

# Module 11: Use of Force Theory

## Use of Force Training

### Use of Force by Security Guards

As a Security Guard, it is crucial to assess whether the application of force is necessary in the line of duty. This section aims to highlight the considerations a responsible Security Guard must make in determining the need for force and the appropriate degree of force required.

#### *Security Guards and Peace Officers*

There are significant differences between Peace Officers and Security Guards, particularly when it comes to the use of force. The critical distinction lies in the extent of force each is permitted to apply. Police officers, often entrusted with additional powers to protect the public from imminent danger, can use more force compared to Security Guards. Security personnel, on the other hand, are restricted in their use of force as their primary duty does not involve endangering their own safety for the greater good.

Many people mistakenly believe that Security Guards are hired for the same reasons as police officers: to handle criminal perpetrators. However, the most common reason for hiring Security Guards today is to comply with insurance requirements rather than to address criminal activities directly. For instance, if a client hosts a large-scale event with 500 attendees, their insurance company may mandate the presence of one or more Guards due to the event's size. In the event of an emergency requiring evacuation, coordinating the safe exit of 500 people from a single structure would be challenging without the assistance of trained personnel. The presence of a Security Guard helps mitigate the risk of injury, thereby reducing potential liability for the insured.

Security Guards must remain aware that their role does not equate to that of the police. Overstepping their boundaries can lead to incidents escalating into violence, necessitating the use of force. Such situations can result in significant liability for the client, the company, and the individual Security Guard.

### Key Points to Consider

1. **Assessment of Necessity:** Always evaluate whether the use of force is truly necessary in the given situation.
2. **Degree of Force:** Determine the appropriate level of force required, ensuring it is proportionate to the threat.
3. **Role Limitations:** Understand and respect the limitations of the Security Guard's role compared to that of Peace Officers.
4. **Insurance Compliance:** Recognize that the presence of Security Guards is often a requirement for insurance compliance rather than for addressing criminal activities.

5. **Liability Awareness:** Be mindful of the potential liability that can arise from the use of force, impacting the client, the company, and the Security Guard.

By adhering to these guidelines, Security Guards can perform their duties effectively while minimizing the risk of unnecessary force and associated liabilities.

## The Law Governing the Use of Force

Under certain circumstances, the Criminal Code of Canada provides protection for Security Guards who use force. However, it also holds those who use excessive or inappropriate force accountable for their actions. There is no blanket authorization that ensures legal or moral protection for individuals using force. Instead, the evaluation focuses on the reasonableness of the actions given all the circumstances.

### *Reasonableness of Actions*

The rationale behind this limited protection is that with the authority to act comes the responsibility for those actions. Security Guards must exercise their power judiciously and within the bounds of the law, ensuring that any use of force is necessary and proportionate to the situation at hand.

### [Section 25 of the Criminal Code \(Canada\)](#)

Section 25 of the Criminal Code is the general clause that provides protection for persons acting with legal authority who use force in the execution of their duties. This section states in part:

*"Everyone who is required or authorized by law to do anything in the administration or enforcement of the law... is, if he acts on reasonable grounds, justified in doing what he is required or authorized to do and in using as much force as is necessary for that purpose."*

### Key Points to Remember

1. **Assessment of Force:** Always evaluate whether the use of force is necessary and reasonable in the given situation.
2. **Accountability:** Understand that excessive or inappropriate use of force will result in legal accountability.
3. **Legal Authority:** Recognize the scope of legal authority under Section 25 and ensure actions are justified and necessary.
4. **Responsibility:** With the authority to act comes the responsibility to do so within the law's constraints, prioritizing safety and proportionality.

By adhering to these principles, Security Guards can ensure their actions remain within legal boundaries, thereby protecting themselves, their clients, and the public.

## Protection of Persons Acting Under Authority

### *Section 25 of the Criminal Code (Canada)*

**25(1)** Every one who is required or authorized by law to do anything in the administration or enforcement of the law:

- (a) As a private person;
- (b) As a peace officer or public officer;
- (c) In aid of a peace officer or public officer; or
- (d) By virtue of his office;

is, if he acts on reasonable grounds, justified in doing what he is required or authorized to do and in using as much force as is necessary for that purpose.

This section provides protection for individuals who must use force to fulfill their responsibilities. It means that if you must use force to make an arrest, remove a trespasser, conduct a search, or seize articles that can be lawfully seized, you are justified and protected as long as your actions are reasonable under the circumstances and the force used is no more than necessary to accomplish the task.

### Key Points of Section 25

1. **Justification for Force:** The use of force is justified if it is necessary for carrying out legal duties, such as making an arrest or removing a trespasser.
2. **Reasonable Grounds:** Actions must be based on reasonable grounds. This means the force used must be appropriate for the situation.
3. **Necessity:** Only the amount of force necessary to achieve the objective should be used.
4. **Protection from Liability:** Section 25 protects individuals from criminal liability if a court (the "trier of fact") determines that the person using force acted on reasonable grounds, within their lawful authority, and used only the necessary amount of force to perform their duties.

By adhering to these guidelines, Security Guards can ensure their actions are legally justified and protected under Section 25 of the Criminal Code. This helps maintain the integrity and professionalism of their role while ensuring the safety and legality of their actions.

### Authorized or Required by Law

This section means that the individual taking some action is doing so within their lawful authority. Generally speaking, Security Guards have fairly broad authority under the Criminal Code of Canada. For instance, arresting an offender who is in the process of committing an offense is permitted under the Criminal Code, provided that certain conditions are met. Arresting individuals may be one of the duties assigned to security personnel. The use of force

to effect an arrest may be permissible if an offense has been committed, a reasonable person would conclude that force was necessary, and if the force used was no more than necessary.

## Reasonable Grounds Test

The term "reasonable grounds" frequently appears in this context. While "reasonable" is not explicitly defined in the Criminal Code, case law—how Judges of all levels of court have interpreted the law since its introduction—establishes the standard known as the "reasonable person test." This test asks what a hypothetical "reasonable" ordinary, cautious, and prudent person would do in similar circumstances.

## Key Considerations for Security Guards

1. **Lawful Authority:** Actions taken must be within the legal authority granted to Security Guards under the Criminal Code.
2. **Conditions for Arrest:** Arresting an individual is permissible if they are in the process of committing an offense and certain conditions are met.
3. **Use of Force:** The use of force may be justified if:
  - An offense has been committed.
  - A reasonable person would deem force necessary.
  - The force used is no more than necessary to effect the arrest.
4. **Reasonable Person Test:** When determining the appropriateness of actions, consider what an ordinary, cautious, and prudent person would do in the same situation.

By adhering to these principles, Security Guards can ensure their actions are reasonable, legally justified, and within the scope of their authority, thereby maintaining professionalism and protecting themselves from legal repercussions.

## No More Force Than Necessary

The principle of using "no more force than is necessary" dictates that the absolute minimum level of force required to perform a duty should be employed. A reasonable person evaluating the situation would recognize that there is a maximum level of force that can be justified, considering all the circumstances. Exceeding this maximum amount and using more force than necessary is likely to result in criminal or civil liability.

### *Use of Deadly Force*

Force intended or likely to cause death or grievous bodily harm can only be used to preserve oneself or someone else from death or grievous bodily harm. For instance, using deadly force on an individual fleeing the scene of a crime or escaping arrest would not be justified.

**(3) Subject to subsections (4) and (5), a person is not justified for the purposes of subsection (1) in using force that is intended or is likely to cause death or grievous bodily harm unless**

**the person believes on reasonable grounds that it is necessary for the self-preservation of the person or the preservation of anyone under that person's protection from death or grievous bodily harm.**

Anyone who uses force when it is not necessary or lawful, or who uses an excessive amount of force given all of the circumstances, may be held criminally and/or civilly responsible.

## Sections 25 and 26 of the Criminal Code (Canada)

Sections 25 and 26 of the Criminal Code must be read together to understand the full scope of legal provisions regarding the use of force by individuals acting under lawful authority.

**Section 25:** Protects individuals acting with legal authority who use force, provided their actions are reasonable and the force used is necessary.

**Section 26:** Holds individuals accountable for using excessive force. It states:

**"Everyone who is authorized by law to use force is criminally responsible for any excess thereof according to the nature and quality of the act that constitutes the excess."**

## Key Points to Consider

1. **Minimum Force Required:** Only use the bare minimum level of force necessary to perform your duty.
2. **Reasonable Force:** Ensure that any force used would be deemed reasonable by an ordinary, cautious, and prudent person.
3. **Deadly Force:** Can only be used when necessary to protect oneself or another from death or grievous bodily harm.
4. **Legal Accountability:** Individuals using unnecessary or excessive force may face criminal and/or civil liability.
5. **Comprehensive Understanding:** Always read Sections 25 and 26 together to fully grasp the legal responsibilities and protections related to the use of force.

By adhering to these principles, Security Guards can perform their duties within the bounds of the law, ensuring both their safety and the safety of others while minimizing legal risks.

## Excessive Force

### Section 26 of the Criminal Code (Canada):

**26.** Everyone who is authorized by law to use force is criminally responsible for any excess thereof according to the nature and quality of the act that constitutes the excess.

Using excessive force can lead to criminal charges, such as assault. This section is typically invoked in situations where an objective bystander would clearly see that the force used was more than necessary. For instance, if a prisoner is seriously injured or killed when the task could have been accomplished with less force, it is evident that excessive force was used. However, even a small amount of force can cause serious injury or death, depending on the circumstances. The courts often analyze these situations with the benefit of hindsight, making it essential to exercise caution when using force.

### *Key Considerations*

1. **Criminal Responsibility:** You can be held criminally responsible for using excessive force.
2. **Objective Standard:** The assessment of excessive force is based on what a reasonable person would conclude under the circumstances.
3. **Hindsight Analysis:** Courts evaluate the use of force with the clarity of hindsight, emphasizing the need for caution.
4. **Serious Consequences:** Even minimal force can have severe consequences, and hasty decisions can lead to long-lasting repercussions.

## Prevention of Offences

### **Section 27 of the Criminal Code (Canada):**

**27.** Every one is justified in using as much force as is reasonably necessary:

- (a) To prevent the commission of an offence:
  - (i) For which, if it were committed, the person who committed it might be arrested without warrant, and
  - (ii) That would be likely to cause immediate and serious injury to the person or property of anyone; or
- (b) To prevent anything being done that, on reasonable grounds, he or she believes would, if it were done, be an offence mentioned in paragraph (a).

This section protects individuals who use force to prevent an offence where a person could be arrested without a warrant and where the offence would likely cause immediate and serious injury to a person or property.

### *Key Considerations*

1. **Preventing Offences:** Force can be used to prevent the commission of certain offences.
2. **Reasonable Necessity:** The force used must be reasonably necessary to prevent the offence.
3. **Immediate and Serious Injury:** The offence being prevented must be likely to cause immediate and serious injury to a person or property.

4. **Legal Justification:** Section 27 provides legal justification for using force in these specific circumstances.

## Summary

Security Guards must be mindful of the amount of force they use in any situation. While the Criminal Code provides protections for those acting within their lawful authority, it also holds individuals accountable for using excessive force. Sections 25, 26, and 27 outline the conditions under which force can be justified and the potential consequences of exceeding those limits. By understanding and adhering to these legal standards, Security Guards can perform their duties responsibly and within the bounds of the law.

## Use of Force to Prevent Commission of Offence

### Section 27 of the Criminal Code (Canada):

**27.** Everyone is justified in using as much force as is reasonably necessary:

- (a) To prevent the commission of an offence:
  - (i) For which, if it were committed, the person who committed it might be arrested without warrant; and
  - (ii) That would be likely to cause immediate and serious injury to the person or property of anyone; or
- (b) To prevent anything being done that, on reasonable [and probable] grounds, he believes would, if it were done, be an offence mentioned in paragraph (a).

This section provides justification for using force to prevent the commission of an offence under certain conditions. The force used must be reasonably necessary and proportionate to the situation at hand.

## Key Considerations

1. **Preventing Offences:** Force can be used to prevent the commission of an offence.
2. **Reasonable Necessity:** The amount of force used must be reasonably necessary to prevent the offence.
3. **Arrest Without Warrant:** The offence being prevented must be one for which the person committing it could be arrested without a warrant.
4. **Immediate and Serious Injury:** The offence must be likely to cause immediate and serious injury to a person or property.
5. **Reasonable Belief:** Force can also be used to prevent anything that, on reasonable and probable grounds, is believed to be an offence likely to cause immediate and serious injury.

## Practical Application for Security Guards

When performing their duties, Security Guards must carefully assess situations to determine if the use of force is necessary and justified under Section 27. The following steps can guide their decision-making:

1. **Assess the Situation:** Determine if an offence is being committed or is about to be committed that could cause immediate and serious injury.
2. **Evaluate Necessity:** Consider if the use of force is reasonably necessary to prevent the offence.
3. **Proportional Response:** Ensure that the force used is proportional to the threat and is the minimum required to prevent the offence.
4. **Legal Grounds:** Verify that the offence is one for which the person could be arrested without a warrant.
5. **Document the Incident:** After using force, document the incident thoroughly, detailing the circumstances, the perceived threat, and the actions taken.

By adhering to these guidelines, Security Guards can ensure that their use of force is justified and within legal bounds, thereby protecting themselves, their clients, and the public.

## The Importance of Monitoring the Environment

When faced with situations that might necessitate the use of force, a security guard must consistently observe and evaluate their surroundings. This includes noticing body language, tone, and volume of the people involved, sudden movements, and the presence or absence of other individuals in the vicinity, as these factors could influence the necessity of using force.

Perception is crucial in handling the situation appropriately. After making objective and rational observations, a security guard can determine the most suitable response.

Although having clear guidelines for every possible conflict scenario would be ideal to avoid excessive force, the numerous variables involved make this impractical. However, some key factors can guide the decision to use force and the appropriate level:

1. **Urgency:** The need for immediate action can limit the ability to assess the situation thoroughly. Training and experience are vital for recognizing potential danger and responding in a timely, professional, and appropriate manner.
2. **Numbers:** The potential danger increases significantly when a security guard faces greater numbers. In such cases, discretion might be the better part of valor. Conversely, when security personnel outnumber the subjects, justifying the use of force becomes more challenging.
3. **Skill Comparison:** When physical force is deemed necessary, the security guard must compare their physical abilities with those of the subjects. This visual assessment includes factors like:



- Size
- Injury or fatigue
- Age
- Gender
- Physical condition
- Demonstrated skills
- Officer's confidence in their abilities
- Enforcement obligations

The officer will weigh their potential to control the situation against the subject's potential to resist, considering the respective advantages and disadvantages.

4. **Demonstrated Threat:** The response is influenced by the perceived threat level, assessed through verbal or physical danger cues. Using the I.M.O. method can help make an accurate threat assessment:
  - **I = Intent:** The subject's intentions, indicated through verbal or physical acts.
  - **M = Means:** The subject suggests or shows they have weapons.
  - **O = Opportunity:** The subject's ability to carry out their intentions with the means available to them.
5. **Special Knowledge:** Information from other security professionals or police agencies about specific individuals can inform a security guard's decision. This knowledge of a subject's past behavior can prompt consideration of specific force options based on previous incidents.
6. **Situational Environment:** The immediate environment of the incident can also affect the decision to use force. Factors to consider include:
  - Confined spaces
  - Weather conditions
  - Clothing
  - Footing
  - Presence of innocent bystanders
  - Lighting conditions

## The Importance of Monitoring the Environment

When dealing with circumstances that may potentially lead to the use of force, a security guard must constantly monitor and assess the environment. Observing elements such as body language, tone and volume of the individuals involved, sudden movements, and the presence or absence of other persons in the immediate area are crucial as these factors can influence the necessity of using force.

Perception is the initial step in appropriately addressing the situation. Once a security guard makes objective, rational observations, they will be better equipped to determine an appropriate response.

While having definitive guidelines to address every possible scenario that could result in conflict and dictate the exact amount of force to use would be ideal to prevent the excessive use of force, it is impossible due to the numerous variables that must be considered. Nevertheless, we can identify several factors that may become significant in the decision-making process regarding the use of force and determining how much force is necessary in the given circumstances:

1. **Urgency:** The necessity for immediate action can limit an individual's ability to thoroughly assess the situation. Proper training and experience are essential for recognizing potential danger and responding in a timely, professional, and appropriate manner.
2. **Numbers:** When a security guard faces a greater number of individuals, the potential danger in the use of force significantly increases. In such circumstances, discretion may indeed be the better part of valor. Conversely, when security personnel have the advantage of greater numbers, it becomes harder to justify the use of force.
3. **Skill Comparison:** When a security guard decides that physical force is necessary to establish control, they must compare their own physical abilities with those exhibited by the subjects. A visual assessment of the subject is essential. Factors that contribute to the security guard's assessment include:
  - Size
  - Injury or fatigue
  - Age
  - Gender
  - Physical condition
  - Demonstrated skills
  - The officer's confidence in their ability to execute a particular skill
  - Enforcement obligation

The officer will then compare their potential for achieving control to the subject's potential to resist. The differences and respective advantages/disadvantages will impact the decision and level of force used.

4. **Demonstrated Threat:** The response will be directly influenced by the perceived level of threat demonstrated by the subject, whether through verbal or physical danger cues. The I.M.O. Method can aid in making an accurate threat assessment:
  - **I = Intent:** The subject indicates their intentions through verbal or physical acts.
  - **M = Means:** The subject affirms their intent by showing or suggesting that they have weapons available.
  - **O = Opportunity:** The subject is in a position to carry out their intentions with the means available.
5. **Special Knowledge:** Access to information about specific individuals from others in the security industry or police agencies can provide additional knowledge of a subject's potential behavior. This special knowledge may prompt the security guard to consider specific force options based on the subject's past history. Experience and special

knowledge often assist in making a preliminary threat assessment based on the type of incident to which the security guard is responding.

6. **Situational Environment:** The immediate environment of the incident may also influence the decision to use force. The security guard should consider factors such as:
- Confined surroundings
  - Weather conditions
  - Clothing
  - Footing
  - Presence of innocent bystanders
  - Lighting conditions

## Excited Delirium

Excited Delirium is a medical condition characterized by highly aggressive behavior and a notable resistance to pain. It has been associated with instances of death during the application of force in arrest situations and can be caused by various factors, although stimulant drug use, such as cocaine, is prevalent in some cases. Individuals in a state of Excited Delirium may exhibit aggressive actions and may not respond to standard verbal and physical tactics. They are often described as having a higher than average tolerance to pain, which makes apprehension challenging and dangerous.

Death in cases of Excited Delirium can occur due to Positional Asphyxia, where the individual has difficulty applying enough pressure on the diaphragm to inhale and exhale properly. It can also result from Compressive Asphyxia, where excessive pressure on the chest or abdomen disrupts respiration. This often happens due to the extreme measures required to subdue someone in an out-of-control situation. If someone shows signs of Excited Delirium, the risk of death increases significantly. When restraining such individuals, ensure no pressure is applied to their chest. Avoid placing them face down, but if this occurs, turn them onto their left side, holding down their arm and head, or ideally, get them into a seated position as soon as possible. Always seek assistance and continuously monitor the restrained person.

One major challenge for private security personnel is distinguishing between Excited Delirium and Delirium Tremens, a condition caused by alcohol abuse. Delirium Tremens is frequently observed in individuals, especially in central urban areas where homeless populations are common. This condition leads to hallucinations, paranoia, and incoherent speech. Due to the similarities, guards might misinterpret the symptoms and apply an inappropriate level of force. Guards should always ensure their safety and collaborate with police agencies when dealing with suspected cases of Excited Delirium or Delirium Tremens.

Individuals experiencing Excited Delirium typically:

- Exhibit great strength
- Show no apparent sensation of pain
- Are agitated and excitable

- Display aggressive behavior, potentially violent towards themselves and others
- Are paranoid
- Experience extreme heat and excessive sweating

Signs you may observe include:

- Disorientation
- Hallucinations
- Hostility
- Panic

Behaviors they might display are:

- Swearing or shouting nonsensically
- Removing clothing due to excessive body heat
- Damaging objects, especially glass
- Sudden calmness following frenzied activity

Those experiencing Excited Delirium might appear normal until they are confronted. Therefore, it is crucial not to excite, confront, or agitate individuals exhibiting delirious behavior whenever possible.

There are many potential causes of Excited Delirium, including:

- Drugs, whether for medical purposes or street drugs
- Schizophrenia and other mental illnesses
- Head trauma or brain tumors
- Fever
- High blood pressure
- Asthma
- High and low blood sugar levels
- Heart disease

## Use of Force Objectives

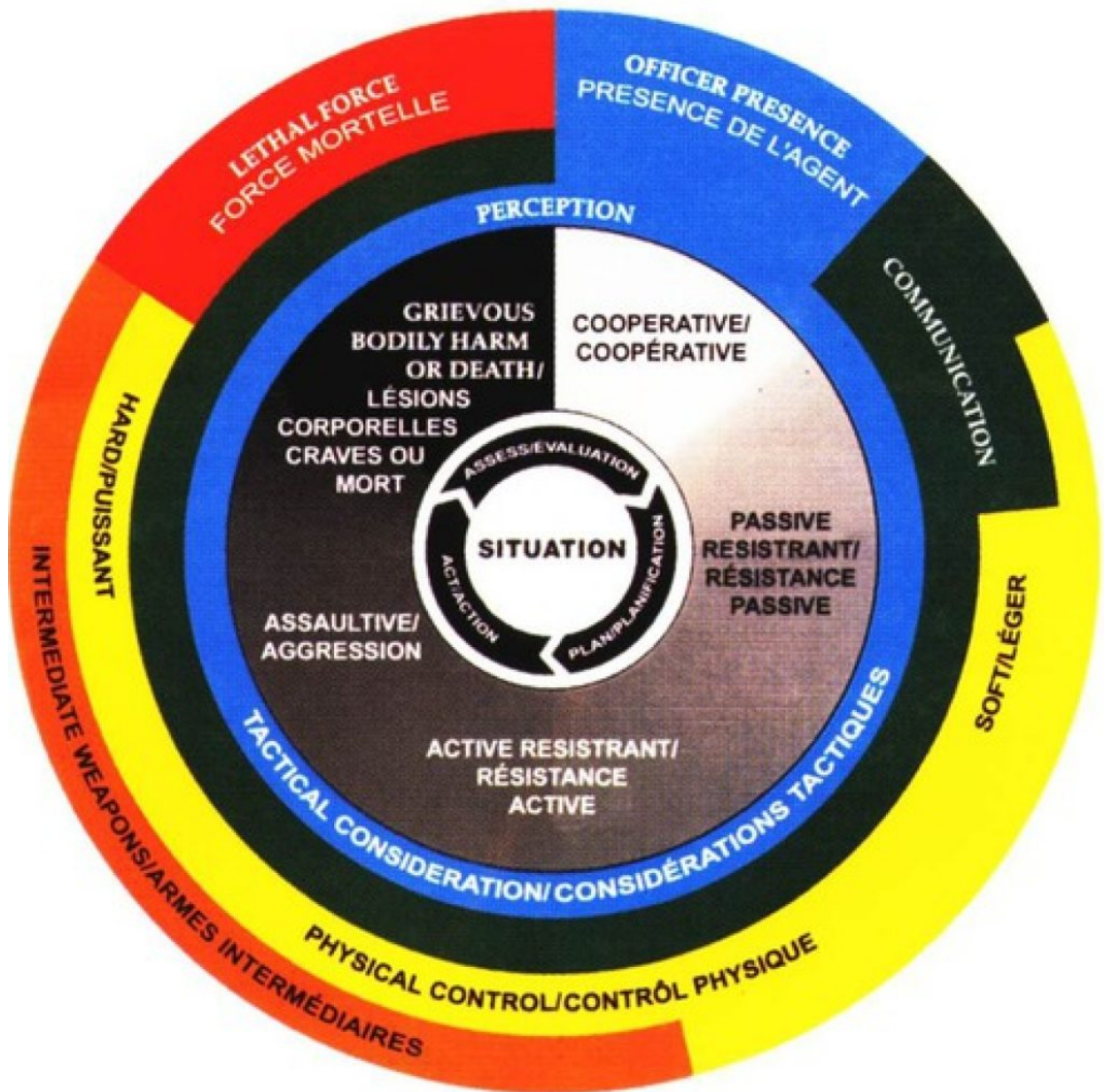
A set of Use of Force Guidelines has been developed to help law enforcement and security practitioners navigate the complex issues of decision-making and articulation. These guidelines serve as a method for security practitioners and their trainers to justify the rationale behind using necessary force.

In November 2000, the Canadian Association of Chiefs of Police introduced a Use of Force Framework intended for all individuals performing enforcement-related functions. This

framework is designed to assist in assessing conflict situations, understanding the circumstances that lead to physical confrontations, and recognizing when the use of physical force is necessary. While primarily created for Peace Officers, this framework is applicable to anyone involved in law enforcement. The framework encompasses six fundamental principles to consider when determining the appropriateness of using force:

1. **Preserving and Protecting Life:** The primary responsibility of a Peace Officer is to preserve and protect life.
2. **Ensuring Public Safety:** The main objective of any use of force is to ensure public safety.
3. **Officer Safety:** Police officer safety is essential to ensuring public safety.
4. **Legal Considerations:** The National Use of Force Framework is constructed in alignment with Federal statute law and current case law.
5. **Non-Dictation of Policy:** The National Use of Force Framework is not intended to dictate policy to any agency.

This framework aids security personnel in making informed decisions about the use of force, ensuring their actions are both justifiable and aligned with legal and ethical standards.



## The Use of Force Assessment Process

Assessing a situation to determine the appropriate use of force involves evaluating three critical factors: the situation, the subject, and the response. The Use of Force framework identifies six conditions that characterize a situation, all of which security guards should consider when making the decision to use force.

### 1. The Situation

1. **Environment:** This includes various weather conditions such as rain, snow, wind, and heat. It also considers the time of day, whether it is daytime or nighttime, and the

location, be it inside or outside, residential, commercial, or industrial areas. The position of the guard relative to the situation is also a key factor.

2. **Number of Subjects:** The number of subjects greatly influences the decision to use force. Guards must evaluate how many subjects there are and compare this with the number of people available to support the guard. For example, if there is a single agitated and abusive subject and three security guards present, physical force may not be necessary.
3. **Perceived Subject Abilities:** Guards can often identify observable characteristics that help determine a subject's abilities in a physical confrontation. These characteristics include the subject's size, emotional state, level of intelligence, level of intoxication, and strength.
4. **Knowledge of Subject:** If the guard has knowledge of the subject's criminal history, reputation, or has had prior interactions with the subject, this information can help assess the level of danger. For example, if a subject is known to carry knives, the guard should maintain a safe distance and communicate the subject's whereabouts and activities to local authorities.
5. **Time and Distance:** These conditions determine whether an immediate response is necessary or if a delayed response can be employed. For instance, if an individual charges a guard with a weapon, an immediate response is required. Conversely, if the individual threatens to return the next day with a weapon, the guard should contact the police. Additionally, if a guard observes a crime in progress via a video monitor, the distance to the scene and the time required to arrive will influence their decision. The response would differ if the incident is occurring a few meters away versus twenty minutes away.
6. **Potential Attack Signs:** A subject may exhibit behaviors that indicate an impending attack. The Canadian Association of Chiefs of Police has identified the following signs of a potential attack:
  - Ignoring the officer/guard
  - Repetitious questioning
  - Aggressive verbalization
  - Emotional venting
  - Refusal to comply with lawful requests
  - Ceasing all movement
  - Invasion of personal space
  - Adopting an aggressive stance
  - Hiding

These conditions form the basis for assessing a situation, guiding security guards in making informed and appropriate decisions regarding the use of force.

## Subject Behaviors

The Use of Force framework identifies five categories of subject behavior, which are assessed based on the perception of the officer or security guard at the time of the situation. These behaviors range from cooperative to life-threatening, guiding the response required.

1. **Co-operative:** The subject responds appropriately to the officer's presence, direction, and control. This behavior involves compliance without any resistance or hostility.
2. **Resistant (Passive):** The subject refuses to cooperate with the officer's lawful direction with little or no physical action. This can manifest as verbal refusal or deliberately not engaging in physical activity, such as standing still or sitting down when asked to move.
3. **Resistant (Active):** The subject uses non-assaultive physical actions to resist an officer's lawful direction. Examples include pulling away to avoid control, moving toward or away from the officer, and running away.
4. **Assaultive:** The subject attempts or applies force to any person or threatens by act or gesture to apply force, causing another person to reasonably believe they have the ability to carry out the threat. This includes physical actions like kicking and hitting, as well as aggressive body language signaling an intent to assault.
5. **Grievous Bodily Harm or Death:** The subject exhibits behaviors that the officer reasonably believes are intended to, or likely to cause grievous bodily harm or death to any person. This includes assaults with weapons such as sticks, knives, or firearms, or any actions that could result in serious injury to the officer or others.

Understanding these behaviors helps security personnel assess the level of threat and determine the appropriate response to ensure safety and maintain control.

## Perception and Tactical Considerations

The Use of Force framework emphasizes that an officer's perception of a situation is influenced by their personal characteristics. This means officers and security guards must assess not only the subject's abilities but also their own. Factors affecting this assessment include the officer's strength, overall fitness, any injuries, exposure to similar situations, level of training, fatigue, stress, cultural background, and visual abilities.

Security personnel must also consider the broader context and think tactically. This involves evaluating whether it is more prudent to disengage from the incident until backup arrives or if immediate action is necessary, even at considerable personal risk, to protect the life of a third party.

In these scenarios, tactical considerations include:

- **Strength and Fitness:** Assessing one's own physical capabilities in relation to the subject.
- **Injuries:** Considering any existing injuries that might impede performance.
- **Experience:** Drawing on previous encounters and the knowledge gained from them.



- **Training:** Utilizing skills and strategies learned through formal training.
- **Fatigue and Stress:** Recognizing how tiredness and stress levels might affect decision-making and physical responses.
- **Cultural Background:** Being aware of how cultural differences might influence interactions.
- **Visual Abilities:** Ensuring clear vision to accurately assess the situation.

By taking these personal and tactical considerations into account, security personnel can make informed decisions that balance their safety with the necessity to act in potentially dangerous situations.

## Use of Force Options

When faced with a situation that necessitates the use of force, security guards have five primary options to consider. It is crucial for guards to apply the appropriate level of force, as failure to do so can result in severe legal liability. Below is a detailed outline of these options and their application within the Use of Force Framework:

1. **Officer/Guard Presence:** The first and often most effective option is the mere presence of a security guard. In many situations, the visible presence of a guard can prevent an escalation of events. By strategically positioning themselves where all parties involved can observe their presence, guards can significantly influence the decision-making process of individuals. The awareness of potential legal consequences often causes individuals to reconsider their actions, thereby reducing the likelihood of conflict. The psychological impact of a uniformed authority figure cannot be underestimated, as it often acts as a powerful deterrent against unlawful behavior.
2. **Communication:** The second option involves the use of verbal and non-verbal communication to control and resolve situations. Effective communication is a critical skill for security guards. By using tactful speech and maintaining a courteous attitude, guards can de-escalate potentially volatile situations. It is essential for guards to remain calm and composed, avoiding any actions that could be perceived as aggressive. Raising one's voice or adopting an aggressive tone can escalate tensions and lead to violence. Therefore, guards must employ strategies such as active listening, clear articulation of instructions, and non-threatening body language to maintain control and facilitate a peaceful resolution.
3. **Physical Control:** When verbal and non-verbal communication proves insufficient, guards may need to exert physical control over a subject. This third option requires careful assessment and application of the correct level of force. Physical control techniques are categorized into 'Soft' and 'Hard' techniques, each suitable for different situations.
  - **Soft Techniques:** Soft techniques are designed to restrain the individual without causing injury. These maneuvers aim to prevent the subject from continuing a disruptive action. For example, holding onto an offender's shirt sleeve to prevent them from escaping custody is a soft technique. Such measures are effective in

maintaining control while minimizing harm. Guards must ensure that the force applied is proportional to the subject's resistance.

- **Hard Techniques:** Hard techniques involve more forceful actions designed to stop specific behaviors. These may include strikes to the body, such as punches and kicks. Hard techniques should only be considered if there is a likelihood of immediate violent reprisal. For instance, if a subject gains an advantage during a struggle and poses a threat to the guard, it may be necessary to employ hard techniques to maintain control and prevent further escalation. It is important for guards to exercise caution and use these techniques judiciously to avoid causing excessive harm.
- 4. **Intermediate Weapons:** The fourth option involves the use of intermediate weapons, which are intended to incapacitate a subject without causing serious injury or death. Examples of intermediate weapons include batons and pepper spray. Guards should only resort to this level of force if there is an immediate risk of serious harm or death to themselves or others. When employing intermediate weapons, guards must adhere to strict guidelines and ensure they have received proper training. The use of these weapons should be limited to situations where they can effectively neutralize the threat, allowing the guard to remove themselves from danger and contact authorities from a safe location. Current legislation mandates that guards carrying intermediate weapons must possess valid training, insurance, and a license to carry such devices, ensuring they are equipped to handle these tools responsibly.
- 5. **Lethal Force:** The fifth and most severe option is the use of lethal force. This involves the application of techniques that may cause grievous bodily harm or death. Lethal force should only be used in extreme circumstances where there is an immediate risk of serious harm or death to the guard or a third party. The decision to use lethal force must be made with utmost caution and responsibility. Guards must ensure that their actions are legally justified and that they use lethal force only to protect themselves or others from imminent danger. Once the immediate threat is neutralized, guards should withdraw to a safe location and contact authorities to report the incident. The use of lethal force carries significant legal and moral implications, and guards must be prepared to justify their actions in court if necessary.

In summary, the Use of Force Framework provides a structured approach for security guards to assess situations and determine the appropriate level of force. By considering the options of officer presence, communication, physical control, intermediate weapons, and lethal force, guards can effectively manage potentially dangerous situations while adhering to legal and ethical standards. It is imperative for security personnel to receive comprehensive training and maintain a high level of professionalism to ensure the safety of themselves and others.

## De-escalation Techniques

In security operations, effectively managing conflict and potential threats often hinges on the ability to de-escalate situations. De-escalation involves employing strategies and tactics to

reduce the intensity of a conflict and prevent it from escalating further. Here are key non-physical techniques that security professionals can employ:

1. **Verbal Solutions (What You Say):** Communication is a powerful tool for de-escalation. In many cases, conflicts can be resolved simply by using effective verbal communication skills. This includes:
  - **Active Listening:** Paying attention to the concerns and emotions of the individuals involved.
  - **Empathy and Understanding:** Demonstrating empathy towards the situation and showing understanding of the other person's perspective.
  - **Clear and Calm Communication:** Using clear and concise language, avoiding aggression or confrontation in speech.
  - **Conflict Resolution Techniques:** Employing techniques such as mediation and negotiation to find mutually acceptable solutions.

Verbal de-escalation skills are essential for security professionals to diffuse tense situations and maintain control without resorting to physical force.

2. **Non-Physical Tactics (What You Do):** Beyond verbal communication, there are several proactive steps security professionals can take to de-escalate situations:
  - **Presence and Observation:** Often, the mere presence of a security professional can deter potential offenders from committing crimes. Maintaining a visible presence in strategic locations can prevent incidents from escalating.
  - **Surveillance and Monitoring:** Observing and monitoring suspicious activities or individuals discreetly can prevent situations from escalating into physical confrontations.
  - **Engaging Law Enforcement:** Instead of intervening directly, contacting local law enforcement allows trained officers to handle situations requiring legal intervention or enforcement, minimizing the risk to security personnel.
  - **Strategic Withdrawal:** If a situation shows signs of escalating beyond control, security professionals should consider removing themselves from the immediate vicinity and seeking assistance from law enforcement. This tactical retreat ensures personal safety and prevents escalation.
  - **Team Collaboration:** Utilizing the support of fellow security guards when dealing with potentially dangerous situations enhances safety and effectiveness. Working as a team allows for a coordinated response to incidents, leveraging numbers to manage escalating conflicts more effectively.

Remember, the primary responsibilities of a security professional in de-escalation scenarios are to observe, deter, record, and report incidents accurately. By prioritizing communication skills, proactive non-physical tactics, and collaboration with law enforcement, when necessary, security professionals can effectively maintain safety and security in diverse environments. These approaches not only mitigate risks but also uphold legal and ethical standards in security operations.