



# Standardized Level Two Security Guard Training

Approved by New Mexico Regulations and Licensing Department  
and the Private Investigations Advisory Board

DRAFT



## Standardized Level Two Security Guard Training

### Objectives

To understand and demonstrate in a professional level two security guard framework, basic legal and practical knowledge of the use of force continuum, personal/employer liability, verbal and written communication skills, and conflict management, while learning new protocol for defensive impact weapons, restraint control devices, and chemical agents.

### Teaching Methods

- Lecture with student note taking, PowerPoint presentation and/or other audio/video compilations, group discussion, demonstrations, role playing, and simulation of events.

### Materials

- New Mexico Regulation and Licensing Department (RLD) level two registration application
- Student guide, notebook, hard copy of PowerPoint presentation
- Classroom, tables, chairs, projector, laptop/desktop, PowerPoint presentation
- Copies of New Mexico Private Investigations rules, Title 16 Chapter 48 parts 1-87 & Governing Statute NMSA 1978 61-27B-1 through 61-27B-36 (Revised 12/2014 and 05/2016)
- RLD level one security guard card or approved RLD level one graduation certificate, earned within the prior calendar year.
- Strike pads, training batons (1 per two students), OC spray (training and real), handcuffs (1 per two students), first aid kit, decontamination station.
- Training space that will safely accommodate any given number of enrolled students.

### Level Two Security Guard Applicant Qualifications and Experience Requirements (1 Hour)

- Applicants for registration as a level two security guard shall submit the following:
  - Completed application with two (2) passport type photos taken within prior six months.
  - Non-refundable registration fee, as defined in 16.48.5 NMAC.
  - Proof of a current registration in good standing as a level one security guard or proof of completing department-approved level one security guard training.
  - Achievement of a passing score of not less than 90 percent on the RLD's jurisprudence examination, covering the Private Investigations Act and the rules.
  - RLD's release of information form.
  - Proof of completing a RLD approved weapon training program, as defined by the RLD for level two security guard training prior to being placed on a guard post for the first time as a level two security guard; that training may have been provided by any of the institutions listed on the following page.



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1. A public educational institution in New Mexico or an educational institution licensed by the higher education department pursuant to the Post-Secondary Educational Institution Act (21-23-1 NMSA 1978).
  2. An in-house training program provided by a licensed private patrol company using a curriculum provided by the RLD and taught by an instructor who has been reviewed and recommended by the board and approved by the superintendent.
  3. The New Mexico Law Enforcement Academy, or any other RLD approved educational institution using a curriculum approved by the RLD and taught by an instructor who has been reviewed and recommended by the board and approved by the superintendent.
- Every individual seeking employment or employed as a level two security guard shall file an application for registration with the RLD to carry a specific endorsement weapon, not including a firearm, will require successful completion of the specific weapon curriculum as defined in Chapter 16.

- **Background Check for a Security Guard**

Pursuant to Section 61-27B-34 of the Private Investigations Act, all applicants for initial issuance of a level one security guard registration in New Mexico shall be required to be fingerprinted for federal criminal history background check.

- Renewal applicants must apply for and complete a New Mexico Department of Public Safety (DPS) background security check.
- All initial applicants for licensure or registration shall be fingerprinted electronically, as required by the Federal Bureau of Investigation (FBI), and submitted to the FBI for the purpose of conducting a criminal history investigation.
- Initial applicants will register online with the agent for DPS, at which time they will be assigned a registration number.
- Applicants will provide the assigned registration number to the fingerprinting technician upon arrival at the fingerprinting location.
- A designated fee determined by the DPS shall be paid by credit card at the time of registration or by cashier's check or money order at the fingerprinting location.
- Fingerprint results will be sent electronically to the RLD for initial applicants and via U. S. mail for a renewal applicant completing the DPS background check.

### **Legal and Practical Aspects of the Use of Force (8 hours)**

- **Use of Force: Potential Personal/Employer Liability Definitions:**

- Non-deadly force- Any use of force other than that which is considered deadly force
- Deadly force- Any use of force that is likely to cause death or serious physical injury
- Reasonable belief- The fact or circumstances the security guard knows, or should know, are such as to cause an ordinary and prudent person to act or think in a similar way under similar circumstances.
- Serious physical injury- A bodily injury that creates a substantial risk of death, causes serious permanent disfigurement, or results in long-term loss or impairment of the functioning of any bodily member or organ.
- Action injury is any injury to a subject that results from offensive or non-passive defensive action by a security guard or some intentional action under his/her immediate control.
- Less-lethal force—is any force intended to cause, or which is likely to cause minor bodily harm—but that, in certain circumstances, may result in great bodily injury or even death.



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- Less-lethal munitions are designed to incapacitate hostile individuals without causing death or great bodily harm; however, that possibility always exists even though the munitions may have been deployed properly.
- Examples:
  - Electronic Restraint Device (Taser)
  - Bean Bag Rounds
  - Rubber Pellet Rounds
  - Foam Projectile Rounds
  - Collapsible Baton
- **Use of Less-Lethal Force: Potential to De-Escalate**

Development of less-lethal force options should correspond to the Defensive Confrontation Model (DCM). When evaluating which technique or weapon will reasonably de-escalate and bring an incident under control safely, personnel can weigh the actions of the subject against the desired outcome, taking care to:

  - Use only that force which is reasonably necessary to effect lawful objectives.
  - Security guards may be more apt to use less-lethal force munitions after receiving training in their proper use and effectiveness.
  - Every effort should be made by security guards deploying munitions to inform other involved guards that less-than-lethal munitions are being effectively used.
    - ✓ The use of less-lethal munitions is already being authorized against animals to reduce bodily harm to wildlife who pose a threat to public safety.
    - ✓ Bodily harm is defined as any physical impairment or condition of a body which causes pain or illness.
- **Use of Non-deadly Force:**
  - Where force is warranted, security guards should assess the incident to determine which technique or weapon will reasonably de-escalate the incident and bring it safely under control. All guards shall use only that force which is reasonably necessary to effect lawful objectives.
  - Security guards are permitted to use those defensive tactics and non-deadly weapons with which they are trained, qualified, and certified, as determined by RLD training procedures, for the resolution of incidents.
  - Every security guard is expected to consider the use of RLD-approved options, including verbal techniques, hand-control procedures, and non-lethal equipment such as chemical agents and the baton.
  - When a confrontation escalates suddenly, a guard may use any means or device at hand to defend him/herself, so long as the force is reasonable, given the existing circumstances.
  - Any use of force is to be documented in an “Incident report”—but also in the police report, if police have been called to the scene. Use of force incidents will be reported through the chain of command or as directed by policy.
    - Rendering medical aid following use of non-deadly force:
      - Emergency medical attention will be immediately rendered, consistent with guard safety, following any action which results in injury.
    - Emergency aid will include—but will not be limited to—administering first aid or



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requesting any additional advanced first aid.

- History of custody procedures & Arrest

- If the subject complains of an injury, or if the Security guard suspects injury, the security guard will request rescue personnel at the scene to medically evaluate the subject.

- Legal Issues and Standards: What is an arrest?

- ✓ An arrest is a form of lawful control by one person over the actions or movements of another. **An arrest is taking a person into custody in a case and in the manner authorized by law.** An arrest may be made by a peace officer or a private person (a citizen's arrest).

- ✓ In the case of a legal arrest, the police—by law—must take custody of the subject. Custody means “to take charge of.” If the subject is charged with a serious offense, the police will transport the subject to the police station for fingerprinting and photo identification, until bail is posted and the subject is released. Although some subjects may be “taken into custody” and not be released from jail unless or until bail is posted, suspects charged with less serious offenses may not be transported to the police station. The police may simply choose to cite and release the subject, pending a hearing. This is also considered “taking into custody.”

- ✓ **The police will take a statement of events surrounding the incident, so the security guard must take care to observe as many factual details as possible. The police will also investigate to collect evidence. The security guard may need to take notes, as s/he could also be asked to testify later at the trial.**

- ✓ If the peace officer decides to release the subject from custody, the peace officer shall include a record of release in the report. Thereafter, such arrest shall not be deemed an arrest, but “detention” only.

- **Judicial Cases and Deadly Force**

- Tennessee vs. Garner: Fourth Amendment Rights: A Case Narrative

How are Citizens' Fourth Amendment Bill of Rights Related?

This case sets up a current guideline for how a citizen's Fourth Amendment rights and a law enforcement officer's pursuit of a subject may lawfully interconnect. By interpreting the word “seizure” under the Fourth Amendment of the Bill of Rights to include the seizing of the subject's life, *Tennessee v. Garner* established that the use of deadly force may only be applied by law enforcement in instances where the police officer has probable cause to believe the subject to be a danger to either the public or the officer.



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In 1974, suspecting Edward Garner of burglary, Memphis Police Officer Hymon had shone his flashlight on the subject and told him to halt. When the subject began to climb a six-foot chain-link fence to escape arrest, Officer Hymon shot Edward Garner with a 38-caliber hollow point bullet in the back of the head out of fear of losing the subject.

Hymon had followed his police department's policy as well as a Tennessee state statute authorizing the use of deadly force to stop a fleeing suspect. The statute originated from a "common law" which allowed for the use of any means necessary to stop a fleeing suspect. United States District Court for the Western District of Tennessee found the Tennessee statute and Officer Hymon's actions to be constitutional. But only if the police officer had probable cause to believe the subject had committed a violent crime, was a danger to the community, or a threat to the officer would the officer have had the authority to utilize deadly force to stop the subject.

United States Supreme Court further decided that the Tennessee statute was invalid with regard to giving Officer Hymon authorization to use deadly force in the instance of Edward Garner. The United States Supreme Court stated that the Tennessee statute originated from a time when many more crimes were punishable by death than are in present times, thus it could no longer be interpreted literally in light of changes to the justice system.

This case clarifies and modernizes our rights under the Fourth Amendment. This case leaves behind the common law of Two hundred years prior, replacing it with a ruling which upholds our rights as citizens of the United States against unreasonable seizures of human life. The Tennessee vs. Garner case arose from a lawsuit filed by the subject's father, Gregory Brown, against the city, police department and Mayor of Memphis in the shooting death of his fifteen-year-old son, Edward Garner. It is still illegal for Police officers to use "unreasonable" and "deadly force," and security guards are trained to avoid it." Every individual should have the opportunity to prove their innocence or guilt in a court of law.

### **Graham v. Connor (1984) is a case that involved the use of excessive force**

Graham, the plaintiff, was pulled over by a police officer after having left a convenience store in a hurry, an action the police officer felt was indicative of a theft or robbery. In criminal reality, Graham, a diabetic suffering from low blood sugar, had gone to the store for orange juice, but had left in a hurry after seeing the long line. Graham, whose pleas were ignored by police, was denied the orange juice brought to him by a friend. Graham was ultimately released, but with injuries from forceful handling by the police, and sued the police department. The case resulted in a ruling regarding constitutionally appropriate levels of force and a standard that the level of force used by an officer should be that which an "objectively reasonable" officer would use in the same circumstances.

- "Objectively reasonable" is currently the primary standard applied in the review of a law enforcement officer's use of force. *Graham v. Conner* is the U.S. Supreme Court case that



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set this standard in 1989. It is viewed from the perspective of the reasonable officer and not with 20/20 hindsight. (Discuss details under case law section).

- “Search & Seizure” are terms usually used together, but they don’t have the same meaning:
  - Search – “invasion and quest” to discover articles hidden from view.
  - Seizure – take something forcibly from the owner.
  - There can be search that doesn’t end in seizure and a seizure without a search.
- As an employee of any Security company, a security guard should never conduct a search or seize items without being specifically authorized to do so, whether through orders from law enforcement or as contained in post orders.
- Without specific authorization, search and seizure will be conducted only by sworn law enforcement officers.
- If a security guard has reason to believe a search or seizure is necessary, he/she must immediately contact his/her supervisor to report the situation before proceeding so that law enforcement officers will be dispatched.
  - The security guard’s job will be to stop or detain until police arrive.
- **Understanding Use of Force vs. Show of Force**
  - Use of Force
    - Can cause tissue damage.
    - Damage cannot be recalled.
  - Show of Force.
    - Has no potential for causing tissue damage.
    - Can be recalled or not even used.
    - Creates time for security guards to gain tactical advantage.
  - **What is permissible force?**
    - It is reasonable force: that which is necessary to overcome resistance or stop the action.
    - Police officers in all states are granted authority to use force to accomplish lawful objectives, such as arrest, entry to serve a warrant or make an arrest, and detention, as established in *Freeman v. Gore*, 483 F.3d 404 (5th Cir. 2007).
    - All use-of-force lawsuits are measured by standards established earlier by the Supreme Court in *Graham v. Connor*, 490 U.S. 386 (1989).
    - In the *Graham* case, the Court had instructed lower courts to always ask three questions to measure the lawfulness of a particular use of force:
      1. What was the severity of the crime that the officer believed the subject to have committed or be committing?
      2. Did the subject present an immediate threat to the safety of officers or the public?
      3. Was the subject actively resisting arrest or attempting to escape?





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- The Supreme Court has since cautioned courts examining excessive force claims that "the calculus of reasonableness must embody allowance for the fact that officers are often forced to make split-second judgments—in circumstances that are tense, uncertain, and rapidly evolving—about the amount of force that is necessary in a particular situation."
- The Court has also stated that the use of force should be measured by what the officer knew at the scene, not by the "20/20 vision of hindsight" by a Monday-morning lawsuit quarterback. In sum, the Court fashioned a realistically generous test for use-of-force.
- When does force become "excessive"?
  - Based on *Payne v. Pauley*, 337 F.3d 767 (7th Cir. 2003), an officer may use only that force which is both *reasonable* and *necessary* to effect an arrest or detention.
  - Anything more is excessive force.
  - Police officers are only permitted to use force in proportion to the situation at hand and the threat posed by another person. There is no concrete definition of excessive force; and yet, Police have to make decisions about using force to subdue suspects every day.
- Reasonable levels of force are guessed at by cops on the street, second-guessed by police review boards, and sometimes tested in civil lawsuits and criminal prosecutions on a case-by-case basis.
  - "'Excessive' will have different meanings in different jurisdictions," says Mark Henriquez, project manager for the National Police Use of Force Database Project at the International Association of Chiefs of Police.
  - Excessive force is a slippery metaphor: experts say it's any force beyond what's necessary to arrest a subject and keep police and bystanders safe.
  - There are some moves, like chokeholds, that are altogether barred in certain jurisdictions.
  - Courts consider the *need* for the application of force, the *relationship* between the need and amount of force used, and *extent of the injury* inflicted by officer's force.
- **Evaluation of the use of force**
  - Research by the International Association of Chiefs of Police (IACP) shows that officers use any degree of force in less than one out of every 2,500 calls for service.
    - ✓ "This job is 99% sheer boredom, followed by 1% pure terror." (IACP)
  - Any "use of force" or "excessive force" lawsuits will at least scrutinize, and possibly challenge, an agency's use-of-force policies and training protocols.
  - The first step to managing use of force liability is to *maintain* a legally sound, up-to-date policy.
  - A great policy is worthless if officers are not trained in limitations on the use of force and the parameters of the agency's policy.
  - Models for understanding these limitations have been developed to address the issues.





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(See illustrations below and on the following pages.)

### Defensive Confrontation Model Subject(s) and Behavior Cues/Actions

#### BLUE

**Semi-Cooperative, Disgruntled**—non-credible verbal threats, derogatory comments/gestures, follows directions (reluctantly)

#### YELLOW

**NON-COOPERATIVE, HOSTILE**—credible verbal threats, highly agitated/aggressive, aggressive posturing, high probability of physical attack, non-dominating physical attack

#### Curriculum Overview

- All curriculum hours are based on training to work alone as one (1) security guard.
- All training sessions are designed to immerse the candidates in the training process.
- Level two security guard training curriculum includes the following seven learning blocks:
  - Block 1 – Legal and practical use of force, personal/employer liability (8 hours)
    - Classroom, practical, written test
  - Block 2 – Confrontational Dynamics, Verbal/Written Communication and Conflict Management (5 hours)
    - Classroom, practical, written test
  - Block 3 – Defensive Impact Weapons (4 hours)
    - Classroom and written test
  - Block 4 – Personnel Searches and Restraint Control Devices (4 hours)
    - Classroom, practical
  - Block 5- Chemical Agents (4 hours)
    - Classroom, practical
  - Block 6- Definitions (1 hour)
    - Classroom
  - Block 7- Practical Training (10 Hours)
    - Classroom and practical

#### Evaluations and Practical Exams

- All end-of-course (EOC) evaluations require 80% or higher for passing.
- Go/no-go for practical exams.
  - Should the student receive a no-go during the first attempt, the student will be allowed a second attempt immediately following the first failed attempt.

#### Instructor: Physical Fitness Note

- Students should be advised prior to participating in this training that high levels of exertion will be required in order to successfully complete this course. Such exertion will require a full range of anatomical motion throughout the body as well as heavy cardiovascular demands.



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### ORANGE

**AGGRESSIVE ASSAILANT**—non-lethal attack, dominating physical attack, non-lethal weapon(s)

### RED

**LETHAL FORCE THREAT/ATTACK**—overwhelming physical attack, deadly weapons

## Security Guard(s) - Mental Condition

<b>BLUE</b>	
– <b><u>Alert</u></b> —“what if” plan, disparity of force	
	<b>YELLOW</b>
– <b><u>Elevated Awareness</u></b> —disparity of force	
	<b>ORANGE</b>
– <b><u>High Alert</u></b> —focused, disparity of force	
	<b>RED</b>
– <b><u>Survival</u></b> —highly focused, disparity of force, A. O. J.	
	<ul style="list-style-type: none"> <li>✓ <b><u>Ability</u></b> – Does the assailant possess the ability to cause great bodily harm or death (e.g., a deadly weapon)?</li> <li>✓ <b><u>Opportunity</u></b> – Is the assailant within the proximity necessary to utilize the deadly weapon (e.g., 21-foot rule)?</li> <li>✓ <b><u>Jeopardy</u></b> – Has the assailant taken action which would lead a reasonable person to believe that he/she is in imminent jeopardy of receiving great bodily harm or death (e.g., raising the weapon in an effort to utilize it)?</li> </ul>

## Security Guard(s) – Actions/Demeanor

Quarterback! In sum, the Court fashioned a realistically generous test for use-of force.
<b>BLUE</b>
<b><u>Verbal De-Escalation, Professionalism</u></b> — Conflict resolution/management, possible calls for assistance / back-up, (company supervisor / law enforcement)
2. <b>YELLOW</b>
<b><u>Verbal Control/Commands</u></b> —MINIMUM DEFENSIVE FORCE necessary to stop the action. Possible citizen arrest / detain (protect subject / guard / public), defensive verbal commands (calm firm tone), call for assistance / back-up (company supervisor & law enforcement), render aid
3. <b>ORANGE</b>



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**Verbal Commands/Non-Lethal Defensive Tools**—Call for back-up, citizen arrest / detention, call 911, scan & assess, render aid

**4. RED**

**Verbal Commands & Warnings**—Lethal defensive tools, call 911, survival tactics, citizen arrest / detention, scan & assess, render aid

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Subject(s)		Security Guard(s)
Behavior Cues / Actions	Mental Condition	Actions / Demeanor
<b>REACTIVE TRANSITION</b>		
<b><u>LETHAL FORCE THREAT/ATTACK</u></b> Overwhelming Physical Attack Deadly Weapons	Survival Highly Focused Disparity of Force A O J	<b><u>Verbal Commands &amp; Warnings</u></b> Lethal Defensive Tools, Call 911, Survival Tactics, Citizen Arrest / Detention, Scan & Assess, Render aid
<b>REACTIVE TRANSITION</b>		
<b><u>AGGRESSIVE ASSAILANT</u></b> Non-Lethal Attack Dominating physical attack Non-Lethal weapon(s)	High Alert Focused Disparity of Force	<b><u>Verbal Commands</u></b> <b><u>Non-Lethal Defensive Tools</u></b> Call for back-up, Citizen Arrest / Detention, Call 911, Scan & Assess, Render aid
<b>REACTIVE TRANSITION</b>		
<b><u>NON-COOPERATIVE, HOSTILE</u></b> Credible Verbal Threats, Highly Agitated/Aggressive, Aggressive Posturing, high probability of physical attack, non-dominating physical attack	<b><u>Elevated Awareness</u></b> Disparity of Force	<b><u>Verbal</u></b> <b><u>Control/Commands UDT</u></b> MINIMUM DEFENSIVE FORCE necessary to stop the action. Possible Citizen Arrest / Detain (Protect subject / guard / public). Defensive Verbal Commands (Calm firm tone), Call for assistance/back-up (company supervisor & law enforcement ), Render aid
<b>REACTIVE TRANSITION</b>		
<b><u>Semi-Cooperative, Disgruntled</u></b> Semi-Compliant, responsive, non-credible verbal threats, derogatory comments/gestures Follows directions (reluctantly)	<b><u>Alert</u></b> “what if” plan Disparity of Force	<b><u>Verbal De-Escalation, Professionalism</u></b> Conflict Resolution/Management Possible calls for assistance / back-up (Company supervisor / law enforcement)
<b>REACTIVE TRANSITION</b>		
<b>UNKNOWN</b>	<b>ALERT</b>	<b>ON DUTY / PATROL</b>
Behavior Cues / Actions	Mental Condition	Actions / Demeanor



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### Confrontational Dynamics, Verbal/Written Communication, and Conflict Management (5 hours)

#### **Confrontational Dynamics**

- Concept of closing distance using the Tueller Drill and other demonstrations
  - Tueller Drill
  - Dynamics of closing in with empty hand subject vs. subject with weapon
  - Disparity of Force (Positive and Negative)

#### **Verbal and written communication and conflict management**

- Basic Communication Skills for guards
  1. Basic street-level communications skills include a variety of approaches.
  2. Angry citizens may just want to vent.
  3. To a certain extent, the guard must allow this venting to occur, as long as it does not escalate to physical violence.
- Venting uses up adrenaline and sometimes allows the one venting into his own thoughts and feelings.
- The guard must listen patiently at first, without trying to dissuade or argue.
- The guard should show interest in what the person is saying through eye contact and attentive body posture.
- Even if a disturbed or intoxicated citizen is acting irrationally, the guard must avoid patronizing him.
  - If a partner is present, guards must avoid temptation to give each other snickering glances.
    - This is a sign of disrespect to a citizen who thinks what he's saying is important.
    - If the subject curses or insults the guard, the guard must respond calmly without being baited into retaliating with anger or sarcasm.
    - If a subject threatens or attacks, and this is an arrestable offense, the guard must do his/her job.
  - The guard must remember that many situations are far from clear-cut and that guards have great discretion in how they choose to respond to a wide range of socially inappropriate citizen behaviors.
  - Tactics are useful for calming angry citizens and reducing the potential for violence
  - The guard must start with using voice control. Voice control is a natural talent, but for most, this skill can be trained and improved with daily practice.
    1. The guard must respond calmly to insults and challenges, without sarcasm or a sharp tone.
    2. If the guard becomes agitated, he/she must:
    3. Exert conscious effort to modulate the pace of speech and tone of voice.
      - Modulate breathing to help keep voice cadence under control.
      - Practice different speech styles such as sympathetic, commanding, reassuring, businesslike, logical, and so on—not like a trained parrot, but rather to become familiar and comfortable with different communication styles in order to increase repertoire of flexible skills in handling interpersonal encounters.



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- Seeing a guard write down what the citizen says gives that person the impression that his or her input is important.
- This device must be carefully used with overly paranoid citizens who may be suspicious that the security guard is “making a record” of what they’re saying.
- Interpersonal Communication Processes
  - A majority of police-citizen contacts occur face-to-face: one-on-one or in small groups.
  - Certain types of these interpersonal communication processes are applicable to daily police work on the street.
  - “Spoken Language” may describe the kind of personalized language used in poetry or the rhythms Neuropsychologists refer to when noting the prosodic and rhythmical features of local language, mediated by the right hemisphere of the brain, as opposed to the formal vocabulary and precise grammar of language—a left hemisphere function of the brain.
  - Paralanguage is the message we send by our tone of voice, pitch, inflection, and phrasing left-hemisphere function of the brain.
  - Examples:
    - “I’m feeling just fine,” or maybe “I’m a-feeling fine,” and or “I’m feelin’ fine.” Other paralinguistic features that may add a personal or regional note include pauses, stutters, the lowering or raising of voice pitch or volume, and interjected sounds or phrases such as “uh,” “ya know,” “hell, yes,” and so on.
    - Active listening denotes putting a conscious effort into controlled dialogue, which is much different from having a casual conversation.
    - Giving a citizen full attention and focus, plus indicating involvement and concern for what he or she is saying will almost always serve to increase communication, trust, and cooperation.
    - Such personal and engaging conversation can be vitally important in resolving acute crises such as suicide and hostage incidents.

**Kinesics**, in contrast, describes the nonverbal, body-language aspects of communication such as facial expression, gestures, posture, and other physical movements that transmit messages that enforce or contradict the “spoken message”—an aspect of communication of interest to law enforcement investigators and poker players alike. Both paralanguage and kinesics are included in trainings on interview and interrogation strategies. They are also useful to enhance communication for everyday citizen encounters on patrol, along with one more crucial aspect of the security guard’s interactions. The final point in this triangle of communication is proxemics: the science of personal and social space. Guards intuitively judge the comfort level of their own and the citizen’s personal space and adjust their stance accordingly, treading a happy medium between standing too distant, which may signal unconcern or disrespect, versus “getting in your face,” typically taken as confrontational or aggressive.





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**Proxemics** can be further differentiated into several categories:

1. intimate space extends from actual physical contact outward, 6 to 18 inches—the usual province into which we comfortably allow friends or close associates.
2. Personal space continues outward from us about 18 inches to about 4 feet—the comfort zone of most business and personal acquaintances. In contrast,
3. Social space extends out in a radius of 4 to 12 feet—6 to 8 feet in a Covid epidemic.
  - ✓ The range that most strangers feel comfortable interacting within, and which will contain most non-confrontational police encounters on patrol.
  - ✓ If guards find themselves moving closer during an encounter, it usually signals some trouble on the psychological radar.
  - ✓ Public space includes everything at 12 feet and beyond. In crowded urban areas, it is not uncommon to see individuals physically jammed together, and yet maintaining psychological distance by focusing on their own activities—a crowded bus, subway, elevator, or supermarket checkout line.
  - ✓ All of these adaptations to space take skill, and it is generally true that patrol guards who adeptly manipulate interpersonal space will experience the greatest success in dealing with citizens on their beats.
  - ✓ Proxemics is a skill that can be learned and refined with practice.

### • **Managing Potentially Violent Citizens**

- Preventing a violent episode from occurring forestalls the need for forceful arrest and minimizes the safety risk for the citizen, the guard, and bystanders.
- Intervention techniques apply to a subject whose behavior appears at risk of escalating to violence.
  - There are two major kinds of circumstances during which guards are assaulted.  
The first situation, described here, involves the citizen’s perception of the initial verbal encounter as unnecessarily demeaning, as when the guard:
    - Uses derogatory or disrespectful language or tone of voice:  
“He talked to me like I was a dog.”
    - Is physically intimidating:  
“He just got right up in my face.”
    - Does not want to consider the citizen’s side of the story:  
“He didn’t ask me anything, he just assumed I did something wrong.”
    - Prematurely orders or physically moves the citizen around:  
“He could’ve just asked me to step to the curb, he didn’t have to shout at me and push me.”
    - Humiliates the citizen in public: “If he wanted to search me, why couldn’t he do it up on my porch instead of out on the sidewalk for all my neighbors to watch?”
  - The Second situation in which guards are assaulted involves a compatriot of the citizen jumping in to “help” his friend in what he perceives as unjust manhandling by the police officer.
  - There will always be a small cadre of violence-prone citizens who react with hair-trigger aggression to even the most minimal provocation; but clearly, a great number of violent



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episodes between police officers and citizens could be averted by using verbal de-escalation techniques.

### ▪ Handling a Potentially Violent Episode

Unless there is an emergency, the guard must:

- Approach the subject slowly and cautiously.
- Size up the situation and analyze the scene while approaching with a
- Begin the encounter with tact, patience, and respect, but don't "play games" with a clearly defiant subject if he clearly has no intention of cooperating.
- **REMEMBER: A Security Guard is not a law enforcement officer.**
- Allow a few minutes for the subject to calm down.
- If the subject vents, listen to both content and emotional tone of what's being said.
- Nonviolent verbal venting uses up energy and adrenalin, while it also establishes a rudimentary form of communicative bond.
- That venting should not escalate to uncontrolled ranting, because the latter can inflame the subject's own emotional agitation and lead to physical violence.
- Keep his/her tone and demeanor professional; not be baited with personal insults, but calmly deflect these and return to the matter of calming down the subject.
- The guard does not have to be a Robocop.
- The guard can show a little human emotion and personality, and even a little humor, but should be careful about overusing jokes.
- Disturbed subjects tend to be very literal and concrete, and well-intended kidding around to lighten the moment might be interpreted as mocking the citizen.
- The guard must avoid making any threats that cannot be backed up.
- The guard must use force as a last resort, but when use of force is necessary, the guard must act swiftly, decisively, and with minimum amount of force necessary.
- The guard first, must always try to leave the subject a face-saving way out of his or her predicament:
- This will make the subject's voluntary cooperation more likely.

### • Smarter is Safer:

- Dealing assertively and nonviolently with citizens on patrol takes training and practice.
- Guards who use these skills productively will typically find that their respect in the community increases.
- The more effective guards become at using verbal de-escalation techniques and conflict resolution skills, the fewer citizen complaints of excessive force or other uncivil behavior will follow them.
- Guards who are "good talkers" tend to pride themselves in their ability to handle virtually any kind of situation without putting themselves or others in physical danger.



## Standardized Level Two Security Guard Training

### Personnel Searches and Restraint Control Devices (4 hours)

- **Personnel Searches—Subject Searches: the “Terry Frisk”**

In 1968, the United States Supreme Court held in *Terry v. Ohio* that a police officer does not violate the Fourth Amendment prohibition on unreasonable search and seizures when the officer briefly detains an individual for investigative purposes if the officer has a reasonable suspicion that the subject has committed, is committing, or is about to commit a crime.

Furthermore, for their own protection, an officer may conduct a quick pat down search (frisk) of the subject if the officer has a reasonable belief that the subject “may be armed and presently dangerous.” This action is commonly referred to as a “stop and frisk” or a “Terry frisk.”

- Facts and circumstances may provide an officer with reasonable suspicion to stop a subject; however, these do not automatically lead to an officer’s authority to conduct a frisk. In other words, “stop and frisk” are not synonymous, but rather two distinct actions, each requiring reasonable suspicion.
- Security guards search suspects for *weapons*. All detained persons must undergo a simple frisk. This emphasizes the safety of security guard and detained individual.
- The detaining Security guard makes the decision to frisk.
- He/she must base this decision on the situation at hand.
- Searching is potentially the most dangerous time for the guard and, if not properly conducted, may result in serious bodily injury or death.
  - Search techniques exist to minimize these dangers. A good rule of thumb is to remember that all apprehended persons are potentially dangerous, and the guard must afford him/herself all possible protection, including facemasks and gloves or sanitizers.
- For protection, the security guard must:
  - Search detained personnel as soon as possible after apprehension, unless the situation dictates otherwise.
  - Always handcuff the subject prior to the search.
  - Conduct a precautionary check, which consists of verbal communication with the subject.
  - Regardless of the subject’s reply, proceed with caution to determine the location of any objects. Remember: The security guard is in a high-risk environment with respect to health hazards, such as exposure to HIV, Hepatitis, or other blood-borne pathogens resulting from a “stick,” cut, or exposure.
  - The guard must, using verbal communication with the subject, ask the subject if he/she has any sharp objects on his/her person (e.g., needles, razor blades, or knives).
  - The guard must start the search always from the same side, as the hand rotation technique is applied to maintain effective control over the subject.



## Standardized Level Two Security Guard Training

- The guard must, using the male or female search described below, conduct the search.
  - The assisting security guard participating in the search provides additional subject control and reduces the probability the subject will escalate the risk.
  - Ask the subject if he/she has any sharp objects on his/her person (e.g., needles, razor blades, or knives).
  - Never pat or run hands over the subject lightly—grab or squeeze every inch of the subject’s clothing while searching.
  - Although a single security guard search can start from either side, it should always start from the same side the hand rotation technique is applied to maintain effective control over the subject.
  - Conduct a precautionary check, which consists of verbal communication with the subject.
  - Make an on-the-scene decision and assessment of each search situation to decide which search method to employ, while searching systematically every inch of the subject’s clothing. Types of search and frisk directions for each type follows:
    - **Standing Frisk:** Assume primary position for search/frisk. With the searching security guard at the subject’s right rear, the assisting security guard should take an over-watch position in front of the subject, opposite the side of the searching security guard, to maintain observation of the search procedure: The assisting guard must remain close enough to physically aid the searching guard, if becomes necessary. The searching security guard will:
      - Instruct the subject to turn the subject’s head away from the guard’s selected direction of approach.
      - Grab the handcuff linking chain with hand palm down.
      - Keep the guard’s weapon or strong side away from the subject while placing the guard’s foot directly behind and centered between the subject’s feet. Instruct the subject to keep his or her head up and knees flexed.
      - If the subject becomes uncooperative or aggressive, control will be gained by pulling the handcuffs down and back, to keep subject off balance. Searching guard continues:
        1. Search the subject’s entire side from the guard’s existing position.
        2. Pay particular attention to the area beneath the subject’s sweatband and the seams.
        3. If the subject is wearing a hat, remove it and have the over-watch carefully check the hat for sharp objects, weapons, and/or contraband.
        4. Use the hat as a container for any items taken from the subject.
        5. Run the guard’s fingers through the subject’s hair and around the left side of the subject’s head. Search the back of the subject’s neck.
        6. Work down the subject’s back, checking to the right and left, while working down from the collar to the waist.
        7. Search the subject’s side to the armpit and down the underside of the subject’s arm, to the hand.
        8. Check the rest of the subject’s arm from the hand to the shoulder.
        9. Search the subject’s throat and chest, working down to the waist.
        10. Starting at the front of subject’s waist, search the waistline to the small of the back.



## Standardized Level Two Security Guard Training

The searching security guard will then:

11. Move the guard's left foot back for balance and crouch down. (Continued)
  12. Pull the handcuffs downward and back to maintain control.
  13. Search the subject's buttocks and groin area.
  14. Search down the inside of the subject's left leg, inside the top of the left shoe, under the arch of the shoe, and back up the outside of the subject's left, to the waist.
  15. After searching the subject's left side, the searching security guard will:
  16. Assume the initial control position.
  17. Place the guard's left hand over the right hand and the handcuff linking chain, executing what is commonly known as the 'crossover.' Slide the guard's right hand out and grip linking chain with the left hand.
  18. Turn the guard's body so the guard's left side is towards the subject's back and the guard's right side is at a 45-degree angle from the subject.
  19. Locate the guard's left foot directly behind and centered between the subject's feet and, again, direct the subject to look away from the side being searched.
  20. Search the subject's right side, using the same procedures used for the left side.
- **Knelling (same as standing.)**
  - **Prone:**

The searching security guard will:

    1. Place the subject in the prone position with hands cuffed behind the subject's back with the subject's feet spread wide apart.
    2. Direct the subject to keep the subject's head turned away from the side being searched.
    3. Position the assisting security guard approximately six feet from the subject's head in the "over-watch" position.
    4. Position the searching security guard over the subject on the right side of the subject and search the subject's left side.
    5. Place the guard's left knee on the subject's right leg at the knee area and keep the guard's right foot flat on the ground next to the subject's side.
    6. Ensure the guard's right hand is on the handcuff linking chain.
    7. If the subject attempts to struggle, the searching guard will:
    8. Drop the guard's right knee into the subject's back
    9. Grab the subject's hand and bend the subject's palm into the wrist while pulling the handcuffs toward the subject's head.
    10. Continue to apply pressure compliance techniques until control is regained.
    11. If suspect is wearing a hat, the assisting guard will remove and search the hat before the searching guard begins the search of the subject. After the hat is searched, it can be used as a container.
    12. The searching security guard will:
    13. With the guard's left hand, search the outer half of the subject's left leg from the waist down to the left knee.
    14. Lay the guard's palm down on the subject's knee and instruct the subject to raise the subject's left leg use the guard's palm to block a possible kick as the subject raises the subject's leg.
    15. Search the subject's outer leg to the foot, then the shoe, and back up the inner leg.
    16. On completing the search of the subject's inner leg to the knee, have the subject lower the subject's foot to the ground.
    17. Search up the subject's inner leg to the groin and left buttock.



## Standardized Level Two Security Guard Training

18. Place the guard's right arm in the crook of the subject's left arm and roll the subject back until subject's left side is slightly off the surface.
  19. Lean the guard's right knee against the subject's back for balance.
  20. With the guard's left hand, release the linking chain and search the subject's waistband from the mid-back to the belt buckle.
  21. Search the subject's lower left abdomen and groin, then up the front side of the torso to the throat.
  22. Return the subject to the prone handcuffing position.
- After searching the subject's left side, the guard is ready to search the subject's right side.
  - The searching security guard will:
    23. Cross the guard's right hand over the guard's left hand.
    24. Place the guard's right hand in the small of the subject's back while keeping the guard's left hand on the linking chain.
    25. Maintain control by keeping pressure on the subject's back.
    26. Rise up, and step over the subject's buttocks.
    27. Rest the guard's right knee on the subject's left leg just above the knee and guard's left foot flat on the ground against the subject's right side.
    28. Instruct the subject to turn the subject's head to the side opposite the one to be searched.
    29. Search the subject's right side, using the same procedures outlined for the search of the subject's left side.
  - **Opposite-Gender Searches:**  
When a search is necessary, a same-gender Security Guard should conduct the search.
  - **Exigent Circumstances:**  
Security guards may perform a "simple frisk" for weapons on opposite-gender offenders if:
    1. No same-gender security guard members or medical personnel are available, or
    2. The situation is of such urgency that it warrants an immediate frisk to ensure the safety of bystanders and the security guard performing the detention.
  - **NOTE:** In situations where security guards must perform a frisk of an opposite-gender suspect, the security guard must advise the control center of the situation and have another security guard witness the frisk.
  - **Restraint Control Devices: Handcuffs**
    - Some misconceptions and cautions:
    - Handcuffs do restrain free movement.
    - Handcuffs are not a fool-proof restraining system.
    - Examples of handcuff failure:
      - Suspect stepping through the cuffs





## Standardized Level Two Security Guard Training

- ✓ To prevent a subject from stepping through the cuffs, the security guard must loop the cuffs through the subject's belt at a point below the small of the subject's back prior to securing the second cuff.
- Striking handcuffs sharply on a solid object may cause ratchets to fail and release one or both cuffs.
  - ✓ If only one ratchet fails (i.e., opens), the subject's hands are free and, in the one cuff scenario, the subject has a lethal weapon.
- Hands cuffed in front pose a far greater threat than hands cuffed in back:
  - ✓ Cuffing to the front is only appropriate if the subject is pregnant, wounded, or has a physical handicap that precludes cuffing behind the back.
- Security guards must never handcuff a subject to a fixed object:
  - ✓ A subject cuffed to a fixed object may be trapped.
- When the security guard detains an individual, the guard is entirely responsible for the individual's safety! The guard must use care, common sense, and discretion when handcuffing a person, including when to handcuff:
- The courts consider handcuffing a use of force, as shown in U.S. Supreme Court cases:
  - *Graham vs. Connor* (1969) held that a police officer's decision to use force must be judged from the "perspective of a reasonable officer, within circumstances that are often tense, uncertain, and rapidly evolving."
  - The guard must carefully weigh all factors before handcuffing a subject.
  - The guard must analyze all force situations to assure that the minimum level of force is used which will safely protect all those involved from injury.
  - The guard must not use more force than is necessary to complete an apprehension, and yet must keep him/herself and others free of danger.
  - If the circumstances of the detainment leave any doubt in the mind as to the safety of the guard or the safety of the subject, then the subject must be handcuffed using the minimum level of force necessary to complete the handcuffing procedure.
- Handcuffing Nomenclature
  - Single Strand
  - Single Strand Rivet
  - Cheek Rivet
  - Double Strand
  - Swivel
  - Links
  - Key Post
  - Pawl Pin
  - Single Strand Groove
  - Single Strand Teeth
  - Key Flag
  - Double Lock Tip
- Daily handcuff maintenance and safety checks
  - The guard must keep the ratchet and keyhole free of dirt, lint or other foreign substances which may hinder proper functioning.
  - The guard must:
    - Be careful not to torque the key guidepost when unlocking the restraint.
    - Take care not to over rotate the key causing the key flag to break off or become stuck in the locking mechanism.
    - Carry restraints in a protective case to reduce exposure to outside elements.
  - Dry restraints thoroughly if they have been exposed to moisture.  
the inside locking mechanisms, using a hair dryer, if necessary, to force moisture out of the lock cavity.



## Standardized Level Two Security Guard Training

Apply a quality lightweight lubricant to the single cuff slide.

### ■ **Instructions for the Cautionary Use and Care of Handcuffs**

- Carrying handcuffs and Approaching for the use of handcuffs
  - The security guard must carry the ratchet cuffs in an appropriate pouch, in a position most accessible, with the locks on opposite sides.
  - The security guard must approach all suspects in the alert stance.
  - This stance places the guard's weak side towards the subject and the guard's weapon/strong side 45 degrees away from the suspect.
  - The security guard must maintain six feet or more between the guard and the subject.
  - This distance, known as the "reactionary gap," allows the guard to react to any sudden or aggressive movement made by the subject.

- Before using handcuffs, the security guard will direct the subject to assume either the standing or prone position.
- If suspect refuses, the security guard will:
  - Place the subject in a prone position, using minimum force necessary.
  - Establish "positive control" with the hand rotation position while controlling the handcuffs secured on the suspect's wrist.

#### ■ **Applying and removing handcuffs:**

When applying handcuffs, the security guard must use "reasonable" levels of force to:

- Achieve control of a resisting detainee.
- Maintain control during the apprehension and detention.
- If the security guard decides to use restraining devices on a non-resisting suspect, he/she must accomplish the application of handcuffs with reason and without injury. Telling the subject of the intent to apprehend and allowing the person to cooperate minimizes the risk of injury.
- If a person is injured during the handcuffing stage of an apprehension, the first step is to seek immediate medical attention for the injured.
- The guard must provide a detailed written statement of the techniques used and the action taken by the apprehended person who caused the injury.

#### ■ **Applying Handcuffs**

If the subject is cooperative, the security guard should inform the subject of the guard's intentions to handcuff the subject.

- Handcuff the subject in the standing position, based on the guard's discretion.
- When applying handcuffs, the security guard must:
  - Hold the handcuffs firmly in the guard's strong hand with fingers around the linking chain separating the handcuffs.
  - Load double bars in the 'V' of the guard's hand with the single bar down by the security guard's index finger.
- Decisions regarding handcuffing position are based on:
  - ✓ Cooperation of the subject
  - ✓ Number of assisting security guards



## Standardized Level Two Security Guard Training

### ✓ Physical location

When applying handcuffs, the security guard must:

1. Hold the handcuffs firmly in the guard's strong hand with fingers around the linking chain separating the handcuffs.
2. Load double bars in the 'V' of the guard's hand with the single bar down by the security guard's index finger.
3. Apply the handcuffs to the subject, keeping the subject's hands behind the subject's back, palms facing out, thumbs-up.

### ■ Removing Handcuffs

When removing handcuffs, the security guard must:

1. Maintain control of the subject until the Guard determines removal of the handcuffs is appropriate.
2. Place the subject in the standing or prone position.
3. Approach and a tactical positioning for removal that is identical to placement.
4. Grab the linking chain, palm up.
5. Remove one cuff.
6. Right-handed guards remove the left cuff first.
7. Left-handed guards remove the right cuff first.
8. Instruct the subject to rotate the subject's free arm from the cuff slowly, placing it on the back of the subject's head.
9. Instruct the subject to maintain position of the arm at the back of the head until instructed otherwise.
10. Immediately close the removed cuff to prevent the subject from using the open ratchet as a weapon against the guard.
11. Keep the guard's weak hand on the linking chain, remove the key, and place it in the opposite lock with the guard's strong hand.

**NOTE: The security guard must never let go of the linking chain.**

12. With the key in the guard's strong hand, unlock and remove the other cuff.
13. Step back without delay.
14. Direct the subject to remove his/her hands from the back of the head and release the individual.

### ■ Handcuffing the Uncooperative Suspect

- In the performance of official duties, the security guard may be required to make physical contact with a noncompliant subject in order to maintain or regain control.
  - The following techniques are only some of those that may be used, and it is important to remember that the minimum use of force necessary is always the correct use of force.
  - The security guard can expect to use these or similarly effective techniques when the suspect's actions are located within the resistant (active) portion of the defensive confrontation model.
  - Restraint Techniques
    - ✓ Effectiveness of these suggested techniques rely on speed, surprise, and skill.
    - ✓ "IKKYO" Grip (may go by other names)
15. The security guard will:  
STEP 1. Grab the back of suspect's right hand with the guard's right hand palm down (or the subject's left hand with the guard's left hand).



## Standardized Level Two Security Guard Training

STEP 2. Wrap the guard's thumb around the subject's thumb, then wrap the remaining four fingers around the subject's hand.

- Two Directions of Pressure

After placing the subject in an IKKYO grip, the security guard will:

STEP 1. Twist the subject's right hand in a clockwise direction (or the subject's left hand in a counterclockwise direction) until the subject's elbow is facing straight up; while simultaneously pivoting on the ball of the guard's weak foot and stepping back with the strong foot so the guard's feet are aligned with the subject's and spreading the subject's feet one shoulder width apart.

STEP 2. Place the guard's weak hand directly on top of the subject's right elbow and push the subject's hand inward with the guard's strong hand.

STEP 3. Apply downward pressure to the subject's elbow with the guard's weak hand, rotating the subject's elbow joint rearward while pushing inward on the subject's hand. The subject's arm should be at waist level and the fingers up.

- Standing Arm Bar

After placing the subject in two directions of pressure, the security guard will:

STEP 1. Fold the subject's hand inward and place the subject's wrist over and past the inside of the guard's weak elbow. Remove the guard's thumb from the fold of the subject's arm and grab hold of the subject's triceps just above the elbow.

STEP 2. Move the guard's inside foot to the rear of the subject's feet and step to the left/right, while simultaneously placing the guard's elbow into the small of the subject's back. The guard must not release the grip on the subject's triceps.

STEP 3. Place the first two fingers of the guard's strong hand under the subject's nose and bring the subject's head backwards, placing it on the guard's right shoulder. Both of the guard's feet should be outside of the subject's feet, the guard's knees slightly bent, and the guard's back straight for balance. The guard's chest should be touching the subject's shoulders, but the guard's pelvic area should not be in contact with the subject's buttocks.

NOTE: If additional control is needed, the guard will raise the subject on the subject's toes by applying upward pressure on the subject's restrained arm while pushing inward and up with the two fingers under the subject's nose.

- IKKYO Takedown

The security guard will:

STEP 1. Perform the Two Directions of Pressure

STEP 2. Apply straight downward pressure on the subject's elbow while pushing up on the subject's hand, while simultaneously taking a small step forward with the guard's weak foot, and a large step forward with the guard's outside foot, and maintaining control of the subject's arm.

STEP 3. Keep the subject's arm parallel to the ground while the guard drops to the guard's weak knee, continuing to drop the subject's arm parallel until it is on the ground.

**NOTE: Failure to keep the subject's arm parallel to the ground may result in an injury.**

STEP 4. Place the guard's inside knee beside the subject's waist area, then place the guard's outside leg in a balanced kneeling position, with the guard's foot flat on the ground.



## Standardized Level Two Security Guard Training

STEP 5. Place the subject in the prone arm bar.

- Prone Arm Bar

While the subject is in the prone position, the security guard will:

STEP 1. Lift the subject's arm upward bending the subject's arm at the elbow and rotating it clockwise.

STEP 2. Remove the guard's thumb from the fold of the subject's arm and grab the subject's triceps just above the elbow. Place the subject's wrist over the top and outside of the guard's weak elbow. Place the guard's elbow with the subject's wrist/arm in the small of the subject's back.

STEP 3. Pivot on the guard's downed knee and place the guard's other knee on the back of the subject's neck.

STEP 4. Use pain compliance and tell the subject to place the subject's hand on the small of the subject's back. Handcuffing may be accomplished by cuffing the restrained hand first.

- Handcuffing from Control Holds

- Grabbing the subject before informing the subject of his detention enables the security guard to apply a control hold such as a rear wrist lock, twist lock, or bar arm.
- Using the L.A.T.C.H. Technique:

- The *Lateral Arm Transitional Control Hold* (L.A.T.C.H.) places the security guard in a position of relative safety while enabling him/her to anticipate the subject's resistance.

The security guard will:

- Begin with the guard's elbows close to the guard's body and the guard's arms up to protect his/her head.
- Step offline so that the guard is less vulnerable to being struck by the subject.
- Firmly grasp the subject's upper arm (biceps/triceps) and apply slight pressure upward and toward the subject to compromise his balance.
- Order the subject to place the subject's opposite hand on the subject's head.
- By simply stepping offline and securing a firm, two-handed grip on the subject's upper arm, the guard has established a significant degree of control without the use of a more complex technique.

Using this technique, the security guard will be able to control the subject by using leverage and positioning rather than pain. If the subject complies when the L.A.T.C.H. is applied, the security guard can transition to a rear wrist lock or twist lock and subsequent handcuffing.

- Handcuffing in Standing Position

The security guard should:

- Position the subject away from the guard with the subject's hands behind the subject's back, palms facing out, thumbs up.
- Spread the subject's legs shoulder-width apart with toes pointing outward.
- Direct the subject to:
  1. Bend forward slightly at the waist.
  2. Turn the subject's head up and away from the guard's selected avenue of approach.
  3. Interlace the subject's fingers behind the subject's back, palms facing out. Next,



## Standardized Level Two Security Guard Training

- ✓ Hold handcuffs in the guard's strong hand.
  - ✓ Approach the subject keeping the guard's weak side towards the subject and extending the guard's weak arm to maintain a reactionary gap.
  - ✓ Apply the hand rotation technique with the guard's weak hand.
  - ✓ Place the single bar of the lower cuff on top of the subject's nearest wrist.
  - ✓ Push down sharply on the cuff and up on the subject's hand, allowing the single bar to swing around the wrist.
  - ✓ Secure the ratchet by sliding the guard's weak hand up the subject's hand and closing the cuff. **NOTE:** This is one of the most dangerous points in the cuffing procedure. Many suspects have attacked law enforcement personnel with the ratchet of the free cuff, inflicting serious injury. The security guard must not delay or hesitate at this point. Follow the next steps quickly.
  - ✓ Immediately apply the upper cuff to the subject's other wrist
  - ✓ Double lock the handcuffs.
- Handcuffing in Prone Position ("Hobble Tie" or Hog Tie")
    - **CAUTION: DANGER OF POSITIONAL ASPHYXIA AND EXCITED DELIRIUM.** Positional asphyxia occurs when a particular body position hinders the normal exchange of respiratory gases, preventing an individual from breathing adequately, and potentially resulting in death.
    - Positional Asphyxia can be caused or exacerbated by:
      1. Use of pepper spray.
      2. Presence of narcotics in the subject's system.
      3. Hobble tie/hog tie restraints inhibiting chest wall and diaphragm movement:

NOTE: Suspect may complain of inability to breathe prior to cardiac/respiratory arrest.
    - **NOTEP:** Suspect may exhibit Excited delirium—a condition manifesting as a combination of delirium, psychomotor agitation, anxiety, hallucinations, speech disturbances, disorientation, violent and bizarre behavior, insensitivity to pain, elevated body temperature, and superhuman strength.
    - Death is caused by sudden, fatal cardiac rhythm abnormalities or respiratory arrest resulting from increased oxygen demands and decreased oxygen delivery.
    - Contributing factors include:
      1. Psychiatric or drug-induced state of agitated delirium
      2. Hyperactivity
      3. Stress of police confrontation.
      4. Struggling with police and against restraints.
      5. Hogtie position.
      6. Mechanism of death in this case is positional asphyxiation.
    - When restraining the subject in a prone position, the security guard will:
      - Position the subject away from the guard in the final challenge position.
      - Slowly drop the subject to the subject's knees then guide the subject to fall forward.
      - Suspect will catch him/herself with the hands and lower himself/herself to the ground.
      - Place the subject's arms parallel to the subject's shoulders with palms up





## Standardized Level Two Security Guard Training

- Direct the subject to turn his/her head away from the guard's selected avenue of approach.
- Position 45 degrees to the guard's strong side and to the rear of the subject
- Direct the subject to raise both hands off the ground and place the subject's hands into the small of the subject's back, with palms facing out and thumbs up.
- Approach the subject from the guard's weak side and lower the guard's center of gravity.
- Avoid stepping between subject's legs. Be cautious in maintaining the guard's balance.
  - Grab the ring and middle finger of the subject's nearest hand.
  - Place the single bar of the cuff on top of the subject's wrist.
  - Push down sharply on the cuff and up on the subject's hand, allowing the single bar to swing around the subject's wrist.
  - Secure the ratchet by sliding the guard's weak hand up the subject's hand and pushing up to close the cuff.
  - Immediately grab the subject's other hand with the guard's weak hand and apply the remaining cuff in the same manner.
  - Double lock the handcuffs.
- To bring a prone handcuffed subject to standing position, the security guard will:
  - Place guard's hands under the subject's arms (armpit area).
  - Maintain guard's arms inside suspect's arms to ensure control.
  - Lift up the suspect by bending the guard's knees and using the guard's legs.
  - Instruct suspect to lift one leg up to prepare for standing.
  - Help raise suspect off the ground.
  - Stand suspect up and place in a resting position.
- Handcuffing Guidelines and Best Practices
  - Check with your employer's use of force standard operating policies for handcuffing guidelines.
  - Best Practices, using the Body Clock/Risk Radius©—a visualization tool:
    1. From a vantage point above the subject, looking down, a security guard can identify risk potential by both numerical clock-like reference as well as by coloration.
    2. 12 o'clock or rear position presents the lowest status of risk to the guard.
    3. Moving from the rear of the subject to the front of the body, to 6 o'clock position, the guard would be at highest status of risk.
    4. The intensity of the risk corresponds to the intensity of the red as the guard moves from the rear to the front of the subject.
    5. As the guard moves away from the subject, the guard's status of risk decreases.
- Handcuffing and Use of Force Considerations
  - Courts consider handcuffing a use of force.
  - In deciding whether to handcuff a subject, the security guard must carefully analyze each situation to ensure the guard uses the minimum level of force to protect the guard and others from injury.
  - In handcuffing a subject, security guards must use a reasonable level of force to achieve control of a resisting detainee.



## Standardized Level Two Security Guard Training

- During a detention and search, security guards may apply handcuffs to ensure control of the detained individual.
- Security guards must inform non-resisting detainees of the handcuffing procedure and give them the opportunity to cooperate. (See Defensive Confrontation Models below)

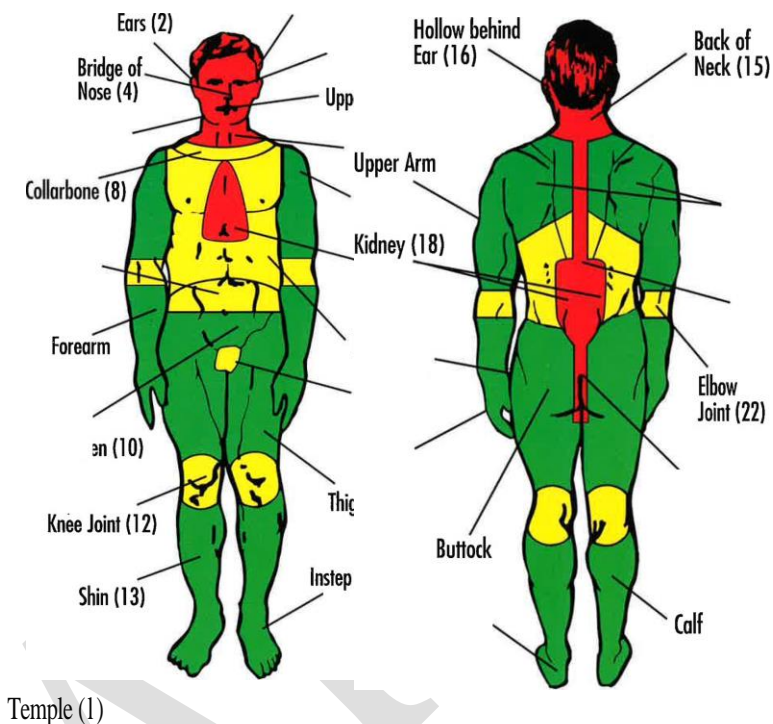
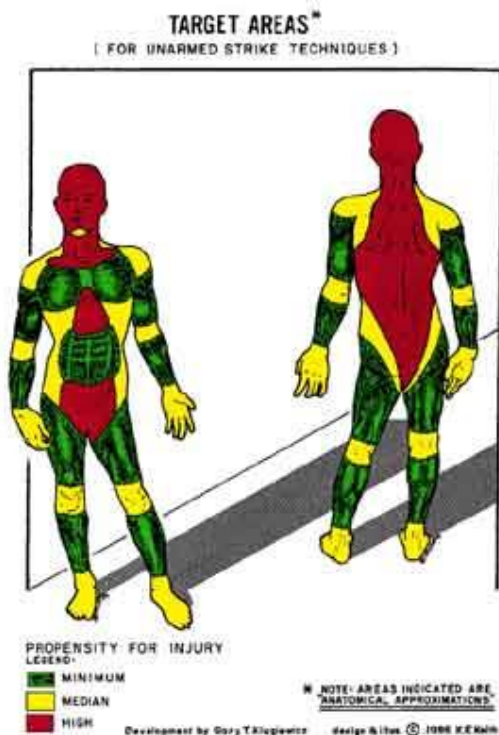
### Defensive Impact Weapons – (8 hours)

- Batons
  - Impact weapons have a long history of effectiveness and application in law enforcement. Over the years, unique design changes have been made, but the basic principle of impact, either by compression or concussion, has remained the same.
  - The modern-day expandable baton is a compact instrument that bridges the gap between fists and firearms. Its design solves a major problem with fixed batons because it is compact enough to wear in a belt holster without danger of the baton striking the legs during a foot chase.
  - Generally, a security guard can expect to use the baton against a subject whose actions place him/her within the “aggressive assailant” portion of the defensive confrontation model.
- Baton Familiarization and Uses
  - Nomenclature. The expandable baton is available in black anodized or satin chrome finish.
  - Various models are available, measuring from 6 to 11 inches collapsed and 16 to 31 inches deployed.
  - All expandable batons are equipped with locks that do not collapse when deployed.
- First Aid for Baton Injuries
  - Emergency personnel should be called immediately after the use of the baton.
  - Subject will be closely monitored until arrival of medical personnel to ensure no life-threatening conditions ensue.

GREEN TARGET AREAS	YELLOW TARGET AREAS	RED TARGET AREAS
<p><b>REASONING:</b> Minimal Level of resultant trauma. Injury tends to be temporary rather than longlasting; however exceptions can occur.</p> <p>Except for the HEAD, NECK, and SPINE, the whole body is a Green Target Area for the application of baton Mocking and restraint skills.</p>	<p><b>REASONING:</b> Moderate to serious Level of resultant trauma. Injury tends to be long-lasting, but may only be temporary.</p>	<p><b>REASONING:</b> Highest Level of resultant trauma. Injury tends to range from serious to longlasting, rather than temporary, and may include unconsciousness, serious bodily injury, shock, or death.</p>



## Standardized Level Two Security Guard Training



- Target Areas
  - There are three principal target areas for the baton:
    1. Areas surrounding the arms, legs (thighs), and knees;
    2. Primarily selected because of physiological vulnerability.
    3. Push strikes to the abdominal area should not be used, as they can result in damage to internal organs.
- Baton Techniques
  - Wrist Snap Technique—is utilized after drawing the baton from a holstered position and used to fully expand the baton into the open, locked position.
  - Strike Ready Position—is initiated by drawing and expanding the baton from a holstered position and holding it at a position of readiness.
  - Basic Striking Concept—is used to strike back at the aggression (e.g., striking the leg that is being used to kick at the guard)
  - Basic Blocking Concept—is to make circular or direct-line swings of the baton, implemented towards redirecting or intercepting an attack.
- Skill Practice
  - Initial Training
    1. Demonstrate stances (on-guard, strong-side baton)
    2. Demonstrate defensive techniques (wrist snap, strike ready, downward strike)
    3. Demonstrate correct target areas.



## Standardized Level Two Security Guard Training

### Chemical Agents (4 Hours)

- Introduction
  - Aerosol defense sprays have been proven to greatly assist law enforcement and corrections officers in resolving difficult situations. When used properly, they are a safe and effective way to accelerate the intensity of force without increasing the likelihood of serious injury or death. Like the baton, OC spray is a defensive tool.
  - Thorough training in the use of pepper spray is critical. Training enhances the spray's effectiveness, protects both the user and the company against liability, and ensures the safety of both user and subject. Comprehensive training should go beyond the technical application to include physiological reactions, legal issues (use of force guidelines), tactical issues, and applications.
  - It is important that security guards experience direct exposure to chemical agents for the following reasons:
    - Guards must experience first-hand the effectiveness of the chemical agents.
    - Guards must also become capable of executing defensive tactics and making objective decisions after being exposed to chemical agents.
- Terminology
  - Oleoresin (n.) contains a naturally occurring mixture of oil and resin extracted from various plants.
  - Capsicum (n.) a genus of plants, the ripe fruit of which is the capsicum mimum (or Frutescans), contains the active principle ingredient capsaicin.
  - Capsaicin (n.) a colorless, pungent crystalline compound also derived from capsicum, is a strong irritant to skin and mucous membranes.
- Capsaicin
  - complex of related components (C<sub>18</sub>H<sub>27</sub>NO<sub>3</sub>) named Capsaicinoids.
    - All work together to produce the “pungency” or burning sensation that occurs when pepper spray comes in contact with skin or mucous membrane.
  - Characteristics
    - Oleoresin capsicum (OC), commonly called pepper spray, is a highly concentrated form of peppers or similar synthetic and naturally occurring inflammatory agents affecting the mucous membranes of humans and animals.
    - It comes from the oily resin of cayenne and other varieties of peppers used in spicy foods.
  - Effects
    - When applied to the face, OC causes swelling of the mucous membranes, involuntary closing of the eyes, gagging, coughing, runny nose, shortness of breath, and an intense burning feeling on exposed skin.
  - Reactions
    - Typically, persons sprayed with OC experience panic, disorientation and respiratory difficulty.
  - Duration
    - Symptoms are temporary, but may last up to 45 minutes, depending on strength of the spray.
    - Diminished effects may last for hours.
    - According to the Journal of Investigative Ophthalmology and Visual Science, a single exposure of OC is harmless, but repeated exposure can result in long lasting changes in corneal sensitivity.



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- There is no lasting decrease in visual acuity.
  - For those with asthma, those taking other drugs, or those subject to restraining techniques which restrict the breathing passages, there is a risk of death.
  - Availability
    - OC spray is available in two (2) forms, water-based or alcohol-based.
    - Carry of this device must be approved by your company.
  - Decision to Draw
    - The security guard must trust his/her instincts while remaining in control of his/her emotions
    - There are 4 main things or thresholds that determine when the guard should have your pepper spray drawn. These thresholds are:
      - Distance
        1. Attacker must be within range. (i.e., the guard can hit them in the face.)
        2. It is important for the guard not to raise, point, and shoot the pepper spray until he/she is ready to shoot in response to the following situations:
          - Verbal assault
          - Physical assault
          - Timing, as determined by several factors:
            - Readiness—anticipating and preparing for extinguishing a possible threat before it comes to fruition.
            - Knowing the difference between threatening someone with your pepper spray and holding it in hand for ready use.
            - If you threaten someone with your pepper spray before you are ready to use it, he/she may escalate the situation by pulling their own weapon.
            - Threatening takes away your advantage of surprise.
- Drawing Techniques
  - The guard must:
    - Make sure pepper spray is readily accessible but is carried securely where it is not likely to fall out by accident.
    - Practice to ensure a quick, smooth draw, especially if the pepper spray canister of choice comes in a carrying case with a snap release.
    - Release the snap release ahead of time if feeling threatened.
- Proper defensive positions
  - When ready to deploy pepper spray, the guard should:
    - Go into a slight crouching position with the guard's weight evenly balanced on both feet.
    - Thrust the guard's non-shooting hand forward and yell "STOP" at the attacker.
    - Thrusting the non-shooting hand forward causes the attacker to focus on the hand without the pepper spray.
    - Yelling "STOP" creates a slight diversion and focuses the guard's energy.
    - The guard must raise his non-shooting hand to spray the attacker in the face.
    - Never thrust the guard's shooting hand at an attacker, as this may give the subject the opportunity to disarm the guard.
- Spraying Techniques
  - The security guard must:
    - Hold the canister upright in order to propel the OC chemical.
    - Ensure that the guard's thumb (or index finger, depending on finger used) is on the actuator button, not on the protective safety lid.





## Standardized Level Two Security Guard Training

- Distance considerations:
  - Shoot at a minimum of 3 feet and a maximum of 10-12 feet.
- Duration
  - Spray in quick, small bursts, lasting 2-3 seconds.
- Target placement
  - The guard must:
    - Aim for the subject's eyes, if possible, or head/shoulder area.
    - Avoid, if possible, direct contact with the subject's mouth.
    - Use a vertical spray arc for one subject.
    - Use a horizontal spray arc for two or more subjects.
- Other considerations:
  - The security guard should avoid spraying into the wind.
  - The security guard should refrain from closing his/her eyes in order to be ready to correctly aim.
  - If the subject continues to advance, the security guard must continue spraying while slowly backing away from the subject.
  - If the subject is wielding a knife, the security guard must remain aware of the position of the knife at all times, and back away from the subject while spraying.
  - If the subject is utilizing OC as a weapon, the security guard must increase his/her distance from the attacker while attempting to shield his/her face from the spray.
  - The security guard must be familiar with warnings issued on the pepper spray label.
- When giving first aid to the subject after spraying the security guard should:
  - Inform the subject that the subject has been sprayed with pepper spray.
  - Instruct the subject that the subject will receive treatment once the subject is cooperative.
  - Remove the subject to an uncontaminated area.
  - Emergency personnel will be called if OC is dispensed, and emergency personnel will engage in the decontamination process.
  - Pour large quantities of water over subject's face if emergency personnel are delayed.
  - Recovery and decontamination.
    - The security guard must:
      1. Open his/her eyes as soon as possible and blink repeatedly.
      2. Keep eyes open and allow them to tear up.
      3. Remove any contact lenses with clean hands. Hard, clear lenses may be cleaned and reused again, but soft disposables must be discarded.
      4. Use cool water to repeatedly flush (but not rub) the eyes.
      5. Use a weak solution of baby shampoo or Dawn dishwashing liquid and a stream of water like a spray bottle, garden hose, or kitchen faucet to flush out eyes and face.
      6. Remove all clothing that came in contact with the spray.
      7. Scrub his/her hands with soap at least three times.
    - Wash the resin off the skin with water and a non-oily soap like baby shampoo, then and pat the skin alternately with wet and dry paper towels until the resin





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begins to loosen onto the paper towels.

- Immediate effects of pepper spray last approximately 45 minutes and residual effects should be completely gone within a few hours.
- Pay attention to Storage and maintenance. OC pepper spray must be stored at room temperature. It has a five-year shelf life from the date of manufacture. The active agent tends to separate and collect at the top after about Two years if left idle. To prevent this and ensure uniform potency of the mixture, shake vigorously before initial use and at least once a year thereafter. The lot number stamped on the bottom of the canister provides the manufacturing date in Julianne date format—a combination of year and day the product was produced. Replace the canister when it has exceeded its shelf life or when the contents have been expended beyond a safe operational level.
- Do not store OC pepper spray near a heat source or open flame.
- Do not store OC pepper spray at temperatures above 120 degrees Fahrenheit, as this may cause the canister to burst.
- Do not expose the OC pepper spray unit to temperatures below 32 degrees Fahrenheit for long periods, as freezing may cause slower discharge from the canister and weaken the effectiveness of the spray.

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