatly presented documents from security officers.
- Field notes support the officer's role as the "eyes and ears" of activity on the property.
- Good notes ensure accuracy and accountability for daily reporting.
- Most clients expect daily reports documenting all observed activity.
- Field notes preserve details that may otherwise be forgotten.

Section #5 - Field Note Capture 150

150

Observation


- Observation directly influences how well an officer describes events.
- All senses—sight, hearing, touch, taste, smell—contribute to accurate observation.
- Officers must practice describing events and environments clearly.
- Important description factors include:
 - Color, size, shape, texture
 - Location, type, distinguishing marks
 - Officers should compare items to familiar objects to improve clarity.
 - Accurate descriptive ability develops over time and requires practice.

Section #5 - Field Note Capture 151

151

Collection

- Information collection must be organized and consistent.
- Officers should maintain a notebook for notes, paperwork, and important information.
- Notes should be concise but complete.
- Officers should develop consistent shorthand for quick note-taking.
- Write notes during interviews and observations to stay focused.
- Record unusual circumstances to support further questioning or reporting.

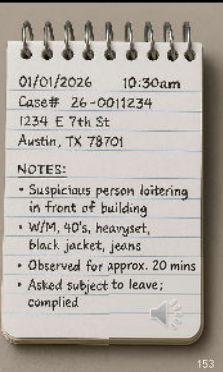


Section #5 - Field Note Capture 152

152

Example Field Note

- Field notes help officers remember details that may otherwise be forgotten.
- Notes should include times, locations, observations, and conditions.
- Example field note from the guide:
 - "5 PM - Security light in parking lot next to the pool was busted out."
 - "Observed several rocks laying near the pole."
 - Notes must clearly reflect facts observed by the officer.
 - Detailed notes support accurate and complete reports.



Section #5 - Field Note Capture 153

153

Example Interview Interaction

- Mary from Apt. #8, normally calm and pleasant, approaches visibly upset.
- Reports a "really weird looking guy" near the swings; she does not recognize him.
- Key questions to ask:
 - Is he still here?
 - What does he look like?
 - What is he wearing?
 - Approximate age?
 - Notable features?
 - What about him seemed "weird"?

Example field notes:

- 6 PM - Mary, #8 approached me advising of a "really weird looking guy" by the swings. No longer there. Description- red short hair, right eye black. Wearing red coat, blue jeans, white tennis shoes. Appeared to be in his late 40's; about 6 ft tall.

Important: Document the black eye to avoid liability.

Section #5 - Field Note Capture 154



154

Daily Reports

- At the end of each shift, officers must write a complete daily report.
- Clear field notes make writing professional, detailed reports easier.
- Never write "see field notes"—others may not understand your shorthand.
- Daily reports may become critical evidence in criminal investigations.
- Example: Notes about the "weird looking guy" reported by Mary (#8).
- A later incident involving a girl approached by the same individual could rely on your report to identify the suspect.
- Accurate reporting can provide the missing piece in an investigation.

Section #5 - Field Note Capture 155

155

Cameras

- Some security companies use body cameras for documentation.
- A body camera records video in real time and is worn on the officer's upper chest or uniform pocket.
- Technology can fail—body cameras may stop working or record improperly.
- Officers must not rely solely on cameras to capture important details.
- Strong observation skills remain essential even when cameras are used.
- Reports must never state "watch video"; written detail is still required.


Section #5 - Field Note Capture 156



156

Elements of Written Reports

- Report writing involves observing, recalling, and reporting information in a formal written format.
- A written report provides a permanent record of a temporary event.
- Well-written reports help officers recall details months later.
- Reports may be used at administrative hearings or read aloud as evidence in court.
- First step: choose first-person or third-person format.
 - First person uses "I" to describe events from the officer's own perspective.
 - Third person uses he, she, they, or it from an omniscient viewpoint.



Section #5 - Written Reports 157

157

Characteristics of Well-Written Reports

- Written communication is a major part of a security officer's daily duties.
- Reports must be written clearly and completely to ensure accuracy.
- Well-written sentences help readers understand events without confusion.
- Clear documentation supports investigations, hearings, and court testimony.
- Reports should be easy for any reader—client, supervisor, attorney, or judge—to interpret.
- Professional writing increases the credibility of the officer and the company.

Section #5 - Written Reports 158

158

Sentences

A sentence is a group of words that expresses a complete thought and contain:

- **Subject:** the person, place, object, or idea about which something is said.
- **Predicate:** includes the verb and tells or asks about the subject; the verb determines whether other words are needed.

Other sentence parts:

- **Direct Object** - direct recipient of the verb's action.
- **Indirect Object** - indirect recipient, often identified by a preposition.
- **Preposition** - a word that shows the relationship between a noun or pronoun and other words in a sentence.
- **Prepositional Phrase** - a group of words made up of a preposition, its object, and any of the object's modifiers.

Section #5 - Written Reports 159

159

Sentence Examples

- He ran.**
 - This has only a subject [he] and verb [ran]; the verb is the entire predicate.
- She drives the truck.**
 - This has a subject [she], verb [drives], and direct object, which receives the action [the truck].
- We carried the groceries up the stairs.**
 - This has a subject [we], verb [carried], direct object [groceries], and prepositional phrase [up the stairs].
- The teacher gave her a test.**
 - This has a subject [the teacher], verb [gave], indirect object, to or for whom the action is intended [her], and direct object [test].

Section #5 - Written Reports 160

160

Sentence Fragments

- A *sentence fragment* is a group of words that expresses an incomplete thought and leaves out important components of the sentence.
- A fragment occurs when:
 - Words are omitted because the mind works faster than the hand.
 - Incorrect punctuation places a period in the middle of an idea.
- Sentence fragments create confusion; readers must interpret the writer's intent and may form incorrect assumptions.
- Complete sentences include a subject, verb, and—when needed—an object.

Section #5 - Written Reports 161

161

Sentence Fragment Examples

Example of Sentence Fragments:

- Incorrect: "Had a great time at the get-together on Saturday."
• Correction: "I had a great time at the get-together on Saturday."
- Incorrect: "Because the weather was so cold."
• Correction: "Because the weather was so cold, we decided to stay inside."
- Incorrect: "Running down the street without stopping."
• Correction: "She was running down the street without stopping."

Section #5 - Written Reports 162

162

Run-On Sentences

"Run-on sentences cause similar confusion for the reader."

A run-on sentence occurs when:

- End-of-sentence punctuation is omitted, causing two or more sentences to be written as one.
- Closely related sentences are combined with a comma (comma splice).
- This often happens when the second sentence begins with a personal pronoun referring to a noun in the first sentence.

Run-on sentences confuse readers and obscure meaning.

Example:

- Incorrect: "The waiter forgot to put in our order, he apologized profusely."
- Correct: "The waiter forgot to put in our order. He apologized profusely."

Section #5 - Written Reports 163

163

Misplaced Modifier

- A *misplaced modifier* occurs when a word that pertains to, or modifies, one word attaches itself to another due to incorrect placement.
- Misplaced modifiers force the reader to guess the writer's intent.
- Writers should place each modifier as close as possible to the word it is modifying.
- Misplaced modifiers cause confusion in written reports and may distort meaning.
- Example:
 - Incorrect: "The mayor was unable to shake the hands of her constituents wearing bulky winter gloves."
 - Correct: "Wearing bulky winter gloves, the mayor was unable to shake the hands of her constituents."

Section #5 - Written Reports 164

164

Double Negative

- When two negative words are used in the same clause, the result is a double negative.
- Double negatives commonly involve a conjunction.
- Negative words that should **not** be used in pairs include:
 - no, not, never, none, no one, nobody, nothing, nowhere, neither.
- Words that are negative in meaning and must not appear with the above list:
 - barely, scarcely, hardly.
- Examples:
 - Incorrect: "There's not no time left." → Correct: "There is no time left."
 - Incorrect: "I can't hardly see the road in this fog." → Correct: "I can hardly see the road in this fog."

Section #5 - Written Reports 165

165

Passive and Active Voice

- Using passive voice instead of active creates bulky sentences and, often, has less impact on the reader.
- In **active voice**, the subject performs the action.
- In **passive voice**, the subject receives the action.
- Active voice creates clear, strong sentences and emphasizes who performs the action, improving accountability.
- Passive voice may be necessary when the actor is unknown.
- Examples:
 - Passive: "The bystander was hit by a stray bullet." → Active: "A stray bullet hit the bystander."
 - Passive: "The visitors' names were not recorded." → Active: "The front-desk attendant did not record the visitors' names."

Section #5 - Written Reports 166

166

Quotation Marks

- Quotation marks help the reader by setting off the words of the speaker.
- Use quotation marks **only** when quoting **verbatim**.
- Do **not** use quotation marks if not quoting verbatim.
- Correct use of quotation marks improves accuracy and clarity in written reports.
- Examples:
 - Verbatim: **Incorrect:** Carl yawned and said, Let's go.
 - Correct:** Carl yawned and said, "Let's go."
 - Not Verbatim: **Incorrect:** Carl yawned and said that "we should go."
 - Correct:** Carl yawned and said that we should go.

Section #5 - Written Reports 167

167

Jargon

- Jargon** refers to specialized words or expressions used by a particular profession, group, or field that may be difficult for others to understand.
- In reports and notes, avoid jargon, acronyms, and any terminology that is not common knowledge to the general public.
- If slang or jargon is used, it should set apart by quotation marks.
- Abbreviations must be defined and fully written out the first time used.
- Using plain language enhances professionalism and accuracy.
- Jargon example:
 - Incorrect: "As I got out of my patrol vehicle, the individual split northbound on King Street."
 - Correct: "As I got out of my car, the individual ran northbound on King Street."

Section #5 - Written Reports 168

168

5 W's + 1 H

6 basic questions your report should cover

- Who
- What
- When
- Where
- Why
- How

Section #5 - Written Reports 169

169

Who

- "Who" information identifies all persons connected to the incident.
- Include complete names with correct spelling for **suspects, witnesses, and victims**.
- Provide physical descriptions:
 - Race, sex, hair/eye color, approximate height, weight, age, and clothing.
- If a vehicle is involved, include:
 - Year, model, color, license plate number.
- Document **aliases** used.
- For witnesses/victims, include:
 - Occupations or participant info, ID numbers, home/work addresses, and contact numbers.

Section #5 - Written Reports 170

170

What

"What" describes the actions, events, and details of the incident.

Include statements or evidence explaining:

Type of offense committed.	Property involved.	Witnesses and their involvement.	Actions taken by all parties.	Means of travel, entry, or methods used in the offense.
----------------------------	--------------------	----------------------------------	-------------------------------	---

Ensure all facts reported are objective, clear, and complete.

Section #5 - Written Reports 171

171

When

"When" provides all time-related details connected to the incident.

Include statements or evidence explaining:

- When the offense happened.
- When the offense was discovered.
- When it was reported.
- When evidence was located.
- When witnesses or victims were contacted.
- When any arrests were made.
- Time of day the incident occurred.

Section #5 - Written Reports 172

172

Where

"Where" identifies all locations relevant to the incident.

Include statements or evidence explaining:

- Location of the offense.
- Location of all evidence.
- Reference points used to determine distance.
- Type of area (residential, business, public area, etc.).
- Position of victims, witnesses, and suspects relative to the crime.
- Exact address where the incident occurred.

Section #5 - Written Reports 173

173

Why

"Why" explains the motivation, reason, or cause behind the incident.

Include statements or evidence that clarify:

- Why the offense occurred.
- Why individuals acted as they did.
- Why property, locations, or persons were involved.
- Any known motives, disputes, or circumstances leading to the event.
- Factors or conditions contributing to the behavior.

Unknown motives should be noted as "unknown."

Statements or evidence that supports the reason the incident occurred

- Revenge, drug addiction, financial gain, etc.

Do not make assumptions in your reports

Section #5 - Written Reports 174

174

How

“How” explains the manner in which the incident occurred.

Include statements or evidence describing:

How the offense was committed.	How the suspect acted or behaved.	How entry, exit, or movement occurred.	How evidence was handled or discovered.	How officers, witnesses, and victims responded.	How tools, weapons, or vehicles were used.
--------------------------------	-----------------------------------	--	---	---	--

All descriptions must be factual and based on observed or reported information.

Section #5 - Written Reports 175

175

Accuracy

- Reports must be accurate, concise, and complete.
- Never fabricate, omit, or lie in a report.
- Write objectively and without bias—reports must be fact-based and free of opinions.
- Use sequential order, documenting events as they occurred.
- Write in past tense, since incidents already happened.
- Specify all details, as even small items may become important.
- Review reports before submitting them to maintain professionalism and avoid misunderstandings.

Section #5 - Written Reports 176

176


Importance of Clearly Written Reports

- Clear reports are essential for effective communication.
- Reports may be reviewed by supervisors, risk management, legal affairs, senior executives, or law enforcement.
- Reports can be used in lawsuits and court proceedings.
- Professional, well-written reports strengthen credibility.
- Poorly written reports reduce clarity and diminish professionalism.

Section #5 - Written Reports 177

177

Section 6: Emergency Response




178

178

Training Objective & Outline

- **Section Training Objective**
 - Upon successful completion, participants will be able to explain the job duties of a security officer at an incident scene and the various types of emergency you may respond to.
- **Section Outline Details**
 1. Identify common emergencies and how to respond
 2. Recognize a security officer's responsibility at an incident scene.
 3. Identify how to protect and prevent mishandling of evidence.
 4. Demonstrate examples of securing crime-scene access.
 5. Identify proper post-incident actions.



Section #6 - Objective and Outline 179

179

Critical Incident Response

Security officers should be prepared to respond to a critical incident quickly and effectively.


↓

Examples

Natural disasters	Acts of terrorism	Robberies	Assaults	Sabotages	Severe accidents
-------------------	-------------------	-----------	----------	-----------	------------------

↓

Identifying, accessing, evaluating, reporting, documenting, and responding are crucial duties of a security officer.



Section #6 - Incident Response 180

180

Basic Response Concepts

- Response varies by organization and incident type
- Key procedures during emergencies:
 - Assess health and safety risks
 - Reduce damage to:
 - People and property
 - Psychological well-being
 - Organization reputation
 - Isolate threats or hazards
- Prepare through crisis rehearsal
 - Visualize incidents and responses
- Maintain strong relationships with law enforcement and responders

Section #6 - Incident Response 181

181

Standard Operating Procedures

- Security companies use Standard Operating Procedures (SOPs)
- SOPs may include:
 - Planned incident response actions
 - Assigned responsible personnel
 - Clear communication/reporting lines
 - Triggers for escalation to external agencies
 - Procedures for returning to normal operations
- During emergencies:
 - Stay calm and give clear directives
 - Communicate with authorities
 - Follow law enforcement orders

Section #6 - Incident Response 182

182

Common Emergencies and Safety Hazards

- Emergencies can occur at any time
- Officer responsibility:
 - Protect safety of people nearby
 - Respond using proper procedures
- Follow company policies and procedures
- Use best practices for different emergencies
 - Apply appropriate response methods
 - Stay prepared for hazards and incidents

Section #6 - Common Emergencies 183

183

Common Emergencies: Fire

- Call **911 immediately** and evaluate fire type/extent
- Provide clear information:
 - Reason for call
 - Exact address and location of fire
 - Building occupancy and injuries
 - Smoke and/or flame details (color, smell).
 - Are flames visible?
- Safety procedures:
 - Maintain escape routes
 - Use extinguishers only on small fires
 - Evacuate during large fires
- Ensure exits and fire equipment are accessible




Section #6 - Common Emergencies 184

184

911 Call Example - Fire

- The 911 operator answers the phone and asks, "What is your emergency?" A proper reply would sound like:
 - "I am security officer John Doe. I would like to report that the building located at 5656 Main Street is on fire. This building is not currently occupied, and all the people have been evacuated. There are visible flames coming from the south side of the building—the side facing the bookstore. The building has filled up with smoke. The people that were in the building are in the coffee shop parking lot across the street with no apparent injuries."
- Do not call 911 and yell:
 - "The building is on fire! Send help! Hurry!"




Section #6 - Common Emergencies 185

185

Common Emergencies: Accidents

- Monitor hazards to prevent accidents
- Common risks:
 - **Spills:** block area and request cleanup
 - **Broken equipment:** report hazards (e.g., damaged playground equipment)
 - **Animals:** notify animal control for stray or dangerous animals
- Act quickly to protect public safety



Section #6 - Common Emergencies 186

186

Example - Accidents

- Scenario:
 - You are working at a bank. Someone walks into the bank, and they slip and fall. Due to the presence of blood, it appears they have hit their head. What do you do?
- Call 911
- DO NOT move the patient

Section #6 - Common Emergencies 187

187

Common Emergencies: Medical

- Call 911 (EMS) immediately
- Provide key information:
 - Your name
 - Location of injured person
 - Address, property location, directions
 - Main medical complaint
 - Person's age, sex, weight (if known)
 - Aid already provided (first aid/CPR)
- Patient may refuse transport (waiver required)
- Notify supervisor after incident

Section #6 - Common Emergencies 188

188

Common Emergencies: Bomb Threats

- Watch for suspicious items
 - Unattended bags, boxes, briefcases
 - Objects out of place
- If a suspected bomb is found:
 - Do NOT touch
 - Move to safe distance
 - Keep others away
 - Call 911
- During threats:
 - Observe suspect details
 - Gather key information
 - Report immediately

Section #6 - Common Emergencies 189

189

Common Emergencies: Hazardous Materials/Dangerous Goods

- HAZMAT:** substances that can cause injury, death, or environmental harm
- Identification:** Diamond placards on transport vehicles. Color, symbols, or words indicate hazards.
- Initial response:** Clear the area and stay upwind. Maintain safe distance. Call 911.
- Secure the scene:** Prevent contact with material. Notify supervisor.

Section #6 - Common Emergencies 190

190

Active Attack Response

- **Active attack:** individuals attempting to kill multiple people in a public space
- Priority: safety of yourself and others
- ALERRT response method:
 - **Avoid:** escape the danger area
 - **Deny:** block or secure access if escape isn't possible
 - **Defend:** protect yourself as last resort
- Follow company procedures during incidents

Section #6 - Active Attack Response 191

191

Active Attack: Step 1 - Avoid

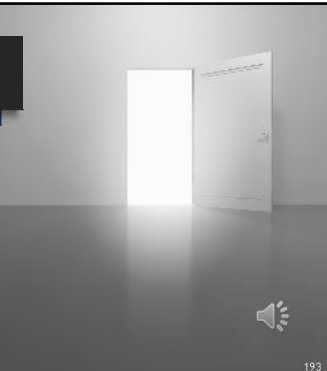
- Stay constantly aware of surroundings
- Avoid three risk factors:
 - Bad people
 - Bad locations
 - Bad times
- Remain vigilant in high-risk situations
- Know escape routes:
 - Exits
 - Windows
 - Stairwells
- Leave the building immediately when safe

Section #6 - Common Emergencies 192

192

Active Attack: Step 2 - Deny

- If escape is impossible, **deny attacker access**
- Move to secure room
 - Lock the door
- Additional safety steps:
 - Turn off lights
 - Make room appear empty
- Darkness advantage:
 - Attacker moves from light to dark
 - Occupants' eyes adapt to darkness



Section #6 - Common Emergencies 193

193

Active Attack: Step 3 - Defend

- **Defend as last resort** when Avoid and Deny fail
- Legal right to defend yourself and others
- Survival actions:
 - Surprise attacker if possible
 - Work together with others
 - Control weapon direction
- Use **weapons of opportunity**
 - Nearby objects to stop attacker
- Fight decisively until threat stops




Section #6 - Common Emergencies 194

194

Responsibilities at a Crime Scene

- First responsibility: **observe and report**.
- Second responsibility: **protect themselves and others from further harm**, including providing first aid if necessary.
- Third responsibility: **secure the area** to prevent movement or destruction of evidence.
- Actions taken—or not taken—can affect whether perpetrators are identified and prosecuted.
- Whenever possible, **avoid entering the scene**, since law enforcement is responsible for evidence collection.
- Maintaining **professionalism and ethics** helps ensure proper handling of a crime scene.



Section #6 - Crime Scene 195

195

Evidence Integrity - Protect Evidence

- Keep all individuals away from evidence, including property owners, managers, and other security officers.
- Bystanders may contaminate unseen evidence (fingerprints, footprints, debris).
- Even high-ranking law enforcement stays out until investigators establish an entry log.
- Explain that entering the scene can hinder suspect identification and recovery of missing items.
- Reassure owners/managers/victims they are vital to the investigation, but the scene must be preserved.
- Do not access recorded video unless directed by law enforcement; never stop ongoing recording.

Section #6 - Evidence Integrity 196

196

Prevent Removal of Evidence

Prevent	Security officers must prevent the removal, disturbance, or destruction of evidence at all times.
Set up	Set up physical barriers to keep individuals from entering restricted areas. *Tape, ropes, or cones should be used when available.
Use	Use bystanders or witnesses to assist with containment if no equipment is available.
Ensure	Ensure all entry points remain secure and monitored to prevent tampering.
Reinforce	Reinforce that no one should access the scene unless authorized by law enforcement.

Section #6 - Evidence Integrity 197

197

Chain of Custody

- Security officers must **avoid touching evidence unless absolutely necessary**.
- If circumstances require handling evidence:
 - Document the **time and location** of any removal or disturbance.
 - Inform the first law enforcement officer on scene** of any contact with evidence.
- When turning evidence over to law enforcement:
 - Document the **time of turnover**.
 - Record the officer's **name, badge number, and department**.
- Maintaining proper chain of custody is essential to preserve evidence integrity.

Section #6 - Evidence Integrity 198

198

Secure Access to a Crime Scene - Set Up Perimeters


Request	Establish	Encircle	Cordon off	Maintain
Security officers must request additional personnel or barricades when possible to assist law enforcement.	Establish an outer perimeter of approximately 25 feet or more around the scene.	Encircle the scene to prevent unauthorized access.	After securing the immediate crime scene, cordon off surrounding areas: •Corridors •Walkways •Key entry points	Maintain the perimeter until investigators arrive and provide direction.

Section #6 - Crime Scene Access 199

199

Maintain a Presence

- Security officers must follow all directions from law enforcement at the scene.
- Officers should remain at their post unless ordered to leave.
- Maintain a highly visible presence to deter additional criminal activity.
- Visibility reassures the public and shows security operations are active.
- Property owners expect contracted security services to continue until relieved by management or excluded by law enforcement.

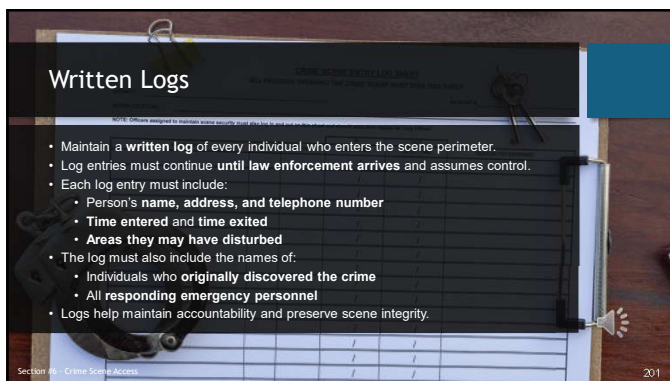


Section #6 - Crime Scene Access 200

200

Written Logs

- Maintain a written log of every individual who enters the scene perimeter.
- Log entries must continue until law enforcement arrives and assumes control.
- Each log entry must include:
 - Person's name, address, and telephone number
 - Time entered and time exited
 - Areas they may have disturbed
- The log must also include the names of:
 - Individuals who originally discovered the crime
 - All responding emergency personnel
- Logs help maintain accountability and preserve scene integrity.



Section #6 - Crime Scene Access 201

201

Media

- Media may arrive due to the nature and seriousness of the incident.
- Security officers must **follow company policy** when interacting with media personnel.
- Do **not provide information or interviews** unless expressly authorized.
- If unsure of policy, the officer should **default to saying nothing**.
- Maintain professionalism and protect the integrity of the scene at all times.

Section #6 - Crime Scene Access 202

202

Witnesses

TOC §1702.102(b) limits investigations by security personnel.
 • Security officers may only conduct investigations incidental to property they are engaged to protect.

Field notes assist in gathering reliable witness information.

Questions asked during interviews must be limited to the 5 W's + 1 H:
 • Who, What, When, Where, Why, How

Keep questions simple, factual, and non-leading.

Witness information supports law enforcement and improves report accuracy.

Section #6 - Witnesses 203

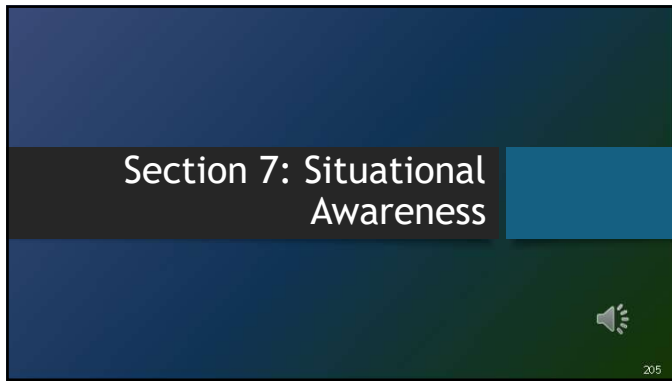
203

Post-Incident

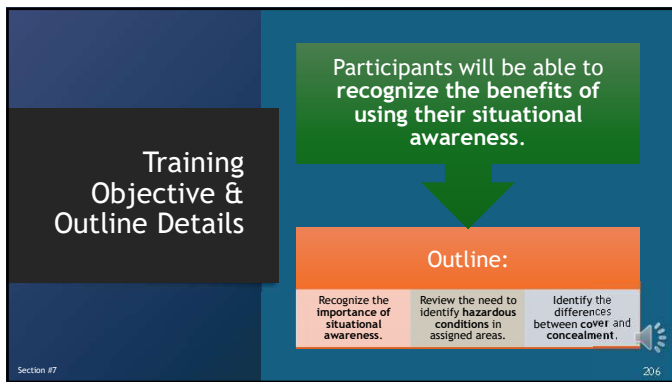
- Reflect on the incident over the next **day or two**, even if it seemed minor.
 - Ask: "What did I do well?" and "What could I have done better?"
- Review the incident with your **supervisor and co-workers** when possible.
- Be honest but not overly critical—improvement requires recognizing areas for growth.
- Continue duties long after law enforcement leaves the scene.
- Stay especially **alert for suspicious activity** in the days, weeks, or months following.
- Report any **new evidence or unusual behavior** immediately—small details may solve cases.

Section #6 - Post Incident 204

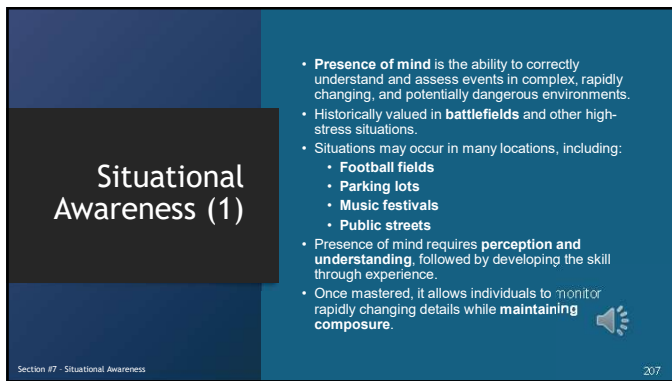
204



205



206



207

Situational Awareness (2)

- **Situational awareness** is a subset of presence of mind; it involves fully understanding the circumstances a person is in.
- It includes recognizing the **intentions and capabilities of adversaries**.
- Observe people and their behaviors; watch for **suspicious activity** or signs of weapons or harmful items.
- Pay attention to common areas you pass through, such as:
 - Hallways
 - Restrooms
 - Stairwells
 - Parking lots
- Avoid complacency—zoning out increases risk and may lead to being overcome by an event.
- Remember: **observe, report, detect, deter**.

Section #7 - Situational Awareness 208

208

Station Night Club Fire - 2003

Section #7 - Situational Awareness 209

209

Awareness Levels

Jeff Cooper's Color Codes of Awareness describe levels of situational alertness:

- White:** Officer is relaxed and unaware; unprepared for response.
- Yellow:** Officer is relaxed but aware of surroundings; the level officers should operate in.
- Orange:** Something of interest identified; may or may not be a threat; officer prepares to act.
- Red:** Identified threat is real; continue monitoring for secondary dangers.
- Black:** Panic state; officer freezes or overreacts to an actual threat.

Section #7 - Situational Awareness 210

210

Observation Skills - Conditions and Circumstances

Cover / Concealment	Continuously evaluate surroundings focusing on: •Cover/concealment/escape routes
Weather/Lighting	Consider environmental factors: •Weather conditions - snow, sleet, ice, rain, dust. •Lighting - poor visibility, glare.
Terrain	Assess terrain: •Water, mud, loose dirt or rocks, slopes, high walls, fences, natural barriers.
Distance	Evaluate distance: •Proximity to threats; distance often equals assurance.
Hazards	Identify hazards: •Animals, pitfalls, barriers, high voltage, chemicals, gases, water currents, hostile crowds.

Section #7 - Situational Awareness 211

211

Patrol Area Recognition

- Officers with designated patrol areas must learn them thoroughly.
- Recognize changes or abnormalities quickly.
- Effective patrol awareness helps identify incidents earlier and improve safety.
- See everything there is to see quickly and accurately.
- Look for disturbances, disruptions, movement, or clues of danger.
- Catalog observations for future reference: cover, concealment, entry/exit points.
- During patrol, officers should:
- See everything there is to see quickly and accurately.
- Look for disturbances, disruptions, movement, or clues of danger.
- Catalog observations for future reference: cover, concealment, entry/exit points.
- Good observation supports crime prevention and prosecution.

Section #7 - Situational Awareness 212

212

Hazardous Situations (1)

- Identifying hazards requires reviewing factors from the **past, present, and future.**
- **Past:**
 - What factors existed?
 - What was the outcome?
 - Variables leading to prior accidents; what could have changed?
 - Which areas pose the biggest risk?
- **Present:**
 - Current workplace variables that may harm individuals.
 - Whether work-safe practices are followed.
 - Equipment inspection and maintenance status.
- **Future:**
 - Could current factors develop into hazards?
 - What could happen? What variables are changing?
 - Protecting others from emerging hazards.
 - Predict changes in human, equipment, weather, chemical, electronic factors.

Section #7 - Hazardous Situations 213

213

Hazardous Situations (2)

Respond to critical information inputs by evaluating conditions across the site.

- "How are you going to fix the different variables presented throughout the site?"
- "How are you going to maintain the safe atmosphere?"
- "How are you going to respond to added variables?"
- "How will you react to a given hazard?"

Once a hazard is identified, the officer actions should include:

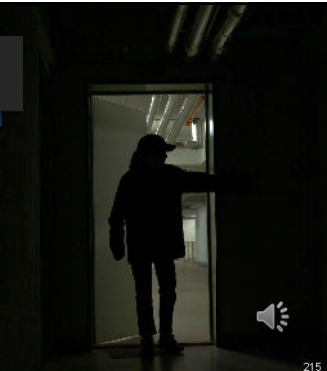
- Communicating the hazard to others
- Eliminating the hazard altogether
- If unable to resolve: Identify who can fix it (often law enforcement), protect personnel and property until resolved.
- Re-evaluate to ensure the hazard is eliminated, not replaced by a new one.

Section #7 - Hazardous Situations 214

214

Silhouetting or Backlighting

- Lighting conditions can create hazards for security officers.
- Silhouetting/backlighting occurs when:
 - A person stands in an exposed area such as a doorway.
 - Moving from a well-lit area into an area with less light.
- This contrast allows others to easily see the officer while reducing the officer's own visibility.
- Minimize exposure time by:
 - Using the door frame for cover.
 - Moving quickly through the "funnel" of the doorway.
- Always stay aware of where light is located and what others can or cannot see.



Section #7 - Hazardous Situations 215

215

Type and Volume of Local Incidents


- Officers must recognize the **area, neighborhood, and community** in which they operate.
- Understanding local activity helps identify:
 - What types of incidents occur.
 - How often they occur (frequency, patterns, times).
- Officers must know if **gang activities** are present.
 - Identify local gang **signs, symbols, colors, and behaviors.**
- Awareness helps avoid dangerous confrontations.
- Observing minor incidents may reveal **larger criminal implications.**

Section #7 - Hazardous Situations 216

216

Animals

- Wildlife can create significant hazards for security officers and the public.
- Examples of dangerous animals include:
 - **Stray dogs** that may become aggressive.
 - **Rodents** capable of chewing wiring and damaging security systems.
 - Wildlife that can spread **disease** to people.
- Officers must take time to note animals in or around their patrol areas.
- If an animal may become a problem, follow company **policies and procedures**.
- Likely actions include contacting a **supervisor or animal control**.



Section #7 - Hazardous Situations

217

Cover and Concealment - Definitions

Cover and concealment are different yet complementary concepts.

Cover:

- Any material that can reasonably be expected to stop the travel of a bullet fired from small arms such as handguns, shotguns, and rifles.
- Provides protection from danger/injury.
- Typically hardened, thick, bulky material.

Concealment:

- Hides you from view but without protection.
- Any object preventing a person from seeing you.
- Examples: thick bush, closed blinds, curtains.

Section #7 - Cover and Concealment 218

218

Examples of Cover

- Examples of **cover** commonly found around work areas include:
 - **Brick walls / columns**
 - **Vehicles** (specifically the engine block)
 - **Utility poles**
 - **Large structural supports**
 - **Concrete barriers**
 - **Large appliances**
- Cover must be capable of stopping small arms fire.
- Officers must quickly identify cover options in emergencies.




Section #7 - Cover and Concealment 219

219

Examples of Concealment


- **Concealment** hides an officer from view but does not stop bullets.
- Examples include:
 - **Thick bushes**
 - **Window blinds**
 - **Curtains**
 - **Wooden fences (non-ballistic)**
 - **Shadows and low-light areas**
- Concealment is useful for repositioning, observation, or delaying detection.
- Officers must avoid mistaking concealment for cover during armed threats.



Section #7 - Cover and Concealment 220

220

Section 8: Use of Force




221

221

Use of Force - Objectives & Section Outline

- **Objective:**
 - recognize how to properly use force as a security officer.
- **Outline:**
 - Define force and the relevant terminology.
 - Identify the legal ability to use force.
 - How a security officer enter the force situation.
 - Identify the elements of each of the 5 stations of the Use of Force Model.

Note: As a participant, it is YOUR responsibility to know and obey the statutes, the administrative code, and your company's use-of-force policies and procedures when using the techniques presented in this course



Section #8 222

222

Definitions - Force


- Force can be used as both a noun and a verb.
- Security officers must understand force in all contexts.
- Understanding force helps determine appropriate actions during confrontations.
- Officers must apply only lawful and necessary force.
- Must be able to articulate force used
 - Includes force used against you and/or force you used

Section #8 - Definitions 223

223

Force as a Noun

- Strength or energy brought to bear, cause of motion or change, active power; moral or mental strength; capacity to persuade or convince.
- Violence, compulsion, or constraint exerted upon person or thing.
- The quality of conveying impressions intensely in writing or speech.
- Includes non-physical forms of influence.
- Helps categorize what actions fall within force usage.




Section #8 - Definitions 224

224

Force as a Verb

- To do violence to.
- To compel by physical, moral, or intellectual means.
- To make or cause through natural or logical necessity.
- To achieve or win by strength in struggle or violence.
- An aggressive act committed by any person which does not amount to assault and is necessary to accomplish an objective.
- Synonyms - compel, coerce, constrain, oblige.
- Includes coercion or compulsion, not only physical violence.



Section #8 - Definitions 225

225

Reasonable or Necessary Force

Defined as "the amount of lawful physical coercion sufficient to achieve a legitimate law enforcement objective."

Must be "objectively reasonable under the facts, circumstances, and alternatives confronting an officer at the time."

Standard applied when evaluating officer conduct.

Requires balancing necessity with minimal intrusion.

Must consider alternatives and totality of circumstances.

Section #8 - Definitions 226

226

Deadly Force

Defined as "force that is intended or known by the actor to cause, or in the manner of its use is capable of causing death or serious bodily injury."

Includes actions that *could* cause death even if harm is not intended.

High legal scrutiny applies.

Must comply with Penal Code §§ 9.31, 9.32, 9.33, and other related statutes.

Section #8 - Definitions 227

227

Seizure

- Defined as "the restraint of property by a peace officer under Article 59.03(a) or (b)." under Texas CCP.
- Includes restraint "by physical force or by a display of the officer's authority."
- "Includes the collection of property or the act of taking possession of property."
- Includes collection of property or taking possession of property

Section #8 - Definitions 228

228

Legality of Use of Force

- Use of force is restricted by multiple laws designed to **protect citizens from abuse**.
- These laws also protect officers from **civil and criminal liability** by defining when force is appropriate.
- Security officers may encounter situations in which force is warranted, but actions must align with legal standards.
- The statutes provide the **current legal perspective** governing use of force.
- Legal framework begins with the **U.S. Constitution** and extends into the **Texas Penal Code**.

Section #8 - Legality of Use of Force 229

229

U.S. Constitution - Amendments

4th Amendment: Protects people against *unreasonable searches and seizures*. Warrants require *probable cause*, *oath/affirmation*, and *specific descriptions*.

8th Amendment: Prohibits *excessive bail*, *excessive fines*, and *cruel and unusual punishments*.

14th Amendment: Ensures *due process* and *equal protection* for everyone, impacting how force is evaluated by courts.

Section #8 - Legality of Use of Force 230

230

Seizure of a Person & Federal Civil Rights Law

Seizure of a Person: Courts consider a person "seized" when, through force or authority, a reasonable person would not feel free to leave. Used to evaluate if force becomes a seizure under the 4th Amendment.

A seizure of a person is an arrest United States v Mendenhall (1980)

↓

42 U.S.C. §1983 - Federal Civil Rights Act: Allows individuals to sue for violations of constitutional rights.


Excessive or unreasonable force may result in civil liability. Officers must ensure their actions comply with constitutional standards to avoid §1983 claims.

Section #8 - Legality of Use of Force 231

231

Penal Code
- Protection of Persons (PC 9.02-9.03)

- **PC 9.02 - Justification as a Defense**
 - It is a defense to prosecution that the conduct in question is justified under Chapter 9.
 - Must be proven *beyond a reasonable doubt*.
 - The defense must prove justification.
- **PC 9.03 - Confinement as Justifiable Force**
 - Confinement is justified when force is justified under Chapter 9.
 - Actor must take reasonable measures to end confinement as soon as safe to do so.
 - Not applicable when a person has been arrested for an offense.




Section #8 - Legality of Use of Force 232

232

Protection of Persons (PC 9.04-9.05)

- **PC 9.04 - Threats as Justifiable Force**
 - Threats are justified when force is justified under Chapter 9.
 - Producing a weapon to create apprehension of deadly force does *not* constitute deadly force if the purpose is limited.
- **PC 9.05 - Reckless Injury of Innocent Third Person**
 - Actor may be justified in using force but **not** justified if an innocent third person is recklessly injured/killed.
 - Justification is unavailable when recklessness toward bystanders occurs.




Section #8 - Legality of Use of Force 233

233

Protection of Persons (PC 9.06, 9.21)

- **PC 9.06 - Civil Remedies Unaffected**
 - Justification under Chapter 9 does not eliminate civil liability.
- **PC 9.21 - Public Duty**
 - A person is justified in engaging in conduct that the penal laws would normally forbid when another law or legal authority specifically authorizes or requires it.
 - No duty to retreat if deadly force is justified.
 - Essentially:
 - "If the law tells you to do it, or gives you the authority to do it, then doing it isn't a crime—so long as you act within that legal authority."
 - If a person reasonably believes their conduct is authorized by law or court order—even if that belief is mistaken—they may still be justified under this section.



Section #8 - Legality of Use of Force 234

234

Protection of Persons (PC 9.22)

- **PC 9.22 - Necessity**
- Conduct is justified if:
 - The actor reasonably believes the conduct is immediately necessary to avoid imminent harm;
 - The desirability and urgency of avoiding the harm clearly outweigh, according to ordinary standards of reasonableness, the harm sought to be prevented by the law proscribing the conduct.

Section #8 - Legality of Use of Force 235

235

9.31 Self-Defense (1)

- Force is justified when the actor reasonably believes it is immediately necessary to protect against another's unlawful force.
- Self-defense permits force, not deadly force (covered separately under PC 9.32).
- Force is presumed reasonable if the actor:
 - Knew or had reason to believe the person against the force was used:
 - Unlawfully and with force entered or attempted to enter the actor's occupied habitation, vehicle, place of business or employment
 - Unlawfully and with force removed or attempted to remove the actor from the actor's habitation, vehicle, or place of business or employment; or
 - Was committing or attempting to commit aggravated kidnapping, murder, sexual assault, aggravated sexual assault, robbery, or aggravated robbery.
 - Did not provoke the person against whom the force was used; and
 - Was not otherwise engaged in criminal activity, other than a class C misdemeanor traffic violation.

Section #8 - Legality of Use of Force 236

236

PC 9.31 Self-Defense (2)

- The use of force against another is not justified:
 - In response to verbal provocation alone;
 - To resist arrest or search that the actor know is being made by a peace officer, or by a person acting in a peace officer's presence and at his direction, even though the arrest or search is unlawful.*;
 - If the actor consented to the exact force used or attempted;
 - If the actor provoked the unlawful force.*
 - The actor sought an explanation from or discussion with the other person concerning differences with other person while actor was:
 - Carrying a weapon in violation of 46.02; or
 - Possessing or transporting a weapon in violation of 46.05

Section #8 - Legality of Use of Force 237

237

PC 9.31 Self-Defense (3)

The use of force to resist an arrest or search is justified:

- if, before the actor offers any resistance, the peace officer (or person acting at his direction) uses or attempts to use greater force than necessary to make the arrest or search; and
- when and to the degree the actor reasonably believes the force is immediately necessary to protect himself against the peace officer's (or other person's) use or attempted use of greater force than necessary.

Application of Self-Defense

- In the event a security officer or any person utilizes greater force than necessary to make an arrest, the same statute (PC 9.31 Self-Defense) would most likely apply. The force used to make an arrest must be reasonable. If an arrest is being made, and the person making the arrest is using greater force than necessary, the person being arrested can respond with force to protect themselves.

Section #8 - Legality of Use of Force 238

238

PC 9.32 Deadly Force in Defense of Person (1)

Person is justified in using deadly force against another:

- If the actor would be justified in using force under 9.31
- Actor reasonably believes the deadly force is immediately necessary:
 - To protect against the other's use or attempted use of unlawful deadly force; or
 - To prevent the other's imminent commission of aggravated kidnapping, murder, sexual assault, aggravated sexual assault, robbery, or aggravated robbery.

***Actor's belief is presumed reasonable if actor knew or had reason to believe:**

- Person was unlawfully and with force entering (or attempted) the actor's occupied habitation, vehicle or place of business or employment.
- Person was unlawfully and with force removed (or attempted) the actor from the actor's habitation, vehicle, or place of business or employment.
- Did not provoke the person against whom the force was used; and
- Was not otherwise engaged in criminal activity, other than class C traffic offense.

Section #8 - Legality of Use of Force 239

239

PC 9.32 Deadly Force in Defense of Person (2)

- A person who has a right to be present at the location, who has not provoked the person, and who is not engaged in criminal activity is not required to retreat before using deadly force.
- When the above is met, whether you could have retreated or not cannot be used by a jury in determining if your use of deadly force was reasonable or not. (PC 9.32(d))
 - Note: It is possible to follow this correctly and still face consequences. If deadly force is justified and a court finds your actions necessary, that does not mean that you cannot and will not be held civilly liable.
- **Application of Deadly Force**
 - Due to the extreme nature of deadly force, it is important to know when and why to use it. It should always be viewed as a final resort when dealing with another individual.

Section #8 - Legality of Use of Force 240

240

PC 9.33 Defense of a Third Person

PC 9.33 justifies force used to protect a third person if:

- Actor **reasonably believes** the third person would be justified in using force under PC 9.31 or deadly force under PC 9.32 to protect themselves; and
- Actor **reasonably believe** that intervention is necessary to protect the third person.

Note: Do not confuse this statute with the authority a citizen has to arrest. A citizen's arrest is allowed when the following occur: felony occurs within your view or a breach of the peace.

Section #8 - Legality of Use of Force 241

241

PC 9.34 Protection of Life or Health

- A person is justified in using force, but not deadly force, against another when and to the degree he reasonably believes the force is immediately necessary to prevent the other from:
 - committing suicide or inflicting serious bodily injury to himself.
 - Preserve the other's life in an emergency.
- Examples:
 - Tackling someone away from the edge of a bridge to prevent them from jumping.
 - Forcibly moving an unconscious or injured person
- This section applies when you are trying to **help a person in danger**, not defending against an attacker. It covers emergencies such as medical crises, accidents, or situations where someone cannot protect themselves.
- Different from PC 9.33 Defense of a Third Person where deadly force may be allowed.

Section #8 - Legality of Use of Force 242

242

Protection of One's Own Property

- PC 9.41 allows force to protect one's own property.
- Actor may use force when he **reasonably believes** it is immediately necessary to:
 - Prevent or terminate another's trespass; or
 - Prevent or terminate unlawful interference with property.
- Force must be **proportionate** to the threat and limited to protecting property, not punishing offenders.
- Deadly force is **not** addressed here—deadly force requires PC 9.42.
- Actor must have a legitimate claim to the property and act within **legal** limits.

Section #8 - Legality of Use of Force 243

243

PC 9.42 Deadly Force to Protect Property

- PC 9.42 allows deadly force only when force is justified under PC 9.41 and the actor reasonably believes deadly force is immediately necessary.
- Deadly force is justified to prevent:
 - Arson, burglary, robbery, aggravated robbery, theft, or criminal mischief during nighttime;
 - Or to prevent a fleeing suspect from escaping with property after burglary, robbery, aggravated robbery, or nighttime theft/criminal mischief.
- Actor must reasonably believe that:
 - Property cannot be protected or recovered by any other means; and
 - Using lesser force would expose the actor to substantial risk of death or serious bodily injury.

Section #8 - Legality of Use of Force 244

244

PC 9.43 Protection of Third Person's Property

- PC 9.43 allows force or deadly force to protect another person's property when:
 - Actor would be justified under PC 9.41 (force) or PC 9.42 (deadly force) if the property were his own; and
 - Actor reasonably believes the third person requested protection, or he has a legal duty to protect the property.
- Justification also applies when the third person's property is in the actor's possession, or the actor is entrusted with its protection.
- Same restrictions on deadly force from PC 9.42 apply.

Section #8 - Legality of Use of Force 245

245

PC 9.44 Use of Device to Protect Property

- PC 9.44 allows the use of a device to protect property if:
 - The device is not designed to cause death or serious bodily injury;
 - The device is reasonable under the circumstances; and
 - The device is installed or used only for lawful protection of property.
- Devices designed or known to cause substantial risk of death or serious bodily injury are not justified.
- Actor must ensure the device complies with all laws and does not create unreasonable risk to others.
- Devices must function as a deterrent or protective measure—not as punitive hazards.

Section #8 - Legality of Use of Force 246

246

Arrest and Search

CCP Art. 14.01. Offense Within View

a) A peace officer or any other person, may, without a warrant, arrest an offender when the offense is committed in his presence or within his view, if the offense is one classed as a felony or as an offense against the public peace.

b) A peace officer may arrest an offender without a warrant for any offense committed in his presence or within his view.

Section #8 - Legality of Use of Force 247

247

PC 9.51 Arrest and Search (1)

PC 9.51 - Arrest and Search

Justifies use of force by a peace officer

- Or a person acting in the officer's presence and direction

Force may be used only when immediately necessary

- To make or assist in an arrest or search
- Or to prevent escape after arrest

Actor must reasonably believe:

- The arrest or search is lawful
- A warrant, if used, is valid

Identification required before force

- Unless identity/purpose already known or cannot be made known

Section #8 - Legality of Use of Force 248

248

PC 9.51 Arrest and Search (2)

PC 9.51(b) - Arrest and Search

Applies to persons other than peace officers

- Or one acting at a peace officer's direction

Use of force is justified only when immediately necessary

- To make or assist in a lawful arrest
- Or to prevent or assist in preventing escape after lawful arrest

Actor must reasonably believe force is necessary

Before using force, the actor must:

- Manifest their purpose to arrest
- State the reason for the arrest

Exception if purpose and reason are already known or cannot be made known

Section #8 - Legality of Use of Force 249

249

PC 9.51 Arrest and Search (3)

- **PC §9.51 – Use of Deadly Force**
- **Peace officer** may use deadly force if:
 - Deadly force would be justified under **Subsection (a)**; and
 - Officer reasonably believes:
 - The offense involved **use or attempted use of deadly force**, or
 - There is a **substantial risk** the person will cause death or serious bodily injury if arrest is delayed
- **Non-peace officer acting in officer's presence and direction** may use deadly force if:
 - Force is justified under **Subsection b (previous slide)**; and
 - The same deadly force risk standards are met

Section #8 - Legality of Use of Force 250

250

PC 9.51 Arrest and Search (4)

<p style="text-align: center; font-weight: bold;">No duty to retreat</p> <ul style="list-style-type: none"> • Applies when deadly force is justified under Subsections (c) or (d) 	<p style="text-align: center; font-weight: bold;">Manifestation of purpose or identity</p> <ul style="list-style-type: none"> • Does not conflict with other laws • Includes laws governing issuance, service, and execution of arrest or search warrants 	<p style="text-align: center; font-weight: bold;">Deadly force may only be used under circumstances specifically listed in Subsections (c) and (d)</p> <ul style="list-style-type: none"> • See previous slides for PC 9.51 Arrest and Search
---	---	---

Section #8 - Legality of Use of Force 251

251

PC 9.52 Prevention of Escape from Custody

Use of force is justified to prevent escape from custody when:

The same level of force could have been used to effect the original arrest; or

Correctional facility guards or peace officers may use force:

Including **deadly force** To prevent escape from a correctional facility

Authority is tied directly to:

The **lawfulness of the arrest**, and The **level of force originally justified**

Section #8 - Legality of Use of Force 252

252

Force Not Justified

- Force is Not Justified:
 - In response to verbal provocation alone.
 - To resist arrest or search by a peace officer.*
 - If the actor consented to the act.*
 - If the actor provoked the other's use or attempted use of unlawful force.
 - If the actor sought communication with the other person concerning the actor's differences while carrying a weapon.

Section #8 - Legality of Use of Force 253

253

Determining Liability in Court

- Courts may find LE, Security, or private citizens to be personally liable for excessive force. Factors include:

<ul style="list-style-type: none"> • Reasonable force may be used for arrest with probable cause, limited by the 4th Amendment. • Reasonableness is based on individual facts and circumstances of the situation. • Necessity of force and available alternatives are considered. • Purpose of force (control vs. harm) is evaluated. • The known character of the arrestee. 	<ul style="list-style-type: none"> • Severity of injury is considered; minor injuries may be civil torts. • The nature of the offense in which control was lost. • The actions of third parties who were present. • If an emergency situation existed. • The behavior of the person against whom force was used. • The physical size, strength, and weaponry of the arrestee.
---	---

Section #8 - Legality of Use of Force 254

254

The Use of Force Model

- Force options vary widely among agencies and jurisdictions
 - Especially between **empty hand control** and **deadly force**
- **Reasonableness** is based on the **totality of circumstances**
- Officers select force appropriate to the **level of resistance**
- Movement within the model may occur **rapidly**
- Example progression:
 1. **Presence** – Command presence, verbal commands
 2. **Non-Threatening Resistance** – Empty hand control, escorts
 3. **Threatening Resistance** – Non-lethal weapons, strikes
 4. **Lethal/Deadly Force** – All authorized tools

Section #8 - Use of Force Model 255

255

The Use of Force Model (2)

- Excessive control occurs when:**
 - Force used is **unreasonably greater** than the subject's resistance
 - Results in **preventable injury**
- Force applied must be:**
 - No more than a **reasonable officer** would use
 - Based on the **totality of the circumstances**
- No universal standard set by DPS**
 - Use-of-force policies are **company-specific**
 - This model reflects **best practices**
- Level of force entered into is dictated by totality of the circumstances:**
 - Size and strength of subject
 - Access to weapons or intoxication
 - Risk to others and environment

Section #8 - Use of Force Model 256

256

Arrests

- **Citizen's Arrest Authority**
 - Any individual may arrest **without a warrant** for:
 - A **felony** committed in their view
 - A **breach of the peace** in their view
 - To **prevent consequences of theft**
- Security officers may arrest under **CCP authority**
 - Must always follow **company policies and procedures**
 - Just because CCP says you can, doesn't mean you should
- **Force limitations**
 - Only **reasonable force** may be used
 - No greater force than **necessary** to secure the arrest
- Arrest decisions are based on the **totality of circumstances**
 - Enter the force model at the level matching resistance
- **Safety is the top priority** – remember, your primary objective is to observe and report.

Section #8 - Use of Force Model 257

257

Dynamic Resistance Response Model

- Adopted as the **use-of-force model**
 - Directly tied to **suspect behavior**
- Presumes security personnel seek **compliance in all encounters**
- Primary goal:
 - Bring every confrontation to a **compliant resolution**
- Use of force is determined by the **suspect's actions**
 - Not the officer's intent or emotion
- DRM resistance categories:
 - **Non-resistant (compliant)**
 - **Non-threatening resistant**
 - **Threatening resistant**
 - **Deadly resistant**

Section #8 - Use of Force Model 258

258

Non-Resistant (Compliant)

- Subject:
 - Complies with officer presence and direction
 - Follows **verbal commands**
 - Does not physically resist or threaten
- Force used:
 - **Command presence**
 - **Verbal direction and control**
- No physical force required
- Goal:
 - Maintain compliance
 - Safely control the situation without escalation



Section #8 - Use of Force Model 259

259

Non-Threatening Resistance

<p>Subject:</p> <ul style="list-style-type: none"> • Fails to follow verbal commands • Displays neutral or defensive actions • Does not cause the officer to feel physically threatened 	<p>Key principle:</p> <ul style="list-style-type: none"> • Officer's perception of threat is critical. • If you do not feel physically threatened, cannot use intermediate weapons (pepper spray, baton, etc.). 	<p>Reasonable responses include:</p> <ul style="list-style-type: none"> • Empty hand techniques <ul style="list-style-type: none"> • Escort techniques • Pressure points • Joint manipulation • Control holds and take-downs
---	---	--

Section #8 - Use of Force Model 260

260

Threatening Resistance

- Occurs when the officer **feels physically threatened**
 - By the suspect's actions or behavior
- Officer response:
 - Use force to **stop, control, or eliminate the threat**
- Justified force options:
 - **Personal weapons** (hands, fists, feet)
 - **Intermediate weapons** (batons, pepper spray)
- Threat assessment:
 - Based on **reasonable officer perception**
- Examples include:
 - Fighting stance indicating intent to attack
 - Verbal threats clearly communicating **intent to cause harm**

Section #8 - Use of Force Model 261

261

Deadly Resistance

- Occurs when the subject's actions present an **immediate threat, and;**
 - Likely to cause **serious bodily injury or death**
 - To the officer or another person
- Officer response:
 - Use force **reasonably necessary**
 - **Including deadly force**
 - To stop the threat and effect custody
- Force considerations:
 - All tools from **preceding categories remain available**
- Officers should:
 - Continue **verbal commands** when safe
- Level of force is dictated by the **suspect's resistance**

Section #8 - Use of Force Model 262

262

Force Response to Resistance


- When using DRM model, important to know what types of force can and should be used.
- Remember: always refer to your company's policies and procedures.
- Types of force:
 - I. Presence
 - II. Verbal Commands
 - III. Empty Hand Control
 - IV. Personal Weapons/Non-Lethal Weapons
 - V. Lethal Force/Deadly Force

Section #8 - Force Response to Resistance 263

263

1. Presence

- The **mere presence** of a security officer can:
 - Deter criminal behavior
 - Diffuse a potential situation
- Relies on:
 - **Professional appearance**
 - **Non-threatening body language and gestures**
- No verbal commands required at this level
- Often the **most effective** way to prevent escalation
- Common outcomes:
 - Voluntary compliance
 - Subject disengages without confrontation
- Best practice:
 - Use presence first whenever appropriate




Section #8 - Force Response to Resistance 264

264

2. Verbal Commands

- Voice commands combined with **presence** often gain compliance
- Effective communication uses:
 - Proper **word choice**
 - Appropriate **tone**
 - Professional **body language**
- Officers must:
 - Speak and act with **authority**
 - Communicate lawfully and ethically
- Best practice:
 - Start **calm, firm, and non-threatening**
 - Escalate intensity only as needed to gain compliance




Section #8 - Force Response to Resistance 265

265

2.1 Verbal Appeals

• Types of effective verbal appeals include:

<p>Ethical Appeal:</p> <ul style="list-style-type: none"> • Based on position as officer • Assures the other person • Persuades others of desire for positive outcome • Useful for upset and highly emotional people 	<p>Practical Appeal:</p> <ul style="list-style-type: none"> • Based on urgent need to change circumstance • Ignores long-term consequences • Short term solution • Persuades other person you are like them • Based on beliefs and value system of person
<p>Rational Appeal</p> <ul style="list-style-type: none"> • Use of reasoning • Common sense, good judgement, or community standards • Shows the reasonable solution • Best for people who value right and wrong 	<p>Personal Appeal</p> <ul style="list-style-type: none"> • Based on addressing person's needs and desires • Set aside own personal values • Works well with headstrong people who insist on getting their own way.



Section #8 - Force Response to Resistance 266

266

2.2 Redirecting Behavior

 <p>Listen</p> <p>Sort real problem from symptoms Determine priorities and context</p>	 <p>Empathize</p> <p>Understand other persons state of mind See through the eyes of the other person</p>	 <p>Ask</p> <p>Use gain questions to gain control and direct attention away Demonstrations concern and shows listening and understanding Allows to summarize and conclude situation</p> 
--	--	---

Section #8 - Force Response to Resistance 267

267

3. Empty Hand Control (1)

- Used for subjects displaying **non-threatening resistance**
- Reasonable responses include:
 - Escort techniques
 - Pressure points
 - Joint manipulation
 - Control holds
 - Take-downs
- Characterized by **Low probability** of soft tissue damage and **Low risk** of bone fractures
- Effective for:
 - **Passive resistance** physically or **Active resistance**
- Handcuffing: only allowed if making a citizen's arrest.
- Do not perform techniques that you do not have documented training for.

Section #8 - Force Response to Resistance 268

268

3. Empty Hand Control (2)



Officers must assess the **totality of the circumstances**



Factors include:

- Risk of injury to officers or others if control is not used
- Risk of serious injury to the subject
- Ability to control pain/compliance based on resistance
 - Nature of the offense
 - Level of resistance displayed
 - Need for prompt resolution



Force application:

Must stop once compliance is achieved



Best practice:

Avoid hands-on force when possible
Do not use techniques without proper training

Section #8 - Force Response to Resistance 269

269

4. Personal Weapons / Non-Lethal Weapons



- Reasonable responses to mitigate **threatening resistance** include:
 - Use of **personal weapons**: arms, legs, hands, fists, feet.
 - Use of **intermediate weapons**: impact weapons and chemical spray.
- Techniques may cause:
 - **Soft connective tissue damage**
 - Irritation of skin, eyes, mucus membranes
 - **Bone fractures**
- **Hard intermediate weapons** include:
 - Expandable batons, batons, OC chemical sprays, stun guns.
- Impact techniques target **muscles, arms, and legs**.
- Strikes to **head, neck, groin, kneecaps, spine = deadly force**.

Section #8 - Force Response to Resistance 270

270

5. Lethal Force / Deadly Force

Lethal/Deadly force is force with a high probability of causing death or serious bodily injury.

Reminder: non-commissioned security officers are not allowed to carry firearms

Serious bodily injury includes:

- Unconsciousness
- Protracted or obvious disfigurement
- Loss or impairment of body member, organ, or mental faculty.

Even body strikes or objects may constitute deadly force.

A firearm is the most recognized deadly force weapon.

Other force may be deadly if intended to create a substantial likelihood of death or serious injury.

Section #8 - Force Response to Resistance 271

271

Section 9: Conflict Resolution

272

272

Conflict Resolution: Training Objective & Outline Details

Chapter Training Objective:

- Upon successful completion of this module, participants will be able to **recognize how to resolve conflict.**

Chapter Outline Details:

- Define terms relevant to **effective communication.**
- Identify components of the **critical decision-making model** and how it assists officers.
- Identify the **benefits of conflict resolution skills.**

Emphasis on communication, judgment, and de-escalation during conflict situations.

Section #9 273

273

Communication

- Most effective way to resolve conflict: **Good Communication**
- Speaking clearly and using proper grammar

- I. Critical Thinking**
 - Conceptualizing, applying, analyzing, synthesizing, and/or evaluating information
- II. Respect**
 - Maintaining a sensitivity for others and general politeness.
 - Allow others to have a voice
 - More likely to obtain voluntary compliance by showing respect.

Section #9 - Communication 274

274

Communication

- III. Legitimacy**
 - Right to maintain social order, manage conflicts, and solve problems
 - 3 key factors: Public trust/confidence, community acceptance, and appropriateness
- IV. Transparency**
 - Transparency in security rules and procedures helps build trust in neutral decision-making.
- V. Fairness**
 - Displaying honesty, empathizing, and communicating clearly with others.

Section #9 - Communication 275

275

Introduction to the Critical Decision-Making Model


- Traditional training emphasized a culture of speed:
 - Respond immediately
 - Give commands
 - Take charge and end situations quickly
- This approach appeared effective in the past.
- Modern security work requires officers to:
 - De-escalate defiant or non-compliant behavior
 - Recognize mental illness or behavioral crisis
 - Engage with bystanders recording incidents
- These concepts mainly affect peace officers but also apply to security officers.

Section #9 - Critical Decision Making Model 276

276

Critical Decision-Making Model

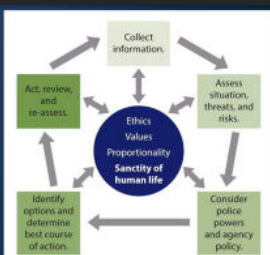
- Used by tactical law enforcement units for high-risk situations
 - Emphasizes structured, deliberate decision-making
- Involves collecting and analyzing information before action
 - Assess risks, threats, and possible contingencies
- Considered reckless to act without this process
- Applicable to security officers, not just SWAT
- When combined with tactical concepts:
 - Distance, cover, and time improve safety and effectiveness
- Based on established models
 - United Kingdom National Decision Model (NDM)
 - Scanning, Analysis, Response, Assessment (SARA) model



Section #9 - Critical Decision Making Model 277

277





Critical Decision-Making Model



Section #9 - Critical Decision Making Model 278

278

Key Principles

-  The Critical Decision-Making Model (CDM) is centered on an ethical core
-  The ethical core provides grounding and guidance for the entire process
-  Four key principles guide all decisions within the CDM:
 - Ethics
 - Values of the Company
 - Proportionality
 - Sanctity of Human Life
-  All actions must support these core principles


Section #9 - Critical Decision Making Model 279

279

Five Steps of the CDM

The key principles inform the steps of the CDM. The steps are as follows:

1. Collect information
2. Assess the situation, threats, and risks
3. Consider security officer powers and company policy and procedures
4. Identify options and determine the best course of action
5. Act, review, and re-assess




Section #9 - Critical Decision Making Model 280

280

Step 1: Collect Information

- First step of the Critical Decision-Making Model
- Officers gather all available information before acting
- Information may include:
 - People involved and their behavior
 - Environment, time, distance, and lighting
- Identify threats, risks, and available resources
- Information collection is continuous throughout the incident
- Questions to ask yourself and others (other guards, supervisors, witnesses, etc.)




Section #9 - Critical Decision Making Model 281

281

Step 2: Assess the Situation Threats and Risks

- Begins while responding and receiving information
- Involves considering "what if" scenarios
- Intensifies upon arrival and visual threat and risk assessment
- Key self-assessment questions include:
 - Do I need to take immediate action?
 - What is the nature and severity of threats or risks?
- The CDM does not prevent or restrict security officers from taking immediate action



Section #9 - Critical Decision Making Model 282

282

Step 3: Consider Security Officer Powers and Company Policy and Procedures

- Represents important self-check of knowledge and understanding of statutes and risks
- Must also know company policy
 - Company policy may be more restrictive than state law (foot pursuits, less-lethal options, etc.)
- Questions to ask yourself:
 - What company policies control my response?
 - Are there other issues I should think about?
 - Am I justified to take action here?
 - Is a citizen's arrest appropriate and allowed by company policy?

Section #9 - Critical Decision Making Model 283

283

Step 4: Identify Options and Determine the Best Course of Action

- Officers narrow down their options using prior information and assessments
- Determine whether to act immediately or delay action
- Key questions officers should consider:
 - What am I trying to achieve?
 - What options and contingencies exist?
- Evaluate subject response and available resources
- Select actions that minimize harm and maximize success

Section #9 - Critical Decision Making Model 284

284

Step 5: Act, Review, and Re-assess

- Execute the plan, evaluate the impact, and determine what more they need to do.
- Ask yourself:
 - Did I achieve the desired outcome?
 - Is there anything more I need to consider?
 - What lessons did I learn?
- If the incident is not resolved, then begin the critical decision making model again, starting with the collection of additional information.

Section #9 - Critical Decision Making Model 285

285

Benefits of Conflict Resolution

- Conflict resolution using the CDM applies to a wide range of incidents
- Especially effective for incidents involving:
 - Unarmed subjects
 - Subjects with edged weapons or similar objects
- Useful when dealing with individuals experiencing:
 - Mental health crises
 - Developmental disabilities or substance abuse
- Supports effective decision-making in complex, high-risk situations
- Builds consistent decision-making through practice

Section #9 - Conflict Resolution 286

286

Section 10: Defensive Tactics

Note: As a participant, it is YOUR responsibility to know and follow the relevant statutes, administrative code, and your company's use-of-force policy when using the techniques presented in this course. During the 88th Legislative Session, HB 3424 requires that all self-defense tactics instruction be conducted in person.

287

287

Training Objective & Outline

- Upon the successful completion of this module, participants will be able to recognize the basics of defensive tactics.
- Outline
 - Identify the ABC's of Defensive Tactics.
 - Identify the important basics of defensive tactics including:
 1. Stances
 2. Compliance Techniques
 3. Striking Techniques
 4. Joint Lock and Grounding Techniques
 5. Weapon Retention

Section #10 - Defensive Tactics 288

288

ABC's of Defensive Tactics

I. Awareness: Attenuation to the dangers present amid surroundings.

II. Barrier: Hand and body positioning to counteract aggressive action.

III. Counter: Application of technique to avoid harm or prevent aggression.

Section #10 - ABC's of Defensive Tactics 289

289

Awareness

- Security officers must maintain **constant vigilance**
 - Awareness is the first line of personal safety
- Vigilance allows officers to:
 - Detect threatening situations early
 - Avoid becoming victims of aggressive acts
- Officers should continuously observe:
 - Body positioning and gestures
 - Voice, tone, and volume
- Be alert to **pre-assault indicators**
 - Signs that a physical altercation may be looming
- Situational awareness helps officers:
 - Respond appropriately
 - Diffuse or avoid harmful actions

Section #10 - ABC's of Defensive Tactics 290

290

Barrier

Barrier refers to using objects or distance to deter a physical assault

- Creates separation between officer and subject

Barriers reduce the risk of injury

- Limit a subject's ability to strike or advance

Common barriers include:

- Vehicles, desks, tables, doors, or furniture
- Use balance, stance, hands, arms, etc. in the absence of physical barriers.

Proper use of barriers allows officers to:

- Maintain reactionary distance
- Control movement and positioning

Section #10 - ABC's of Defensive Tactics 291

291

Counter

- Counter is the officer's response to an attack
 - Used only when awareness and barriers are insufficient
- Counters are intended to:
 - Stop or control aggressive actions
 - Create an opportunity to disengage
- Counter techniques may include:
 - Defensive movements
 - Control or compliance techniques
- Counters must be:
 - Reasonable
 - Proportional to the level of resistance

Section #10 - ABC's of Defensive Tactics 292

292

Basics in Defensive Tactics


- Brute Force Considerations**
 - Strength, size, and weight favor the stronger person
 - Size advantage may overcome an attack
- When Facing a Larger Aggressor**
 - Disrupt the aggressor's balance
 - Use movement to turn size against them
- Applying Force Effectively**
 - Target specific areas to stun the aggressor
 - Temporarily prevent continued hostile actions
- Worst-Case Response**
 - Focus force on a single limb or joint to stop aggression

Section #10 - Basics in Defensive Tactics 293

293

Stances - Interview Stance

- Purpose**
 - Used whenever speaking with someone
 - Enables rapid movement to a combat-ready stance if an attack appears imminent
- Positioning**
 - Stand at a 45° angle, slightly off center
 - Hands in front and above the waist; do not interlace fingers
 - Feet shoulder-width apart
 - Strong foot slightly back to protect firearm
- Reactionary Gap**
 - Maintain approximately 6.5 feet to allow time to react and defend



Section #10 - Basics in Defensive Tactics 294

294


Combat Ready Stance

Purpose

- Used immediately upon detecting aggression
- Designed to counter an imminent attack

Positioning

- Strong foot steps slightly to the rear
- Lower center of gravity
- Arms in front, just below eye level, elbows slightly bent
- Hands open, palms down, fingers and thumbs not spread
- Support hand slightly ahead of strong hand
- Feet at least shoulder-width apart, toes toward throat



Section #10 - Basics in Defensive Tactics 295

295

Tactical Movement

Purpose

- Used after assuming the combat-ready stance
- Increases safety and probability of success

Key Concepts

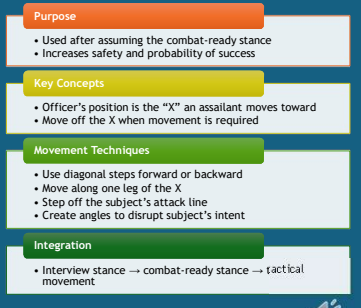
- Officer's position is the "X" an assailant moves toward
- Move off the X when movement is required

Movement Techniques

- Use diagonal steps forward or backward
- Move along one leg of the X
- Step off the subject's attack line
- Create angles to disrupt subject's intent

Integration

- Interview stance → combat-ready stance → tactical movement



Section #10 - Basics in Defensive Tactics 296

296

Compliance Techniques - Pressure Point Manipulation

Definition

- Pressure points are areas of the body used for therapeutic or control purposes

Methods of Manipulation

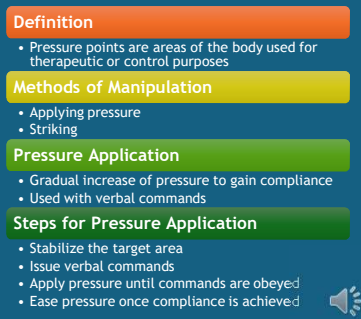
- Applying pressure
- Striking

Pressure Application

- Gradual increase of pressure to gain compliance
- Used with verbal commands

Steps for Pressure Application

- Stabilize the target area
- Issue verbal commands
- Apply pressure until commands are obeyed
- Ease pressure once compliance is achieved



Section #10 - Compliance Techniques 297

297

Pressure Point Manipulation (cont.)

Striking Application

- Uses legs, hands, or forearms
- Targets large muscle masses
- Intended to induce compliance

Key Principles


- Transfer maximum force to the target
- Combine technique with body movement

Effective Striking Requires

- Rotating hips and body into the strike
- Driving force into nerve-rich muscle areas

Common Target Areas

- Arms
- Legs
- Torso



Section #10 - Compliance Techniques 298

298

Pressure Point Locations

General Overview


Numerous pressure points exist throughout the human body. Course focuses on select points for defensive tactics use.

Training Emphasis

Application for control and compliance. Safety and effectiveness are priorities.

Safety Consideration

Avoid pressure point techniques to the head and neck. Reduces risk of injury, restriction and serious injury.



Section #10 - Compliance Techniques 299

299

Top of the Shoulder

- **Location**
 - Halfway between the shoulder and neck
 - Along the top of the shoulder, just inside the clavicle
- **Application Positions**
 - Standing at a 45° angle to the subject
 - Standing behind the subject
- **Application Steps**
 1. Stabilize the subject using one or both hands
 2. Place thumb or first two fingers into the notch
 3. Apply pressure straight downward




Section #10 - Compliance Techniques 300

300

Top of the Forearm

- This pressure point is located on top of the forearm, just below the elbow. The best manipulation of this point involves application of a striking technique.



Section #10 - Compliance Techniques 301

301

Outside of the Thigh

- This pressure point is located on the outside of the thigh, between the hip and the knee. The best manipulation of this point involves application of a striking technique.




Section #10 - Compliance Techniques 302

302

Inside of the Thigh

- This pressure point is located on the inside of thigh, halfway between the knee and the groin. The best manipulation of this point involves application of a striking technique.




Section #10 - Compliance Techniques 303

303

Shin

- This pressure point is located at the bottom of the shin, where it connects to the foot. The best manipulation of this point involves application of a striking technique.




Section #10 - Compliance Techniques 304

304

Calf

- This pressure point is located at the top of the calf, just below the knee. The best manipulation of this point involves application of a striking technique.



Section #10 - Compliance Techniques 305

305

Pressure Point Manipulation Summary

Methods of Application

- Pressure application
- Striking application

Pressure Application

- Gradual increase of pressure
- Continued until subject complies with commands

Officer Responsibility

- Know pressure point locations
- Understand proper manipulation techniques
- Apply techniques safely and effectively

Section #10 - Compliance Techniques 306

306

Basic Striking Techniques

Striking Application

- Uses *personal weapons* available to every security officer

Personal Weapons Include

- Hands and forearms
- Elbows and head
- Feet, shins, and knees

Purpose of Striking

- Strike pressure points to gain subject compliance

Effective Delivery

- Transfer maximum force with proper technique
- Avoid multiple strikes to reduce injury risk
- Use hard-to-soft or soft-to-hard methods

Strike Categories

- Arm strikes
- Leg strikes

Section #10 - Basic Striking Techniques 307

307

Arm Strikes - Palm Strike

- **Purpose of Palm Strike**
 - Used to stop a subject advancing too close
 - Effective for managing immediate threats
- **Target Areas**
 - Body or face
- **Technique Characteristics**
 - Delivered with a straight arm
 - Follows the body's natural defensive reaction
- **Safety Advantages**
 - Lower risk of injury to the hand
- **Hand Options**
 - Can be delivered with:
 - Support hand
 - Strong hand

Section #10 - Basic Striking Techniques 308

308

Palm Strike

Support-Hand Palm Strike

- Straight arm, fingers upward
- Rotate hips and step into strike
- Issue command: "Get back!"
- Resume combat-ready stance

Strong-Hand Palm Strike


- Thumb upward; fingers mold to torso
- Rotate hips and step into strike
- Issue command: "Get back!"
- Resume combat-ready stance

Section #10 - Basic Striking Techniques 309

309

Punches

- Punches are considered a **power strike**
 - Used to stop a subject who is getting too close and posing a threat
- Can be delivered to the **face or body**
 - **Primary target: body**
- Proper punch application:
 1. Form a fist with the **thumb on top**
 2. Keep **elbows tight**; deliver a **straight-arm punch**
 - Do not rotate the wrist, or energy will be lost
 3. **Rotate hips forward** into the strike
 4. Issue loud verbal command: **"Get back!"**
 5. **Immediately return** to a combat-ready stance




Section #10 - Basic Striking Techniques 310

310

Strikes Using Forearms

- Used when a subject is **very close** and space for other strikes is limited
- Can be delivered with **support arm or strong arm**
- **Primary target: subject's body**
- Power generated through **hip rotation**
- Application steps:
 1. Strike with **support arm at 45°** to create space and load hips
 - Follow with **strong-arm strike at 90°**
 2. Issue loud verbal command: **"Back away."**
 3. **Return to combat-ready stance** or transition to follow-up control
- Once distance is gained, **immediately apply control techniques**




Section #10 - Basic Striking Techniques 311

311

Strikes to the Rear Shoulder Area

- Used to **briefly disorient** a subject and allow follow-up control
- Target area: **top of the shoulder at the base of the neck**
- Most effective when applied **from behind**
 - Can also be delivered from the front
- Striking tools:
 - **Hammer fist**
 - **Knife-edge of the hand**
 - **Forearms**
- Application steps:
 1. Approach from behind; grasp upper back and bump calf
 2. Strike at **45° angle** to target area
 3. Drive **full body weight** into strike
 4. Issue loud verbal command
 5. **Immediately apply control technique**




Section #10 - Basic Striking Techniques 312

312

Strikes to the Shoulder Joint

- Purpose: force subject to release objects
 - Causes temporary loss of grip and hand function
- Delivery method
 - Executed using a punch
 - Typically requires up to three strikes to be effective
- Duration and follow-up
 - Effects are short-term
 - Must be followed immediately by a control technique
- Application steps
 1. Secure the arm if possible
 2. Strike the shoulder joint below the collarbone and rotator ball
 3. Rotate hips into the strike
 4. Give a loud verbal command
 5. Transition to control technique




Section #10 - Basic Striking Techniques 313

313

Leg Strikes - Knee Strikes

- Purpose
 - Interrupt thought process or temporarily disable subject
- Primary targets
 - Thigh (preferred)
 - Abdomen if presented
- Effects and considerations
 - Temporary loss of leg function; may affect both legs
 - Possible muscle contusions
- Knee-strike-to-the-thigh technique
 1. Secure subject if possible
 2. Drive front of knee straight into thigh
 3. Rotate hips into strike
 4. Issue loud verbal command
 5. Be ready to deliver a second strike
 6. Transition immediately to a control technique




Section #10 - Basic Striking Techniques 314


314

Knee Strikes (images)


Knee strike from the side.




Knee strike from the front.




Knee strike to inside of thigh



Knee Strike to back of thigh






Section #10 - Basic Striking Techniques 315

315

Knee Strike to the Abdomen Technique

- Purpose**
 - Stop forward momentum of an aggressive offender
 - Cause temporary incapacitation through loss of breath
- Target area**
 - Abdominal muscles / solar plexus
- Effects and considerations**
 - Disrupts breathing and balance
 - Possible abdominal muscle contusions
- Application steps**
 - Assume a combat-ready stance
 - Face subject with hands high and elbows in
 - Place hands on shoulder blades to pull subject forward
 - Deliver knee strike to abdomen
 - Be prepared for multiple strikes
 - Transition immediately to a control technique





Section #10 - Basic Striking Techniques 316

316

Round Kick Technique

- Most powerful leg strike**
 - Primary kick in defensive tactics system
- Target and delivery**
 - Primary target: thigh
 - Delivered from various angles
 - Targets low to prevent leg being grabbed
- Effects and considerations**
 - Temporary loss of leg use; may affect both legs
 - Intense pain; usually results in bruising
 - Possible brief disorientation
- Application steps**
 - Approach slightly off-center to strong side
 - Strike with front of shin
 - Step through for hip rotation
 - Issue loud verbal command
 - Transition immediately to control technique






Section #10 - Basic Striking Techniques 317

317

Front Kicks

- Stop a subject advancing toward you**
 - Interrupt thought process and weaken resistance
- Primary target**
 - Lower shin where it connects to the foot
- Delivery method**
 - Strike with toe or instep of the foot
- Effects and considerations**
 - Temporary loss of foot use; may affect entire leg
 - Effects are short-term; requires immediate follow-up
- Application steps**
 - Strike lower shin/foot junction
 - Drive toe or instep straight into target
 - Step in for hip rotation
 - Issue loud verbal command
 - Transition immediately to control technique

Section #10 - Basic Striking Techniques 318

318

Striking Summary

- Strikes include:**
 - Arm strikes
 - Leg strikes
- Selected based on:**
 - Specific security-risk situation
- Proper application:**
 - Transfer maximum force to the target
- Risk reduction:**
 - Avoid multiple strikes
 - Reduces chance of subject injury

Section #10 - Basic Striking Techniques 319

319

Joint Lock and Grounding Techniques - Escort Technique


- Escorting without handcuffs:**
 - Can be dangerous
 - Requires caution and control
- Situational necessity:**
 - Short-distance movement only
- Safety priority:**
 - Must be done safely
- Primary control point:**
 - Elbow control

Section #10 - Joint Lock and Grounding Techniques 320

320

Proper Positioning

- Proper escort positioning must be established before movement
 - Correct positioning helps overcome resistance
- Stand close to the subject
 - Weapon side closest to subject when possible
 - Hides weapon and limits access
 - Reduces counterattack risk and improves control
- Escorting a non-handcuffed subject:
 1. Approach from rear, slightly off to one side
 2. Support hand controls wrist
 3. Bring arm to belt line; palm and elbow up
 4. Strong hand controls triceps
 5. Hold subject close



Section #10 - Joint Lock and Grounding Techniques 321

321

Arm-Bar Control

- Used when a subject locks up during escort
- Applied immediately upon resistance
- Prevents escalation and regains control
- Redirects subject compliance through leverage
- Supports continuation of the escort safely

Section #10 - Joint Lock and Grounding Techniques 322

322

Arm-Bar Control Technique

- Used to counter a subject locking their arm
- Distraction interrupts resistance and motor control
- Technique steps:
 1. Apply knee strike to nearest thigh
 2. Pull wrist to hip, palm up
 3. Knife-edge hand on triceps
 4. Forearm pressure downward to off-balance subject
 5. Move subject as directed or transition to grounding if resistance continues

Section #10 - Joint Lock and Grounding Techniques 323

323

Arm-Bar Grounding Technique


- Used when resistance continues after arm-bar control
- Dynamic transition from standing to ground
- Safety note: minimize duration and pressure to head/neck
- Technique steps:
 1. Knee strike to nearest thigh
 2. Step back with outside leg and rotate body
 3. Kneel with closest knee to ground subject
 4. Maintain arm-bar control
 5. Slide arm across midsection and rotate into prone handcuffing position

Section #10 - Joint Lock and Grounding Techniques 324

324

Standard Wristlock

- Used to quickly establish control over a subject
- Effective from multiple positions
- Technique steps:
 1. Grasp hand and rotate palm up
 2. Apply pressure to back of hand toward elbow
 3. Move to grounding technique if subject does not comply
 4. Can be applied standing, sitting, or kneeling




Section #10 - Joint Lock and Grounding Techniques 325

325

Wristlock Grounding Technique

- Used when resistance continues after wristlock application
- Can be applied from any position
- Technique steps:
 1. Flex hand toward elbow and pull arm down
 2. Step backward, sliding feet to maintain balance
 3. Move subject into prone position
 4. Straighten arm and prepare for handcuffing




Section #10 - Joint Lock and Grounding Techniques 326

326

Compression Wristlock

- Used to move a subject a short distance
- Applied when resistance is anticipated
- Technique steps:
 1. Grasp wrist with thumb in wrist crease, fingers over hand
 2. Other hand anchors triceps
 3. Flex palm toward elbow to compress wrist
 4. Use wrist pressure to move subject while standing




Section #10 - Joint Lock and Grounding Techniques 327

327

Compression Wristlock (2)

- Used to control subject movement from sitting or kneeling
- Wrist pressure directs subject positioning
- Standing the subject:
 - Elevate the wrist
 - Push upward on triceps
- Sitting the subject:
 - Lower the wrist
 - Push downward on triceps
- Movement controlled through leverage, not strength




Section #10 - Joint Lock and Grounding Techniques 328

328

Inverted Compression Wristlock

- Used when subject resists compression wristlock
- Transitions control to rear position
- Technique steps:
 1. Retain wristlock; move arm behind back
 2. Step behind subject; lock elbow into armpit
 3. Release triceps; apply wrist pressure from above
 4. Stabilize shoulder with free hand
 5. Leverage subject against solid object for handcuffing



Section #10 - Joint Lock and Grounding Techniques 329

329

Weapon Retention Techniques

- Weapon retention focuses on keeping the weapon in the holster
- Core principles:
 - Awareness and prevention
 - Maintaining distance
 - Controlling the subject
 - Knowing responses to weapon grabs
- Awareness includes recognizing verbal and non-verbal cues
- Proper stance and positioning improve retention
- Prevention uses natural flinch and parrying techniques
- Redirect subject's arms and create space
- Remain mobile and transitional after deflection

Section #10 - Weapon Retention Techniques 330

330

Handgun



- Begins with core principles:**
 - Maintain distance
 - Control the individual
 - Know responses to weapon attacks
- Manage the reactionary gap**
 - Increase distance and issue verbal commands
- If subject reaches for weapon:**
 - Use down check to create space
- If subject grabs weapon:**
 - Apply retention technique immediately
- Retention sequence:**
 - Stabilize weapon
 - Position of power
 - Force release
 - Increase distance and follow up

Section #10 - Weapon Retention Techniques 331

331

Holstered Retention

- Weapon must remain in the holster
- Prevent subject access through distance and positioning
- If subject grabs holstered weapon:
 1. Stabilize weapon by pressing it into holster
 2. Step back to position of power





Section #10 - Weapon Retention Techniques 332


332

Holstered Retention

3. Force release with forearm strikes



4. Follow up by creating distance, striking, or takedown



Section #10 - Weapon Retention Techniques 333

333

Weapon Retention Summary

- Weapon retention is critical to officer survival
- Failure can result in serious injury or death
- Techniques require repeated practice to gain proficiency
- Ongoing training is necessary to maintain skill level
- Maintain sufficient distance to allow reaction time
- Always remember:
 - Every encounter involves at least one firearm — yours

Section #10 - Weapon Retention Techniques 334

334

Section 11: Handcuffing

Note: As a participant, it is YOUR responsibility to know and follow the relevant statutes, administrative code, and your company's use-of-force policy when using the techniques presented in this course. During the 88th Legislative Session, HB 3424 requires that all self-defense tactics instruction be conducted in person.

335

335

Objectives and Outline

Training Objective:

- Describe when and how to use handcuffs

Chapter Outline:

1. Identify how handcuffs operate
2. Identify proper handcuff application
3. Identify handcuffing methods

Participant responsibility:

- Follow statutes, administrative code, and company use-of-force policy

HB 3424:

- Self-defense tactics instruction must be conducted in person

Section #11 336

336

10.3 - Importance of Proper Handcuffing


- Handcuffing is a critical basic tactic
- Many officer assaults occur during interviews or cuffing
- Proper handcuffing reduces risk of assault
- Officers must apply handcuffs quickly and safely
- Key elements:
 - Proper positioning
 - Effective control
 - Correct application
- Poor technique increases safety risks and jeopardizes apprehension

Section #11 - Importance of Proper Handcuffing 337

337

Orientation and Operation

- Handcuffs restrain a subject's hands securely
- Consist of two connected halves
- Each half includes:
 - Movable single bar
 - Static double bar
- Locking device uses a ratcheting gear
 - Engages cogs on the single bar
 - Prevents escape
- Double lock feature:
 - Stops ratcheting
 - Prevents cuffs from tightening




Section #11 - Orientation and Operation 338

338

Orientation and Operation

- **Chained handcuffs:**
 - Most commonly used by security officers
 - Allow multi-directional movement
 - Easier second cuff application
 - Effective during active resistance
- **Rigid handcuffs:**
 - Best for long-distance transport
 - Limit subject movement and manipulation
- **Hinged handcuffs:**
 - Balance between chained and rigid
 - Restrict movement more than chained
 - Easier to apply than rigid cuffs




Section #11 - Orientation and Operation 339

339

- Keyhole Placement
- Double Lock

- **Keyhole placement:**
 - Historically viewed as a safety concern
 - More relevant for subject transport duties
 - Less critical during routine security operations
- **Double Lock:**
 - Prevents the single bar from tightening
 - Reduces risk of injury to the subject
 - Handcuffs should be double-locked every time
 - Exception: unsafe environments




Section #11 - Orientation and Operation 340

340

Handcuff Application

- **Proper handcuff placement**
 - Place cuffs in the wrist crease where the wrist meets the arm
 - Allows secure tightening without slipping over the hand
 - Avoids contact with wrist bone to reduce pain/injury
- **Handcuff design and fit**
 - Handcuffs are oval-shaped
 - Match cuff oval to the oval of the lower arm during application

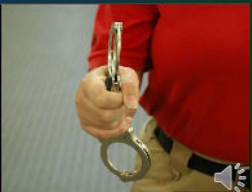


Section #11 - Handcuff Application 341

341

Stance, Draw, and Grip

- **Officer positioning**
 - Maintain reactionary gap
 - Stay in combat-ready (defensive) stance
- **Drawing handcuffs**
 - Draw from holster once subject is positioned
 - Place handcuffs in strong hand regardless of draw hand
- **Proper grip**
 - Fingers hold chain between cuffs
 - One cuff angled ~45° outward
 - Maintain control to prevent loss
- **Position of Disadvantage**
 - Officer stays outside "contact zone"



Section #11 - Orientation and Operation 342

342

Handcuffing Methods - Position of Disadvantage

- Purpose of disadvantage positions
 - Reduce likelihood of assault on officer
 - Provide warning and preparation for possible resistance
- Decision factors
 - Based on threat assessment
 - Officer vs. subject size
 - Type of arrest/detention
 - Environment and location
- Position selection
 - Higher threat = greater control
 - Prone generally safest
 - Kneeling may be safer in confined or complex environments

Section #11 - Handcuffing Methods 343

343

Standing Handcuffing Method - Subject Placement

Standing handcuffing commands


1. "Stand facing away from me, with your arms straight out to your sides."
2. "Move your feet wider than shoulder width apart."
3. "Point your toes outward."
4. "Bend over slightly at the waist."
5. "Place your hands straight out behind your back with the palms facing upwards."
6. "Face away from the sound of my voice."

Section #11 - Handcuffing Methods 344

344

Approach

Initial positioning	Entering the reactionary gap	Movement considerations
<ul style="list-style-type: none"> • Move to edge of reactionary gap • Draw handcuffs and obtain correct grip 	<ul style="list-style-type: none"> • Breach gap only when ready to apply cuffs • Step and slide during approach 	<ul style="list-style-type: none"> • Stay balanced on balls of feet • Do not cross feet to avoid loss of balance



Section #11 - Handcuffing Methods 345

345

Application


- Application principles
 - Apply cuffs quickly and efficiently
 - Resistance often occurs at initial contact or loss of control
- Handcuff application steps
 1. Align cuff oval with wrist oval
 2. Control thumb and apply cuff simultaneously
 3. Rotate wrist so thumb points upward
 4. Control second hand at fingers, thumb up
 5. Apply second cuff by lifting wrist into cuff
 6. Check tightness and double lock

Section #11 - Handcuffing Methods 346


346

Application


Applying first cuff



Securing second hand



Applying second cuff



Section #11 - Handcuffing Methods 347

347

Compression Wristlock

- Purpose of compression wristlock
 - Maintain control while moving the subject
- Wristlock application
 1. Palm back of subject's hand
 2. Control same arm at the triceps
 3. Apply compression if resistance occurs
 4. Ease pressure once compliance is achieved



Section #11 - Handcuffing Methods 348

348

Weapons Check

- Timing
 - Conduct after cuffs are applied and double locked
 - Complete before moving the subject
- Search priority areas
 - Hands and fingers
 - Forearms and lower back
 - Waistband
 - Front and back pockets
 - Foot and ankle areas
- Verbal confirmation
 - Ask subject if they have a weapon
 - Identify location and retrieve safely

Section #11 - Handcuffing Methods 349

349

Use of Multiple Handcuffs

- When to use multiple restraints
 - Subject is too wide across the shoulders
- Restraint options
 - Two handcuffs
 - Three handcuffs
 - Leg irons
- Selection factors
 - Subject's size and body shape




Section #11 - Handcuffing Methods 350

350

Kneeling Handcuffing Method - Subject Placement

Kneeling handcuffing commands

1. Kneel facing away from officer
2. Arms straight out to sides
3. Cross left ankle over right
4. Sit back on ankles
5. Bend slightly at the waist
6. Hands behind back, palms up
7. Face away from the officer's voice



Section #11 - Handcuffing Methods 351

351

Approach

<p>Initial positioning</p> <ul style="list-style-type: none"> • Move to edge of reactionary gap • Draw handcuffs and obtain correct grip 	<p>Entering the reactionary gap</p> <ul style="list-style-type: none"> • Breach gap when ready to apply cuffs • Use same step-and-slide approach as standing method 	<p>Body mechanics</p> <ul style="list-style-type: none"> • Lower center of gravity by squatting slightly • Do not bend at the waist
---	--	--

Section #11 - Handcuffing Methods 352

352

Application

Application fundamentals

- Maintain proper grip and balance
- Lower center of gravity by squatting

Handcuff application steps:

1. Align cuff oval with wrist oval
2. Control thumb and apply first cuff
3. Rotate wrist, thumb up
4. Control second hand at fingers
5. Apply second cuff by lifting wrist
6. Check tightness and double lock when safe

Section #11 - Handcuffing Methods 353

353

Compression Wristlock

Purpose

- Maintain control while raising or moving the subject

Steps to stand subject:

1. Apply wristlock for control
2. Direct subject to uncross ankles
3. Move subject to one knee, then to standing
4. Apply compression if resistance occurs
5. Ease pressure once compliance is achieved

Section #11 - Handcuffing Methods 354

354

Handcuffing Summary

Knowledge and equipment	Application and safety	Officer tactics
<ul style="list-style-type: none"> Understand components and operation of handcuffs Use appropriate handcuff types for the situation 	<ul style="list-style-type: none"> Apply cuffs correctly to reduce pain and discomfort Proper technique helps prevent resistance 	<ul style="list-style-type: none"> Use clear verbal commands for positioning Maintain reactionary gap and cautious approach

Section #11 - Handcuffing Methods 355

355

Section 12: Intermediate Weapons

Note: As a participant, it is YOUR responsibility to know and follow the relevant statutes, administrative code, and your company's use-of-force policy when using the techniques presented in this course. During the 88th Legislative Session, HB 3424 requires that all self-defense tactics instruction be conducted in person.

356

356

Objective and Outline

Objective

- Upon the successful completion of this module, participants will be able to recognize the types and uses of intermediate weapons

Outline:

- Identify the types of intermediate weapons that may be carried by commissioned security officers.
- Identify the proper grip and baton stances.
- Identify baton blocking techniques.
- Identify baton striking techniques.
- Identify the tracing C baton retention technique.

Section #12 357

357

Authority to Carry - Baton

- Baton classified as a club**
- Legal considerations**
 - Carrying a club generally prohibited under Penal Code 46.02
 - Commissioned security officers exempt under 46.15(b)(4)-(5)
 - While on duty or traveling to/from assignment in full uniform
- Restricted locations**
 - Prohibited in certain places under 46.03
 - Limited defenses for racetracks and secured airport areas
- No specific certification required**

Section #12 - Authority to Carry 358

358

Chemical Dispensing Device

- Legal status**
 - Carrying generally prohibited under Penal Code 46.05
- Defense to prosecution**
 - Allowed for trained security officers under 46.05(f)
 - Training must be TCOLE-provided or Department-approved
- Approved training**
 - Completion of board-approved Level III training
 - Training includes proper use of chemical devices

Section #12 - Authority to Carry 359

359

Controlled Energy Weapon


- Definition**
 - Includes CEWs such as Taser® or similar devices
- Legal status**
 - Not expressly prohibited under Texas law
 - Not addressed by the Private Security Act
 - Not addressed in related administrative rules
- Certification**
 - No certification required for use

Section #12 - Authority to Carry 360

360

Baton

- Purpose of baton use
 - Control dangerous or assaultive individuals
 - Prevent escalation and protect officer and others
- Use-of-force context
 - Used after unsuccessful de-escalation
 - Response to increased resistance or assaultive behavior
- Force considerations
 - Baton used to stop assaultive actions
 - Re-evaluate force once resistance stops
 - Use only reasonable force to gain compliance

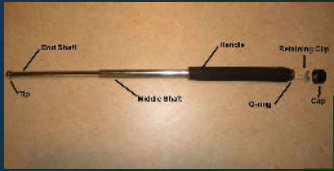


Section #12 - Baton 361

361

Nomenclature

- The expandable baton contains the following parts that can be seen in photo:
 - Tip
 - End Shaft
 - Middle Shaft
 - Handle
 - O-ring
 - Retaining Clip
 - Cap




Section #12 - Baton 362

362

Grip of Baton

- Baton grip
 - Grip slightly above the end
 - Secure between thumb and two middle fingers
 - Establish grip before drawing
- Baton deployment
 - Extend by swinging downward at ~45° angle
 - Swing between officer and subject
 - Fully expand before engagement
- Ready position
 - Hold baton in interview or defensive stance



Section #12 - Baton 363

363

Reactionary Gap with Baton


- Reactionary Gap is the distance between the security officer and the suspect:
 - When distance increases from the suspect, the security officer's opportunity to identify and react to a threat also increases.
 - A minimum distance to allow viable communication and reaction is approximately 6 feet.
 - "Danger Zone" refers to an area within the reactionary gap. The security officer's ability to react to the threat has been decreased.
 - Security officers should be aware of decreased ability to react to a sudden attack.

Section #12 - Baton 364

364

Baton Stances - Interview Stance

- Interview stance with baton
 - Baton fully expanded
 - Held behind the strong-side leg
 - Assume normal interview stance
- Tactical purpose
 - Allows immediate use of baton
 - Maintains readiness without overt aggression




Section #12 - Baton 365

365

Defensive Stance

- When to assume
 - Threat perceived requiring baton use
- Baton position
 - Baton deployed to crown of shoulder
 - Transition from interview stance if needed
 - Baton butt pointed toward the subject
- Body mechanics
 - Lower center of gravity
 - Small step backward to increase reactionary gap



Section #12 - Baton 366

366

Blocks

- Nature of baton blocks**
 - Blocks are delivered as strikes
 - Used to stop an incoming attack
- Target areas**
 - Meaty portions of arms
 - Meaty portions of legs
- Purpose**
 - Temporarily disable attacker
 - Stop assaultive actions

Section #12 - Blocks 367

367

Blocks - Arms

- **Arm block targets**
 - Strikes delivered to forearms
 - Used when subject attempts to punch
- **Strike placement**
 - Outside body-width attacks → inside forearm (top image)
 - Inside body-width attacks → outside forearm (bottom image)
- **Baton and movement**
 - Baton remains vertical
 - Move laterally toward strong side

Section #12 - Blocks 368

368

Blocks - Legs

- **When to block**
 - Used when subject attempts to kick
- **Strike placement**
 - Outside body-width kick → strike thigh (top image)
 - Inside body-width kick → strike side of thigh or calf (bottom image)
- **Movement**
 - Move laterally toward strong side
- **Force application**
 - Deliver strikes with sufficient force to stop aggression

Section #12 - Blocks 369

369

Strikes


- Primary strike areas**
 - Attacking limbs
 - Large muscle groups (arms, hands, legs, feet, gluteus, hamstrings)
- Prohibited targets**
 - Head, neck, and spine
 - Strikes to these areas are deadly force
- Officer responsibility**
 - Aim strikes at limbs and muscle groups
 - Avoid head, neck, and spine unless deadly force is justified

Section #12 - Strikes 370

370

Strikes - Legs (slide 1)

- Target areas
 - Meaty portions of legs (thigh, calf)
 - Designed to temporarily disable with low fracture risk
- Thigh strikes
 - Most common target when in front of or behind subject
 - Can strike outside, inside, front, or rear of thigh
 - Effective in causing loss of balance or fall
- Calf strikes
 - Used when calf is presented as a target




Section #12 - Strikes 371

371

Strikes - Legs (slide 2)

- Strike mechanics
 - Deliver strikes with sufficient force to stop aggression
 - Step into strikes to maximize power
- Follow-up actions
 - Immediately return to defensive stance
 - Prepare for additional strikes if needed
- Transitions and control
 - Use backhand strikes when changing sides
 - Transition to arm-bar grounding if threat stops
 - Be prepared to switch force options



Section #12 - Strikes 372

372

Tracing C Baton Retention Technique

Aggressor may grab or attempt to take baton

Baton control is critical for officer safety

Key principles:

- Avoid tug-of-war over the baton
- Use aggressor's momentum

Tracing-C technique:

- Step in with support-side foot
- Push up on baton
- Swing baton upward in a "C" motion
- Drive baton straight down to finish

Section #12 - Tracing C Baton Retention Technique 373

373

Summary

Use-of-force context

- Baton used after failed de-escalation
- Response to escalated resistance

Purpose of baton use

- Stop assaultive actions
- Protect officer and others

Ongoing assessment

- Re-evaluate force when resistance stops
- Baton effectiveness varies by subject
- Be prepared to transition force options

Force standard

- Use only reasonable force to gain compliance

Section #12 - Summary 374

374

Section 13: Firearms Handling and Safety

Note: As a participant, it is YOUR responsibility to know and follow the relevant statutes, administrative code, and your company's use-of-force policy when using the techniques presented in this course. During the 88th Legislative Session, HB 3424 requires that all self-defense tactics instruction be conducted in person.

375

375

Objective and Outline

- Upon successful completion of this module, participants will be able to demonstrate the ability to properly handle, clean, and store firearms.
- Outline:
 - Firearm Safety Rules
 - Proper handling
 - Nomenclature, actions, maintenance, and operations
 - Ammunition
 - Safe Storage
 - Range Safety
 - Proficiency Qualification Overview

Section #13 376

376

Primary Firearm Safety Rules

- 1**
Always keep every gun pointed in a safe direction
• NRA calls this the golden rule.
- 2**
Always keep your finger indexed and off the trigger until ready to shoot.
- 3**
Always keep the gun unloaded until ready to use.
• Know the condition of your firearm and store it properly

Section #13 - Safety Rules 377

377

Range and Shooting Rules

- 1**
Know your target and what is beyond, and between you and the target
- 2**
Be sure the gun is safe to operate
- 3**
Know how to use the gun safety
- 4**
Use only the correct ammunition for your gun
- 5**
Wear eye and ear protection

Section #13 - Safety Rules 378

378

On-Duty Gun Safety

- The following is a list of rules for the safe handling of a weapon while an officer is on duty:
 - Leave the pistol holstered unless there is a valid reason to remove it from the holster.
 - Never point a firearm at anyone unless in a deadly force encounter.
 - Do not fire warning shots.
 - Never leave a firearm unattended.

Section #13 - Safety Rules 379

379

At Home Gun Safety

- The following is a list of rules for the safe handling of a weapon while at home:
 - Firearms should be in a safe and secure location when not being used for duty.
 - Never assume a small child cannot fire a firearm.
 - Establish strict rules about handling of firearms.
 - Never use a firearm when intoxicated.
 - Remember that a firearm is a last resort. Even a person trained in firearms use can mistake a family member or neighbor for an intruder.
 - Friends and relatives may visit with children; don't put them at risk.

Section #13 - Safety Rules 380

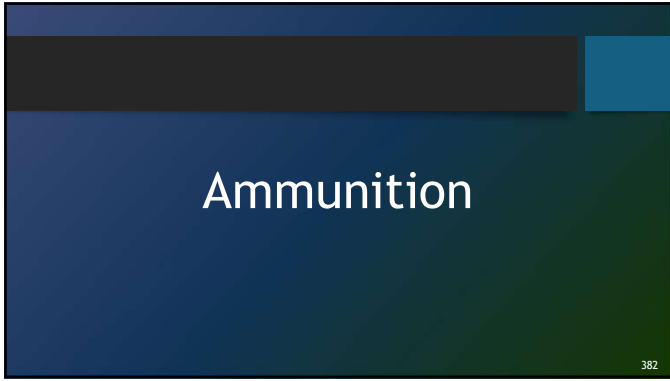
380

Handgun Operation and Fundamentals

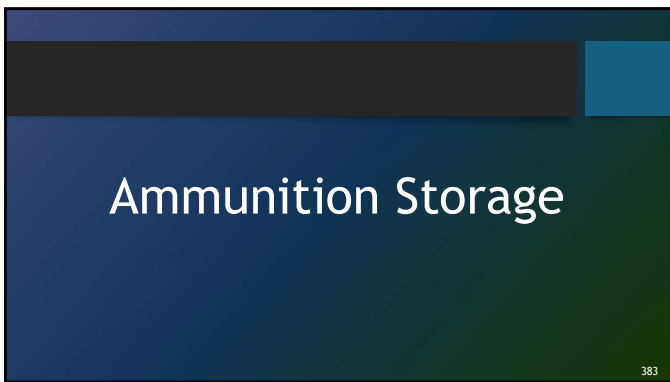
- In the following video series, you will learn the following:
 - Safe gun handling
 - Operation and nomenclature
 - Shooting fundamentals
 - + more
- Online training does not replace professional in-person training.

Section #13 - Handgun Operation and Fundamentals 381

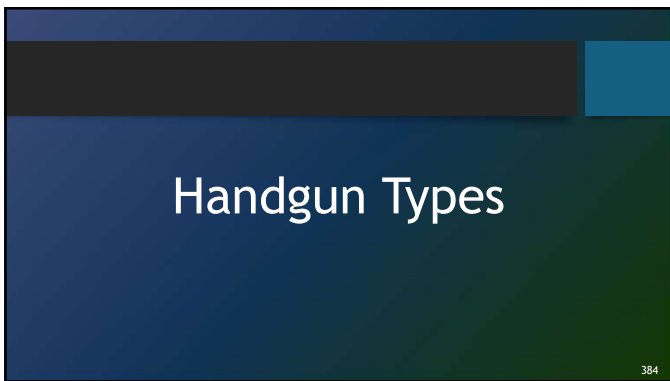
381



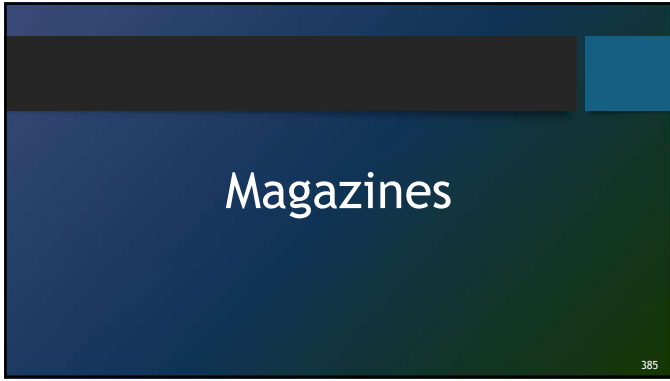
382



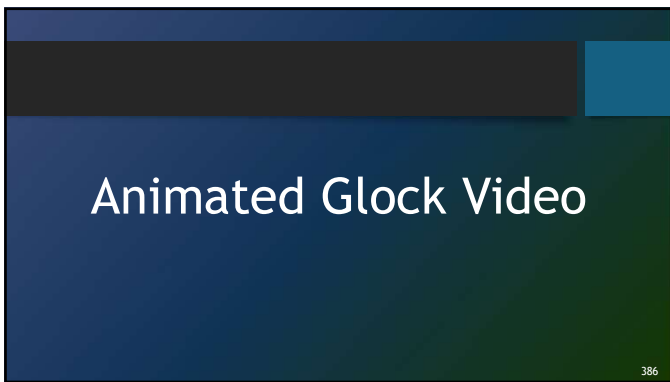
383



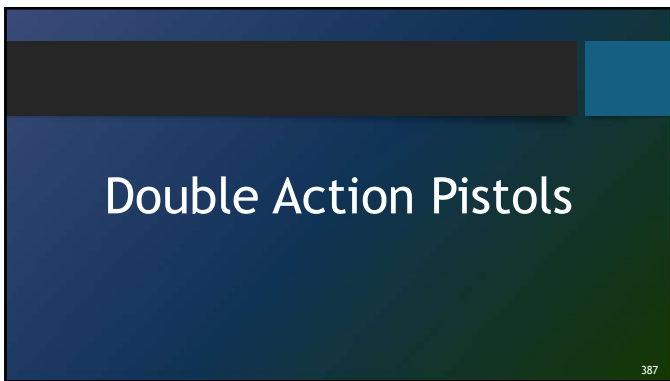
384



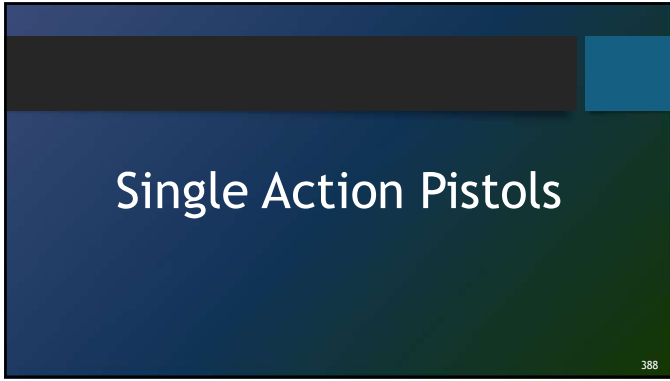
385



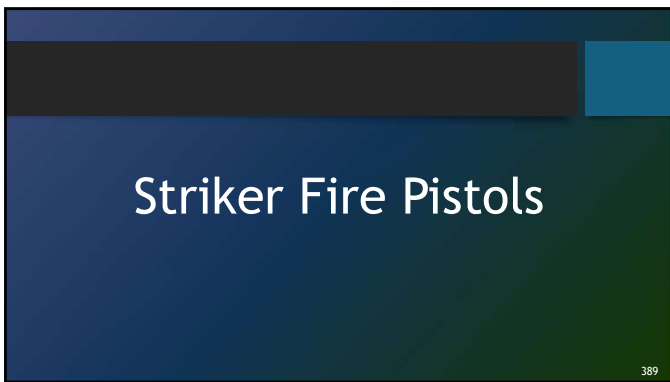
386



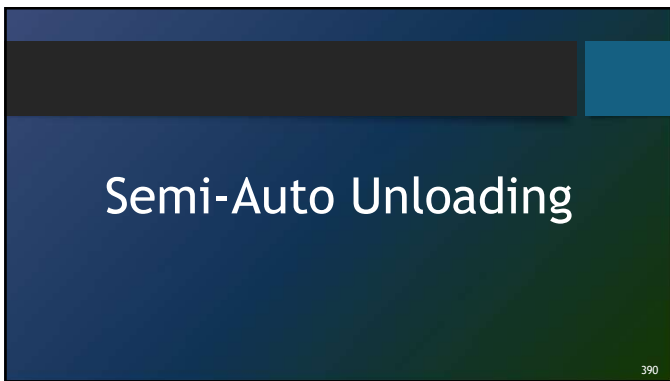
387



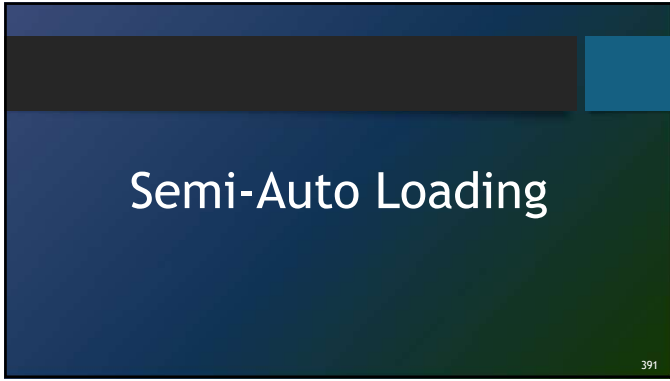
388



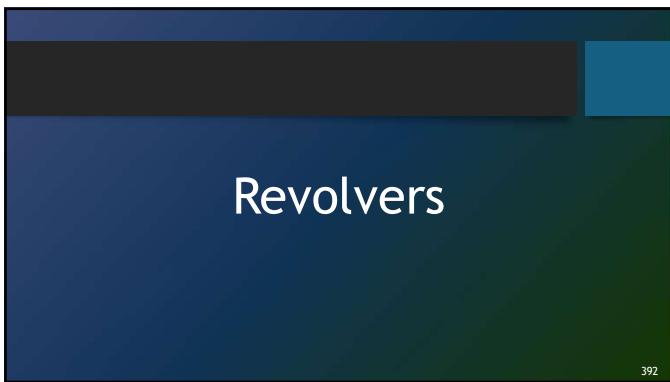
389



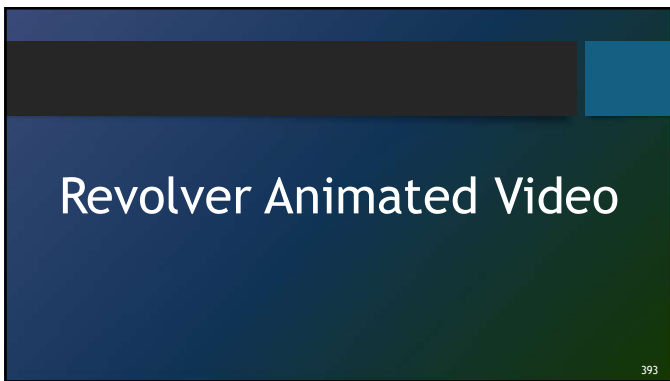
390



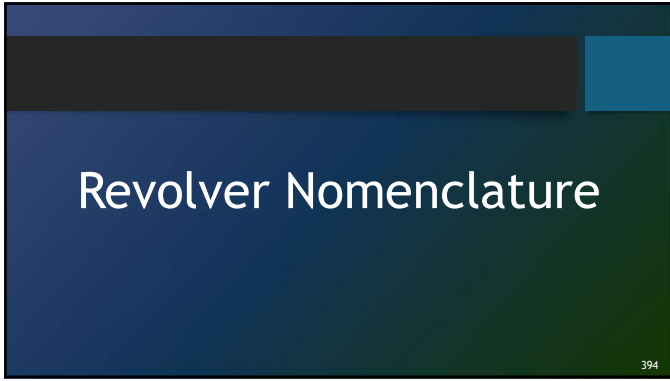
391



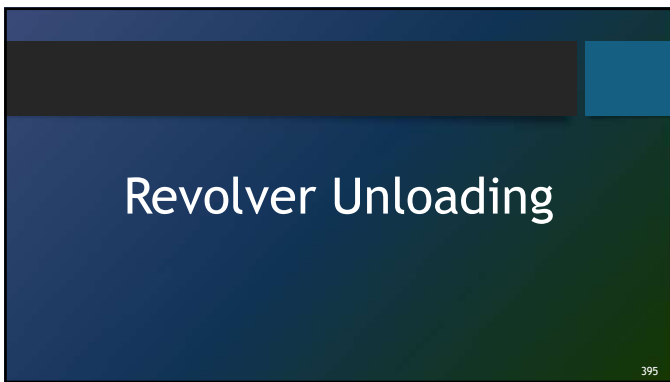
392



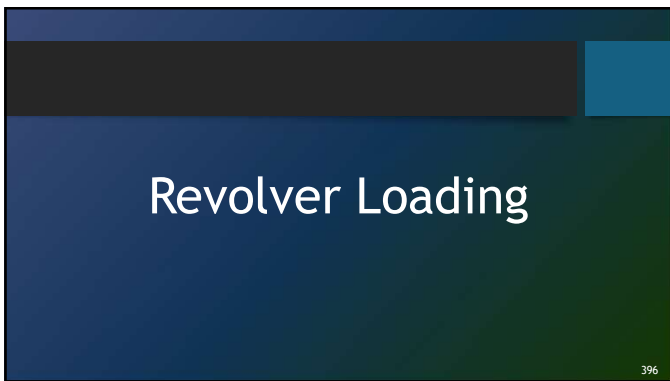
393



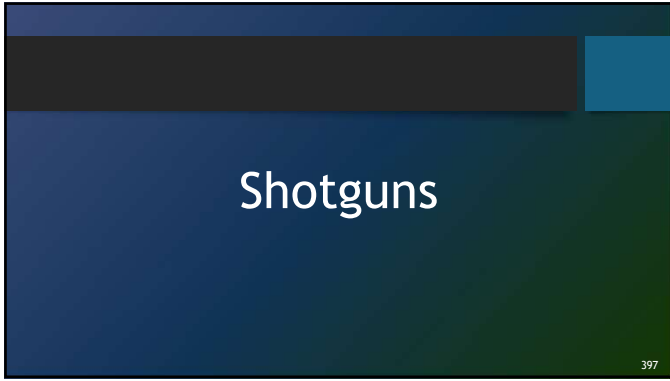
394



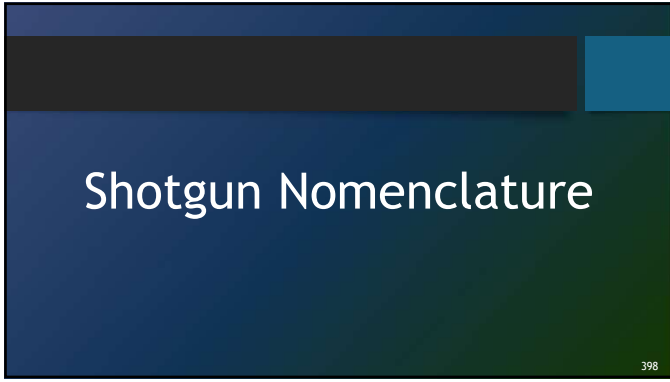
395



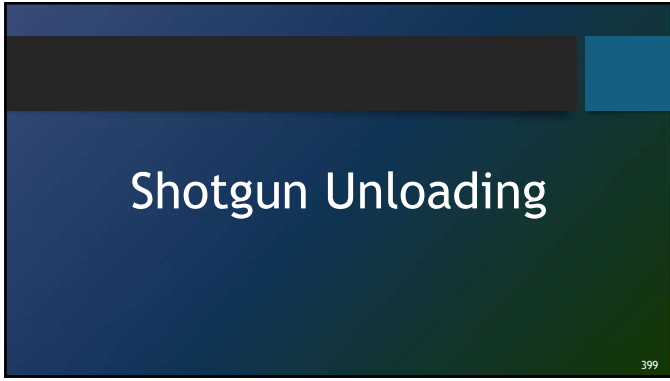
396



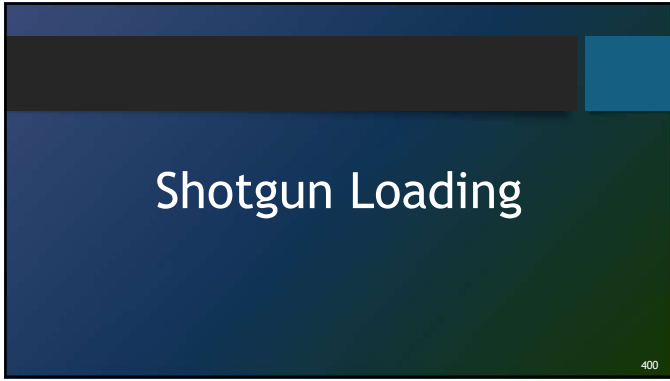
397



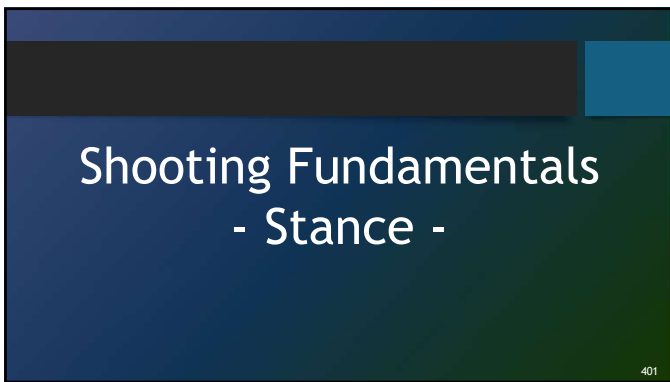
398



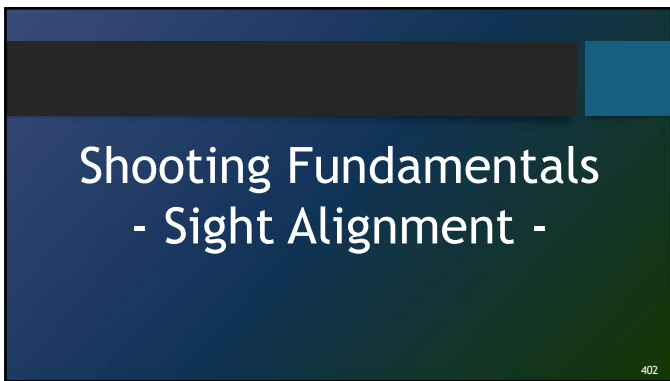
399



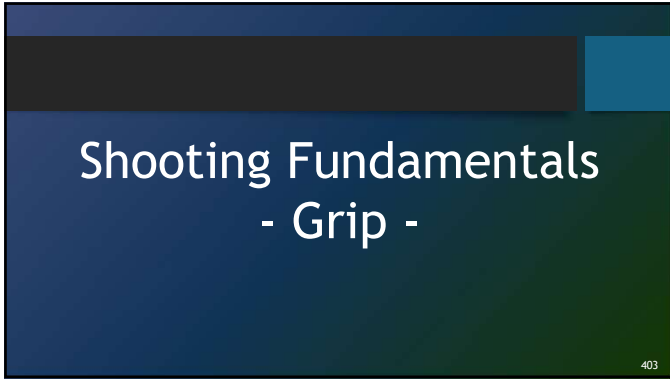
400



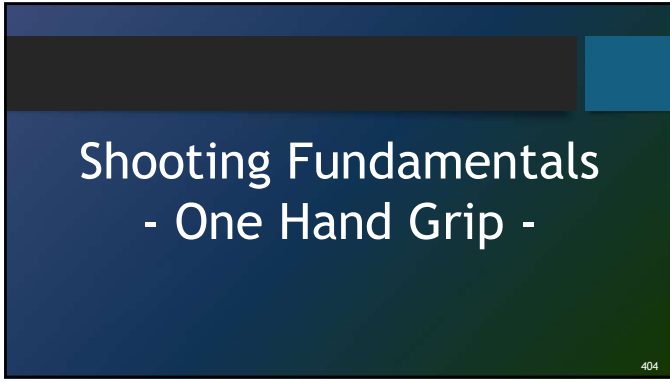
401



402



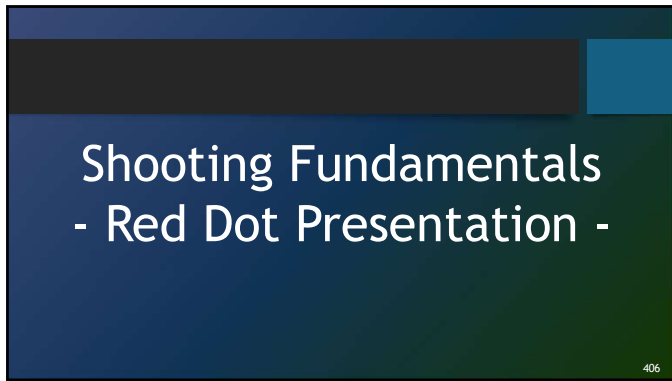
403



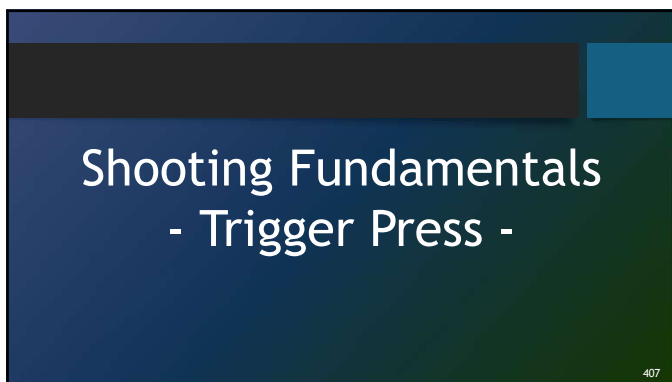
404



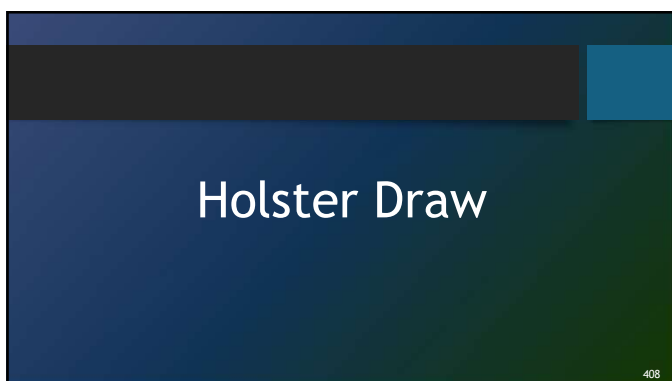
405



406



407



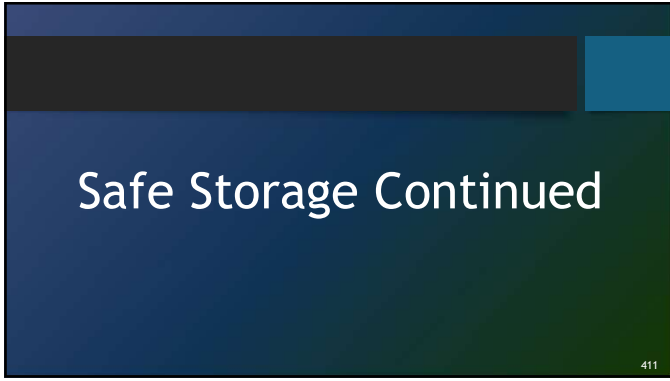
408



409




410



411

Holster Selection and Types

- Levels of Retention
 - Level I
 - Level II
 - Level III
- Holster Materials
 - Kydex, Plastic, Fabric, Leather
- Holster Ride Height
 - High, mid, low
 - Drop leg



Section #13 - Holsters 412


412

Firearm Maintenance

Starts with having a quality duty rated handgun

Cleaning

Lubricating



Section #13 - Maintenance 413


413

Selecting a Handgun

Caliber

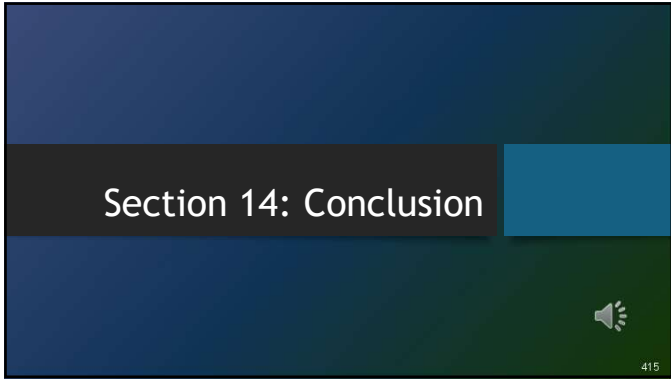
Manufactures

Size/fit

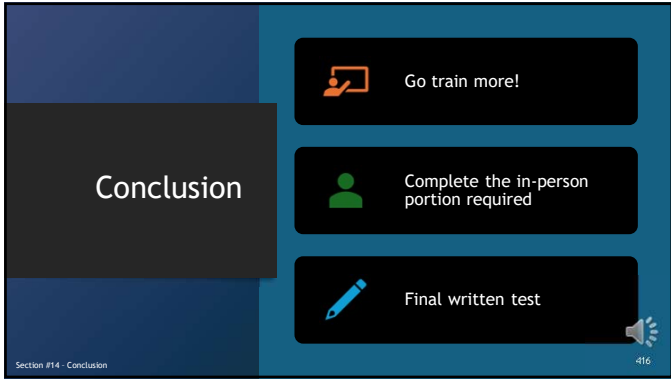


Section #13 - Handgun Selection 414

414



415



416
