# *Private Security Level III*

***Student Guide***

**Issued by**
**Texas Department of Public Safety**
**Austin, Texas**

**December 2023**

# Copyright Information

## *Private Security Level III*

© 2023 Texas Department of Public Safety
All Rights Reserved.
Printed in the United States of America

*Without limiting the rights under copyright reserved above, no part of this publication may be reproduced or transmitted in any form or by any means without the prior written approval of the copyright owner. Only authorized training entities and guard companies may use or re-purpose these training materials.*

# Table of Contents


**1 Instructor Course Preparation Checklist ..... 10**

**2 Introduction ..... 11**

2.1 Chapter Training Objective ..... 11

2.2 Chapter Outline Details ..... 11

2.3 Chapter Overview ..... 11

2.4 About This Course ..... 11

I Course Goal ..... 11

II Target Audience ..... 11

III Delivery Methods ..... 11

IV Course Length ..... 12

V Registration/ Attendance ..... 12

VI Class Schedule ..... 12

VII Participant Evaluation Strategy ..... 13

**3 Applicable Rules and State Laws ..... 14**

3.1 Chapter Training Objective ..... 14

3.2 Chapter Outline Details ..... 14

3.3 General Qualifications ..... 14

I Security Officer ..... 15

II Security Department ..... 15

III Guard Company ..... 16

3.4 DPS & RSD Websites ..... 16

3.5 Commissioned Security Officer Requirements ..... 17

I Application for a Security Officer Commission ..... 18

II Commissioned Security Officer Standards ..... 18

III Issuance of Security Officer Commission - Pocket Card ..... 19

IV Renewal of Security Officer Commission ..... 19

3.6 Employment of Commissioned Security Officers by Certain Persons ..... 20

I Termination of Employment as Commissioned Security Officer ..... 20

II Unauthorized Contract with Bail Bonds ..... 20

III Execution of Capias or Arrest Warrant ..... 20

IV Impersonating a Security Officer ..... 21

V Impersonating a Private Investigator ..... 21

3.7 Firearms ..... 21

I Firearm Requirements ..... 21
II Firearm Standards ..... 22
III Handgun Proficiency Examination ..... 23
IV Handgun Course ..... 23
V Shotgun Course of Fire ..... 24
VI Firearm Restrictions ..... 25
VII Unlawful Possession of Firearm ..... 25
VIII Making a Firearm Accessible to a Child ..... 26
IX Relating to License to Carry ..... 27
3.8 Penal Code ..... 28
I General Principles of Criminal Responsibility ..... 28
II Burglary and Criminal Trespass ..... 29
3.9 Arrests ..... 30
I Offense Within View ..... 31
II Preventing Consequences of Theft ..... 31
III Must Take Offender Before Magistrate ..... 31
IV PC §42.01 Disorderly Conduct ..... 31
V Impersonating a Public Servant ..... 33
VI False Identification as a Peace Officer; Misrepresentation of Property ..... 33
3.10 Law Violations Encountered by Security Officers ..... 35
I Assault ..... 35
II Aggravated Assault ..... 36
3.11 Private Security and Weapons ..... 36
I Definitions ..... 36
II Places Weapons Prohibited ..... 39
III Prohibited Weapons ..... 40
**4 Verbal and Written Communication Best Practices ..... 41**
4.1 Chapter Training Objective ..... 41
4.2 Chapter Outline Details ..... 41
4.3 Verbal De-Escalation ..... 41
I Phases of Behavior Escalation ..... 42
II Techniques ..... 44
III Redirecting Negative Behavior ..... 45
4.4 De-Escalation During a Mental Health Crisis ..... 46
I Assessment ..... 46

II Building Rapport ..... 48
4.5 Best Practices for Radio Communication ..... 49
4.6 Field Note Capture ..... 50
I Note Writing Basics ..... 50
II Daily Reports ..... 52
III Cameras ..... 52
4.7 Elements of Written Reports ..... 52
I Characteristics of Well-Written Reports ..... 53
II 5 W's + 1 H ..... 57
III Accuracy ..... 59
IV Importance of Clearly Written Reports ..... 60
4.8 References ..... 60
**5 Incident Scene Security ..... 61**
5.1 Chapter Training Objective ..... 61
5.2 Chapter Outline Details ..... 61
5.3 Responsibilities at a Crime Scene ..... 61
5.4 Professionalism and Ethics ..... 61
I Professionalism ..... 61
II Ethics ..... 64
5.5 Evidence Integrity ..... 66
I Protect Evidence ..... 66
II Prevent Removal of Evidence ..... 67
III Chain of Custody ..... 67
5.6 Secure Access to a Crime Scene ..... 67
I Set Up Perimeters ..... 67
II Maintain a Presence ..... 67
III Written Logs ..... 68
IV Media ..... 68
5.7 Witnesses ..... 68
5.8 Post-Incident ..... 69
**6 Situational Awareness ..... 70**
6.1 Chapter Training Objective ..... 70
6.2 Chapter Outline Details ..... 70
6.3 Situational Awareness ..... 70
I Awareness Levels ..... 71

II Observational Skills ..... 72
6.4 Hazardous Situations ..... 73
I Silhouetting or Backlighting ..... 74
II Type and Volume of Local Incidents ..... 74
III Animals ..... 75
6.5 Cover and Concealment ..... 75
I Definitions ..... 75
II Examples ..... 75
**7 Use of Force ..... 77**
7.1 Chapter Training Objective ..... 77
7.2 Chapter Outline Details ..... 77
7.3 Definitions ..... 77
I Force ..... 77
II Seizure ..... 78
7.4 Legality of Use of Force ..... 78
I The United States Constitution ..... 78
II Penal Code ..... 79
III Force Not Justified ..... 88
IV Determining Liability in Court ..... 88
7.5 The Use of Force Model ..... 89
I Arrests ..... 90
II Dynamic Resistance Response Model ..... 90
7.6 Force Response to Resistance ..... 93
I Presence ..... 93
II Verbal Commands ..... 93
III Empty Hand Control ..... 95
IV Personal Weapons/Non-Lethal Weapons ..... 96
V Lethal Force/Deadly Force ..... 97
7.7 References ..... 97
**8 Conflict Resolution ..... 98**
8.1 Chapter Training Objective ..... 98
8.2 Chapter Outline Details ..... 98
8.3 Communication ..... 98
I Critical Thinking ..... 98
II Respect ..... 98

III Legitimacy ..... 98
IV Transparency ..... 99
V Fairness ..... 99
8.4 Introduction to the Critical Decision-Making Model ..... 99
I Critical Decision-Making Model ..... 99
II Key Principles ..... 101
III Five Steps of the CDM ..... 101
8.5 Benefits of Conflict Resolution ..... 104
8.6 References ..... 105
**9 Defensive Tactics ..... 106**
9.1 Chapter Training Objective ..... 106
9.2 Chapter Outline Details ..... 106
9.3 ABC's of Defensive Tactics ..... 106
I Awareness ..... 106
II Barrier ..... 106
III Counter ..... 107
9.4 Basics in Defensive Tactics ..... 107
I Stances ..... 107
9.5 Compliance Techniques ..... 110
I Pressure Point Manipulation ..... 110
II Pressure Point Locations ..... 110
9.6 Basic Striking Techniques ..... 115
I Arm Strikes ..... 115
II Leg Strikes ..... 120
III Striking Summary ..... 125
9.7 Joint Lock and Grounding Techniques ..... 125
I Escort Technique ..... 125
II Arm-Bar Control ..... 126
III Standard Wristlock ..... 129
9.8 Weapon Retention Techniques ..... 134
I Handgun ..... 134
9.9 Weapon Retention Summary ..... 138
**10 Handcuffing ..... 139**
10.1 Chapter Training Objective ..... 139
10.2 Chapter Outline Details ..... 139

10.3 Importance of Proper Handcuffing ..... 139
10.4 Orientation and Operation ..... 139
I Keyhole Placement ..... 141
II Double Lock ..... 141
10.5 Handcuff Application ..... 141
I Stance, Draw, and Grip ..... 142
10.6 Handcuffing Methods ..... 143
I Position of Disadvantage ..... 143
II Standing Handcuffing Method ..... 144
III Kneeling Handcuffing Method ..... 149
IV Handcuffing Summary ..... 151
10.7 References ..... 152
**11 Intermediate Weapons ..... 153**
11.1 Chapter Training Objective ..... 153
11.2 Chapter Outline Details ..... 153
I Authority to Carry ..... 153
11.3 Baton ..... 154
I Nomenclature ..... 154
II Grip of Baton ..... 155
III Reactionary Gap with Baton ..... 156
IV Baton Stances ..... 156
V Defensive Stance ..... 157
11.4 Blocks ..... 158
I Arms ..... 158
II Legs ..... 159
11.5 Strikes ..... 160
I Legs ..... 160
11.6 Tracing C Baton Retention Technique ..... 162
11.7 Summary ..... 162
11.8 References ..... 163
**12 Firearms Handling and Safety ..... 164**
12.1 Chapter Training Objective ..... 164
12.2 Chapter Outline Details ..... 164
12.3 Primary Firearm Safety Rules ..... 164
12.4 Proper Handling ..... 165

*I Fundamentals of Shooting ... 165*
*12.5 Firearm Operation and Maintenance ... 182*
*I Revolvers ... 182*
*II Semi-Automatic Pistol ... 193*
*III Shotgun ... 203*
*12.6 Ammunition Selection, Care, and Storage ... 208*
*I Ammunition Nomenclature ... 208*
*II Ammunition Selection ... 208*
*III Ammunition Care and Storage ... 212*
*12.7 Safe Firearm Storage ... 212*
*I Safe Storage Checklist ... 212*
*II Safe Storage Devices ... 213*
*III On-Duty Gun Safety ... 214*
*IV At Home Gun Safety ... 214*
*V Range Safety ... 214*
*12.8 Activity: Handgun Evaluation ... 216*
*I Purpose ... 216*
*II Participant Directions ... 216*
*III Primary Issued Handgun Qualification Course ... 217*
*IV License to Carry Handgun Proficiency Demonstration Course of Fire ... 219*
*12.9 Activity: Shotgun Evaluation ... 220*
*I Purpose ... 220*
*II Participant Directions ... 220*
*III Shotgun Qualification Course ... 220*
*12.10 References ... 221*
***Appendix A Glossary ... 222***

# 1 Instructor Course Preparation Checklist

This chapter provides a checklist of equipment and materials the instructor requires to teach the course you're attending.

# 2 Introduction

## 2.1 Chapter Training Objective

Upon successful completion of this module, participants will be able to participate in the course.

## 2.2 Chapter Outline Details

1. Review course overview, schedule, and completion requirements.
2. Ask questions related to the course.

## 2.3 Chapter Overview

In this module, the instructor will familiarize participants with the facility's safety and convenience features, the location of the facility's designated smoking area(s), and any additional resources or equipment available.

Participants will introduce themselves, complete registration procedures, and receive course information, including prerequisites and attendance requirements, as well as evaluation and certification information. The instructor will conduct a brief overview of the course, which includes the goals and objectives, required participant equipment, and class schedule.

## 2.4 About This Course

### I Course Goal

Upon successful completion of this course, participants will be able to apply the Private Security Level III course proficiencies to their position as a security officer in the field.

### II Target Audience

Any person wishing to pursue a Texas commissioned security officer certification.

### III Delivery Methods

Course delivery consists of small group discussions, lectures, participant activities and presentations. This course can be delivered in either a face to face or hybrid (face to face and online) format. The following Modules are required to be instructed in person: Module 7 Defensive Tactics, Module 8 Handcuffing, Module 9 Intermediate Weapons, and Module 10 Firearms Handling and Safety.

# IV Course Length

30 hours

# V Registration/ Attendance

Class attendance is an essential part of the education process, and participants are expected to attend all class sessions.

# VI Class Schedule

The following schedule shows the block schedule starting at 8:00 am. If the training provider elects to start at a different time, then the module blocks will shift accordingly.

| Day | Session | Module |
|---|---|---|
| Day 1 | 08:00 – 08:15 | Module 2: Introduction |
| | 08:15 – 11:15 | Module 3: Applicable Rules and State Laws |
| | 11:15 – 12:00 | Module 4: Verbal and Written Communication Best Practices |
| | 12:00 – 01:00 | Lunch |
| | 01:00 – 01:30 | Module 5: Incident Scene Security |
| | 01:30 – 02:00 | Module 6: Situational Awareness |
| | 02:00 – 04:00 | Module 7: Use of Force |
| | 04:00 – 05:00 | Module 8: Conflict Resolution |
| Day 2 | 08:00 – 12:00 | Module 9: Defensive Tactics |
| | 12:00 – 01:00 | Lunch |
| | 01:00 – 05:00 | Module 9: Defensive Tactics (continued) |

| Day | Session | Module |
|---|---|---|
| Day 3 | 08:00 – 10:00 | Module 10: Handcuffing |
| | 10:00 – 12:00 | Module 11: Intermediate Weapons |
| | 12:00 – 01:00 | Lunch |
| | 01:00 – 05:00 | Module 12: Firearms Handling and Safety |
| Day 4 | 08:00 – 12:00 | Module 12: Firearms Handling and Safety (continued) |
| | 12:00 – 01:00 | Lunch |
| | 01:00 – 03:00 | Module 12: Firearms Handling and Safety (continued) |

# VII Participant Evaluation Strategy

Evaluation is accomplished by a written examination. To receive course credit and a certificate of completion, participants must complete the written examination with a score of at least 75%.

Upon completion of this training, the participant can take the certificate to any security company they want to work for and apply for a job. The individual cannot carry the gun until the security company sends in the certificate with the application for the armed security pocket card.

Licenses are good for two (2) years from the date it is issued. The officer must re-qualify every two (2) years with the re-certification course to stay armed and have an active commission card.

# 3 Applicable Rules and State Laws

## 3.1 Chapter Training Objective

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

## 3.2 Chapter Outline Details

1. Review the general qualifications for a security officer.
2. Review the DPS and RSD websites a security officer should utilize throughout their career.
3. Review the records and appeal process.
4. Recognize the rules and state laws for commissioned security officers and their licenses.
5. Recognize the rules and state laws for employing commissioned security officers.
6. Recognize the rules and state laws concerning firearms for a security officer.
7. Recognize the penal codes that are relevant for commissioned security officers.
8. Recognize the rules and state laws concerning citizen's arrests.
9. Recognize the common law violations encountered by security officers.
10. Recognize the rules and state laws for security officer's weapons.

## 3.3 General Qualifications

TOC §1702.113 establishes the general qualifications for an applicant as a non-commissioned security officer and states that the applicant must be at least 18 years of age and must not:

- At the time of application be charged under an information or indictment with the commission of a Class A or Class B misdemeanor or felony offense determined to be disqualifying by commission rule.
- Have been found by a court to be incompetent by reason of a mental defector disease and not have been restored to competency.
- Have been dishonorably discharged from the United States armed services, discharged from the United States armed services under other conditions determined by the commission to be prohibitive, or dismissed from the United States armed services if a commissioned officer in the United States armed services.
- Be required to register in this or any other state as a sex offender.

Unless the person holds a license as a security services contractor, a person may not:

- Act as an alarm systems company, armored car company, courier company, guard company, or locksmith company.
- Offer to perform the services or engage in business activity for which a license is required.

**Note:** A person licensed only as a security services contractor may not conduct an investigation other than an investigation incidental to the loss, misappropriation, or concealment of property that the person has been engaged to protect.

As it relates to qualifications of a security officer, it is important to know key terminology as defined in the Texas Occupations Code.

# I Security Officer

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

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

# II Security Department

A security department acts as the security department of a private business if it:

- has as its general purpose the protection and security of its own property and grounds; and
- does not offer or provide security services to another person.

The security department of a private business may hire individuals who in the course of employment:

- come into contact with the public
- wears a uniform commonly associated with security personnel or law enforcement
  - any type of badge commonly associated with security personnel or law enforcement
  - a patch or apparel containing the word “security” or a substantially similar word that is intended to or is likely to create the impression that the individual is performing security services

**Note:** An individual who carries a firearm in the course of employment must obtain a private security officer commission.

Security departments shall maintain an individual's criminal history record on file at the business and shall make the record available for inspection by the Department.

**Note:** The security department of a private business may not hire or employ an individual to perform a duty described by TOC §1702.222 if the individual has been convicted of a crime that would otherwise preclude the individual from being licensed under this chapter.

The Regulatory Services Division shall maintain a registry of security departments that provide notice of the intent to employ a commissioned security officer and the name, title, and contact information of the person serving as contact for each security department.

## III Guard Company

A person acts as a guard company if the person employs an individual or engages in the business of or undertakes to provide a private watchman, guard, or street patrol service on a contractual basis for another person to:

- prevent entry, larceny, vandalism, abuse, fire, or trespass on private property;
- prevent, observe, or detect unauthorized activity on private property;
- control, regulate, or direct the movement of the public, whether by vehicle or otherwise, only to the extent and for the time directly and specifically required to ensure the protection of property;
- protect an individual from bodily harm including through the use of a personal protection officer; or
- perform a function similar to a function listed in this section.

## 3.4 DPS & RSD Websites

There are two relevant websites to the career of private security:

- The Texas Department of Public Safety website
  - https://www.dps.texas.gov/
  - The official Public Information Internet website developed and maintained by DPS for the purpose of providing information to the public.

- The Regulatory Services Division (RSD) website
    - https://www.dps.texas.gov/section/private-security
    - The website is developed and maintained by RSD to communicate public information. This includes related public or legal notices that a person is required to publish under a statute or rule. It also contains any other information that a person submits for publication to and from private security professionals.

The RSD Private Security website will be utilized and referred to throughout this course. It will also be very useful throughout your career if you are engaging in business activity requiring a license under the Private Security Act. The website is used for correspondence between the applicant, the licensee, company owners and representatives, the general public, and RSD.

Some topics on the DPS site that will be referenced in this course include:

- Laws and Regulations
    - A key part of the Laws and Regulations section of the website discusses Agency Opinions Related to Private Security. This section helps interpret the statutes surrounding private security.

- Licensing
    - The Private Security Program has an online application process and licensing database called Texas Online Private Security (TOPS). TOPS is a user-friendly program that provides faster application processing, application status updates via email, and real time licensing information.

- Forms
    - This section contains the necessary forms to complete your application.

## 3.5 Commissioned Security Officer Requirements

An individual may not accept employment as a security officer to carry a firearm in the course and scope of the individual's duties unless the individual holds a security officer commission. An individual employed as a security officer may not knowingly carry a firearm while performing duties as a security officer unless the Department has issued a security officer commission to the individual. A person may not hire or employ an

individual as a security officer to carry a firearm in the course and scope of the individual's duties unless the individual holds a security officer commission.

# I Application for a Security Officer Commission

A complete security officer commission application must be submitted on the most current version of the form provided by the department.

The application must include:

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

**Note:** Incomplete applications will not be processed and will be returned for clarification or missing information.

# II Commissioned Security Officer Standards

Commissioned security officers shall carry their pocket cards while on duty and when traveling to and from the place of assignment and shall present the cards upon request by a peace officer or to a representative of the department.

A commissioned security officer shall not: Perform the duties of a commissioned security officer for any person(s) other than the licensed employer reflected in department records; possess or use any security officer commission pocket card that has been altered; or deface or allow improper use of his security officer commission pocket card.

All commissioned and noncommissioned private security officers shall, at a minimum, display on their outermost garment the name of the company by which the security officer is employed, the word

"Security," and the last name of the security officer. These items shall each be of a size, style, shape, design, and type that are clearly visible by a reasonable person under normal conditions.

Uniform requirement does not apply to a personal protection service in plain clothes.

# III Issuance of Security Officer Commission - Pocket Card

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

# IV Renewal of Security Officer Commission

An application for renewal of a security officer commission may not be submitted more than ninety (90) days prior to expiration. A completed renewal application must be submitted on the most current version of the form provided by the department. The application must include:

- The required renewal application fee.
- Non-Texas residents must provide a copy of an identification card issued by the state of the applicant's residence, or other government issued identification card;
- Non-United States citizens must submit a copy of their current alien registration card. Nonresident aliens must also submit a copy of a current work authorization card and documents establishing the right to possess firearms under federal law.
- A valid firearms proficiency certificate issued no more than ninety (90) days prior to date of the renewal application.
- Unless usable prints are on file with the department, fingerprints in a manner approved by the department; and
- The required criminal history check fee.

**Note:** Incomplete applications will not be processed and will be returned for clarification or missing information.

# 3.6 Employment of Commissioned Security Officers by Certain Persons

## I Termination of Employment as Commissioned Security Officer

The holder of a security officer commission who terminates employment with one employer may transfer the individual's commission to a new employer if, not later than the 14th day after the date the individual begins the new employment, the new employer notifies the department of the transfer of employment on a form prescribed by the department, accompanied by payment of the employee information update fee.

## II Unauthorized Contract with Bail Bonds

A person commits an offense if the person contracts with or is employed by a bail bond surety as defined by TOC §1704 to secure the appearance of a person who has violated PC 38.10, unless the person is:

- a peace officer;
- an individual licensed as a private investigator; or
- a commissioned security officer employed by a licensed guard company.

An offense under this section is a state jail felony.

## III Execution of Capias or Arrest Warrant

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

- enter a residence without the consent of the occupants;
- fail to clearly identify themselves, both orally and by displaying their pocket card, as a private security officer or private investigator, as applicable, working on behalf of a bail bond surety;
- wear, carry, or display any apparel, uniform, badge, shield, or other insignia or emblem that gives the impression that the private investigator or commissioned security officer is a peace officer;
- brandish, point, exhibit, or otherwise display a firearm at any time, except as otherwise authorized by law or this chapter;

- execute the capias or warrant without written authorization from the surety; or
- notwithstanding Section 9.51, Penal Code, use deadly force.

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

- wear the security officer uniform issued by the employing company; and
- if armed, carry the handgun openly, in a holster.

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

- wear a uniform or other apparel with the intention of creating the impression of being a security officer or peace officer; or
- openly carry a handgun, notwithstanding being licensed under Subchapter H, Chapter 411, Government Code or otherwise authorized under state law to possess a firearm.

## IV Impersonating a Security Officer

A person commits an offense if the person impersonates a commissioned or noncommissioned security officer with the intent to induce another to submit to the person's pretended authority or to rely on the person's pretended acts of a security officer; or knowingly purports to exercise any function that requires licensure as a noncommissioned security officer or a security officer commission. An offense under this section is a Class A misdemeanor.

## V Impersonating a Private Investigator

A person impersonates a private investigator with the intent to induce another to submit to the person's pretended authority or to rely on the person's pretended acts of a private investigator or knowingly purports to exercise any function that requires licensure as a private investigator. This offense is a Class A misdemeanor, except if the defendant has been previously convicted it is a third-degree felony.

# 3.7 Firearms

## I Firearm Requirements

In addition to the requirements of TOC §1702.163(a), the commission by rule shall establish other qualifications for individuals who are employed in positions requiring the carrying of firearms. The qualifications may include:

- physical and mental standards; and

- other requirements that relate to the competency and reliability of individuals to carry firearms.

The commission shall prescribe appropriate forms and adopt rules by which evidence is presented that the requirements are fulfilled.

# II Firearm Standards

Commissioned security officers and personal protection officers may only carry firearms of a category recognized in subsection (b) of this section, and only if:

- the officers have been formally trained as required under the Act and this chapter; and
- the officers have submitted documentation of the training to the department.

The recognized firearm categories are:

- SA: Any handgun, whether semi-automatic or not
- NSA: Handguns that are not semi-automatic
- STG: Shotgun

Commissioned security officers and personal protection officers must exercise care and sound judgment in the use and storage of their firearms.

No security officer may carry an inoperative, unsafe, replica, or simulated firearm in the course and scope of employment or while in uniform.

No commissioned security officer or personal protection officer may brandish, point, exhibit, or otherwise display a firearm at any time, except as authorized by law.

The discharge of a firearm by a security officer while on duty or otherwise acting or purporting to act under the authority of a security officer commission shall be immediately reported to the officer's employer. The employer must notify the department of the discharge of a firearm in writing within twenty-four (24) hours of the incident. The notification to the department must include:

- the name of the person discharging the firearm;
- the name of the employer;

- the location of the incident;
- a brief description of the incident;
- a statement reflecting whether death, personal injury, or property damage resulted; and
- the name of the investigating or arresting law enforcement agency, if applicable.

# III Handgun Proficiency Examination

The proficiency examination required to obtain or renew a security officer commission must include:

- a written section on the subjects listed in TOC §1702.1675(g); and
- a physical demonstration of handgun proficiency that meets the minimum standards established under TOC §1702.1675(h) or (i).

**Note:** Only a department-approved instructor may administer the handgun proficiency examination.

An applicant for a security officer commission must demonstrate the required proficiency within the 90-day period before the date the security officer commission is issued.

The school shall maintain the records of the required proficiency and make the records available for inspection by the department.

# IV Handgun Course

In addition to the firearm qualification requirements as set forth in the Act, a department approved firearm training instructor may qualify a student by using:

- The Texas Department of Public Safety Primary Issued Handgun Qualification Course; or
- The Texas Department of Public Safety Approved License to Carry Handgun License Course.

All individuals qualifying with a firearm to satisfy the requirements of the Act shall qualify with an actual demonstration by the individual of the ability to safely and proficiently use the category of firearm for which the individual seeks qualification.

The categories of handguns are:

- SA: Semi-automatic; and
- NSA: Non semi-automatic.

**Note:** The SA qualification authorizes the carrying of either semi-automatic or non-semi-automatic handguns.

For purposes of this chapter and compliance with Section 1702.1685 of the Act, a firearms instructor who holds a firearms instructor proficiency certificate issued by the Texas Commission on Law Enforcement (TCOLE) is a department approved instructor for the limited purpose of the firearm qualification of retired law enforcement officers licensed under the Act as commissioned security officers or personal protection officers. A certificate issued under this subsection need not comply with Section 35.147(b)(3)(A), (B) (with respect to the approval number only), or (C), of this chapter.

# V Shotgun Course of Fire

Any commissioned security officer licensed by the department who, in the performance of his/her duties, has a shotgun available to assist in the protection of life or property must demonstrate proficiency to a department approved firearms training instructor by successfully completing the course of fire for shotgun training. The course of fire shall consist of nine rounds of nine (9) pellet “00” buckshot (no slugs) fired as detailed in this section:

- From a standing position at a distance of fifteen (15) yards, three (3) rounds of “00” buckshot in twelve (12) seconds;
- From a standing position at a distance of ten (10) yards, three (3) rounds of “00” buckshot in ten (10) seconds;
- From a standing position at a distance of five (5) yards, three (3) rounds of “00” buckshot in ten (10) seconds; or
- An alternate course of fire may be approved by the director upon receipt of written application.

A biennial familiarization of six (6) rounds of “00” buckshot shall be required for renewal of a commissioned security officer. The course of fire shall be as outlined in subsection (a) of this section reducing the number of rounds from three (3) to two (2) with a commensurate halving of time in each category.

**Note:** The category for any shotgun is STG.

# VI Firearm Restrictions

A commissioned security officer other than a person acting as a personal protection officer may not carry a firearm unless:

- the security officer is engaged in the performance of duties as a security officer or traveling to or from the place of assignment;
- the security officer wears a distinctive uniform indicating that the individual is a security officer; and
- the firearm is in plain view.

# VII Unlawful Possession of Firearm

A person who has been convicted of a felony commits an offense if he possesses a firearm:

- after conviction and before the fifth anniversary of the person's release from confinement following conviction of the felony or the person's release from supervision under community supervision, parole, or mandatory supervision, whichever date is later; or
- after the period described by Subdivision (1), at any location other than the premises at which the person lives.

**Note:** A person who is a member of a criminal street gang, as defined by Section 71.01, commits an offense if the person intentionally, knowingly, or recklessly carries on or about his or her person a handgun in a motor vehicle or watercraft.

A person who has been convicted of an offense under Section 22.01, punishable as a Class A misdemeanor and involving a member of the person's family or household, commits an offense if the person possesses a firearm before the fifth anniversary of the later of:

- the date of the person's release from confinement following conviction of the misdemeanor; or
- the date of the person's release from community supervision following conviction of the misdemeanor.

A person, other than a peace officer, as defined by Section 1.07, actively engaged in employment as a sworn, full-time paid employee of a state agency or political subdivision, who is subject to an order issued under Section 6.504 or Chapter 85, Family Code, under Article 17.292 or Subchapter A, Chapter

7B, Code of Criminal Procedure, or by another jurisdiction as provided by Chapter 88, Family Code, commits an offense if the person possesses a firearm after receiving notice of the order and before expiration of the order.

In this section, "family," "household," and "member of a household" have the meanings assigned by Chapter 71, Family Code.

> **Note:** An offense under Subsection (a) is a felony of the third degree. An offense under Subsection (a-1), (b), or (c) is a Class A misdemeanor.

An offense under the laws of this state, another state, or the United States is, except as provided by Subsection (g), a felony if, at the time it is committed, the offense:

- is designated by a law of this state as a felony;
- contains all the elements of an offense designated by a law of this state as a felony; or
- is punishable by confinement for one year or more in a penitentiary.

An offense is not considered a felony for purposes of Subsection (f) if, at the time the person possesses a firearm, the offense:

- is not designated by a law of this state as a felony; and
- does not contain all the elements of any offense designated by a law of this state as a felony.

# VIII Making a Firearm Accessible to a Child

In this section "child" means a person younger than 17 years of age, "readily dischargeable firearm" means a firearm that is loaded with ammunition, whether or not a round is in the chamber, and secure" means to take steps that a reasonable person would take to prevent the access to a readily dischargeable firearm by a child, including but not limited to placing a firearm in a locked container or temporarily rendering the firearm inoperable by a trigger lock or other means.

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

- failed to secure the firearm; or

- left the firearm in a place to which the person knew or should have known the child would gain access.

It is an affirmative defense to prosecution under this section that the child's access to the firearm:

- was supervised by a person older than 18 years of age and was for hunting, sporting, or other lawful purposes;
- consisted of lawful defense by the child of people or property;
- was gained by entering property in violation of this code; or
- occurred during a time when the actor was engaged in an agricultural enterprise.

Except as provided by Subsection (e), an offense under this section is a Class C misdemeanor. An offense under this section is a Class A misdemeanor if the child discharges the firearm and causes death or serious bodily injury to himself or another person.

A peace officer or other person may not arrest the actor before the seventh day after the date on which the offense is committed if:

- the actor is a member of the family, as defined by Section 71.003, Family Code, of the child who discharged the firearm; and
- the child in discharging the firearm caused the death of or serious injury to the child.

**Note:** A dealer of firearms shall post in a conspicuous position on the premises where the dealer conducts business a sign that contains the following warning in block letters not less than one inch in height:

IT IS UNLAWFUL TO STORE, TRANSPORT, OR ABANDON AN UNSECURED FIREARM IN A PLACE WHERE CHILDREN ARE LIKELY TO BE AND CAN OBTAIN ACCESS TO THE FIREARM.

# IX Relating to License to Carry

While possession of a valid license to carry (LTC) allows for a citizen to legally carry a firearm, the LTC does not give a security officer the authority to carry a firearm on duty unless otherwise commissioned under Private Security regulations. The authorization to carry a firearm under the Private Security Act does not extend to that licensed individual when off duty and not traveling to and from employment.

Legislative changes enacted by the 87th Legislature through House Bill 1927 (commonly referred to as "permit-less carry") do not override the requirements of the Private Security Act.

# 3.8 Penal Code

## I General Principles of Criminal Responsibility

### a. PC §6.01 Requirement of Voluntary Act or Omission

A person commits an offense only if he voluntarily engages in conduct, including an act, an omission, or possession.

Possession is a voluntary act if the possessor knowingly obtains or receives the thing possessed or is aware of his control of the thing for a sufficient time to permit him to terminate his control.
A person who omits to perform an act does not commit an offense unless a law provides that the omission is an offense or otherwise provides that he has a duty to perform the act.

### b. PC §6.02 Requirements of Culpability

A person does not commit an offense unless he intentionally, knowingly, recklessly, or with criminal negligence engages in conduct as the definition of the offense requires.

If the definition of an offense does not prescribe a culpable mental state, a culpable mental state is nevertheless required unless the definition plainly dispenses with any mental element.

If the definition of an offense does not prescribe a culpable mental state, but one is nevertheless required under Subsection (b), intent, knowledge, or recklessness suffices to establish criminal responsibility.

Culpable mental states are classified according to relative degrees, from highest to lowest, as follows:

- intentional;
- knowing;
- reckless;
- criminal negligence

Proof of a higher degree of culpability than that charged constitutes proof of the culpability charged.

An offense defined by municipal ordinance or by order of a county commissioners court may not dispense with the requirement of a culpable mental state if the offense is punishable by a fine exceeding the amount authorized by Section PC §12.23.

### c. PC §6.04 Causation: Conduct and Results

A person is criminally responsible if the result would not have occurred but for his conduct, operating either alone or concurrently with another cause, unless the concurrent cause was clearly sufficient to produce the result and the conduct of the actor clearly insufficient.
A person is nevertheless criminally responsible for causing a result if the only difference between what actually occurred and what he desired, contemplated, or risked is that:

- a different offense was committed; or
- a different person or property was injured, harmed, or otherwise affected.

## II Burglary and Criminal Trespass

### a. PC §30.05 Criminal Trespass

A person commits an offense if the person enters or remains on or in property of another, including residential land, agricultural land, a recreational vehicle park, a building, a general residential operation operating as a residential treatment center, or an aircraft or other vehicle, without effective consent and the person:

- had notice that the entry was forbidden; or
- received notice to depart but failed to do so.

### b. PC §30.06 Trespass by License Holder with a Concealed Handgun

A license holder commits an offense if the license holder:

- Carries a concealed handgun under the authority of Subchapter H, Chapter 411, Government Code, on property of another without effective consent; and
- Received notice that entry on the property by a license holder with a concealed handgun was forbidden.

### c. PC §30.06 Trespass by License Holder with an Openly Carried Handgun

A license holder commits an offense if the license holder:

- Openly carries a handgun under the authority of Subchapter H, Chapter 411, Government Code, on property of another without effective consent; and
- Received notice that entry on the property by a license holder openly carrying a handgun was forbidden.

## 3.9 Arrests

The Texas Code of Criminal Procedure (CCP) allows any person, including security officers, to make an arrest without a warrant under certain circumstances. Articles 14.01 and 18.16 states that the requirements for making a citizen's arrest as a security officer are:

- a felony is committed in your view,
- a breach of the peace is committed in your view, and
- you are acting to prevent the consequences of theft.

You cannot lead someone to believe you are a public servant just because you can make a citizen's arrest. It is a third-degree felony to impersonate a public servant with the intent to gain compliance using a pretended official authority. This is also true of someone who knowingly exercises any function of a public servant.

It is important to remember that the CCP also requires that an offender be taken before a magistrate in Article 14.06.

Should it be deemed necessary to make a citizen's arrest, it is vitally important that the individual be presented to local law enforcement with jurisdiction. This ensures they will be brought before a magistrate in the proper time so as not to interfere with their sixth amendment right to a public trial without delay.

Although a security officer is allowed to do so according to the CCP verbiage, you should always refer to the company's policies and procedures.

# I Offense Within View

A security officer may arrest an individual for a felony offense, or a breach of the peace committed within their presence or view.

# II Preventing Consequences of Theft

Any person has a right to prevent the consequences of theft by seizing any personal property that has been stolen and bringing it, with the person suspected of committing the theft, if that person can be taken, before a magistrate for examination, or delivering the property and the person suspected of committing the theft to a peace officer for that purpose. To justify a seizure under this article, there must be reasonable ground to believe the property is stolen, and the seizure must be openly made, and the proceedings had without delay.

# III Must Take Offender Before Magistrate

The person making the arrest or the person having custody of the person arrested shall take the person arrested or have him taken without unnecessary delay, but not later than 48 hours after the person is arrested, before the magistrate of the county where the arrest was made.

# IV PC §42.01 Disorderly Conduct

A person commits an offense if he intentionally or knowingly:

- uses abusive, indecent, profane, or vulgar language in a public place, and the language by its very utterance tends to incite an immediate breach of the peace;
- makes an offensive gesture or display in a public place, and the gesture or display tends to incite an immediate breach of the peace;
- creates, by chemical means, a noxious and unreasonable odor in a public place;
- abuses or threatens a person in a public place in an obviously offensive manner;
- makes unreasonable noise in a public place other than a sport shooting range, as defined by Section 250.001, Local Government Code, or in or near a private residence that he has no right to occupy;
- fights with another in a public place;
- discharges a firearm in a public place other than a public road or a sport shooting range, as defined by Section 250.001, Local Government Code;
- displays a firearm or other deadly weapon in a public place in a manner calculated to alarm;
- discharges a firearm on or across a public road;

- exposes his anus or genitals in a public place and is reckless about whether another may be present who will be offended or alarmed by his act; or
- for a lewd or unlawful purpose:
  - enters on the property of another and looks into a dwelling on the property through any window or other opening in the dwelling;
  - while on the premises of a hotel or comparable establishment, looks into a guest room not the person's own through a window or other opening in the room; or
  - while on the premises of a public place, looks into an area such as a restroom or shower stall or changing or dressing room that is designed to provide privacy to a person using the area.

**Note:** The term "public place" includes a public school campus or the school grounds on which a public school is located.

It is a defense to prosecution under that the actor had significant provocation for his abusive or threatening conduct. For purposes of this section:

- an act is deemed to occur in a public place or near a private residence if it produces its offensive or proscribed consequences in the public place or near a private residence; and
- a noise is presumed to be unreasonable if the noise exceeds a decibel level of 85 after the person making the noise receives notice from a magistrate or peace officer that the noise is a public nuisance.

An offense under this section is a Class C misdemeanor unless committed under Subsection (a)(7) or (a)(8), in which event it is a Class B misdemeanor.

It is a defense to prosecution for an offense under Subsection (a)(7) or (9) that the person who discharged the firearm had a reasonable fear of bodily injury to the person or to another by a dangerous wild animal as defined by Section 822.101, Health and Safety Code.

Subsections (a)(1), (2), (3), (5), and (6) do not apply to a person who, at the time the person engaged in conduct prohibited under the applicable subdivision, was a student younger than 12 years of age, and the prohibited conduct occurred at a public school campus during regular school hours.

### a. Implementation

Remember that language or gestures outlined in items 1 and 2 of the above legislation must cause the public to become incited to a breach of the peace. As an individual you may be offended, and the law would seem to allow you the power to arrest, but recent court decisions have provided that peace officers may not always be the offended party, and as you are acting as an agent, those decisions may not fall in your favor if others are not offended.

The term "breach of the peace" is generic, and includes all violations of the public peace or order, or decorum. The right of a private individual to arrest without a warrant for a breach of the peace is limited to the time the offense is committed, or while there is continuing danger of its renewal.

Whether or not a given act or state of conduct amounts to a breach of the peace depends upon the circumstances surrounding the act.

The right of a private individual to arrest without a warrant does not include the right to pursue and arrest for the purpose of ensuring apprehension and trial of the offender.

## V Impersonating a Public Servant

A person commits an offense if they:

- impersonate a public servant with intent to induce another to submit to the person's pretended official authority or to rely on the person's pretended official acts; or
- knowingly purport to exercise, without legal authority, any function of a public servant or of a public office, including that of a judge and court.

**Note:** An offense under this section is a felony of the third degree.

## VI False Identification as a Peace Officer; Misrepresentation of Property

A person commits an offense if the person makes, provides to another person, or possesses a card, document, badge, insignia, shoulder emblem, or other item bearing an insignia of a law enforcement agency that identifies a person as a peace officer or a reserve law enforcement officer, and the person who makes, provides, or possesses the item bearing the insignia knows that the person so identified by

the item is not commissioned as a peace officer or reserve law enforcement officer as indicated on the item.

It is a defense to prosecution under this section that:

- the card, document, badge, insignia, shoulder emblem, or other item bearing an insignia of a law enforcement agency clearly identifies the person as an honorary or junior peace officer or reserve law enforcement officer, or as a member of a junior posse;
- the person identified as a peace officer or reserve law enforcement officer by the item bearing the insignia was commissioned in that capacity when the item was made; or
- the item was used or intended for use exclusively for decorative purposes or in an artistic or dramatic presentation.

**Note:** In this section, "reserve law enforcement officer" has the same meaning as is given that term in Section 1701.001, Occupations Code.

A person commits an offense if the person intentionally or knowingly misrepresents an object as property belonging to a law enforcement agency.

**Note:** For purposes of this subsection, intentionally or knowingly misrepresenting an object as property belonging to a law enforcement agency includes intentionally or knowingly displaying an item bearing an insignia of a law enforcement agency in a manner that would lead a reasonable person to interpret the item as property belonging to a law enforcement agency.

An offense under this section is a Class B misdemeanor.

## a. Security Officer Uniforms

The Private Security Act prohibits the use of a title or an insignia, or the wearing of a uniform, that is intended to give the impression that the person is connected with a government entity. The offense is a Class A misdemeanor and may also subject the licensee to administrative suspension under §1702.361.

### b. Vehicles

In addition, the Texas Transportation Code 547.305 prohibits the use of red, white, or blue beacons, or flashing or alternating lights, on a motor vehicle.

Security patrol vehicles are limited to green, amber, or white lights.

The licensee is responsible for ensuring the company's name, initials, uniform color and type, patches, markings on vehicles, and vehicle equipment comply with the above laws and do not create the impression the security officer or guard company is connected with a law enforcement agency.

## 3.10 Law Violations Encountered by Security Officers

The following is a list of offenses, with their Penal Code references, that a security officer may encounter while on duty:

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

Two of the more common crimes that you will experience as a security officer are assault and aggravated assault. They are detailed further below.

### I Assault

A person commits an offense if the person:

- intentionally, knowingly, or recklessly causes bodily injury to another, including the person's spouse;

- intentionally or knowingly threatens another with imminent bodily injury, including the person's spouse; or
- intentionally or knowingly causes physical contact with another when the person knows or should reasonably believe that the other will regard the contact as offensive or provocative.

An offense under Subsection (a)(1) is a Class A misdemeanor, except that the offense is a felony of the third degree if the offense is committed against a person the actor knows is a public servant while the public servant is lawfully discharging an official duty, or in retaliation or on account of an exercise of official power or performance of an official duty as a public servant.

For purposes of Subsection (b), the actor is presumed to have known the person assaulted was a public servant, a security officer, or emergency services personnel if the person was wearing a distinctive uniform or badge indicating the person's employment as a public servant or status as a security officer or emergency services personnel.

## II Aggravated Assault

A person commits an offense if the person commits assault as defined previously and the person:

- causes serious bodily injury to another, including the person's spouse; or
- uses or exhibits a deadly weapon during the commission of the assault.

An offense under this section is a felony of the second degree, except that the offense is a felony of the first degree if the actor uses a deadly weapon during the commission of the assault and causes serious bodily injury to a person whose relationship to or association with the defendant is described by Section 71.0021(b), 71.003, or 71.005, Family Code.

# 3.11 Private Security and Weapons

## I Definitions

Weapon definitions are established in PC §46.01.

### a. Club

Club means an instrument that is specially designed, made, or adapted for the purpose of inflicting serious bodily injury or death by striking a person with the instrument, and includes but is not limited to the following:

- blackjack;
- nightstick;
- mace; or
- tomahawk.

## b. Explosive Weapon

Explosive weapon means any explosive or incendiary bomb, grenade, rocket, or mine, that is designed, made, or adapted for the purpose of inflicting serious bodily injury, death, or substantial property damage, or for the principal purpose of causing such a loud report as to cause undue public alarm or terror, and includes a device designed, made, or adapted for delivery or shooting an explosive weapon.

## c. Firearm

Firearm means any device designed, made, or adapted to expel a projectile through a barrel by using the energy generated by an explosion or burning substance or any device readily convertible to that use. Firearm does not include a firearm that may have, as an integral part, a folding knife blade or other characteristics of weapons made illegal by this chapter and that is:

- an antique or curio firearm manufactured before 1899; or
- a replica of an antique or curio firearm manufactured before 1899, but only if the replica does not use rim fire or center fire ammunition.

## d. Handgun

Handgun means any firearm that is designed, made, or adapted to be fired with one hand.

## e. Knife

Knife means any bladed hand instrument that is capable of inflicting serious bodily injury or death by cutting or stabbing a person with the instrument.

## f. Machine Gun

Machine gun means any firearm that is capable of shooting more than two shots automatically, without manual reloading, by a single function of the trigger.

## g. Short-Barrel Firearm

Short-barrel firearm means a rifle with a barrel length of less than 16 inches or a shotgun with a barrel length of less than 18 inches, or any weapon made from a shotgun or rifle if, as altered, it has an overall length of less than 26 inches.

## h. Armor-Piercing Ammunition

Armor-piercing ammunition means handgun ammunition that is designed primarily for the purpose of penetrating metal or body armor and to be used principally in pistols and revolvers.

## i. Hoax Bomb

Hoax bomb means a device that:

- reasonably appears to be an explosive or incendiary device; or
- by its design causes alarm or reaction of any type by an official of a public safety agency or a volunteer agency organized to deal with emergencies.

## j. Chemical Dispensing Device

Chemical dispensing device means a device, other than a small chemical dispenser sold commercially for personal protection, that is designed, made, or adapted for the purpose of dispensing a substance capable of causing an adverse psychological or physiological effect on a human being.

## k. Zip Gun

Zip gun means a device or combination of devices that was not originally a firearm and is adapted to expel a projectile through a smooth-bore or rifled-bore barrel by using the energy generated by an explosion or burning substance.

## l. Tire Deflation Device

Tire deflation device means a device, including a caltrop or spike strip, that, when driven over, impedes or stops the movement of a wheeled vehicle by puncturing one or more of the vehicle's tires. The term does not include a traffic control device that:

- is designed to puncture one or more of a vehicle's tires when driven over in a specific direction; and

- has a clearly visible sign posted in close proximity to the traffic control device that prohibits entry or warns motor vehicle operators of the traffic control device.

# II Places Weapons Prohibited

Weapons are prohibited in the following places:

- On the premises of a business that derives 51% or more of its income from the sale or service of alcoholic beverages for on- premises consumption; such premises are required to post notices under TGC §411.204;
- On the premises where a high school, collegiate, or professional sporting or interscholastic event is taking place (unless the licensee has written authorization or has a license to carry and goes with a concealed handgun);
- On the premises of a correctional facility;
- On the premises of a civil commitment facility;
- On the premises of a hospital or nursing home if effective notice of prohibition is given per Penal Code (PC) Chapter 30 (unless the licensee has written authorization); such premises also are required to post notices under TGC §411.204;
- On the premises of a mental hospital, as defined by Section 571.003, Health and Safety Code, unless the person has written authorization of the mental hospital administration.
- In an amusement park (if effective notice of prohibition is given per PC Chapter 30).
- On the premises of State Hospitals (in accordance with Health and Safety Code, Chapter 552, and effective notice of prohibition is given per PC Chapter 30);
- On the physical premises of a school, grounds or buildings on which an activity sponsored by a school is being conducted, or in a school transportation vehicle (unless the licensee has written authorization or has a license to carry and goes with a concealed handgun);
- On the premises of a polling place on the day of an election or while early voting is in progress;
- On the premises of any government court or court offices (unless the licensee has written authorization from the court);
- On the premises of a racetrack;
- In or into a secured area of an airport; or
- Within 1,000 feet of premises designated as a place of execution on the day a sentence of death is set to be imposed.

- There are several defense to prosecution sections in PC 46.03.

# III Prohibited Weapons

A person commits an offense if the person intentionally or knowingly possesses, manufactures, transports, repairs, or sells:

- armor-piercing ammunition;
- a chemical dispensing device;
- a zip gun;
- a tire deflation device;
- an improvised explosive device;
- or any of the following items unless the item is registered in the National Firearms Registration and Transfer Record, maintained by the Bureau of Alcohol, Tobacco, Firearms and Explosives or classified as a curio or relic by the United States Department of Justice:
    - an explosive weapon
    - a machine gun
    - a short-barrel firearm

# 4 Verbal and Written Communication Best Practices

## 4.1 Chapter Training Objective

Upon successful completion of this module, participants will be able to identify essential elements for effective verbal and written communications.

## 4.2 Chapter Outline Details

1. Outline verbal de-escalation techniques.
2. List best practices for use while communicating via radio.
3. Describe basic elements needed for adequate field note capture.
4. Identify importance and characteristics of well-written reports of all types.

## 4.3 Verbal De-Escalation

It is important to develop strategies for ensuring safety in potentially problematic situations. In any conflict, you have a choice to escalate the incident further or de-escalate the situation.

Verbal de-escalation is an intervention for use with people who are showing signs of agitation and are at risk for aggression. It generally involves using calm language, along with other communication techniques, to diffuse, re-direct, or de-escalate a conflicting situation.

Signs of agitation may include:

- Raised voice
- High-pitched voice
- Rapid speech
- Pacing
- Excessive sweating
- Excessive hand gestures
- Fidgeting
- Shaking
- Balled fists

- Erratic movements
- Aggressive posture
- Verbally abusive statements

# I Phases of Behavior Escalation

The escalation cycle is a widely used model that provides individuals with a toolkit of non-restrictive intervention strategies to effectively manage challenging behavior. It is important to be aware of the seven phases of the escalation cycle so that you can identify them quickly and respond with the most effective course of action when needed (Table 4.1).

**Figure 4.1: Seven Phases of Escalation Cycle**

| Phase | Session | Module |
|---|---|---|
| **Calm** | This is when a person is relatively calm and cooperative and not showing any signs of aggression or distress. | • Focus on maintaining a clear, consistent environment and listening actively to build rapport and empathize with the individual.<br>• Use open-ended questions (e.g. How did this happen?) or verbal prompts to guide the conversation and explore potential solutions together.<br>• It is also a good time to gather information. |
| **Trigger** | This occurs when an internal or external factor has triggered a person's emotional response, causing them to feel overwhelming sadness, anxiety, or distress. | • Focus on identifying the trigger and remaining calm while redirecting behavior.<br>• Try to move away from provocative situations or environments that can lead to further agitation and create opportunities for success. |
| **Agitation** | Common behavior triggers include over stimulation (e.g. bright lights, loud noises.), | • Focus on reducing anxiety and increasing predictability. |

| Phase | Session | Module |
|---|---|---|
| | transitions and unfamiliar tasks, people or places. | • Use non-confrontational non-verbal behavior and “start”, instead of “stop” directions.<br>• Break down directions into smaller steps and offer choices to help them regain a sense of control. |
| **Acceleration** | This occurs when an individual has reached a high level of emotional arousal and begins displaying more intense behaviors such as shouting, hitting or destroying property. If conflict is unresolved, it becomes the person’s sole focus | • Use short phrases and allow processing time.<br>• Maintain calmness and detachment.<br>• Remain neutral and controlled, giving the person or child enough time and space to process their behavior, while providing reassurance in order to help reduce tension levels.<br>• Use active listening, reflection and restatement to clarify concerns and show you understand his/her feelings. |
| **Peak** | This is when an individual’s behavior has escalated out of control and poses a danger to themselves or those around them. Individual may temporarily lose ability to rationally think. | • Focus on crisis intervention procedures to maintain a safe environment.<br>• Isolate individual by removing the audience and/or potential hazards and call for help/witness, if needed.<br>• Don't threaten consequences now; discuss when the person is more rational. |
| **De-Escalation** | This occurs when an individual comes down from the peak of their disruption and may become less hostile; may need | • Focus on defusing immediate danger while rebuilding trust with those involved. |

| Phase | Session | Module |
|---|---|---|
| | support to process feelings afterwards. | • Remove excess attention and help the individual regain composure, where possible.<br>• Allow a cool down period; look for less tense appearance, normal breathing, and willingness to comply with small requests. |
| **Recovery** | This is when an individual returns to a calm state and displays appropriate behavior for the task or situation at hand. | • This is the best time for parties involved to debrief and document what happened, review procedures taken and determine the most effective solutions to avoid similar scenarios in future interactions. |

# II Techniques

Do not get loud or yell over a screaming person. Wait until he/she takes a breath, speaking calmly at a normal volume. Respond simply. Repeat if necessary. Answer informational questions, no matter how rudely asked.

Focus on maintaining the following:

- Do not be defensive
- Be honest
- Explain limits and rules
- Be respectful
- Empathize with feelings, not behaviors
- Suggest alternatives

## a. Minimal Encouragers

Minimal encouragers demonstrate to the person that you are listening and paying attention, without stalling the dialogue or creating an undue interruption.

Examples include:

- Brief nonverbal expressions such as head nodding
- Simple verbal responses
  - Okay
  - Uh-huh
  - I see
  - I am listening

### b. Reflection

Reflections shows evidence of active listening by repeating what the person has said. These statements should be brief, without being patronizing, or interrupting the agitated person.

### c. Open-Ended Questions

Open-ended questions allow you to gather more information and assess whether the situation is potentially dangerous to you or others. By using phrases such as “Tell me about..” or “What do you think...,” you can assess whether the person is rational and/or escalating the situation at hand.

## III Redirecting Negative Behavior

There are five overarching steps that in most cases will help you to successfully redirect negative behavior:

- Get the person talking. Respectfully opening up communication leads to the next step.
- Use empathy. This helps to activate active listening skills and supports reflection and positive interactions with the individual.
- Build rapport. Once this occurs, you can base the interaction on a mutual respect and understanding.
- Start problem solving. Sample statements include “How can you help us? We have to figure out some information and we’d love to have your cooperation. How can we work this out?”
- Engage in a resolution. This allows the pace to slow down and encourages the individual to be part of a positive outcome.

## 4.4 De-Escalation During a Mental Health Crisis

With increasing frequency, first responders are being called upon to engage with individuals in serious mental health crises. It is necessary for security officers to understand mental illness, and de-escalation techniques that have been proven to work most effectively when responding to individuals in these situations. These techniques can be different than those routinely taught in conflict management. Generally, the underlying elements behind mental illness-related behavior is usually not criminal or malicious.

Due to individual, environmental, cultural, and circumstantial factors, any one person might react to or perceive a crisis situation differently than another person. This might be especially true for an individual suffering from a mental illness due to the possibility of disrupted emotions or thought distortions.

Think of mental health conditions as falling along a continuum. The severity of each condition varies from person to person (mild, moderate, severe). Some individuals experience 'chronic' or long-term conditions, while others experience more "acute" or immediate symptoms. Those symptoms, and their severity can change; occasionally being acute, and then receding. Mental health conditions often occur simultaneously, for example, individuals often suffer from substance abuse issues in addition to other mental health conditions.

Remember that you aren't trying to diagnose the person or resolve the underlying issues. Your top priority is to verbally defuse the situation to the best of your ability.

Consider this three-phase process:

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

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

### I Assessment

This quick assessment can be used to roughly determine a subject's mental health status.

1. Level of comprehension
    - Does the person understand what you're saying?
    - Can the person follow instructions?
    - Is person able to answer basic questions related to orientation (i.e. person, place, time)?
    - When person speaks do their comments make sense related to the circumstances?
    - How is the person speaking (quickly, slowly, slurred, mumbled)?
2. Behavior
    - How is the person practicing basic self-care (Disheveled, dressed appropriately for the season)?
    - Is the person caring for hygiene (bathing)?
    - When was the last time the person ate or drank anything?
    - How is the person's physical coordination?
    - Compliant or non-compliant? If non-compliant, could it be due to mental health issues?
3. Emotion
    - What is the prevailing emotional state (anger, sadness, euphoria, anxious)?
    - Is the emotional state appropriate to the context of the situation?
    - Does the person exhibit quickly fluctuating emotional expressions (laughing to crying)?
    - Is person exhibiting extreme or baseless suspiciousness or paranoia?
    - Is person's facial expression and body language consistent with their stated mood?

Do not rush the person or crowd his/her personal space. Any attempt to force an issue may quickly backfire in the form of violence.

They may be waving their fists, or a knife, or yelling. If the situation is secure, and if no one can be accidentally harmed by the individual, you should adopt a non-threatening, nonconfrontational stance with the subject.

Excessively emotional or even violent outbursts by those with mental illness are often of short duration. It is better to let the outburst dissipate rather than wrestle with a person who is under extreme emotional stress. Bizarre behavior alone is not reason for physical force.

What works best and what is most beneficial is patience and communication. The tone and outcome of a subject interaction are almost always impacted by the degree to which a security officer can build rapport with the subject(s).

# II Building Rapport

Rapport is defined as "a friendly, harmonious relationship; especially a relationship characterized by agreement, mutual understanding, or empathy that makes communication possible or easy." Synonyms for rapport include "communion or fellowship" (Merriam Webster, 2017). The degree of rapport can often determine the course of the interaction (positive or negative).

Tactics for gaining trust and building rapport:

- Honesty and sincerity are essential for rapport and trust.
- Individuals suffering from mental health issues can be very attuned to nuances of communication (dismissiveness, ulterior motives, condescension, non-verbal cues, labeling).
- Use the person's name (the name that they prefer to be called).
- Be patient and try to match their conversational speed.
- Maintain a calm tone of voice.
- Do not minimize or discount the subject's point of view.

Make sure that you validate the positive things that the person has done while you have been talking. Gain confidence by forewarning that certain things may take place. For example: "You have been very straightforward with me and I am going to be straightforward with you. You are going to have to be handcuffed when you ride in the car, for your safety, and for mine."

In addition, maintain good eye contact (but not confrontational or unending eye contact), minimize distractions, do not interrupt while the person is speaking, validate and empathize, use engaged body language (lean forward into the conversation or nod), and remember, it's not what you say, but how you say it.

Non-Verbal Communication:

- Friendly and helpful – behaviors that convey safety, respect, and a desire to help. Can be conveyed verbally, and nonverbally (through neutral body language, and pleasant facial expression).

- Aggressive and hostile – behaviors that communicate a distance from or even a danger to another individual (blading, hand on grip of pistol).
- Ambiguous – These behaviors are open to interpretation and can have a wide range of meanings to individuals in crisis. Often if the posture is not overtly friendly; it is interpreted as dangerous.

Remember that you aren't trying to diagnose the person or resolve the underlying issues. Your top priority is to verbally defuse the situation to the best of your ability. People in crisis may not be able to understand your statements or commands but can often read your non-verbal cues and sense your level of concern, empathy, investment, and genuineness.

## 4.5 Best Practices for Radio Communication

A two-way radio is a radio that can both transmit and receive. Using two-way radios to communicate in and around industrial sites of buildings saves workers time and is a practical solution for communication, especially in areas where other means of communication are almost impossible.

Most security companies have the security officer wear an earpiece and a microphone so others in close proximity cannot hear the communication transmitted.

You should verify at the beginning of your shift that your radio is functioning and has a full battery charge. This is important so you are not caught without a means of communication during an emergency.

You should always be professional, clear, and precise when talking on the radio. It is important that you remain calm at all times, especially while communicating on the radio. There are two main reasons for this:

- When you're agitated, you are less likely to communicate clearly and effectively.
- When you get excited, this will inadvertently cause a domino effect for others around you to get excited as well. Try to ground yourself through controlled breathing or other applicable means. This elevated state can devolve into chaos very quickly.

To help avoid these problems, you should always try to think about what you are going to say before you say it. This will ensure your thoughts are organized, you are not rambling, and you are not communicating in a panicked manner.

Always listen before you key your microphone to communicate. If someone else is talking on the radio, neither your transmission nor their transmission will go through. You should always attempt to be courteous to others.

## 4.6 Field Note Capture

As a security officer, your primary responsibility is to observe and report. Report writing is an essential element of communication between the client and security officer/company. The client relies on well written and neatly presented documents. These documents reflect the professionalism brought to the client by your company.

### I Note Writing Basics

In order to write a detailed, professional report, you must have field notes. Most clients want a daily report to account for what they are paying for. You were hired to be the “eyes and ears” of any activity taking place on their property.

#### a. Observation

Good observation has a direct influence on how well the officer describes events in the report. All senses (sight, hearing, touch, taste, and smell) must be sharp to effectively observe what is going on, as well as maintain personal safety. Remember that the ability to accurately observe and describe the components of an event is developed over time and requires practice.

When observing, consider how you would describe objects, places, and people using clear and vivid language. Consider color, size, shape, texture, location, and/or type. Look for every possible distinguishing mark and for anything that might be compared or related to a commonly known thing or idea.

#### b. Collection

When preparing to gather information for an investigative report, approach the collection of information in an organized fashion. Have a notebook to keep all notes, paperwork, and other important information secure, and take concise but complete notes. Aim to develop a consistent shorthand so that you can quickly record notes. Write any notes that come to mind during interviews and observation to help keep your questions focused, as well as any usual circumstances.

Your field notes will help you remember details. Below are some examples of good, detailed notes.

## c. Example Field Note

5 PM - Security light in parking next to the pool was busted out. I observed several rocks laying under the light. No one was around the light. The parking lot was empty.

## d. Example Interview Interaction

If Mary from apartment #8 approaches you. You know Mary. She is usually very calm and pleasant to chat with. You can tell she is extremely upset and concerned. She informs you, “I saw this really weird looking guy over there by the swing in the apartment complex. I have never seen him anywhere in complex. I do not think he lives here.”

It is important to collect the key information about the situation. Some questions that you might want to ask include:

- Is he still here?
- What does he look like?
- What is he wearing?
- How old does he appear to be?
- Is there anything in particular that stood out?
- You mentioned “really weird”. What made him “weird?”

Your field notes from this encounter might look like this:

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

You know Mary from Apartment #8 and she has been very reliable with information she has given you previously. You go the swing set. The “really weird looking guy” is not present, nor is he anywhere on the property.

> **Note:** It is very important to note in your report that Mary said he had a black eye. You do not want to be potentially held liable for someone's injuries if you never came into contact with them.

## II Daily Reports

At the end of your shift, you are to write a daily report about what happened on your shift. The more you understand your field notes, the easier it will be to write a detailed and professional daily report. Do not write “see field notes,” as others should not be expected to understand your note-taking methods.

Your reports could be the missing piece of the puzzle in a criminal investigation.

Looking back at the example from interviewing Mary in apartment #8, you have reported the “weird looking guy” that she was concerned about. Now imagine if a week down the road there is a girl that happened to be walking home and the reported individual approaches her and tries to grab her. When she gives a statement to police, her description matches the individual that you have taken notes about and included in your report. That would be a huge key in the investigation.

## III Cameras

Some companies have invested in body cameras. A body camera is a video camera that records in real time and is worn on a security officer’s body. Usually, the camera is worn somewhere in the upper chest area or on the pocket of the uniform.

Like any technology, these cameras can fail to operate properly. You shouldn’t rely on them to capture the important details of any incident or situation. Even if you are provided with a camera, your observation skills are still important. Just like with your field notes, do not just write, “watch video,” in your daily reports.

# 4.7 Elements of Written Reports

Report writing involves observing, recalling, and reporting information, which is collected and processed into a formal written report. This report offers a permanent overview of a temporary event. A well-written report can help to jog the memory of the security officer months after the fact. A security officer's formal written report can end up with the client that hired the security company at an administrative hearing, or even read out loud as evidence in court.

The first step in writing the report is to decide whether your report will be written in the first or third person format:

- First person is written from the perspective of a sole individual and uses “I” when relaying information concerning an event or scenario.

- Third person is written from the omniscient perspective and uses he, she, they, or it to address any person, place, or thing.

# I Characteristics of Well-Written Reports

Written communication is an integral part of an officer's daily tasks. Clear, complete sentences in reports and other written documents make it easier for those referencing the documents to understand their content.

## a. Sentences

A sentence is a group of words that express a complete thought. It contains a subject and a predicate:

- Subject - The person, place, object, or idea about which something is said.
- Predicate - The part of the sentence that includes the verb and tells or asks about the subject of the sentence; the verb (or simple predicate) determines whether other words (such as objects and adverbs) are needed to complete sentence meaning.

Other parts of a sentence include:

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

Examples of Sentences

- He ran.
  - This has only a subject [he] and verb [ran]; the verb is the entire predicate.
- She drives the truck.
  - This has a subject [she], verb [drives], and direct object, which receives the action [the truck].
- We carried the groceries up the stairs.

    - This has a subject [we], verb [carried], direct object [groceries], and prepositional phrase [up the stairs].
- The teacher gave her a test.
    - This has a subject [the teacher], verb [gave], indirect object, to or for whom the action is intended [her], and direct object [test].

## b. Sentence Fragments

A sentence fragment is a group of words that expresses an incomplete thought and leaves out important components of the sentence.

A sentence fragment occurs:

- when words are omitted due to the mind working faster than the hand, or
- as a result of incorrect punctuation, such as a period in the middle of the idea rather than at the end.

Sentence fragments create confusion for the reader, who will have to spend time attempting to interpret the writer's intent and may form incorrect assumptions. Complete sentences include the subject of the sentence as well as the verb and if necessary, the object of the sentence.

Example of Sentence Fragments

- Incorrect: "Had a great time at the get-together on Saturday."
    - Correction: "I had a great time at the get-together on Saturday."

## c. Run-on Sentences

Run-on sentences cause similar confusion for the reader and occur when:

- end-of-sentence punctuation is omitted, causing two or more sentences to be written as one, or
- closely related sentences are combined as one using a comma, known as a comma splice.
    - This is especially common if the second sentence begins with a personal pronoun that refers to a noun in the first sentence.

Run-on Example

- Incorrect: “The waiter forgot to put in our order, he apologized profusely.”
    - Correction: “The waiter forgot to put in our order. He apologized profusely.”

## d. Misplaced Modifier

A misplaced modifier occurs when a word that pertains to, or modifies, one word attaches itself to another due to incorrect placement. Again, the reader must try to understand the writer's intent. When writing sentences, try to place each modifier as close as possible to the word it is modifying.

Misplaced Modifier Example

- Incorrect: “The mayor was unable to shake the hands of her constituents wearing bulky winter gloves.
    - Correction: “Wearing bulky winter gloves, the mayor was unable to shake the hands of her constituents.”

## e. Double Negative

When two negative words are used in the same clause, the result is a double negative. Double negatives commonly involve a conjunction. Negative words that should be used singularly and not in pairs including the words:

- no
- not
- never
- none
- no one
- nobody
- nothing
- nowhere
- neither

The following words are negative in meaning and should not be used in the same clause with any of the negative words listed above:

- barely

- scarcely
- hardly

Double Negative Examples

- Incorrect: “There’s not no time left.”
  - Correction: “There is no time left.”
- Incorrect: “I can't hardly see the road in this fog.”
  - Correction: “I can hardly see the road in this fog.”

## f. Passive and Active Voice

Using passive voice instead of active creates bulky sentences and, often, has less impact on the reader. When the verb is in the active voice, the subject performs the action. When the verb is in the passive voice, the subject receives the action.

Using active voice creates clear, strong sentences and emphasizes who is performing the action (thus creating accountability). However, if the person performing the action is unknown, the passive voice may be necessary.

Passive and Active Voice Examples

- Passive: “The bystander was hit by a stray bullet.
  - Active: “A stray bullet hit the bystander.”
- Passive: “The visitors’ names were not recorded.”
  - Active: “The front-desk attendant did not record the visitors' names.”

## g. Quotation Marks

Quotation marks help the reader by setting off the words of the speaker. When quoting verbatim, use quotation marks. If not quoting verbatim, do not use quotation marks.

Quotation Mark Examples

Verbatim:

- Incorrect: Carl yawned and said, Let’s go.
  - Correction: Carl yawned and said, “Let’s go.”

Not Verbatim:

- Incorrect: Carl yawned and said that “we should go.”
  - Correct: Carl yawned and said that we should go.

### h. Jargon

In reports and notes, avoid jargon, acronyms, and any terminology that is not common knowledge to the general public. If slang or jargon is used, it should set apart by quotation marks.

It is also important to define abbreviations. The first time an abbreviated word appears in a report, the word should be written out fully. Subsequent instances may be abbreviated once the abbreviation is initially defined.

Jargon Example

- Incorrect: “As I got out of my patrol vehicle, the individual split northbound on King Street.”
  - Correct: “As I got out of my car, the individual ran northbound on King Street.”

## II 5 W’s + 1 H

There are 6 basic questions that your reports should cover. They are often referred to as the 5 W’s + 1 H:

### a. Who

Statements and evidence that explain evidence about the suspect such as:

- Complete names with correct spelling.
- Race, sex, hair color, eye color, approximate height, weight, age, and clothing description.
- If a vehicle is involved, include the year, model, color, and license plate number.
- Aliases used

Statements and evidence from witnesses and victims such as:

- Complete names with correct spelling.
- Occupations or participant information.
- Driver license or other ID numbers if available.
- Home and work addresses for witnesses and victims.
- Contact numbers for someone that can get in touch with witnesses or victims.

## b. What

Statements or evidence that explain:

- Type of offense committed
- Property involved
- Witnesses
- Actions
- Means of travel, entry, etc.

## c. When

Statements or evidence that explain:

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

## d. Where

Statements or evidence that explain:

- Locations of all offenses and evidence.
- Any reference points used to determine distance.
- Types of areas involved (residential, business, public area, etc.).
- Where were the victims, witnesses, and suspects in relation to the crime.
- Note the address where the incident occurred.

## e. Why

Statements or evidence that support the reason the incident occurred.

- Revenge
- Drug addiction
- Financial gain etc.

Do not make assumptions in your reports. It might appear that one person assaulted another because they were on drugs, but law enforcement could find out that it was an argument over payment and drugs had nothing to do with it.

### f. How

Statements or evidence that explain:

- How the offense occurred and how the persons involved come to be participants.
- How the suspect approached, entered, or exited.
- How the security officer or law enforcement was notified.
- How scene and all those encountered appear.
- Note any breaches in protocol or security at the time of the incident and other factors that might have led to the occurrence.

## III Accuracy

Your report must be accurate, concise, and written in a way giving readers a complete overview of the event. Do not fabricate, omit, or lie on your report.

Ensure your report is written in an objective manner and free from bias. Reports should be purely fact-based and free from your opinions. The report should be complete, clearly written, and legible.

It's best to write your report in sequential order, starting with the beginning of the event and detailing each item as it occurred. Events should be documented in past tense because the events occurred in the past. Writing in this format will enable the reader to better understand the event as a whole.

Be sure and specify details. By being accurate and writing down every detail, you won't ignore something that you didn't realize would end up being important.

Be sure and to your reports before submitting them. This will help maintain your sense of professionalism as well as helping reduce misunderstandings from those who read your report.

Make sure you have the date and time on your report. Some companies just want a synopsis of the events of the shift. Some companies want a synopsis and a report. You need to know what the company policies and procedures are so that you can comply.

## IV Importance of Clearly Written Reports

Security reports of facility operations can describe anything from discovering broken lights in the parking lot to an actual assault taking place. Whether you are documenting the activity of the broken light or the assault, the same principles apply. To communicate effectively, your report must be clear, concise and informative.

Professionalism is critical because security reports may be reviewed by your supervisor, risk management, legal affairs, senior executives, or law enforcement. Security reports can also be used in lawsuits and court proceedings, so it is vital to write security reports effectively and completely.

Well-written security reports are more effective than sloppily written reports, which diminish your credibility.

## 4.8 References

"Introduction," Standard 1, De-Escalation Mandate Abstract Update 12-18, December 2018 edition, Austin, TX: Texas Commission on Law Enforcement, 2018, 4.

"Crisis Intervention Training (CIT)," Texas Commission on Law Enforcement (TCOLE), Prepared by Celesta Harris, Ph.D., Sergeant Robyn Wilson, MHO,MSP, Updated March 2021.

# 5 Incident Scene Security

## 5.1 Chapter Training Objective

Upon the successful completion of this module, participants will be able to explain the job duties of a security officer at an incident scene.

## 5.2 Chapter Outline Details

1. Recognize a security officer's responsibilities at an incident scene.
2. Review professionalism and ethics.
3. Identify how to protect and prevent the mishandling evidence.
4. Demonstrate examples of securing access to a crime scene.
5. Identify the proper actions to take post-incident.

## 5.3 Responsibilities at a Crime Scene

First and foremost, the job of a security officer is to observe and report. Second, they are then expected to protect themselves and others from further harm. This might include providing first aid. Thirdly, a security officer must secure the area to prevent the movement or destruction of evidence. Like law enforcement who encounter crime scenes, the actions taken, or not taken, by security officers can make the difference between identifying the perpetrator(s) and successful prosecution or the case ending up in a cold-case file indefinitely.

Whenever possible, entry to the scene should be avoided. It is the responsibility of law enforcement to collect evidence. One of the best ways to ensure you're handling a crime scene properly is to ensure that you are displaying proper professionalism and ethics.

## 5.4 Professionalism and Ethics

### I Professionalism

A profession is an occupation that typically requires a particular skill or specialized training. Professionals are individuals who know better than others the nature of their specialty and what is best for their client in regard to this specialty.

Being a security officer is not just a job, it is a profession. As a security officer, you are in position of public trust. The public, your employer, co-workers, and clients should be able to trust you. You must

not use your position for personal or professional gain. Conduct yourself in a professional manner at all times on and off duty.

As a security officer you will have to interact with individuals who are challenging. In the normal course of your work, you will get to know the habits, schedules, and personalities of the people you are around. You will know the layout of the assigned area and who should and shouldn't be present.

## a. Actions

### Professional Actions

As a security officer your job responsibilities will often cause you to come into contact with the public. You should:

- remain calm and professional to keep encounters stress free,
- persuade people to comply voluntarily,
- use effective professional language, and
- constantly examine yourself and the way you choose to interact with others.

### Unprofessional Actions

You should not:

- give into greed,
  - Theft from your workplace is both unethical and criminal.
  - It will almost certainly result in criminal charges.
- give into anger, or
  - Rising to the state of emotion of a belligerent individual can escalate situations.
  - This discourages and individual's voluntary compliance.
- ignore reasonable critique.
  - Even if a situation ends with voluntary compliance, you might receive critique from the individual, your co-workers, or your supervisor.
  - Remember to listen to other perspectives, even if you do not agree. Future encounters will go more smoothly when there is a mutual respect of opinions.

## b. Appearance

Professional appearance consists of personal image with regard to clothing, grooming, manners and etiquette, personal behavior, and communication effectiveness.

### Attire

Your attire while working will mostly be your uniform as defined by your company. However, for any clothing not provided by your employer, must be kept in proper condition. You can do this by:

- replacing any clothing with holes,
- avoiding clothing with sayings, phrases, or large logos, and
- following company guidelines for appropriate dress.

### Hygiene

Your presence alone has the ability to alter behavior. You should maintain proper hygiene by:

- keeping your uniform clean and pressed,
- keeping your body and hands clean by washing regularly, and
- assuring that you are well groomed to include keeping your hair clean and tidy and your nails trimmed.

### Demeanor

The way you carry yourself is also important. To carry yourself in a professional manner you should:

- maintain a basic level of physical fitness.
- maintain good posture,
- keep a confident, positive attitude,
    - Avoid showing anger or fear as this can be detected by others. This can be helped by training yourself to deflect or ignore rude comments.
- speaking with a clear and calm voice, and
- using appropriate language for the situation.

By maintaining a professional demeanor, both through hygiene and presence, you are more likely to resolve the problem.

## c. Reactions

All of us have certain expressions or phrases that cause us to react with anger, humiliation, prejudice, or other negative emotions. Some reactions or statements that individuals might express include:

- You can’t make me!

- You're not a cop!
- I know my rights!
- Do you know who I am?
- You can't arrest me!
- You're just a rent-a-cop!

Everyone has unique and individualized triggers. You will need to work to identify and recognize your triggers when they occur so that you can maintain composure when faced with them. When confronted with a verbal attack, recognize it for what it is and carefully choose how you will respond. Instead of reacting to the verbal attack, act thoughtfully in response to the situation. Reacting without thinking will cause your personal trigger reactions to take over and escalate the situation.

There are two basic types of individuals you will encounter through your work as a security officer:

- The first type will respond to your authority and requests by complying readily.
- The other type will challenge you. This is not usually a personal response; they simply do not routinely respond to authority. They are not rule followers and will question and ask, "Why?" This opens a dialogue and requires further attention and response from you.

Both of these types of individuals deserve your respect. You always begin any dialogue where you are seeking voluntary compliance by asking, not demanding. Your voice should be clear and calm, with appropriate language and tone. By maintaining professional responses, you are more likely to resolve the problem.

# II Ethics

Ethics is the discipline dealing with what is good and bad and with moral duty and obligation. It is important in that it develops ways for understanding and learning of moral duty and right or wrong. It is the framework that guides a person's behavior. People who believe they have no duty other than to themselves will act differently than those who believe they have a duty to assist others in many circumstances. Ethics attempts to look at these differing approaches to determine if one view is better than another and then to generate discussion and consideration of differing views regarding the same problem.

Being professional includes being ethical. A security officer that is not ethical undermines the legitimacy of the position and the trust in the procedural justice system. Always keep ethics as an integral part of your personal and professional life.

## a. Personal Ethics

Every aspect of human behavior is influenced by personal values, but values are not easily defined. Their definitions and interpretations vary from period to period, location to location, person to person, and situation to situation. Often, they are what lead us to tell the truth, keep our promises, or help someone in need. People typically reduce the idea of ethics to simple right and wrong. Though this is an oversimplification of the idea, it can be a good starting point for discussing the topic. There is a bedrock of morals underlying our lives on a daily basis. They typically help us make decisions that create positive impacts and steer us away from unjust outcomes.

Part of being ethical includes being objective, impartial, and neutral. Practice these ethical behaviors in your personal life as well as when you are representing the profession.

## b. Workplace Ethics

Security companies should strive to instill workplace ethics. Workplace ethics are defined as a set of values, moral principles, and standards that need to be followed by both employers and employees in the workplace.

Examples of ethical behaviors in the workplace include:

- obeying the company's rules,
- communicating properly,
- taking responsibility,
- holding others accountable,
- demonstrating professionalism, and
- showing trust and mutual respect for your colleagues and clients at all times.

Differences in priorities and values can complicate the relationship security companies have with their clients. If personal standards of right and wrong are not consistent with the law, a security officer's actions may have negative consequences. If security officers fail to hold themselves accountable, the public's perception will be that the security officer's, or their co-worker's, position as a whole is unjust. It ultimately erodes the legitimacy of security officers and security companies within society.

### c. Model Code of Ethics of Security Guards

A model code of ethics that applies to security officers includes:

- being honest and acting without bias or personal prejudice,
- valuing and protecting the interests of their employer,
- honoring and upholding confidentiality, and
- performing duties with diligence, decorum, and professionalism.

As a security officer, you should ask yourself the following questions when you are considering a course of action to pursue:

- Is it legal?
- Is it permitted by my employer's code of conduct or ethics?
- How would it be viewed by my employer, the client, the public, or my family?
- Does this conflict with any of my own personal ethical standards?
- Is this something I would be ashamed of or later regret?
- Am I acting on emotions only?
- Am I thinking of how this could impact others?
- Will there be consequences for my action or lack of action?

## 5.5 Evidence Integrity

### I Protect Evidence

Keep all individuals away from the evidence. This includes property owners, managers, and/or other security officers.

Oftentimes, bystanders may contaminate or corrupt unseen evidence (e.g. fingerprints, footprints, debris) that may be able to aid in the identification of suspects. Even law enforcement personnel keep high ranking members out of a crime scene unless investigators have established an entry log and ensured that their presence is necessary.

Explain to the property owners, managers, and/or victims that their entry into the crime scene could hinder the investigation. This includes the identification of suspects and/or the recovery of missing

items. Let them know that they are still vital to the investigation, but the scene itself needs to be preserved.

Security personnel should not attempt to access recorded video images until specifically directed to by law enforcement. In no case should ongoing recording be stopped once the crime has been discovered.

### II Prevent Removal of Evidence

Set up physical barriers or call upon others to assist with containment. Tape, ropes, and cones can assist in providing physical indicators of where persons should not access. If no supplies are available, use other possible witnesses or bystanders to assist in containment.

### III Chain of Custody

Unless necessary, do not touch anything. Sometimes, circumstances call for a security officer to handle evidence. This could happen if the security officer is trying to secure a room and has to touch a doorknob, or the securing of a weapon that is possibly dangerous to the proximity of the victim. If this happens, always document the time and location of the removal/tampering and inform the first law enforcement officer on scene. If you are turning evidence over to law enforcement, always document the time that turnover occurred as well as the law enforcement officer's information (name, badge number, department).

## 5.6 Secure Access to a Crime Scene

### I Set Up Perimeters

Whenever possible, request additional personnel or barricades to further assist law enforcement while the scene is processed. If enough personnel are available, encircle the scene and maintain an outer perimeter of approximately 25 feet or more.

Once the immediate crime scene has been secured, other areas of interest (surrounding corridors, walkways, likely entry points, etc.) should also be cordoned off to the extent possible until investigators arrive.

### II Maintain a Presence

Security officers should:

- Follow the directions of law enforcement
- Leave their post only when ordered to do so

- Be highly visible

Until relieved by management, or excluded by law enforcement, the property owners that have contracted the security services generally expect those services to be carried out. Being highly visible alerts the public, including any other would-be offenders, that security is on site and ready to deter any future criminal acts. Always refer to company policy and procedure.

### III Written Logs

A written log of anyone who enters the scene perimeter should be kept up until the point law enforcement arrive and take over the scene. The log should include the person's name, address, and telephone number and a brief description of when they entered and left the crime scene and what areas they may have disturbed. This log should include the names of people who originally discovered the crime, as well as any responding emergency personnel.

Advise anyone who may want to enter the crime scene that, by doing so, they may be subjecting themselves to requests from investigators to gather their fingerprints, hair samples, blood samples, clothing, shoes and other evidence.

### IV Media

Because of the nature of the scene and events that may have transpired, media may be present. Follow company policy regarding providing information or interviews to media personnel. If you are in doubt of the company policy regarding media communication, always default to saying nothing.

## 5.7 Witnesses

Occupations Code 1702.102 (b) states that a person licensed only as a security services contractor may not conduct an investigation other than an investigation incidental to the loss, misappropriation, or concealment of property that the person has been engaged to protect.

Field notes will assist the security officer to obtain the relevant information during any interviews. The questions asked should be limited to the 5 W's + 1 H:

- Who
- What
- When
- Where

- Why; and
- How

Refer back to Module 2 for assistance in this topic.

## 5.8 Post-Incident

Over the next day or two, (even if the incident was not particularly notable) think about what occurred. Ask yourself, “What did I do well?” and “What could I have done better?” If possible, meet with your supervisor and with co-workers who were also at the scene to review how the incident was handled. Don’t be overly critical of your actions, but be honest with yourself and other. The only way you can improve your performance in the future is to recognize the things that could have been handled better.

Long after law enforcement has left the scene, your duties are not finished. In the days, weeks, months, and sometimes even years that follow, you should be especially alert for any further suspicious activity. Due to your role, you likely know the area better than most people. It is not uncommon for criminals to return to the sites of their crimes to satisfy their own curiosity or to check on the progress of the investigation. It is also possible that initial investigators could have overlooked some piece of evidence that may not have seemed important at the time. Report all suspicious activity or newly discovered evidence promptly to investigators. Even the smallest detail could prove the key to cracking a case.

# 6 Situational Awareness

## 6.1 Chapter Training Objective

Upon the successful completion of this module, participants will be able to recognize the benefits of using their situational awareness.

## 6.2 Chapter Outline Details

1. Recognize the importance of situational awareness.
2. Review the need for identification of hazardous conditions within their assigned areas.
3. Identify the differences between “cover” and “concealment”.

## 6.3 Situational Awareness

Presence of mind may be described as the ability to correctly understand and assess events as they occur in complex, rapidly changing environments that can include an element or elements of danger. People have recognized the importance of this quality throughout history, particularly on the battlefield, but also in numerous other high stress circumstances wherever extreme pressure exists.

Situations can occur in an array of different locations, including, but not limited to:

- football fields,
- parking lots,
- music festivals, or
- on the street.

The ability to accomplish and exhibit presence of mind is an incalculable asset. This first requires perception and understanding, followed by the development of this skill. Some individuals adapt more quickly and readily than others to this new way of thinking. Once mastered, presence of mind gives an individual the ability to pay attention to rapidly changing details while maintaining composure.

A subset of presence of mind is situational awareness. This is the ability to comprehensively understand the circumstances someone finds themselves in. Situational awareness represents the part of presence of mind that deals with understanding the intentions and capabilities of adversaries, as well as other circumstances pertaining to an event.

You must observe the people that you encounter and be aware of the behaviors they are exhibiting. Be watchful for suspicious activity and other behaviors that may indicate an individual is in possession of a weapon or other item that could cause harm.

Pay attention and watch for things that are out of the ordinary. Some places that you might frequently pass through can include:

- hallways,
- restrooms,
- stairwells, and
- parking lots.

Because you will spend a large amount of time looking at these same areas, you might be tempted to get through them as quickly as possible. Do not get complacent and begin to zone out while working. If you are just going through the motions of checking off a checklist to comply with the client and/or facility rules, you may find yourself in a difficult or compromising situation and become overcome by an event.

If a person is in a difficult situation and has trouble thinking clearly, then that they must call upon previous mental training and regain his/her presence of mind. Usually, if a person is overcome by events and cannot recover immediately, failure is likely. This failure could be detrimental to you or others.

Remember your job is to observe, report, detect, and deter. It is imperative to remain focused and attuned to details at all times.

# I Awareness Levels

Jeff Cooper developed a system that describes the different possible levels of awareness based on color. Cooper's Color Codes of Awareness are divided into 5 possible categories:

- White – Officer is relaxed and unaware of what is going on around him/her and is unprepared for response.
- Yellow – Officer is relaxed but aware of who and what is around him/her; this is where an officer should primarily be.
- Orange – Officer has identified something of interest that may or may not prove to be a threat and is prepared to act.

- Red – What the officer has identified as a possible threat is proving to be a threat; make sure to maintain awareness of secondary dangers that may appear.
- Black – Panic mode; the officer doesn't react to a real threat or over-reacts to the threat.

# II Observational Skills

## a. Conditions and Circumstances

Officers should constantly evaluate their surroundings with attention to the following:

- nearest cover/concealment/escape routes
  - how close, what must be traversed to obtain
- weather conditions
  - snow, sleet, ice, rain, dust
- lighting
  - poor visibility, extreme glare
- terrain
  - water, mud, loose dirt or rocks, sloping conditions, high walls/fences/natural barriers
- distance
  - proximity to threats

  **Note:** Realistically, the farther a person is away from an attacker, the safer they are, so distance often equals assurance.

- hazards
  - animals, pitfalls, barriers, high voltage, chemicals, gases, water (current strength, drop-off's, etc.), hostile crowds

## b. Patrol Area Recognition

Should you have a specific patrol area, it will be important to learn the area well. Changes that you notice as you move about the area will help you be aware of incidents sooner and could help keep yourself and others to be safe should an emergency occur. A security officer conducting a patrol should:

- try to see everything there is to see, taking it in quickly and accurately,

- look for disturbances, disruptions, movement, or other clues that may be signs of danger, and
- catalog what is seen for future reference such as points of cover, concealment, entry and exit.

Effective observation can contribute significantly to crime prevention and criminal prosecution. Effective observation may also protect the officer or others from harm.

## 6.4 Hazardous Situations

To know what needs to be identified as a hazard, you need to look at factors from the past, present, and future.

When examining the past, you should look at:

- What the given set of factors were in the past, and what the given outcome was.
- If there had previously been an accident, what were the variables that lead up to it and what could have been changed?
- What areas of the site pose the biggest risk?

When examining the present, you should look at:

- Are there variables in the workplace now that could potentially hurt an individual?
- Is everyone following work safe practices?
- Has all the equipment been properly inspected and maintained?

When examining the future, you should look at:

- Given the set of factors right now, could they develop into a hazard into the future?
- What could happen?
- What variables are changing into a hazard?
- How do I protect others from future hazards?
- Predict how the current factors can change over time.
    - Human

- Equipment
- Weather
- Chemicals
- Electronics

When responding to critical information, you need to determine how you can best respond to the different information inputs you receive.

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

As soon as you can identify a hazard, you should attempt to fix it using actions that include:

- Communicating the hazard to others
- Eliminating the hazard all together
- If you are unable to resolve; identify who can (often law enforcement) and protect personnel and property until it is resolved
- After you complete the changes, re-evaluate them to ensure the problem is in fact eliminated and not just replaced with a new one.

# I Silhouetting or Backlighting

Lighting, or lack thereof, can create hazards for a security officer. Be aware of where light is located and what others can and cannot see.

Silhouetting or backlighting occurs when someone is standing in an exposed area, such as a doorway, when moving from a well-lit area to an area with less light. Minimizing the exposure time by utilizing the door frame and moving quickly through the “funnel” of the doorway reduces the security officer’s exposure to danger.

# II Type and Volume of Local Incidents

The officer should recognize the area/neighborhood/community in which they operate. Knowing the community will help you know what type of incidents occur and at what frequency. It is important to

know if gang activities occur and the symbols/signs of those gangs. This can help you to avoid dangerous confrontations and to notice minor activities that might have larger criminal implications.

### III Animals

Wildlife has the potential to cause significant issues for security officers, as well as those they are trying to protect. Stray dogs can become aggressive and attack. Rodents can chew through wiring and cause valuable security systems to fail. Many animals can spread disease to humans in the area. It is important that you take the time to note any animals in or around your patrol areas that might cause a problem. Should you see something that you believe will become an issue, you should follow your company's policies and procedures for handling the situation. This will likely involve contacting your supervisor or local animal control.

## 6.5 Cover and Concealment

Cover and concealment are important factors to be aware of in your environment. Should an emergency take place, (like an active attack) knowing where cover and concealment are and how they work will help keep you and those you protect safe.

### I Definitions

The concepts of cover and concealment are different yet complementary. They can be used singly or in concert with each other.

Cover: Any material that can reasonably be expected to stop the travel of a bullet fired from small arms such as handguns, shotguns, and rifles that provides an adequate level of protection from danger/injury

(e.g. brick walls, automobile engine). Cover is typically hardened, thick, bulky material.

Concealment: Hides you from view but without protection. Any object that prevents a person from seeing you is concealment. A thick bush, a closed set of window blinds, or a curtain all qualify as concealment.

### II Examples

#### a. Cover

Examples of cover you might typically find in or around your work area include:

- Brick walls/columns
- Vehicles (behind engine block)
- Utility poles

- Dirt embankments
- Concrete barriers (highways)
- Large tree trunks
- Large appliances

**Note:** It is wise to pop out from cover from different spots. When shooting from behind cover, if you pop out from the same spot continuously, it makes it easier for the attacker to hit you.

## b. Concealment

Examples of concealment you might find in or around your work area include:

- Shrubs/hedges
- Branches
- Wooden fences
- Sheetrock walls
- Vehicle doors
- Furniture

Remember, concealment refers to you not being seen. It does not protect you from incoming fire. Be sure and train to shoot from cover and concealment. Always be aware of what you can use as cover and concealment in your area; it will help keep yourself and those around you safe.

# 7 Use of Force

## 7.1 Chapter Training Objective

Upon the successful completion of this module, participants will be able to recognize how to properly use force as a security officer.

## 7.2 Chapter Outline Details

1. Define force and relevant terminology.
2. Identify the legal ability to use force relating to relevant statutes.
3. Describe how a security officer enters the force situation.
4. Identify elements of each of the five stations on the Use of Force Model.

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

## 7.3 Definitions

### I Force

Force can be used as both a noun and a verb. As a security officer, it is important to understand the word in all its contexts and to use force only when necessary.

#### a. Noun

- Strength or energy brought to bear, cause of motion or change, active power; moral or mental strength; capacity to persuade or convince.
- Violence, compulsion, or constraint exerted upon person or thing.
- The quality of conveying impressions intensely in writing or speech.

#### b. Verb

- To do violence to.
- To compel by physical, moral, or intellectual means.
- To make or cause through natural or logical necessity.
- To achieve or win by strength in struggle or violence.

- An aggressive act committed by any person which does not amount to assault and is necessary to accomplish an objective.
- Synonyms - compel, coerce, constrain, oblige.

### c. Reasonable or Necessary Force

Reasonable force or necessary force is the amount of lawful physical coercion sufficient to achieve a legitimate law enforcement objective and is objectively reasonable under the facts, circumstances, and alternatives confronting an officer at the time action is taken.

### d. Deadly Force

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

## II Seizure

Seizure means the restraint of property by a peace officer under Article 59.03(a) or (b) of this code, whether the officer restrains the property by physical force or by a display of the officer's authority and includes the collection of property or the act of taking possession of property.

## 7.4 Legality of Use of Force

The use of force is understandably restricted through many different pieces of legislation in order to protect citizens from abuse. These laws also serve to defend individuals from litigation by defining when the use of force is appropriate. As a security officer, you may experience situations where force is warranted. The following statutes explain the current perspective on the use of force starting with its grounding in the Constitution and Penal Code.

## I The United States Constitution

### a. 4th Amendment

The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no warrants shall issue, but upon probable cause, supported by oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized.

### b. 8th Amendment

Excessive bail shall not be required, nor excessive fines imposed, nor cruel and unusual punishments inflicted.

### c. 14th Amendment

All persons born or naturalized in the United States, and subject to the jurisdiction thereof, are citizens of the United States and of the State wherein they reside. No State shall make or enforce any law which shall abridge the privileges or immunities of citizens of the United States; nor shall any State deprive any person of life, liberty, or property, without due process of law; nor deny to any person within its jurisdiction the equal protection of the laws.

### d. Seizure of a Person

The United States Constitution spells out that the seizure of a person is an arrest. In United States v Mendenhall (1980), the Court held that a person is seized only when, by means of physical force or show of authority, his freedom of movement is restrained and, in the circumstances surrounding the incident, a reasonable person would believe that he was not free to leave.

### e. 42 USC Sec. 1983 – Federal Civil Rights Act

Every person who under color or any state statute, ordinance, regulation, custom, or usage, of any state or territory subjects or causes to be subject any citizen of the United States or other person within the jurisdiction thereof to the deprivation of any rights, privileges, or immunities secured by the Constitution and laws shall be liable to the party injured in an action at law, suit in equity, or other proper proceeding for redress.

## II Penal Code

### a. Protection of Persons

#### PC 9.02 – Justification as a Defense

It is a defense to prosecution that the conduct in question is justified under chapter 9. To prove justification, it must be beyond a reasonable doubt and not by a preponderance of evidence. The defense must prove the justification.

#### PC 9.03 – Confinement as Justifiable Force

Confinement is justified when force is justified by chapter 9 if the actor takes reasonable measures to terminate the confinement as soon as he knows he safely can unless the person confined has been arrested for an offense. Confinement as justified force does not apply to persons who have been confined due to an arrest.

## PC 9.04 – Threats as Justifiable Force

The threat of force is justified when the use of force is justified by chapter 9. For purposes of this section, a threat to cause death or serious bodily injury by the production of a weapon or otherwise, as long as the actor's purpose is limited to creating an apprehension that he will use deadly force if necessary, does not constitute the use of deadly force.

## PC 9.05 – Reckless Injury of Innocent Third Person

Even though an actor is justified under this chapter in threatening or using force or deadly force against another, if in doing so he also recklessly injures or kills an innocent third person, the justification afforded by this chapter is unavailable in a prosecution for the reckless injury or killing of the innocent third person.

## PC 9.06 – Civil Remedies Unaffected

The fact that conduct is justified under this chapter does not abolish or impair any remedy for the conduct that is available in a civil suit.

## PC 9.21 – Public Duty

Conduct is justified if the actor reasonably believes the conduct is required or authorized by law, by the judgment or order of a competent court or other governmental tribunal, or in the execution of legal process.

The other sections of this chapter control when force is used against a person to protect persons (Subchapter C), to protect property (Subchapter D), for law enforcement (Subchapter E), or by virtue of a special relationship (Subchapter F).

The use of deadly force is not justified under this section unless the actor reasonably believes the deadly force is specifically required by statute or unless it occurs in the lawful conduct of war. If deadly force is so justified, there is no duty to retreat before using it.

The justification afforded by this section is available if the actor reasonably believes:

- the court or governmental tribunal has jurisdiction or the process is lawful, even though the court or governmental tribunal lacks jurisdiction or the process is unlawful; or

- his conduct is required or authorized to assist a public servant in the performance of his official duty, even though the servant exceeds his lawful authority.

## PC 9.22 – Necessity

Conduct is justified if:

- the actor reasonably believes the conduct is immediately necessary to avoid imminent harm;
- the desirability and urgency of avoiding the harm clearly outweigh, according to ordinary standards of reasonableness, the harm sought to be prevented by the law proscribing the conduct

## PC 9.31 – Self-Defense

A person is justified in using force against another when and to the degree that the actor reasonably believes that the force is necessary to protect the other's use or attempted use of unlawful force. The actor's belief that the force was immediately necessary as described by this subsection is presumed to be reasonable if the actor:

- knew or had reason to believe that the person against whom the force was used:
  - unlawfully and with force entered, or was attempting to enter unlawfully and with force, the actor's occupied habitation, vehicle, or place of business or employment;
  - unlawfully and with force removed, or was attempting to remove unlawfully and with force, the actor from the actor's habitation, vehicle, or place of business or employment; or
  - was committing or attempting to commit aggravated kidnapping, murder, sexual assault, aggravated sexual assault, robbery, or aggravated robbery;
- did not provoke the person against whom the force was used; and
- was not otherwise engaged in criminal activity, other than a Class C misdemeanor that is a violation of a law or ordinance regulating traffic at the time the force was used.

The use of force against another is not justified:

- in response to verbal provocation alone;
- to resist an arrest or search that the actor knows is being made by a peace officer, or by a person acting in a peace officer's presence and at his direction, even though the arrest or search is unlawful, unless the resistance is justified under Subsection (c);

- if the actor consented to the exact force used or attempted by the other;
- if the actor provoked the other's use or attempted use of unlawful force, unless:
  - the actor abandons the encounter, or clearly communicates to the other his intent to do so reasonably believing he cannot safely abandon the encounter; and
  - the other nevertheless continues or attempts to use unlawful force against the actor.
- if the actor sought an explanation from or discussion with the other person concerning the actor's differences with the other person while the actor was:
  - carrying a weapon in violation of Section 46.02; or
  - possessing or transporting a weapon in violation of Section 46.05.

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

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

### Application of Self-Defense

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

## PC 9.32 – Deadly Force in Defense of Person

A person is justified in using deadly force against another:

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

The actor's belief under Subsection (a)(2) that the deadly force was immediately necessary as described by that subdivision is presumed to be reasonable if the actor:

- knew or had reason to believe that the person against whom the deadly force was used:
  - unlawfully and with force entered, or was attempting to enter unlawfully and with force, the actor's occupied habitation, vehicle, or place of business or employment;
  - unlawfully and with force removed, or was attempting to remove unlawfully and with force, the actor from the actor's habitation, vehicle, or place of business or employment; or
  - was committing or attempting to commit an offense described by Subsection (a)(2)(B);
- did not provoke the person against whom the force was used; and
- was not otherwise engaged in criminal activity, other than a Class C misdemeanor that is a violation of a law or ordinance regulating traffic at the time the force was used.

A person who has a right to be present at the location where the deadly force is used, who has not provoked the person against whom the deadly force is used, and who is not engaged in criminal activity at the time the deadly force is used is not required to retreat before using deadly force as described by this section.

For purposes of Subsection (a)(2), in determining whether an actor described by Subsection (c) reasonably believed that the use of deadly force was necessary, a finder of fact may not consider whether the actor failed to retreat.

> **Note:** It is possible to follow this correctly and still face consequences. If deadly force is justified and a court finds your actions necessary, that does not mean that you cannot and will not be held civilly.

### Application of Deadly Force

Due to the extreme nature of deadly force, it is important to know when and why to use it. It should always be viewed as a final resort when dealing with another individual.

## PC 9.33. – Defense of a Third Person

A person is justified in using force or deadly force against another to protect a third person if:

- under the circumstances as the actor reasonably believes them to be, the actor would be justified under Section 9.31 or 9.32 in using force or deadly force to protect himself against the unlawful force or unlawful deadly force he reasonably believes to be threatening the third person he seeks to protect; and
- the actor reasonably believes that his intervention is immediately necessary to protect the third person.

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

### PC 9.34 – Protection of Life or Health

A person is justified in using force, but not deadly force, against another when and to the degree he reasonably believes the force is immediately necessary to prevent the other from committing suicide or inflicting serious bodily injury to himself.

**Note:** An example of this would be tackling someone away from the edge of a bridge to prevent them from jumping.

A person is justified in using both force and deadly force against another when and to the degree he reasonably believes the force or deadly force is immediately necessary to preserve the other's life in an emergency.

**Note:** An example of the application for this would be if you observe a person beating on another person causing serious bodily injury or possibly attempting to kill the other person. At that point you may use force to preserve the life of the other person. If you do not act immediately a person could lose their life or suffer serious bodily injuries.

## b. Protection of Property

### PC 9.41 – Protection of One's Own Property

A person in lawful possession of land or tangible, movable property is justified in using force against another when and to the degree the actor reasonably believes the force is immediately necessary to prevent or terminate the other's trespass on the land or unlawful interference with the property.

A person unlawfully dispossessed of land or tangible, movable property by another is justified in using force against the other when and to the degree the actor reasonably believes the force is immediately necessary to reenter the land or recover the property if the actor uses the force immediately or in fresh pursuit after the dispossession and:

- the actor reasonably believes the other had no claim of right when he dispossessed the actor; or
- the other accomplished the dispossession by using force, threat, or fraud against the actor.

## PC 9.42 – Deadly Force to Protect Property

A person is justified in using deadly force against another to protect land or tangible, movable property:

- if he would be justified in using force against the other under Section 9.41; and
- when and to the degree he reasonably believes the deadly force is immediately necessary:
  - to prevent the other's imminent commission of arson, burglary, robbery, aggravated robbery, theft during the nighttime, or criminal mischief during the nighttime; or
  - to prevent the other who is fleeing immediately after committing burglary, robbery, aggravated robbery, or theft during the nighttime from escaping with the property; and
- he reasonably believes that:
  - the land or property cannot be protected or recovered by any other means; or
  - the use of force other than deadly force to protect or recover the land or property would expose the actor or another to a substantial risk of death or serious bodily injury.

## PC 9.43 – Protection of Third Person's Property

A person is justified in using force or deadly force against another to protect land or tangible, movable property of a third person if, under the circumstances as he reasonably believes them to be, the actor would be justified under Section 9.41 or 9.42 in using force or deadly force to protect his own land or property and:

- the actor reasonably believes the unlawful interference constitutes attempted or consummated theft of or criminal mischief to the tangible, movable property; or
- the actor reasonably believes that:
  - the third person has requested his protection of the land or property;
  - he has a legal duty to protect the third person's land or property; or

- the third person whose land or property he uses force or deadly force to protect is the actor's spouse, parent, or child, resides with the actor, or is under the actor's care.

### PC 9.44 - Use of Device to Protect Property

The justification afforded by Sections 9.41 and 9.43 applies to the use of a device to protect land or tangible, movable property if:

- the device is not designed to cause, or known by the actor to create a substantial risk of causing, death or serious bodily injury; and
- use of the device is reasonable under all the circumstances as the actor reasonably believes them to be when he installs the device.

## c. Arrest and Search

CCP Art. 14.01. OFFENSE WITHIN VIEW. (a) A peace officer or any other person, may, without a warrant, arrest an offender when the offense is committed in his presence or within his view, if the offense is one classed as a felony or as an offense against the public peace.

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

### PC 9.51 - Arrest and Search

(a) A peace officer, or a person acting in a peace officer's presence and at his direction, is justified in using force against another when and to the degree the actor reasonably believes the force is immediately necessary to make or assist in making an arrest or search, or to prevent or assist in preventing escape after arrest, if:

- the actor reasonably believes the arrest or search is lawful or, if the arrest or search is made under a warrant, he reasonably believes the warrant is valid; and
- before using force, the actor manifests his purpose to arrest or search and identifies himself as a peace officer or as one acting at a peace officer's direction, unless he reasonably believes his purpose and identity are already known by or cannot reasonably be made known to the person to be arrested.

(b) A person other than a peace officer (or one acting at his direction) is justified in using force against another when and to the degree the actor reasonably believes the force is immediately necessary to make or assist in making a lawful arrest, or to prevent or assist in preventing escape

after lawful arrest if, before using force, the actor manifests his purpose to and the reason for the arrest or reasonably believes his purpose and the reason are already known by or cannot reasonably be made known to the person to be arrested.

A peace officer is justified in using deadly force against another when and to the degree the peace officer reasonably believes the deadly force is immediately necessary to make an arrest, or to prevent escape after arrest, if the use of force would have been justified under Subsection (a) and:

- the actor reasonably believes the conduct for which arrest is authorized included the use or attempted use of deadly force; or
- the actor reasonably believes there is a substantial risk that the person to be arrested will cause death or serious bodily injury to the actor or another if the arrest is delayed.

A person other than a peace officer acting in a peace officer's presence and at his direction is justified in using deadly force against another when and to the degree the person reasonably believes the deadly force is immediately necessary to make a lawful arrest, or to prevent escape after a lawful arrest, if the use of force would have been justified under Subsection (b) and:

- the actor reasonably believes the felony or offense against the public peace for which arrest is authorized included the use or attempted use of deadly force; or
- the actor reasonably believes there is a substantial risk that the person to be arrested will cause death or serious bodily injury to another if the arrest is delayed.

There is no duty to retreat before using deadly force justified by Subsection (c) or (d).

Nothing in this section relating to the actor's manifestation of purpose or identity shall be construed as conflicting with any other law relating to the issuance, service, and execution of an arrest or search warrant either under the laws of this state or the United States.

Deadly force may only be used under the circumstances enumerated in Subsections (c) and (d).

## PC 9.52 - Prevention of Escape from Custody

The use of force to prevent the escape of an arrested person from custody is justifiable when:

- the same force could have been employed to effect the arrest under which the person is in custody, or
- or a guard at correctional facility or peace officer may use force, including deadly force, to prevent the escape of a person from a correctional facility.

# III Force Not Justified

Force is not justified:

- In response to verbal provocation alone.
- To resist arrest or search by a peace officer (unless the officer uses greater force than necessary, and the suspect believes force is necessary to protect himself).
- If the actor consented to the act (unless consent is withdrawn).
- If the actor provoked the other's use or attempted use of unlawful force.
- If the actor sought communication with the other person concerning the actor's differences while carrying a weapon.

# IV Determining Liability in Court

Courts may find law enforcement, security officers, or private citizens to be personally liable for using excessive force. Factors that may be considered in determining liability include:

- Reasonable force may be used to effect an arrest when an officer has probable cause for that arrest. The 4th Amendment limits the level of force that may be used to reasonable force.
- Reasonableness is based on individual facts and circumstances of the situation.
- The need for force will be evaluated; the feasibility or availability of alternatives are considerations.
- Motivation for the force will be evaluated; whether the force was used to maintain or gain control or to harm will be considered.
- The extent of injury inflicted will be evaluated; minor injuries may be relegated to state court as a tort suit rather than as a Section 1983 cause.
- The nature of the offense in which control was lost.
- The actions of third parties who were present.
- If an emergency situation existed.
- The behavior of the person against whom force was used.

- The physical size, strength, and weaponry of the arrestee.
- The known character of the arrestee.

In general, an action is unreasonable if a reasonable person in similar circumstances would recognize the act as involving a risk of harm and a risk of such magnitude as to outweigh the utility of the act or the manner in which it was done. If a security officer's conduct in discharging their firearm creates a danger recognizable as such by a reasonable person, they will likely be held accountable to others as the proximate result of his conduct.

## 7.5 The Use of Force Model

Use of force varies considerably, especially the wide gap between empty hand control (no weapons) and lethal/deadly force among different agencies and jurisdictions.

The reasonableness of any use of force is determined by assessing the totality of the circumstances that led to the need to use force. Officers respond with a level of force appropriate to the resistance, acknowledging that the officer may move from one part of the model to another in a matter of seconds. An example of a use of force model follows this progression:

1. Presence - Command Presence and Verbal Commands
2. Non-Threatening Resistance - Empty Hand Control, Escorts, etc.
3. Threatening Resistance - Non-Lethal Weapons, Strikes, etc.
4. Lethal Force/Deadly Force - All Tools

Excessive control results when the level of force is unreasonably greater than the subject's level of resistance, potentially causing preventable injury. The force used should be no more than a reasonable officer would use under the total circumstances of the situation.

**Note:** Most security companies have their own policy and procedures pertaining to use of force situations. There is no universally accepted standard set mandated by the Texas Department of Public Safety. The information included in this module is considered a best practice. Always refer to your company's policies and procedures concerning escalating series of actions an officer can take.

What level you actually enter into the use of force model is dictated by circumstances of the situation. When considering the totality of the circumstances, you should be aware of the following:

- size and strength of the individual;
- if the person has access to weapons;

- does the person appear to be under the influence of alcohol or drugs;
- potential for injury to others, officers, or the location; and
- your environment.

# I Arrests

Any individual may, without a warrant, arrest a person committing a felony, a breach of the peace within their view, or to prevent the consequences of theft. Although a security officer is allowed to do so according to the CCP verbiage, you should always refer to the company's policies and procedures.

While making an arrest, all reasonable means are permitted to be used to effect it. No greater force, however, shall be resorted to than is necessary to secure the arrest.

You should consider the totality of the circumstances when making an arrest. You should be actively attempting to calm the situation and lower the level of force necessary in order to complete an arrest. In response to an incident, a security officer enters the force model at the level appropriate to the resistance.

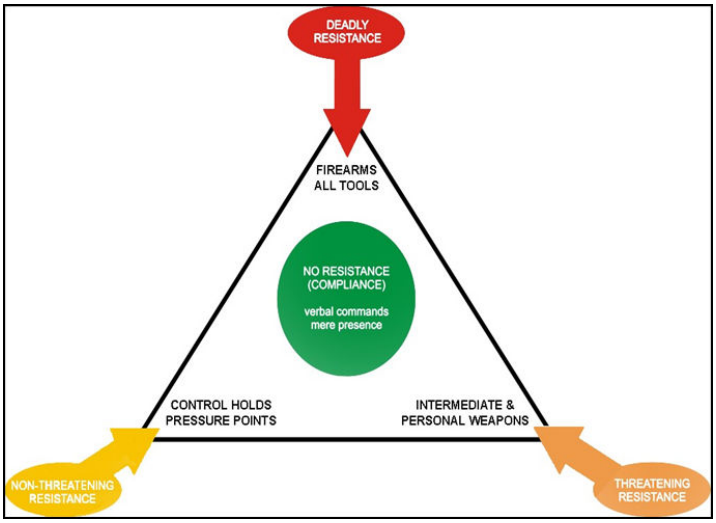
Your safety, and the safety of others, must always be the number one priority. If there is a situation that will possibly lead to an arrest, immediately call your local law enforcement.

If you witness a situation that could escalate to the point where an arrest is deemed the best course of action, you should immediately call your local law enforcement agency. It is important to remember that just because the Code of Criminal Procedure says you can make a citizen's arrest for a felony in your view or a breach of the peace, you are not required to make an arrest and should always defer to your company's policies and procedures.

# II Dynamic Resistance Response Model

The Dynamic Resistance Response Model (DRM) is adopted by the Department as its use of force model directly related to suspects' behavior. The DRM is based upon the presumption that private security personnel seek compliance in all cases, and the goal of the DRM is to bring every confrontation to a compliant resolution. In the DRM, it is the suspect's behavior that determines the use of force. The Dynamic Resistance Response Model (DRM) by Chuck Joyner and Chad Basile seen in Figure 7.1.

**Figure 7.1: Dynamic Resistance Response Model**




The DRM emphasizes that the individual's level of resistance determines the officer's response and delineates suspects into one of four categories: non-resistant (compliant), non-threatening resistant, threatening resistant, and deadly resistant.

## a. Non-Resistant (Compliant)

Suspects who do not resist, but follow all commands, are compliant. Only a security officer's presence and verbal commands are required when dealing with these individuals; no coercive physical contact is necessary.

## b. Non-Threatening Resistance

Non-threatening resistance refers to a suspect who fails to follow commands and whose actions are neutral or defensive; the officer does not currently feel threatened by their actions. Usually, this manifests when the subject isn't following your commands, but is also not doing anything that causes you to feel physically threatened.

The courts have repeatedly ruled that it is the officer's perception of the threat that is important. If the officer does not feel physically threatened, they are not allowed to use pepper spray, a baton, or any other intermediate weapon. Reasonable responses to gain compliance from subjects displaying non-threatening resistance include the use of "empty hand techniques" such as escort techniques, pressure points, joint manipulation, control holds, and take-downs.

## c. Threatening Resistance

Threatening resistance refers to when an officer feels threatened by the suspect's actions. An officer must respond with a level of force to stop, eliminate, or control the threat. Justified responses include the use of personal weapons (hands, fists, feet), batons, and pepper spray. If the officer believes the subject's behavior is physically threatening to themselves or another person, then the officer is justified in using personal or intermediate weapons.

Through training and experience, a security officer might be able to see indicators of a threat before the suspect has attacked. The officer needs to make sure to document the perception of threat to protect themselves.

For example, the subject may assume a fighting stance, clearly indicating their intention to fight. This would be classified as threatening resistance, even though an actual attack has not yet been launched.

Another example could be a verbal assault with clearly communicated threats to commit harm. It is reasonable for the officer to feel threatened under these circumstances and this would be considered threatening resistance.

## d. Deadly Resistance

An individual exhibiting deadly resistance will seriously injure or kill the officer or another person if immediate action is not taken to stop the threat. The officer is justified in using force, including deadly force, reasonably necessary to overcome the offender and effect custody.

For each of the four suspect categories, officers have all of the tools in the preceding categories available. In each instance, officers should constantly give commands to the suspect if doing so does not jeopardize safety.
Remember, the suspect's level of resistance is responsible for the determination of the level of force (response) utilized by security officers.

## 7.6 Force Response to Resistance

As you assess the situations you find yourself in using the DRM, it is important to know what types of force can and should be used. This is often examined through the use of force model that corresponds with the types of resistance you might experience. Remember to always consider your company's policies and procedures when it comes to use of force.

### I Presence

Without saying a word, the mere presence of a security officer can deter an individual or diffuse a potential situation by the simple use of body language and gestures. At this level, gestures should be non-threatening and professional. Usually, the professionalism and physical presence of a security officer is enough to prevent a situation from escalating. This is often the best way to resolve most situations that you will encounter.

*Example: If you come across someone who appears to be trespassing, you could approach them and ask if they need help. The individual could simply be lost and have accidentally entered the area without realizing they shouldn't be there. If they are there intentionally, often your physical approach will be enough to make them leave. They may not have realized that someone was watching the area when they entered or decided to trespass.*

### II Verbal Commands

The use of voice commands, together with the officer's presence, is usually enough to gain compliance from most subjects. The right combination of words, tone, and body language can de-escalate a tense situation and prevent the need for a physical altercation. Training and experience improve the ability of an officer to communicate effectively with everyone he/she comes in contact with.

You have been given a certain authority to enforce society's rules. Therefore, you must act and speak with authority. You can gain the confidence to perform these actions appropriately through your knowledge of the law and your ability to do what is right. You must use the right words for the situation at hand and at the right time. You must be able to communicate skillfully under pressure, such as when dealing with:

- People who do not want to talk or listen
- Emotionally charged individuals
- Dangerous circumstances
- Being watched by others
- People who dislike or distrust security officers

Security officers are safer and more effective when they use communication skills to their tactical advantage. It's always best to start out calm but firm and non-threatening. Your choice of words and intensity can be increased as necessary, or you can use short and direct commands in more serious situations. You may typically use suggestions, advice, or directions continuing through to loud, repetitive commands in conjunction with facial expressions, stance, and eye contact to achieve the desired results at this level.

Unless you are trying to take control of an already physical or dangerous situation, issuing stern verbal commands won't de-escalate the situation. The goal is always to obtain voluntary compliance and resolve a situation without the use of force.

## a. Verbal Appeals

Types of effective verbal appeals include:

- Ethical appeal
  - Based upon position as a professional officer.
  - Assures the other person.
  - Persuades others of your desire for a positive outcome.
  - This appeal is useful when dealing with people who are upset and highly emotional.
- Rational appeal
  - Based on use of reasoning.
  - Appeal to common sense, good judgment, or community standards.
  - Shows that solution is reasonable and most likely to produce results.
  - This appeal is valuable when dealing with people who have a strong sense of right and wrong.
- Practical appeal
  - Based on an urgent need to change a particular circumstance.
  - Ignores long-term consequences.
  - It is a short-term solution.
  - Adapts yourself and persuades the other person that you are like them.
  - Based on the beliefs and value system of the person.
- Personal appeal
  - Based on addressing person's needs and desires.
  - Sets aside own personal values.

- This type of appeal works well with headstrong people who insist on getting their own way.

### b. Redirecting Behavior

Tools that can be used to redirect an individual's behavior as part of verbal commands:

- Listen
  - Sort the real problem from the symptoms of the problem.
  - Determine priorities you must respond to.
  - Determine context of the event.
- Empathize
  - Understand the other person's state of mind.
  - See through the eyes of the other person.
- Ask
  - Use questions to gain control by causing others to report to you.
  - Use questions to direct attention away from the problem.
  - Demonstrates concern.
  - Paraphrase
  - Repeat what you have learned in your own words.
  - Forces other person to stop talking and listen.
  - Helps to ensure that the officer understands situation.
  - Summarize
  - Allows the officer to conclude the situation.
  - State the resolution clearly.

## III Empty Hand Control

Reasonable responses to gain compliance from subjects displaying non-threatening resistance include the use of "empty hand techniques" such as escort techniques, pressure points, joint manipulation, control holds, and take-downs. Empty hand control is characterized by a level of force that has a low probability of causing soft connective tissue damage or bone fractures. This technique may be very effective in controlling a passive resistance physical or actively resisting subject. This would include joint manipulation techniques and applying pressure to pressure points.

> **Note:** The use of handcuffs is only allowed if you are committing a citizen's arrest. Always refer to company policies and procedures concerning the use of handcuffs so that you do not commit an unlawful arrest

If you have not been trained by a DPS-approved class or curriculum and have documentation as to the training you completed, do not attempt the technique. If someone (including you) gets hurt, you can be held responsible, both civilly and/or criminally.

Officers utilizing empty hand control should consider the totality of the circumstance including, but not limited to:

- The potential for injury to the officer(s) or others if the technique is not used.
- The potential risk of serious injury to the individual being controlled.
- The degree to which the pain compliance technique may be controlled in application according to the level of resistance.
- The nature of the offense involved.
- The level of resistance of the individual(s) involved.
- The need for prompt resolution of the situation.

As with all levels in the use of force model, the application of technique shall be discontinued once the officer determines that compliance has been achieved.

> **Note:** It is always better to not lay hands on a person. Remember that if you have not received proper training in these techniques, you should not attempt them.

# IV Personal Weapons/Non-Lethal Weapons

Reasonable responses to mitigate threatening resistance include the use of personal weapons (arms, legs, hands, fists, feet), as well as intermediate weapons such as impact weapons and chemical spray. These techniques are characterized by an amount of force that would have a high probability of causing soft connective tissue damage or irritation of the skin, eyes, mucus membranes, or bone fractures.

Expandable batons, batons, OC chemical sprays, and stun guns are considered hard intermediate weapons. Impact weapon techniques are designed to impact muscles, arms, and legs.

Intentionally using an impact intermediate weapon on the head, neck, groin, kneecaps, or spine would be classified as deadly or lethal force.

## V Lethal Force/Deadly Force

Lethal force/deadly force is characterized by the application of force with a high probability of causing death or serious bodily injury.

Serious bodily injury includes unconsciousness, protracted or obvious physical disfigurement, or protracted loss of or impairment to the function of a bodily member, organ, or the mental faculty.

A firearm is the most widely recognized lethal or deadly force weapon. Other force might also be considered deadly force if the officer reasonably anticipates and intends that the force applied will create a substantial likelihood of causing death or very serious injury. For example, an automobile or weapon of opportunity could also be defined as a deadly force utility. Deadly force can be a strike to someone's face resulting in a broken nose and permanent disfigurement, a kick to the groin, a kick to the knee, or other aggressive strikes. Most strikes to targets that are not major muscle groups can lead to breaks and serious or permanent injury and are considered to be deadly force.

A non-commissioned security officer is not allowed to carry firearms. A commissioned security officer is allowed to carry a firearm after successfully completing the required training and demonstrating firearm proficiency. In all instances it is important to remember that there are other weapons, including your own body, that can be considered lethal. If you are forced into a situation where you must defend yourself and others, remember that your actions will be examined from this perspective.

# 7.7 References

Basile, C.; Joyner, C. (2007, September). The Dynamic Resistance Response Model: A Modern Approach to the Use of Force. *FBI Law Enforcement Bulletin*, 76(9), 15-20.

Global Security. (2019, September 11). *The Pool Is Closed For A Reason* [Video]. YouTube. https://www.youtube.com/ watch?v=YnMkSXte_5Y

# 8 Conflict Resolution

## 8.1 Chapter Training Objective

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

## 8.2 Chapter Outline Details

1. Define the terms relevant to effective communication.
2. Identify the components of the critical decision-making model and how it may help a security officer overcome conflict.
3. Identify the benefits of conflict resolution skills.

## 8.3 Communication

One of the most effective ways to resolve conflict is to practice good communication. Some of the basic ideas that were previously covered will apply in these situations as well. Keep in mind the concept of speaking clearly, as well as using proper grammar to ensure that you are understood. The following skills will greatly assist you in your attempts to de-escalate the conflicts you encounter.

### I Critical Thinking

The intellectually disciplined process of actively and skillfully conceptualizing, applying, analyzing, synthesizing, and/or evaluating information gathered from, or generated by, observation, experience, reflection, reasoning, or communication, as a guide to belief and action.

### II Respect

Respect can be seen as maintaining a sensitivity for others and a general politeness. It is very likely that you will interact with a diverse population while at your post. When possible, security officers should provide the opportunity for others to have a voice before implementing decisions. By showing respect for others, you are more likely to obtain the ultimate goal of voluntary compliance.

### III Legitimacy

Your legitimacy as a security officer leads to your right to maintain social order, manage conflicts, and solve problems in your assigned areas. Ultimately this is impacted by three key factors:

- Public trust and confidence
- Community acceptance of authority
- Appropriateness

Legitimacy denotes the extent to which a security company or security officer is perceived as morally just, honest, and worthy of trust and confidence. Without demonstrating legitimacy, most conflict becomes even harder to resolve in a positive way.

### IV Transparency

Openness about what rules and procedures are in place to conduct security-related affairs assists in facilitating the belief that decision-making procedures are neutral.

### V Fairness

Displaying honesty, empathizing, and communicating clearly with others. Treating people fairly develops trustworthiness toward the security officer within the individual, business, or public that they serve.

## 8.4 Introduction to the Critical Decision-Making Model

Traditional training has taught security officers to respond immediately, give commands, take charge of the situation, hold your ground, and end the situation quickly to be able to move on to any potential next issue. This is a culture of speed.

This approach often gave the appearance of working in the past. However, security officers today are working harder to:

- de-escalate situations with defiant, non-compliant, and sometimes disrespectful public;
- build a greater awareness of the sizable number of people who are suffering from mental illness or behavioral crisis—people who do not respond to commands; and
- interact effectively with bystanders recording the actions that are taken.

These ideas mainly impact peace officers, though they still apply to those in the security officer profession.

### I Critical Decision-Making Model

For decades, specialized law enforcement tactical units, such as SWAT, have employed critical thinking and decision-making processes to guide their unique, often dangerous work. Prior to taking action, these teams typically take the time to collect and analyze information, assess risks and threats, consider contingencies, and then act and review. Most experienced SWAT members would consider it reckless to approach an assignment without first taking these steps.

If this type of critical thinking process works for specialized tactical units, it can also be used by security officers. If security officers have a structured, easy-to-use decision-making process to follow, and can

combine that with tactical concepts such as distances, cover, and time, they will be able to more effectively and safely resolve many types of critical incidents.

The Critical Decision-Making Model (CDM) (Figure 8.1) is based largely on the United Kingdom's National Decision Model (NDM) and concepts from other models such as the Scanning Analysis Response Assessment (SARA) model. Like the NDM and SARA models, the CDM is a logical, straightforward, and ethically based thought process that is intended to help officers manage a range of incidents effectively and safely. The CDM provides security officers with an organized way of making decisions about how they will act in any situation, including situations that may involve uses of force.

**Figure 8.1: Critical Decision-Making Model © 2019 Police Executive Research Forum**

**Note:** For the purposes of security officers, the step above that references "Consider police powers and agency policy" would be "Consider security officer company policy and procedures."

# II Key Principles

At the center of the CDM is an ethical core that provides grounding and guidance for the entire process. The four key principles of the CDM are as follows:

- Ethics
- Values of the company
- Proportionality
- Sanctity of human life

Each principle informs and guides security officers throughout the five steps. Everything you do within the CDM must support the ideals in the center, and no action can contradict those standards.

# III Five Steps of the CDM

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

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

## a. Step 1—Collect Information

The logical first step in the process is for you to gather information and intelligence, a process that begins as security officers are heading toward the incident. During this step, you must ask yourself and others a series of key questions. It is important to remember that while the collection of information represents the beginning of the process, it is not a one-time activity in the CDM. Information gathering is ongoing, and new information is collected continuously to help inform the other steps in the process.

Security officers should ask themselves the following:

- What do I know so far about this incident?
- What else do I need to know?
- What does my training and experience tell me about this type of incident?

Security officers should ask others (fellow security officers, supervisors, computer networks) the following:

- What more can you tell me about this incident?
  - Circumstances that prompted the call
  - Individuals on the scene/the physical environment
  - Presence of weapons
  - Presence of bystanders, including children
  - Mental health/substance abuse issues

- What more can you tell me about previous incidents involving this location or the person(s) who are involved?

## b. Step 2—Assess the Situation, Threat, and Risks

This step typically begins as you are responding to the incident and are evaluating what you are being told by others. That is the time when you will begin considering "what if" scenarios in your mind. The assessment step shifts into high gear as you arrive on scene and can visually begin to gauge threats and risks.

During this step security officers should ask themselves:

- Do I need to take immediate action?
- What is the threat/risk, if any?
- What additional information do I need?
- What could go wrong, and how serious would the harm be?
- Am I trained and equipped to handle this situation by myself?
- Does this situation require a law enforcement response to provide additional planning and coordination?
- Would law enforcement need additional resources (e.g., other less-lethal weaponry, specialized equipment, other units, security officers specially trained in mental health issues)?

Security officers should also request that others:

- Provide additional information, as needed.

- Respond to the scene, as needed.
- Provide the additional equipment or resources needed.

The first question in this step is noteworthy: “Do I need to take immediate action?” The CDM does not prevent or restrict security officers from taking immediate action if that is what the circumstances dictate. In these situations, security officers would “spin” through the rest of the model in a matter of seconds, determine the best course of action, and then act immediately. If the answer to this question is, “No, I do not need to take immediate action,” then you can go through the CDM at a more deliberate pace. The CDM can be “spun” as quickly or as deliberately as circumstance dictate and security officers can always take immediate action if that is appropriate.

## c. Step 3—Consider Security Officer Powers and Company Policy and Procedures

This step represents an important self-check of security officers’ knowledge and understanding of statutes and risks involved to respond accordingly. In addition to considering your options to act, you must think about what your company’s policies say about the situation. For example, a security company’s policy may place restrictions, beyond what is allowed by law, engaging in vehicle or foot pursuits, or using less-lethal options in certain situations. These internal policies must be considered at this stage before specific options are identified and actions taken.

During this step, security officers should ask themselves:

- What company policies control my response?
- Are there other issues I should think about?
- Am I justified to take action here?
- Is a citizen’s arrest appropriate and allowed by company policy?

## d. Step 4—Identify Options and Determine the Best Course of Action

Using the information and assessment from earlier steps, security officers now begin to narrow their options and determine the best course of action. Again, part of this step is to determine if you have enough information and resources, as well as a compelling interest, to act immediately or if you should hold off, possibly to gather more information and resources.

During this step, security officers should ask themselves:

- What am I trying to achieve?
- What options are open to me?
- What contingencies must I consider if I choose a particular option?
- How might the subject respond if I choose a particular option?
- Is there a compelling reason to act now, or can I wait?
- Do I have the information and resources I need to act now?

Then, security officers should select the best course of action keeping in mind:

- The greatest likelihood of success and the least potential for harm.
- How proportional the response will be, given the risk/threats posed by the subject and the totality of the circumstances.
- The safety of the public, security officer safety, and the sanctity of all life.

**Note:** (Remember the DRM and Use of Force Model referenced in Module 7)

### e. Step 5—Act, Review, and Re-assess

In this step, security officers execute the plan, evaluate the impact, and determine what more, if anything, they need to do. You should execute the plan, then ask yourself:

- Did I achieve the desired outcome?
- Is there anything more I need to consider?
- What lessons did I learn?

If the incident is not resolved, then you should begin the Critical Decision-Making Model again, starting with the collection of additional information and intelligence.

## 8.5 Benefits of Conflict Resolution

Achieving conflict resolution by following the CDM is helpful in a wide range of events. It will be especially valuable in helping you manage those critical incidents you are trying to impact the most—i.e., situations involving subjects who either are unarmed or have an edged weapon, rock, or similar weapon. It can also be beneficial with incidents involving persons who are experiencing a mental health crisis or who are behaving

erratically because of a developmental disability, a mental condition (such as autism), substance abuse, or other conditions.

These skills are critically important when you are called on to respond to especially difficult, complex, or high-risk incidents. Security officers who have used decision models speak of developing "muscle memory" in making critical decisions through everyday practice.

There are benefits to using the CDM, including that it:

- Organizes the decision-making process;
- Assists you in making better decisions;
- Helps you make better decisions up front—a reminder to not skip crucial steps in decision-making and to continually re- evaluate the situation; and
- Helps to explain your decisions later on—to supervisors, investigators, and in court, which lends credibility to your testimony.

## 8.6 References

Scriven, M & Paul, R. (1986). Defining Critical Thinking: A draft statement for the National Council for Excellence in Critical Thinking.

"Critical Decision-Making Model," Standard 2, De-Escalation Mandate Abstract Update 12-18, December 2018 edition, Austin, TX: Texas Commission on Law Enforcement, 2018, 4—5.

U.S. Department of Justice. Community Oriented Policing Services. (2001). Community Policing Resources: SARA Model Approach to Problem Solving

Whimbey, Arthur & Lochhead, Jack. (1986). Problem solving and comprehension (4th ed.), pp.25-27

# 9 Defensive Tactics

## 9.1 Chapter Training Objective

Upon the successful completion of this module, participants will be able to recognize the basics of defensive tactics

## 9.2 Chapter Outline Details

1. Identify the ABC's of Defensive Tactics.
2. Identify the important basics of defensive tactics including:
    - Stances
    - Compliance Techniques
    - Striking Techniques
    - Joint Lock and Grounding Techniques
    - Weapon Retention

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

## 9.3 ABC's of Defensive Tactics

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

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

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

### I Awareness

A security officer should maintain constant vigilance in order to detect threatening situations and to avoid becoming a victim to aggressive acts. Observe body positioning, gestures, voice, tone, volume, and indications that physical altercation may be looming. Situational awareness can assist the security officer in responding appropriately to diffuse or avoid harmful actions.

### II Barrier

By recognizing natural barriers, a security officer may prevent aggression simply by positioning him or herself beyond reach from aggression or assault. Absent the presence of physical barriers, the security

officer should pay attention to balance, stance, and personal barriers (hands, arms) in order to deter a physical assault.

## III Counter

Should an attack be initiated against a security officer, reasonable tactics should be employed to overcome or offset the attack.

# 9.4 Basics in Defensive Tactics

Brute force vs. brute force generally goes in favor to the stronger person. With a size and weight advantage, you may be able to overcome an attack. If you are smaller than the aggressor, you should try to disrupt the balance of the aggressor. You can use the aggressor's size against them through the proper use of movement.

You can deliver force in a way to stun the aggressor by knowing where to target. This can leave the aggressor temporarily unable to continue hostile acts. In the worst-case situation, you may decide to focus your force against a single limb or joint to counter incoming aggressive acts.

## I Stances

### Interview Stance

You should use the interview stance whenever speaking with someone. This stance allows you to move to a combat-ready stance quickly, should you believe that an attack is imminent. Positioning for the interview stance (Figure 9.1) is as follows:

- Stand at approximately a 45° angle, slightly off center of the person to whom you are speaking.
- Keep your hands in front of you and above the waistline; do not interlace your fingers.
- Place your feet comfortably, keeping them approximately shoulder-width apart.
- Set your strong foot back slightly to protect your firearm.

Maintain a minimum distance of approximately 6.5 feet from the person to whom you are speaking. This distance will provide you with enough time to react to defend yourself, if necessary. For the purpose of this course, this distance will be referred to as the reactionary gap.

**Figure 9.1:** Interview stance

Remember that your body language sends a message. This stance is not aggressive, closed off, or unapproachable. It is simply used to allow you the best chance to respond quickly to protect yourself and others.

## a. Combat Ready Stance

**Note:** The combat-ready stance is also referred to as the defensive stance.

Once you detect aggression, immediately move into the combat-ready stance. The combat-ready stance allows you to counter any attack that you may encounter. Positioning for the combat-ready stance (Figure 9.2) is as follows:

- With your strong foot, take a small step to the rear and lower your center of gravity.
- Put your arms out in front of you, just below eye level, with the elbows bent slightly.
- Your hands should be open, with the palms facing downward and the fingers and thumb not spread out.
- Your support hand should be slightly ahead of your strong hand.
- Your feet should still be at least shoulder width apart, with your toes pointed toward the perceived threat.

**Figure 9.2:** Combat-ready stance

## b. Tactical Movement

Once you assume the combat-ready stance, you may be required to move safely while maintaining it. Footwork and movement will provide angles that increase the probability for success of an officer. The point where an officer is standing has an imaginary X on it that an assailant is moving toward.

If movement is required, get off the X by following one of the legs of the X. Your movement should be in “diagonal” steps forward or back. This allows you to immediately move off the “subject’s attack line”. The angles taken create a change in the subject’s intent by adjusting to your new position. This creates a window for you to control the flow of the encounter.

When utilized properly, stances offer a security officer protection against an attacker. Always use the interview stance when speaking with someone. This enables you to move into a combat-ready stance, which allows you to counter attacks more readily. It also provides distance which gives you more time to react. Tactical movement can then be used to move forward, backward, and laterally.

# 9.5 Compliance Techniques

## I Pressure Point Manipulation

A pressure point is a point on the body to which one can apply pressure for therapeutic purposes, as in acupressure or reflexology, or for control purposes. There are two ways to manipulate these pressure points:

1. Applying pressure
2. Striking

Pressure application involves applying increasing pressure to a pressure point until the subject complies with given commands. The application process involves the following steps:

1. Stabilize the area where pressure will be applied.
2. Issue the subject verbal commands of control.
3. Apply pressure to the pressure point until verbal commands are obeyed.
4. Ease the pressure when the subject complies with the commands.

**Note:** It is important to let up the pressure when subjects comply with your commands, or you may cause them to escalate their resistance.

Striking application involves using the legs, hands, or forearms to strike a large muscle mass and induce a subject to comply with given commands. In delivery, you should strike in a way that allows the largest amount of force to transfer to the target. To do so, one must:

- rotate hip and body motion into the strike, and
- drive the technique into the mass of nerves your aiming at as hard as you can to cause disruption.

Striking application is normally used on pressure points located on the arms, legs, and torso areas.

## II Pressure Point Locations

There are numerous pressure point locations throughout the human body. This course will concentrate on the following for defensive tactics application.

**Note:** Consideration should be given to stay away from applying a pressure point technique to the head or neck area to minimize the possibility of restricting the airway.

## a. Top of the Shoulder

This pressure point is located about halfway between the shoulder and the neck along the top of the shoulder just inside the clavicle (Figure 9.3, left). There are two ways to manipulate the pressure point depending on where you are standing in relation to the individual (either at a 45° angle to the individual or behind the individual). To apply:

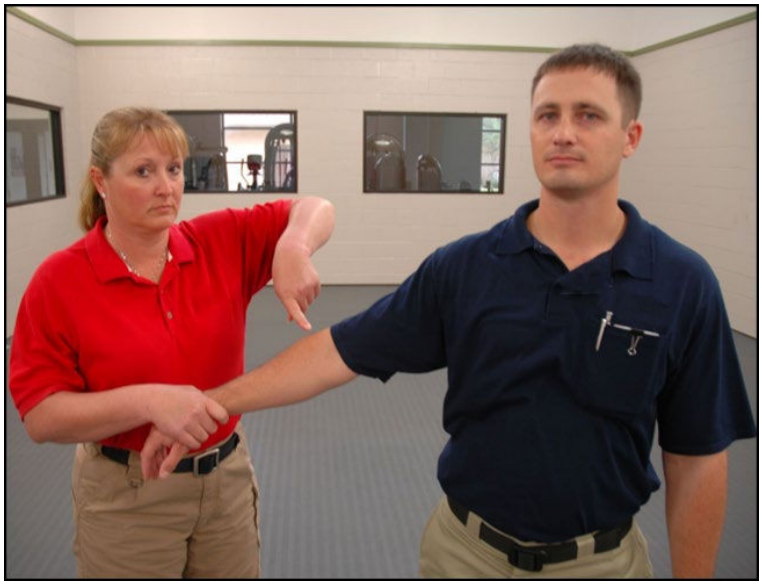
1. Stabilize the subject by placing one hand on his/her shoulder (if at a 45° angle) or both hands (if behind).
2. Place the tip of the thumb (if you are beside the subject) or the first two fingers (if you are behind the subject) into the notch.
3. Apply pressure straight downward (Figure 9.3, right).

**Figure 9.3:** Left: Location—top of the shoulder. Right: Application—top of the shoulder.

## b. Top of the Forearm

This pressure point is located on top of the forearm, just below the elbow (Figure 9.4). The best manipulation of this point involves application of a striking technique.

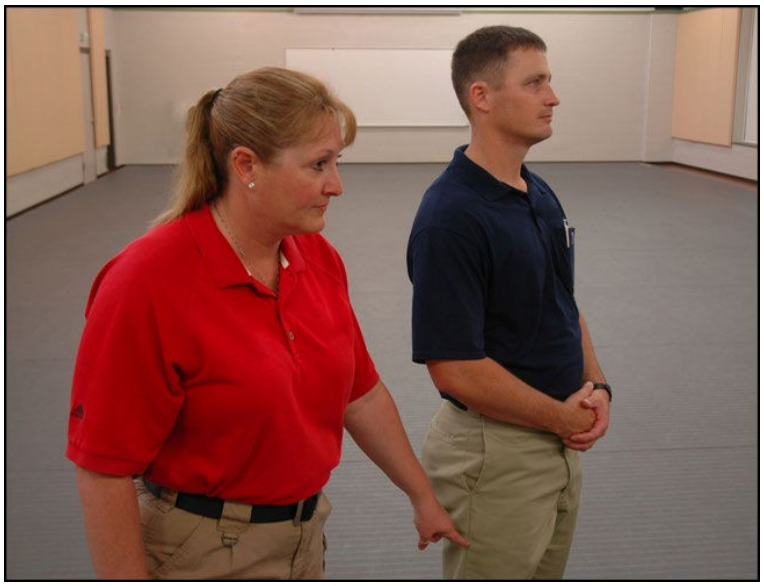
**Figure 9.4:** Location of pressure point on top of the forearm.



## c. Outside of the Thigh

This pressure point is located on the outside of the thigh, between the hip and the knee (Figure 9.5). The best manipulation of this point involves application of a striking technique.

**Figure 9.5:** Outside of the thigh



## d. Inside of the Thigh

This pressure point is located on the inside of thigh, halfway between the knee and the groin (Figure 9.6). The best manipulation of this point involves application of a striking technique.

**Figure 9.6:** Inside of the thigh

## e. Shin

This pressure point is located at the bottom of the shin, where it connects to the foot (Figure 9.7). The best manipulation of this point involves application of a striking technique.

**Figure 9.7:** Shin

## f. Calf

This pressure point is located at the top of the calf, just below the knee (Figure 9.8). The best manipulation of this point involves application of a striking technique.

**Figure 9.8:** Calf

## g. Pressure Point Manipulation Summary

Pressure point compliance techniques can be applied using either pressure or strikes. Pressure application involves applying increasing pressure to a pressure point until the subject complies with

given commands. A security officer should become familiar with the location of each pressure point, as well as the proper method for manipulation.

## 9.6 Basic Striking Techniques

Striking application involves using personal weapons. Personal weapons are the weapons that every security officer has available including:

- Hands
- Forearms
- Elbows
- Head
- Feet
- Shins
- Knees

These are used to strike a pressure point and induce a subject to comply with given commands. In delivery, a person should strike in a way that allows the maximum amount of force to transfer to the target. This is done to avoid delivering multiple strikes, which may increase the chance of subject injury. To maximize effectiveness in delivery, use the method of “hard to soft” and “soft to hard”. For example, use the bony surface of the striking instrument (knuckles) to soft tissue (muscles), or use the soft tissue of the striking instrument (palm) to a bony area.

For the purposes of this course, the strikes will be broken down into two categories: strikes using the arms and strikes using the legs.

### I Arm Strikes

#### a. Palm Strike

You can use palm strikes to stop a subject who is getting too close, posing a threat. This strike is delivered in a straight-arm fashion to the body or face of the subject. It is the body’s natural reaction to throw up the hands when attacked, and palm strikes are a continuation of this reaction. These strikes are also safer to use, as the chance of injury to your hand is marginal.

You can deliver palm strikes with either the support hand or the strong hand. The support-hand application process involves the following steps:

1. Deliver palm strikes with the support hand using a straight arm as the subject advances toward you. Extend your hand with the fingers upward.
2. Rotate your hips and step forward into the strike.
3. As you strike, issue a loud verbal command to, “Get back!”
4. Immediately resume the combat-ready stance in preparation for other strikes.

The strong-hand application process involves the following steps:

1. When delivering palm strikes with the strong hand, the thumb should be upward. This allows the fingers of your strong hand to mold around the torso of the subject, thus reducing your chance of injury.
2. Rotate your hips and step forward into the strike.
3. As you strike, issue a loud verbal command to, “Get back!”
4. Immediately resume the combat-ready stance in preparation for other strikes.

## b. Punches

Normally considered the power strike, the punch is used (Figure 9.9) to stop a subject who is getting too close, posing a threat. This strike can be delivered in a straight-arm fashion to the body or face of the subject. However, the body is a better target, so that is the primary target.

The application process involves the following steps:

1. Close your hand into a fist with the thumb on top of the hand. Keep the thumb on top of the fist during the strike.
2. Keep your elbows in tight to your body and deliver the punch using a straight arm. Do not rotate your wrist, or you will lose energy in the strike.
3. Rotate your hips forward into the strike.
4. As you strike, issue a loud verbal command to, “Get back!”
5. Immediately resume the combat-ready stance in preparation for other strikes.

**Figure 9.9:** Left: Support hand punch. Right: Strong hand punch.

## c. Strikes Using Forearms

Both support-arm (Figure 9.10, left and right) and strong-arm (Figure 9.11, left and right) forearm strikes are used when a subject has gotten in close and creating space to use other strikes is not an option. These forearm strikes should target the subject's body and must be delivered using hip rotation to increase power. Once distance is gained, immediately use a follow-up control technique.

The application process involves the following steps:

1. Using your support arm at a 45° angle, strike the subject's body. This will create space which causes you to load your hips, thus giving you space to use your strong arm to strike at a 90° angle.
2. As you strike, issue a loud verbal command to "Back away."
3. Immediately resume the combat-ready stance in preparation for other strikes or move to follow-up control.

**Figure 9.10:** Left: Support-arm forearm strike. Right: Support-arm forearm strike

**Figure 9.11:** Left: Strong-arm forearm strike. Right: Strong-arm forearm strike

## d. Strikes to the Rear Shoulder Area

A strike to the top of the shoulder at the base of the neck is another technique used to disorient a subject for a few moments and allow time to apply additional control techniques. The easiest way to apply this strike is from behind the subject, although it is also possible to use it from the front. This strike may be delivered with a hammer fist (Figure 9.12, left), the knife-edge of the hand (Figure 9.12, right), or the forearms.

> **Note:** Strikes to the side of the neck should be used only when responding to a threat of serious bodily injury due to the possibility of breaking a bone in the subject's neck.

The application process involves the following steps:

1. Approaching from behind the subject, grasp their upper back at the top of the shoulder with the support side hand, while bumping the back of the calf muscle with the support side foot.
2. Coming in at a 45° angle with the hammer fist or knife edge, strike the top of the shoulder at the base of the neck.
3. Put all of your body weight and mass into the strike.
4. As you strike, issue a loud verbal command.
5. Immediately move to a follow-up control technique.

**Figure 9.12:** Left: Hammer-fist strike. Right: Knife-edge strike.

Again, when this strike is delivered with force, there is a chance that the subject will lose consciousness. If this occurs, the subject should wake up within a few minutes. If not, lay the subject on his/her side, loosen restrictive clothing, notify emergency medical services, and monitor the subject's breathing.

## e. Strikes to the Shoulder Joint

Strikes to the shoulder joint are used to make subjects let go of anything in their hands. They will temporarily lose the use of the hand, especially the ability to grip. This strike is delivered using a punch (Figure 9.13). It usually takes three strikes before this strike becomes effective. Since impairment will only last a short time, this strike should be followed immediately by a control technique.

The application process involves the following steps:

1. If possible, secure the arm to stabilize the target.

2. Use your fist to strike the shoulder joint, in the concavity just below the collarbone and rotator ball.
3. Rotate your hips into the strike.
4. As you strike, issue a loud verbal command.
5. Immediately move to a follow-up control technique.

**Figure 9.13:** Strike to shoulder joint

# II Leg Strikes

## a. Knee Strikes

Knee strikes are used to interrupt the thought process or temporarily disable a subject. The primary target for the knee strike is the subject's thigh, although a strike to the abdomen is acceptable, should that target present itself. Use a follow-up control technique as needed.

### Knee-Strike-to-the-Thigh Technique

The knee-strike-to-the-thigh technique (Figure 9.14-9.16) will cause the subject to temporarily lose the use of the leg struck and, oftentimes, both legs. Medical complications include possible contusions to the surrounding muscles. Since the effects will only last a short time, immediately use a follow-up control technique.

The application process involves the following steps:

1. If possible, secure the subject to stabilize the target.
2. Strike with the front of the knee and drive it straight into the target.
3. Rotate your hips into the strike.
4. As you strike, issue a loud verbal command.
5. Be prepared to deliver a second strike for better effect.
6. Immediately move to a follow-up control technique.

**Figure 9.14:** Left: Knee strike from the side. Right: Knee strike from the front.

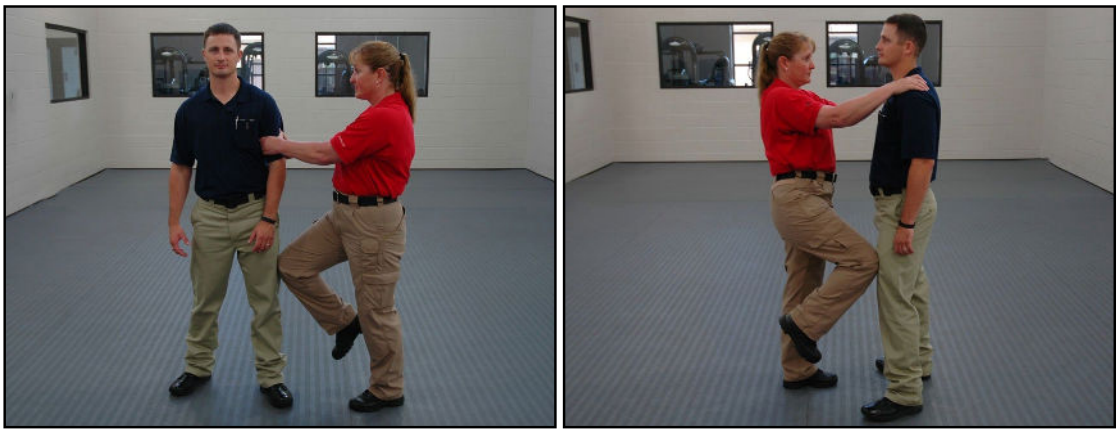


**Figure 9.15:** Knee strike to inside of thigh

**Figure 9.16:** Left: Knee strike to back of thigh. Right: Knee strike to back of thigh

## b. Knee-Strike-to-the-Abdomen Technique

The knee-strike-to-the-abdomen (solar plexus) technique (Figure 9.17) is used to stop the forward momentum of an aggressive offender. The goal is to cause physical incapacitation due to the loss of breath.

Medical complications include possible contusions to the muscle of the abdomen.

The application process involves the following steps:

1. Stand in the combat-ready stance.
2. Stand facing the subject with your hands held high, elbows tucked in, protecting your head and torso.
3. Place both hands on the subject's shoulder blade (without locking fingers) thereby pulling the upper body toward either shoulder.
4. Deliver a knee strike to the abdominal muscles. Be prepared to deliver multiple strikes, and then move to a follow-up control technique.

**Figure 9.17:** Knee strike to the abdomen

As the round kick is by far the most powerful of the leg strikes, it is considered the primary kick in the defensive tactics system. The primary target for the round kick is the thigh, and it can be delivered from various angles around the subject (Figure 9.18). Let strikes should target low areas on the subject to avoid the foot or leg being grabbed by the subject.

When struck, subjects temporarily lose the use of their leg and, oftentimes, both legs for several seconds up to 30 minutes. Since the effects will only last a short time, immediately use a follow-up control technique. Forceful strikes can also temporarily disorient subjects, so be prepared to help ground them if this occurs.

The pain from this strike is intense, and a subject may often think his/her leg is broken. However, usually the only result of this strike is a bruise.

The application process involves the following steps:

1. Approach from slightly off center, toward your strong side.
2. Strike with the front of the shin and drive it straight into the target.
3. Step through the front of the target to ensure hip rotation.
4. As you strike, issue a loud verbal command.
5. Immediately move to a follow-up control technique.

**Figure 9.18:** Left: Round kick from the side. Right: Round kick from the rear

## c. Front Kicks

A front kick is used to stop a subject that is coming at you. The primary target for this kick is the lower shin area, where it connects to the foot. This strike can be delivered with either the toe (Figure 9.19, left) or the instep of the foot (Figure 9.19, right).

The purpose of this strike is to cause temporary loss of use of the foot, but it can also cause a loss of the use of the entire leg. Since the effects will only last a short time, immediately use a follow-up control technique. The front kick can also be used to interrupt the subject's thought process. When used in this manner, it weakens the subject's resistance and affords you time to perform another technique.

The application process involves the following steps:

1. Strike the lower shin area, where it connects to the foot.
2. Strike with the toe or instep of your foot and drive it straight into the target.
3. Step into the target to ensure hip rotation.
4. As you strike, issue a loud verbal command.
5. Immediately move to a follow-up control technique.

**Figure 9.19:** Left: Front kick with the toe. Right: Front kick with the instep of the foot.

## III Striking Summary

Strikes include both arm and leg strikes, which can be selected and applied based on the specific security-risk situation encountered. When applying a strike, it is important to remember to strike in a way that allows maximum force to be transferred to the target. By avoiding delivering multiple strikes, a security officer decreases the chance of injuring the subject.

# 9.7 Joint Lock and Grounding Techniques

## I Escort Technique

Moving a subject who is not handcuffed can be dangerous and must be done carefully. However, there may be times a subject needs to be moved a short distance without handcuffs. When this is necessary, it must be done safely. The primary focus of an escort is elbow control.

### a. Proper Positioning

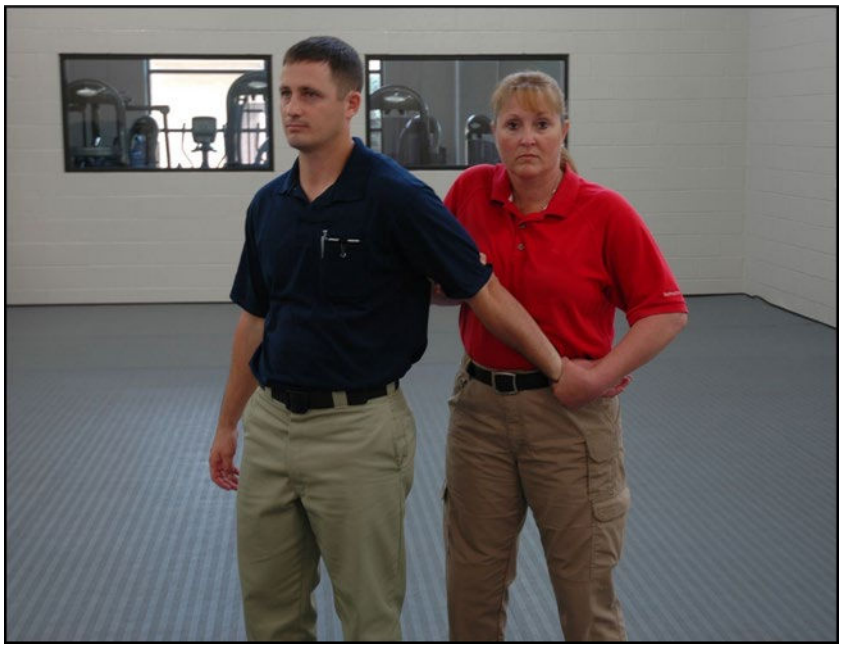
It is very important that a proper escort position (Figure 9.20) is obtained prior to movement. As long as you maintain the correct positioning, you can overcome most resistance.

Stand close to the escorted subject, with your weapon side (if carrying a weapon) next to the subject whenever possible. Keeping your weapon side closest to the subject actually hides the weapon and makes it harder for the subject to access it. Remaining close also lessens the chance of a strong counterattack from the subject, allows you better control, and assists you when applying a grounding technique.

When you make the decision to escort a non-handcuffed subject, use the following steps:

1. Approach from the rear and slightly off to one side.
2. With your support-side hand, grab the subject's wrist by placing your thumb in the crease where the wrist and arm join, and put your fingers across the back of the subject's hand.
3. Bring that arm to your belt line and turn it so that the subject's palm and elbow both face up.
4. With your strong-side hand, grab the subject's triceps, with your thumb on one side and your fingers on the other side of the arm.
5. Hold the subject close.

**Figure 9.20:** Single escort position



# II Arm-Bar Control

Arm-bar control is employed when a subject locks up during the escort procedure. As soon as this form of resistance is encountered, the security officer should immediately move to an arm-bar control technique.

## a. Arm-Bar Control Technique

When the arm-bar control technique is applied, the subject's thought process will need to be interrupted in order to distract the subject from locking his/her arm. This can easily be accomplished by applying a knee strike to the subjects nearest thigh. This distraction tends to weaken the subject's motor control, giving the security officer the edge needed to apply the arm-bar.

The application process involves the following steps:

1. Apply the knee strike to the subject's thigh.
2. Immediately grasp the subject's wrist to your hip, palm up, and move your other hand to simulate a knife-edge on the back of the triceps (Figure 9.21, left).
3. Use the bony part of your forearm to apply pressure to the triceps in a downward motion. This should cause the subject to bend over at the waist and lose balance (Figure 9.21, right).
4. Once the subject loses balance, you can move the subject in the direction you want him/her to go.
5. If the subject continues to resist, immediately move into a grounding technique.

**Figure 9.21:** Left: Knife-edge on back of triceps. Right: Arm-bar

## b. Arm-Bar Grounding Technique

**Note:** Consideration should be given to duration of time and meeting the objective of the technique when applying a knee or pressure point to the head or neck area to minimize possibility of airway restriction.

Apply the arm-bar grounding technique if resistance is encountered after applying the arm-bar technique. This technique is dynamic and flows very quickly from a standing position to a grounded position. First, interrupt the subject's thought process to divert attention from resisting and make him/her think of something else by applying a knee strike to the subjects nearest thigh. This distraction tends to weaken the subject's motor control, giving the security officer the edge needed to apply the grounding technique.

The application process involves the following steps:

1. Apply the knee strike to the subject's thigh.
2. Step back with your outside leg and then rotate your body until you are facing the opposite direction (Figure 9.22, left).
3. As you rotate, kneel on the knee that is closest to the subject, thus forcing the subject to the ground (Figure 9.22, right). It is important that you maintain the arm-bar throughout the grounding technique.

**Figure 9.22:** Left: Step and rotate. Right: Kneel on closest knee

4. Slide the subject's arm across your mid-section (Figure 9.23, left) as you rotate your body into the prone handcuffing position (Figure 9.23, right).

**Figure 9.23:** Left: Rotate body. Right: Prone handcuffing position

# III Standard Wristlock

The standard wristlock works well anytime control needs to be established over a subject quickly. The application process involves the following steps:

1. Grasp the subject's hand and turn it palm up (Figure 9.24, left).
2. While rotating the hand palm up, apply pressure to the back of the hand and push it toward the subject's elbow. This should cause pain to the subject and gain compliance (Figure 9.24, right).
3. If the subject does not comply immediately, move to a grounding technique.
4. This technique can be applied in the same manner from standing, sitting, or kneeling positions.

**Figure 9.24:** Left: Standard wristlock, grasp hand. Right: Standard wristlock, turn hand palm up and apply pressure.

## a. Wristlock Grounding Technique

The wristlock grounding technique may be carried out from any position if the subject resists after the wristlock is applied. The application process involves the following steps:

1. Simultaneously flex the subject's hand toward his/her elbow and pull the arm to the ground (Figure 9.25).
2. As you pull the arm to the ground, step backward until the subject is in a prone handcuffing position. Step and slide your feet in order to maintain balance and not trip.
3. Straighten the subject's arm and move to a prone handcuffing position.

**Figure 9.25:** Wristlock grounding technique

## b. Compression Wristlock

The compression wristlock (Figure 9.26) is used when a subject needs to be moved a short distance and the security officer believes that the subject may resist. The application process involves the following steps:

1. Grasp the subject's wrist with one hand by placing your thumb in the crease formed by where the forearm attaches to the hand and wrapping your fingers over the back of the subject's hand.
2. With your other hand, grasp the subject's triceps, with your thumb on one side of the arm and your fingers on the other.
3. Flex the palm of the subject's hand back toward his/her elbow, while leaving your hand holding the triceps in place to anchor the arm.
4. When applied in the standing position, use pressure on the wrist to move the subject.

**Figure 9.26:** Compression wristlock

When applied in the sitting or kneeling positions, use pressure on the wrist to have the subject stand up or sit down, depending upon your needs. You can make the subject stand up by elevating the wrist (Figure 9.27, left) and pushing up on the triceps (Figure 9.27, right) or sit down by lowering the wrist and pushing down on the triceps (Figure 9.28).

**Figure 9.27:** Left: Preparing subject to stand up. Right: Standing up

**Figure 9.28:** Sitting down

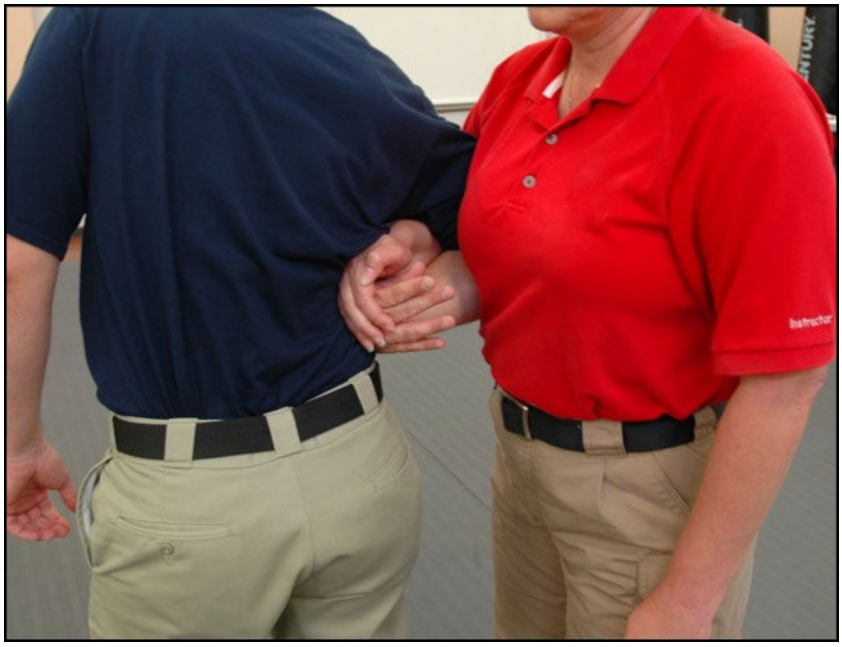
## c. Inverted Compression Wristlock

If the subject begins to resist while in the compression wristlock, immediately move to an inverted compression wristlock position (Figure 9.29). The application process involves the following steps:

1. Retain the wristlock and move the subject's arm behind his/her back.
2. Move slightly behind the subject and lock the elbow of the restrained arm into the armpit of the hand you are using to secure the triceps.
3. Release your grip on the triceps. Push your arm forward between the subject's body and the restrained arm, bring that hand over the top of the subject's restrained hand, and use it to apply pressure to the wrist.
4. Move your other hand to the top of the subject's shoulder and use it to stabilize the subject.

Now you can leverage the subject against any solid item and hold him/her there until you apply handcuffs.

**Figure 9.29:** Inverted compression wristlock



## 9.8 Weapon Retention Techniques

Weapon retention can be broken down into a few basic principles. They are awareness, prevention, maintaining distance, controlling the subject, knowing what to do if they attack your weapon, and then adhering to these principles. The retention principle focuses on keeping the weapon in the holster. This begins with a level of awareness before and during the initial encounter with a subject. Recognition of verbal and non-verbal cues that indicate a subject's intentions of grabbing a weapon is a continuous process by the security officer. Having a proper stance and positioning relative to the subject will provide the security officer with a greater advantage to retain the weapon.

Prevention is another aspect of weapon retention, and the security officer should utilize the natural flinch response to keep the subject from even grabbing the weapon. Utilize parrying techniques to re-direct the subject's arms while hollowing themselves out to create more space between them and the reaching hands of the subject. Once deflected, the security officer should follow the core principles and remain mobile and transitional.

### I Handgun

Handgun retention begins with adhering to the principles of maintaining distance, controlling the individual, knowing what to do if they attack your weapon, and then adhering to these principles. If the security officer does allow someone to enter the reactionary gap, they should immediately increase distance and tell the individual to stop moving in. If the individual continues into the security officer's

personal space and attempts to put their hands on the security officer's weapon, then the security officer should use a simple down check and increase the distance between themselves and the individual. If the individual actually does put their hands on the security officer's weapon, then a simple retention technique should be used quickly to force them to let go of the weapon and to increase distance.

The retention techniques in this section all follow the same steps which are stabilizing the weapon platform, bringing the weapon to a position of power, making the subject release the weapon, increasing distance, and then following up.

## a. Holstered Retention

If the weapon is in the holster, then it needs to stay there if someone tries to take it. Following the principles outlined above, the most important thing is to not let the individual get close enough to the weapon to put their hands on it.

If they should put their hands on the holstered weapon, the security officer should immediately follow these steps that will allow them to retain their weapon.

1. Stabilize the weapon platform. This is done by placing both hands on top of the individual's hand and pushing the weapon down into the holster (Figure 9.30).

**Figure 9.30:** Stabilize weapon platform

2. Bring the weapon to a position of power by taking a step back with the strong side foot, making the individual extend their arms (Figure 9.31).

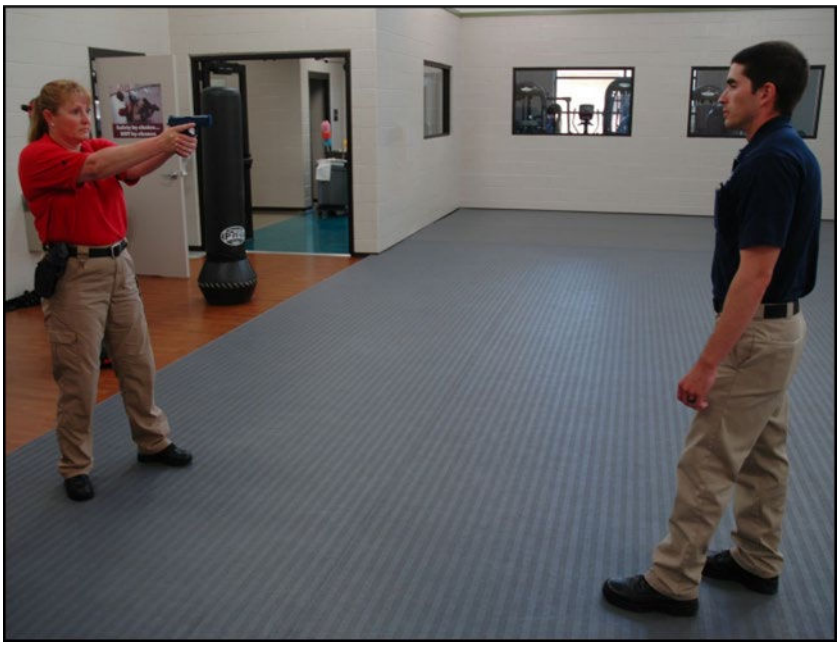
**Figure 9.31:** Stepping back into a position of power

3. Make the individual release the weapon. If the subject is in front of you then as soon as they have stepped back, you should release your support hand from the individual and use it to strike the top of the individual's forearms with the bony portion of your forearm (Figure 9.32). When delivering this strike you should ensure that you drop your center of gravity in order to deliver this strike with force. If the individual doesn't immediately let go of the weapon, you should deliver strikes to weaken the individual then strike the forearms again. If the individual is behind you, then you should release your strong hand from them and use it to strike the individual's neck and then the forearms.

**Figure 9.32:** Striking forearm

4. Follow up by increasing distance, making strikes, or utilizing a takedown (Figure 9.33).

**Figure 9.33:** Creating Space



## 9.9 Weapon Retention Summary

Weapon retention is a very serious subject and can prove deadly to the security officer. Security officers must learn and practice these techniques many times in order to become proficient and then must continue to practice to maintain proficiency with them. Maintain the sufficient distance that will allow the officer time to react to the threat if needed. Remember there is always at least one firearm involved in every situation you encounter, yours.

# 10 Handcuffing

## 10.1 Chapter Training Objective

Upon the successful completion of this module, participants will be able to describe when and how to use handcuffs.

## 10.2 Chapter Outline Details

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

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

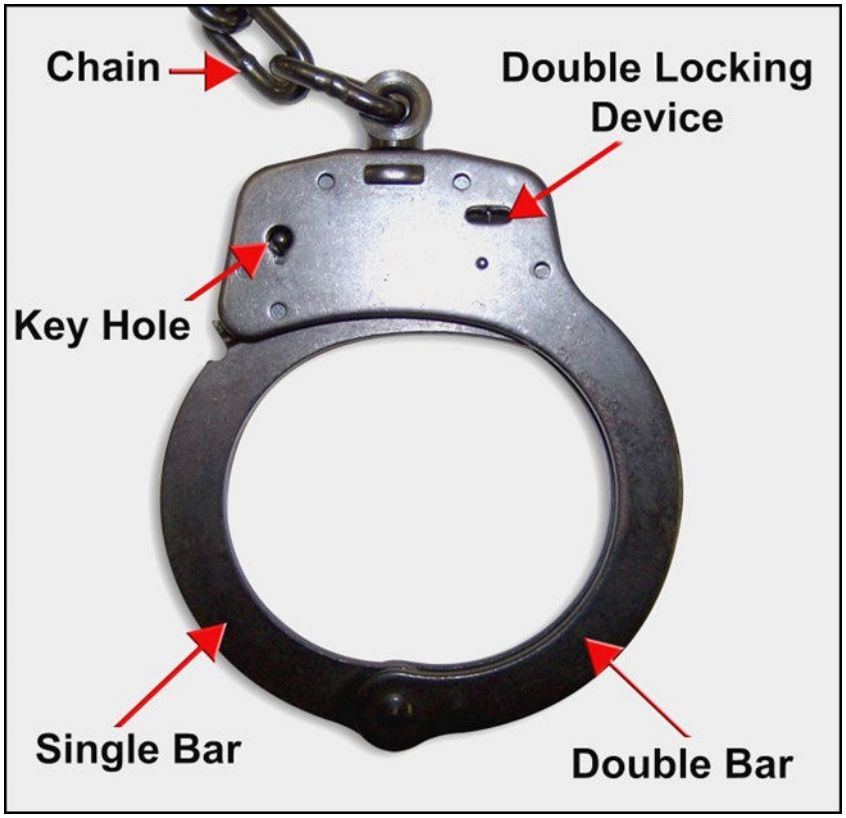
## 10.3 Importance of Proper Handcuffing

Handcuffing is one of the most important basic tactics. Studies show that most assaults on officers occur during the field interview or during the application of the handcuffs. Security officers should become proficient in applying handcuffs quickly and safely to reduce the likelihood of assault. The purpose of this enabling performance objective is to describe how to position, control and handcuff subjects. Poor control, improper positioning and application of handcuffs can unduly jeopardize a security officer's safety and the successful apprehension of a suspect

## 10.4 Orientation and Operation

Handcuffs are restraint devices used to hold a subject's hands securely. Each pair is made of two halves, each with a movable single bar and a static double bar, held together by a locking device. This device has a gear that ratchets into place with the cogs of the single bar in order to prevent escape (Figure 10.1). Another piece of the locking device, called a double lock, prevents the ratchet from working by locking the single bar into place to prevent the single bar from tightening on the wrist.

**Figure 10.1:** Handcuff nomenclature




A “set” of handcuffs consists of two of these cuffs linked together by a chain, hinge, or a bar (Figure 10.2).

**Figure 10.2:** Left to right: Chain, hinged, and rigid handcuff.

Chained handcuffs are generally used by security officers. This type of handcuff allows the handcuffs to turn in multiple directions, thus allowing for easier application of the second handcuff. This is even more important if the subject is actively resisting the handcuffing procedure.

Rigid handcuffs are best used when transporting subjects a longer distance, such as bringing someone from another jurisdiction back to the local facilities. This type does not allow for much movement or manipulation by the subject.

Hinged handcuffs are a mix of the two, restricting movement some but not as much as rigid, but easier to apply than rigid but not as easy as chained.

### I Keyhole Placement

In the past, many considered keyhole placement a safety issue, as people were concerned with the subject's ability to escape using an improvised key. This may be an issue for those tasked with transporting subjects, but should not be an issue for those performing their regular duties.

### II Double Lock

Double locking the single bar in place may prevent unnecessary injuries caused by the single bar tightening onto the wrist. If this happens, the subject may receive severe bruises, lacerations, or damage to the nerves located in the wrist. This happens because the subject moves, either voluntarily or involuntarily, causing the single bar to tighten.

You should double-lock the handcuffs every time you place them on a subject, unless taking the time necessary to do so would place you in a dangerous environment. In this case, move the subject to a place of safety prior to double locking the handcuffs.

## 10.5 Handcuff Application

Handcuffs should be placed in the crease formed by the wrist where the wrist attaches to the arm (Figure 10.3). This places the handcuff in a location where it can be tightened enough to prevent it from slipping over the hand of most people, yet below the bone of the wrist, which is painful when struck by the handcuff.

The handcuffs are oval, so that they will fit around the oval portion of the lower arm. The person applying the handcuff should do so in a manner that would match the oval of the handcuff to the oval of the arm.

**Figure 10.3:** Handcuff placement

# I Stance, Draw, and Grip

Remember to maintain the reactionary gap while preparing to handcuff a subject. Additionally, you should stay in the combat-ready (defensive) stance in preparation for any resistance that the subject may display.

Once you place the subject into a good handcuffing position, remove the handcuffs from the holster and place them in your strong hand.

> **Note:** Draw with either your strong or support hand, depending on where you carry the handcuff holster on your duty belt. Regardless of which hand you draw the handcuffs with, after drawing, place them in your strong hand and grip them correctly.

Grip the handcuff so that your index, middle, and ring fingers are holding the chain between the cuffs. Bend your little finger and place it between the handcuff and the palm of the hand. Turn the second handcuff at approximately a 45° angle towards the other hand, with the double bars of the handcuff placed outward away from the palm (Figure 10.4). This helps to maintain control throughout the handcuffing procedure. Often, officers will place their index fingers on the handcuff near the single bar, which could result in loss of control of the cuff. It is imperative to maintain a good grip.

**Figure 10.4:** Handcuffing grip

The Position of Disadvantage Principle declares that LEO should be in a position of advantage over the subject. This means that a LEO should remain outside of the "contact zone". The main focus is to place the subject in a position that compromises their mobility and stability.

## 10.6 Handcuffing Methods

### I Position of Disadvantage

The purpose of putting a subject in a position of disadvantage is to prevent or reduce the likelihood of them assaulting the officer upon initial contact. Although no position affords 100% protection from assault, utilizing the techniques described should provide some forewarning that an assault is possible or imminent, and better prepare the officer to control the subject. The threat assessment of a situation will determine the position and restraint used on a subject. The higher the perceived threat, based upon the facts presented at the time, the greater degree of control should be imposed upon the subject. The decision to place the subject in a position of disadvantage will be based on the facts presented at the time of the encounter. These facts may include the size of the officer vs. the size of the subject, the type of arrest/detention, environment, high crime neighborhood, etc. The officer does not need to believe that a subject is armed and dangerous to articulate placing the subject in a kneeling or prone position of disadvantage.

It is important to understand that handcuffing may occur in various locations that may require different tactics. For example, the prone handcuffing position is usually considered the safest position; however

in confined spaces or when dealing with other factors, i.e. hallways, tall grass, highway dividers, furniture, smaller vessels, the kneeling position may be the most practical and the safest position of disadvantage possible based on the circumstances.

# II Standing Handcuffing Method

## a. Subject Placement

Begin the standing method of handcuffing by placing the subject in a good standing handcuffing position (Figure 10.5) using the following commands:

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

## b. Approach

After you place the subject in a good standing handcuffing position, move to a position at the edge of the reactionary gap, draw your handcuffs, and obtain the correct grip. At this point, you are ready to breach the reactionary gap and apply the handcuffs.

Upon entering the reactionary gap, it is important to step and slide as you make your approach. This keeps you balanced on the balls of your feet and prepared to overcome any resistance. Do not cross over your feet as you enter the gap, as it can cause you to become unsteady and lose your balance.

**Figure 10.5:** Standing handcuffing position

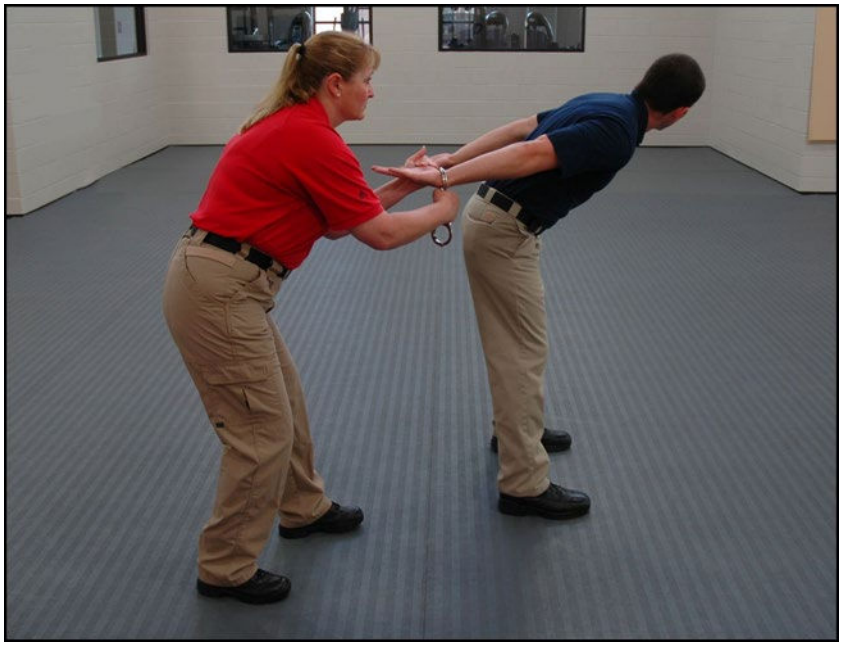
## c. Application

It is important to apply the handcuffs quickly and efficiently. Subjects who resist during the handcuffing procedure usually do so when they first feel you applying the handcuffs or if they feel you have lost control.

When you are ready to apply the handcuffs, do the following:

1. Hold the handcuff in a good grip and align the oval of the handcuff with the oval of the wrist.
2. Grab the thumb of the hand that you are applying the handcuff to and simultaneously push the handcuff onto the wrist and the wrist into the handcuff (Figure 10.6).

**Figure 10.6:** Applying first cuff



3. Turn the subject’s wrist so that the thumb is pointing upward.

**Figure 10.7:** Securing second hand

4. Reach over with the support hand, and-in a manner similar to shaking the hand, grasp the subject's other hand at the fingers (Figure 10.7). Turn that hand so that the thumb points upward, and bring the second handcuff to the wrist.

5. Apply the second handcuff by simultaneously pushing the handcuff onto the wrist and raising the wrist into the handcuff (Figure 10.8).

**Figure 10.8:** Applying second cuff

6. As soon as it is tactically safe to do so, check the handcuffs for tightness and double lock them.

To check for tightness, place the tip of your pinky finger between the handcuff and the wrist. If it fits comfortably, the handcuffs are not too tight.

## d. Compression Wristlock

If you are going to move the subject, it may be necessary to employ a compression wristlock (Figure 10.9) to maintain control over the subject. Do so in the following manner:

1. Palm the back of the subject's hand with one hand and place your other hand on the subject's triceps of the same arm.
2. If the subject begins to resist, apply compression wristlock.
3. As soon as the subject complies, ease pressure on the wristlock, without releasing your hold.

**Figure 10.9:** Compression wristlock

## e. Weapons Check

After the handcuffs are applied and double locked, the subject should be checking in the immediate area where the handcuffs are near (e.g. areas accessible to the hands first such as fingers, forearms, lower back, waistband, front and back pockets, and foot/ankle area) before being moved. You should immediately ask the individual if they have a weapon on them—if they do, ask where it is and retrieve it.

## f. Use of Multiple Handcuffs

If the subject is too wide across the shoulders, consider using two handcuffs (Figure 10.10-10.11), three handcuffs, or leg irons depending on their size and shape.

**Figure 10.10:** Two handcuffs linked together

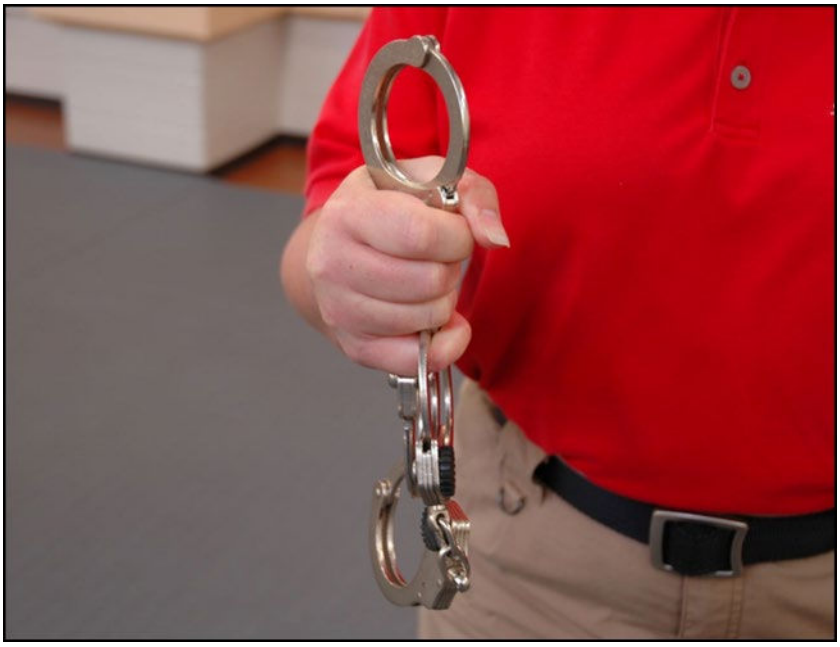


**Figure 10.11:** Left: Applying first handcuff. Right: Applying second handcuff

# III Kneeling Handcuffing Method

## a. Subject Placement

Begin the kneeling method of handcuffing by placing the subject in a good kneeling handcuffing position (Figure 10.12) using the following commands:

1. "Kneel down facing away from me, with your arms straight out to your sides."
2. "Cross your left ankle over the top of your right ankle."
3. "Sit back on your ankles."

4. “Bend over slightly at the waist.”
5. “Place your hands straight out behind your back with the palms facing upwards.”
6. “Face away from the sound of my voice.”

**Figure 10.12:** Kneeling handcuffing position

## b. Approach

After you place the subject in a good kneeling handcuffing position, move to a position at the edge of the reactionary gap, draw your handcuffs, and obtain the correct grip. Then you are ready to breach the reactionary gap and apply the handcuffs. Enter the reactionary gap just as you did for the standing handcuffing technique, but this time lower your center of gravity by squatting slightly; do not bend over.

## c. Application

When you are ready to apply the handcuffs, do the following:

1. Hold the handcuff in a good grip and align the oval of the handcuff with the oval of the wrist.
2. Grab the thumb of the hand that you are applying the handcuff to and simultaneously push the handcuff onto the wrist and the wrist into the handcuff.

**Note:** It is important to remember to lower your center of gravity by squatting slightly and not bending over. If you bend over during this process, you could lose your balance.

3. Turn the subject's wrist so that the thumb is pointing upward. Reach over with the support hand, and—in a manner similar to shaking the hand—grasp the subject's other hand at the fingers.
4. Turn that hand so that the thumb points upward, and bring the second handcuff to the wrist.
5. Apply the second handcuff by simultaneously pushing the handcuff onto the wrist and raising the wrist into the handcuff.
6. As soon as it is tactically safe to do so, check the handcuffs for tightness and double lock them.

### d. Compression Wristlock

To raise the subject to the standing position, do the following:

1. Use a wristlock, as in standing method, to maintain control over the subject.
2. Tell the subject to uncross his/her ankles.
3. Tell the subject to come to one knee and then, when you are ready, tell the subject to stand.
4. If the subject begins to resist, apply a compression wristlock. As soon as the subject complies, ease pressure on the wristlock, without releasing your hold.

If you are going to move the subject, it may be necessary to continue wristlock control, as previously instructed, to maintain control.

## IV Handcuffing Summary

Security officers must understand the basic components and operation of different types of handcuffs to effectively use them in a security-risk situation. Understanding the proper application techniques is necessary in order to prevent discomfort or pain to the subject and avoid resistance while handcuffing. Additionally, security officers must use verbal commands in order to position the subject in preparation for handcuffing and must be cognizant of the reactionary gap and cautious upon approach.

## 10.7 References

*Basic County Corrections Course #1007*, October 2018 edition, Austin, TX: Texas Commission on Law Enforcement, 2018.

Massachusetts Criminal Justice Training Council: Basic Training Curriculum. *Controlling and Restraining Techniques Lesson Plan.* Boston: Massachusetts Criminal Justice Training Council, 1998.

Siddle, Bruce. *Defensive Tactics Instructor Manual*. Belleville, Ill.: PPCT Management Systems, Inc., 2005.

St. Louis County and Municipal Police Academy: Basic Training Curriculum. *Handcuffing Lesson Plan*. St. Louis, Mo.: St. Louis County and Municipal Police Academy, 1997.

# 11 Intermediate Weapons

## 11.1 Chapter Training Objective

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

## 11.2 Chapter Outline Details

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

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

**Note:** Intentionally using an intermediate weapon on the head, neck, groin, or spine would be classified as deadly or lethal force.

Expandable batons, straight batons, electroshock devices, and chemical dispensing devices such as oleoresin capsicum (OC) spray are often called intermediate weapons. These intermediate weapons are utilized as a reasonable force option against individuals demonstrating threatening resistance, —meaning someone who poses an articulable threat of harm, to the security officer or another person.

## I Authority to Carry

The Texas Department of Public Safety Regulatory Services Division website specifies and explains the current restrictions on clubs and chemical dispensing devices.

### a. Baton

Batons fall under the definition of clubs. The carrying of a club is generally prohibited by Penal Code Section 46.02. Under Section 46.15(b)(4) and (5), a commissioned security officer that is either engaging in the performance of their assignment or is traveling to or from their assignment in full uniform is exempt from the prohibitions of 46.02. Section 46.03 prohibits the carrying of a club in

numerous specific places and provides limited defenses relating to the premises of a racetrack or the secured area of an airport (see sub. (d) and (h), respectively). There is no certification specific to the carrying of clubs.

### b. Chemical Dispensing Device

The carrying of a chemical dispensing device is prohibited by Penal Code Section 46.05. Subsection (f) of Section 46.05 provides a defense to prosecution for security officers who have received training on the use of a chemical dispensing device that is either (1), provided by TCOLE or (2), approved by the Department. The Department has approved training on the use of a chemical dispensing device when administered to a security officer who has successfully completed the board approved Level III training.

### c. Controlled Energy Weapon

The carrying of a Controlled Energy Weapon such as a taser® or similar weapon is not expressly prohibited under Texas law. Neither the Private Security Act, nor the related administrative rules, address the carrying of such a weapon by a security officer. There is no certification for the use of such weapons.

## 11.3 Baton

With the correct use of a baton, a security officer has the opportunity to prevent a dangerous and assaultive individual from possibly becoming a more serious threat to the security officer or others.

The use of a baton is in response to unsuccessful de-escalation of a situation where an aggressor's resistance has escalated the security officer's use of force response. The physical use of the baton is intended to stop the assaultive actions of an attacker. Once threatening resistance stops, the security officer must re-evaluate the use of force options based on the current level of resistance. Always use the reasonable force necessary to gain compliance.

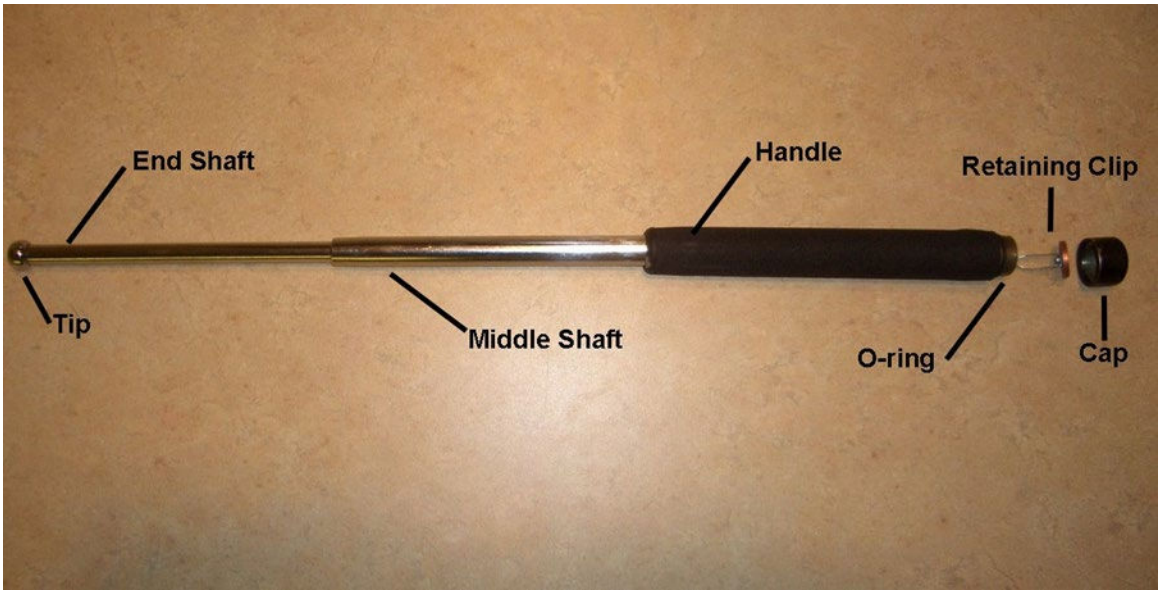
### I Nomenclature

The expandable baton contains the following parts that can be seen in Figure 11.1:

- Tip
- End Shaft
- Middle Shaft

- Handle
- O-ring
- Retaining Clip
- Cap

**Figure 11.1:** Parts of an Expandable Baton




# II Grip of Baton

The baton should be gripped slightly above the end and should be held securely between the two middle fingers and the thumb. This grip should be applied prior to the baton being drawn (Figure 11.2, left).

When the baton is drawn, it should be extended to its full length by forcefully swinging it at a downward forty-five-degree angle between the officer and the subject (Figure 11.2, right). As soon as it is fully expanded, it should be held in the interview or defensive stance.

**Figure 11.2:** Left: Gripping the baton in the holster. Right: Expanding the baton.

# III Reactionary Gap with Baton

Reactionary Gap is the distance between the security officer and the suspect:

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

# IV Baton Stances

## Interview Stance

The interview stance with a baton that is expanded to its full length is done by holding the baton behind the strong side leg and assuming a normal interview stance (Figure 11.3). This allows the baton to be immediately used if needed.

**Figure 11.3:** Interview Stance

# V Defensive Stance

The defensive stance with the baton is assumed when a threat is perceived that will require the baton to be used. It is assumed by deploying the baton and moving it to the crown of the shoulder or moving it from the interview stance to the crown of the shoulder (Figure 11.4). The center of gravity is lowered as the security officer takes a small step backward, increasing the reactionary gap. The butt of the baton should be pointed at the individual.

**Figure 11.4:** Defensive Stance

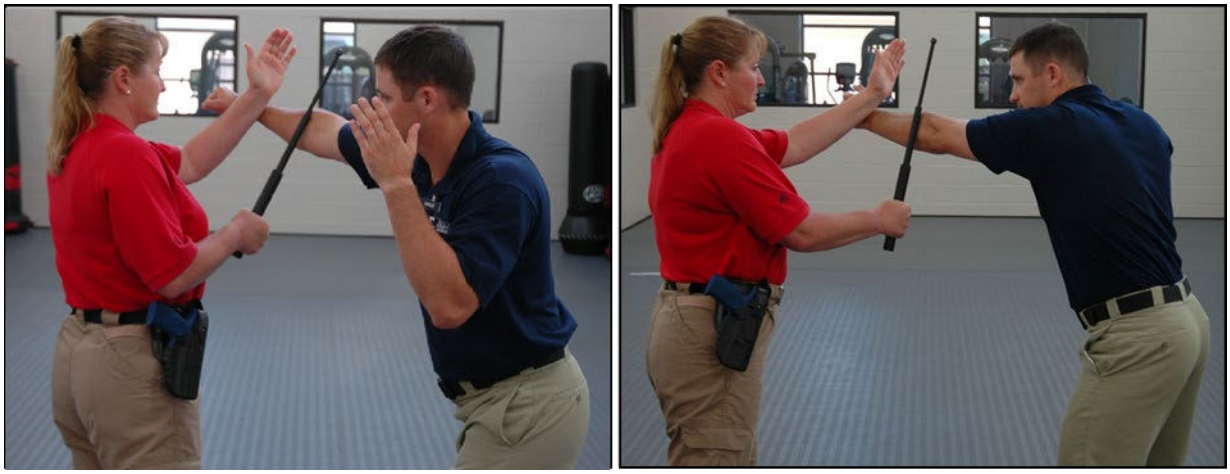
## 11.4 Blocks

Blocks with the baton are actually strikes that are occurring to stop an attack that is coming at the officer. These blocks should be delivered to the meaty portion of the arm or leg that is attacking the security officer in order to temporarily disable the attacker.

### I Arms

Blocks to the arms are delivered to the forearms because the individual is attempting to punch the officer. If the strike is coming from outside of the attacker's body width, such as a roundhouse punch, then the strikes are delivered to the inside of the forearms (Figure 11.5, left). If the punches are coming from inside the attacker's body width, such as a jab, then the strike is delivered to the outside of the forearm (Figure 11.5, right). While blocking punches with the baton, it should remain vertical to the ground. The security officer should be moving laterally towards their strong side, if possible, to get out of the way of the attacker.

**Figure 11.5:** Left: Blocking the inside of the arm. Right: Blocking the outside of the arm.



# II Legs

Blocks to the legs are delivered if the individual is attempting to kick the officer. If the kick is coming from outside of the attacker's body width, such as a round kick, then the security officer should step in slightly and deliver the strike to the thigh (Figure 11.6, left). If the kick is coming from inside the attacker's body width, such as front kick, then the strike should be delivered to the side of the thigh or calf (Figure 11.6, right). The security officer should be moving laterally towards their strong side, if possible, to get out of the way of the attacker.

When delivering a block, the security officer should hit the individual as hard as they possibly can in order to stop the aggression and to prevent possible injury from multiple strikes.

**Figure 11.6:** Left: Blocking the outside of the leg. Right: Blocking the inside of the leg.

## 11.5 Strikes

Primary strike areas are defined as attacking limbs and/or large muscle groups. Examples of attacking limbs include but are not limited to: arms, hands, legs, feet, gluteus maximus, and hamstrings. Strikes delivered to the head, neck, and spine are considered deadly force.

A fight is a dynamic, ever-changing encounter, and an officer is not expected to predict the subject's movements. Unless deadly force is applicable, it is the responsibility of the officer to aim their strikes toward attacking limbs and large muscle groups and away from the head, neck, and spine. If while aiming for an appropriate target area results in inadvertent strikes to the head, neck, or spine due to the subject's movement, the officer is justified in their use of force but will be required to articulate their actions.

### I Legs

When delivering strikes to the legs, the security officer should aim at the meaty portion of the legs such as the thigh or calf. Strikes to these areas will temporarily disable the individual and rarely will cause any broken bones.

If the security officer is in front of or behind the individual, then strikes are usually applied to the thigh. The thigh can be struck on the outside (Figure 11.7, left), inside (Figure 11.7, right), front, or rear of the thigh, all of which should cause the individual to fall to the ground.

Strikes can also be delivered to the calf muscle if that target should present itself (Figure 11.8).

When delivering a strike, the security officer should hit the individual with sufficient force in order to stop the aggression and to prevent possible injury from multiple strikes. While striking, the security officer should step into the strike, in order to maximize effectiveness. Anytime a strike is delivered, the security officer should immediately return to the defensive stance in preparation of delivering more strikes if needed.

If the security officer needs to move from one side of the individual to the other while striking, the baton should be placed under the support arm in preparation of a back hand strike. The back hand strike is delivered to the opposite side of the appendage that was struck while the security officer is moving back to the defensive stance.

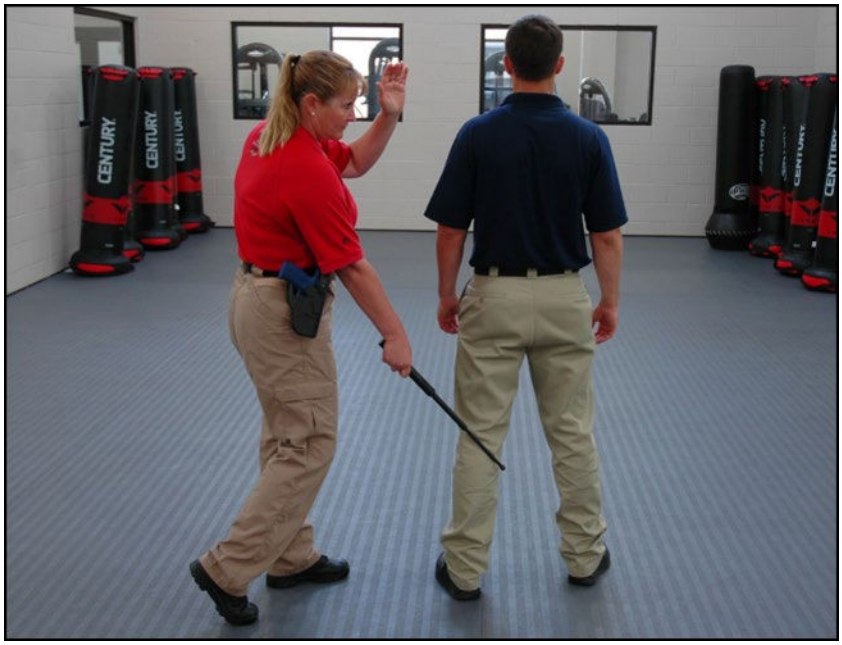
If the individual is still standing after delivering a power strike and is no longer a threat, the security officer can lessen his use of force by using an arm-bar control technique to ground the subject. This is

done by turning the baton in the grip so that it lays parallel to the forearm of the security officer. The security officer then performs the arm-bar grounding technique using the baton instead of his wrist.

The use of a baton does not affect all subjects the same, and a security officer must always be prepared to transition to another use of force option.

**Figure 11.7:** Left: Striking the outside of the leg. Right: Striking the inside of the leg.

**Figure 11.8:** Striking the calf



## 11.6 Tracing C Baton Retention Technique

A common technique an aggressor may use is grabbing for a security officer's baton or, in some cases, even taking the baton and using it against the security officer.

Maintaining physical control of the baton is essential for the safety of the security officer and those around them. Aggressors will generally attempt to grab the baton where they can get the strongest hold.

Security officers must resist the instinct of getting into a tug-of-war match over the baton, which often proves to be ineffective.

Using the momentum of the aggressor to pull the riot baton away, the security officer simply steps into or closer to the aggressor with their support side foot. With the momentum created, the aggressor's hold on the baton is lessened. The security officer then rapidly uses the tracing-C technique to recover the baton.

To effectively employ the tracing-C technique:

1. Push up on the baton.
2. Pull the baton around in an upward swing as if tracing a C in the air from bottom to top with the long end.

   **Note:** This movement seems to wrap the aggressor's arms around themselves.

3. Drive (immediately with a quick and forceful movement) the end of the baton straight down, as if slicing the C in half.

Once the security officer reaches the top of the C and the aggressor is tied up, it is impossible for the aggressor to maintain hold of the baton. Further actions such as a strike may or may not be necessary. Officers must be able to assess the situation and react accordingly.

## 11.7 Summary

The use of a baton is in response to unsuccessful de-escalation of a situation where an aggressor's resistance has escalated the security officer's use of force response. The physical use of the baton is intended to stop the assaultive actions of an attacker. Once threatening resistance stops, the security officer must re-evaluate the use of force options based on the current level of resistance. The use of a baton does not affect

all subjects the same, and a security officer must always be prepared to transition to another use of force option. Always use the reasonable force necessary in response to the resistance to gain compliance.

## 11.8 References

Siddle, Bruce. *Defensive Tactics Instructor Manual*. Belleville, Ill.: PPCT Management Systems, Inc., 2005.

St. Louis County and Municipal Police Academy: Basic Training Curriculum. *Control Techniques Lesson Plan*. St. Louis, Mo.: St. Louis County and Municipal Police Academy, 1997.

United States Army. *Field Manual* 3-19-15: Civil Disturbance Operations. Washington D.C.: Headquarters, Department of the Army, 2005. Accessed February 20, 2017, https://fas.org/irp/doddir/army/fm3-19-15.pdf

# 12 Firearms Handling and Safety

## 12.1 Chapter Training Objective

Upon successful completion of this module, participants will be able to demonstrate the ability to properly handle, clean, and store firearms.

## 12.2 Chapter Outline Details

1. Identify the primary firearm safety rules.
2. Demonstrate proper handling of firearms.
3. Identify the nomenclature, actions, maintenance and safety checks, and operation of specific firearm types.
4. Discuss ammunition nomenclature, selection, compatibility, and care and storage.
5. Discuss safe firearm storage.
6. Review sample range safety rules.
7. Complete firearms proficiency qualification course(s).

## 12.3 Primary Firearm Safety Rules

The following firearm safety rules must always be followed:

1. Treat every firearm as if it is loaded.
    - If you are unsure of the firearms status, you must always assume the firearm is loaded.
    - Do not take someone else's word that a firearm is not loaded.
2. Keep your firearm pointed in a safe direction.
    - Safe direction is defined as any direction where the bullet will not harm a person if the firearm is discharged. This includes not flagging yourself with the barrel.
    - Never point the firearm at anything you do not wish to shoot or destroy.
3. Keep your finger off and away from the trigger until you are ready to fire.
    - This is known as high safe index.
    - The purpose of this is to ensure you do not unintentionally squeeze the trigger before you intend to fire. For example, if you were to trip, fall, or be startled.
4. Be certain of your target and what is in front of and/or beyond it.
    - Know if you were to shoot at the designated target, the bullet could safely pass through the target and not damage or injure anything or anybody beyond the target.

Safety is always the number one priority. You are responsible for every bullet fired from your gun. Violating one or more of these safety rules can cause serious injury or death may occur. These safety rules do not have to be followed in a specific order.

# 12.4 Proper Handling

## I Fundamentals of Shooting

As with any motor skill, learning to shoot well and ultimately to shoot well under the stress of combat requires mastery of the essential components and fundamental skills.

### a. Determining Eye Dominance

Eye dominance, also known as ocular dominance, is the inclination to prefer visual input from one eye over the other. In most cases the dominant eye corresponds with the dominant hand, however, the side of the dominant eye and the dominant hand do not always match.

Determining the shooter's dominant eye is important for the process of aiming the firearm. Described below are two ways to determine eye dominance.

#### Method 1

With both eyes open, have the shooter focus on a distant object using his/her index finger to "aim" at the object. The shooter then alternates closing the eyes. The dominant eye will be the eye that remains aligned with the distant object. The object will not be aligned with the other eye unless the shooter moves his/her hand to realign.

#### Method 2

Have the shooter extend both arms and bring both hands together to create a small opening. With both eyes open, have the shooter focus on an object at a moderate distance (10' or more) through the opening created in the hands. Have the shooter slowly draw the hands back toward the face while maintaining focus on the object. The small opening in the hands will generally encircle the dominant eye and exclude view of the object by the non-dominant eye.

### b. Cross Dominance

Cross dominance is a condition in which the dominant eye is opposite of the dominant hand, such as a right eye dominant but left-handed shooter. Cross dominance is not a big issue for handgun

shooting but requires accommodation for long gun shooting. When shooting a long gun, the shooter must either mount the gun to the shoulder that corresponds to the dominant eye or mount the weapon to the side of the dominant hand and use the non-dominant eye for sighting.

## c. Grip

A proper shooting grip is one of the most crucial elements in establishing a safe and solid shooting platform. Everything from speed of sight acquisition to the management of recoil after a shot is managed by the hand's "interface" with the weapon's grip or stocks. A proper one-handed shooting grip should be attainable while the weapon is contained in the holster. The shooter should be able to draw the weapon from the holster without readjusting the grip prior to firing. A holster that does not allow a shooter to assume a one-handed shooting grip while the gun is in the holster should be discarded for security duty.

### One-Handed Grip

In order to achieve a proper one-handed shooting grip (Figures 12.1 and 12.2) the shooter should:

- Place the "V" of the hand formed between the thumb and index finger as high on the back of the weapon grip, or backstrap, as possible.
- The forearm and wrist should be aligned with the bore of the weapon.
- The gun should be gripped with the base of the thumb and lower three fingers of the hand.
- Grip pressure should be applied directly to the rear into the hand. The thumb should remain along the side of the frame and not interfere with the rearward movement of the slide.
- The trigger finger should remain straight along the side of the frame (outside the holster until the weapon is clear of the holster).
- The weapon should be gripped securely but not so tightly that the hand trembles. Grip pressure similar to that used on a hammer when driving a nail is sufficient to provide a stable operating platform for the weapon.
- The pistol must be gripped in the same place and manner each time it is drawn so that the shooter can consistently draw, aim, and fire with speed and accuracy.

**Figure 12.1:** Right hand one-handed grip

**Figure 12.2:** Left hand one-handed grip

## Two-Handed Grip

In order to achieve a proper two-handed shooting grip, the shooter should:

- Acquire a proper one-handed grip as described above. A good one-handed shooting grip provides the basis of any two-handed shooting grip.
- The palm heel of the support hand should be placed on the weapon grip to cover the grip surface not covered by the dominant hand.

- The four fingers of the support hand should be closed around the front of the dominant hand. Avoid splitting the support hand fingers by placing the support hand index finger on the trigger guard.
- The thumb of the support hand should be placed in one of two places. The thumb may be placed over the dominant thumb, locking the dominant thumb into place, or the support thumb may be placed forward along the frame of the weapon (Figure 12.3).

  **Note:** Placing the support thumb forward along the frame of the weapon is advantageous when using a weapon mounted light.

- Shooters must be cautioned that crossing the support thumb over the top of the dominant hand and around the back of the weapon (Figure 12.4) can cause a semi-automatic handgun to malfunction if the slide hits the support thumb. It can also cause injury to the shooter's thumb if the slide strikes the thumb.

**Figure 12.3:** Two-handed grip with thumbs forward

**Figure 12.4:** Dangerous two-handed grip

## d. Stance

There are three primary stances that are commonly used for shooting a handgun. These stances are the Isosceles, the Weaver, and the Modified position.

### The Isosceles Position

The shooter squares the feet, hips, shoulders and face to the target. The shooter assumes a slight bend in the waist and the knees. Both arms are thrust forward to lock at the elbows. The upper body is generally locked to create a rigid platform. Recoil is absorbed using the large muscles in the chest, back and legs. The isosceles stance is one of the easiest to learn as this stance is made up of simple, symmetrical elements. It is also a more solid stance for shooters who have low levels of grip or upper body strength (Figure 12.5).

**Figure 12.5:** The isosceles stance position

## The Weaver Position

The shooter blades his/her body away from the target at an angle of about 45° with the dominant side foot to the rear. The dominant arm is locked out straight. The support arm is bent with the elbow pointed toward the ground. Control of recoil is assisted by the isometric tension established by pushing forward with the weapon arm and pulling to the rear with the support arm. The Weaver stance is generally a better choice when the shooter is trying to utilize cover to reduce the likelihood of being shot. Shooters with poor grip strength tend to see an increase in weapon malfunctions due to “limp wristing” when using the Weaver stance (Figure 12.6).

**Figure 12.6:** The Weaver stance position

## The One Hand Point

The lower body may or may not be bladed at an angle to the target, with the dominant side foot to the rear. The upper body turns, squaring the shoulders to the target with the gun arm thrust forward as used for the isosceles stance. The support hand is brought to the center to help stabilize the upper body.

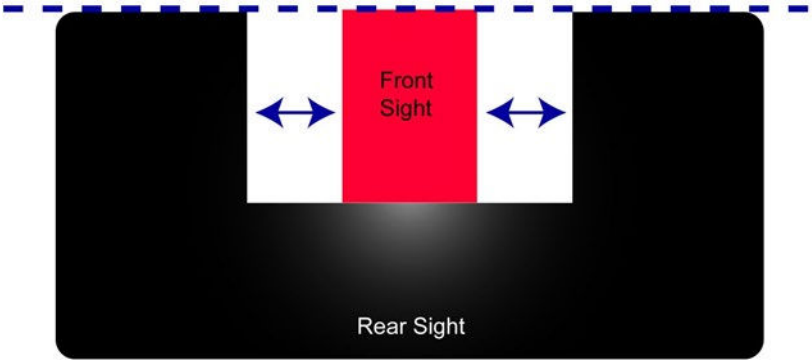
Like many firearms tactics, stance selection is the basis for much controversy. It is recommended that officers be able to shoot from different stances, as environment and the dynamics of combat will dictate the officer's position when he/she must shoot (Figure 12.7).

**Figure 12.7:** The one hand point stance position

## e. Sight Alignment and Sight Picture

Sight alignment is the relationship between the front and rear sight. Sight alignment for common dovetail handgun sights can be described as aligning the front sight so that it is centered and level in the rear sight notch (Figure 12.8).

**Figure 12.8:** Proper sight alignment




Proper sight alignment is critical for accurate shooting. Any misalignment between the front and rear sight introduces an angular sighting error. The angular sighting error induced by misalignment is multiplied as the distance from the shooter to the target increases.

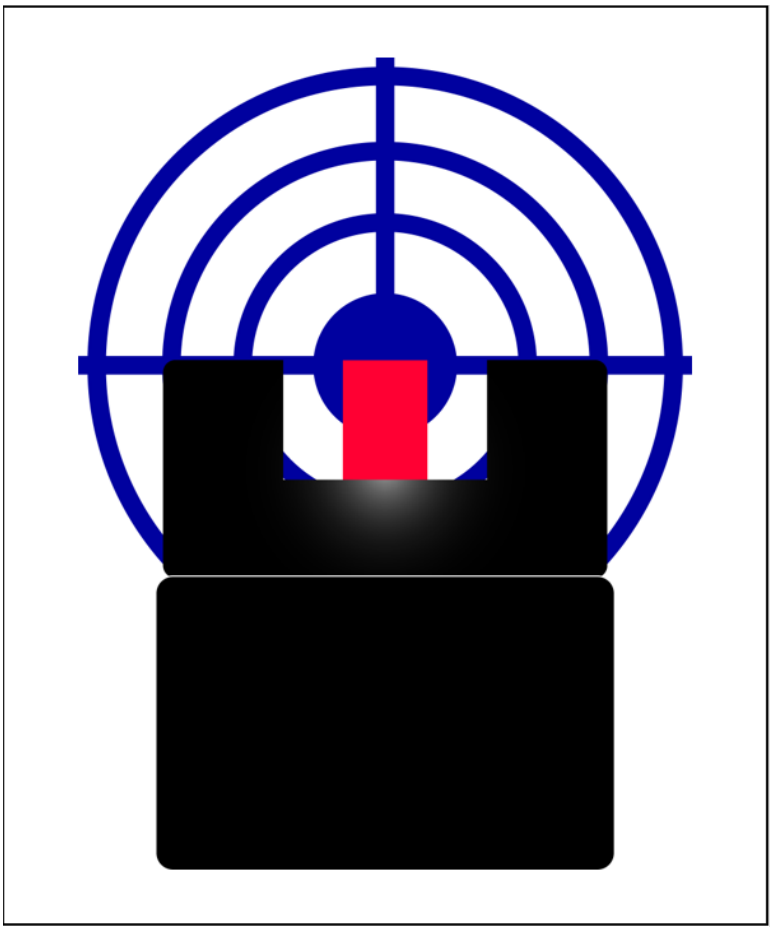
Shooters will quickly notice that they cannot keep the front and rear sight in crisp focus at the same time. The human eye can only focus on one plane at a time. Concentration should be focused on the front sight. When properly focused the shooter's front sight will be clear while the rear sight and target will both be slightly blurred.

## Instructor Note

Learning to shoot generally requires precision and well-placed repetitive practice to become comfortable in lining up the firearm with the target. Explain to participants that close-quarter combat tactics primarily focuses upon the front sight.

Sight picture is the relationship between the shooter's eye, the front and rear sights (sight alignment), and the desired point of impact on the target. A correct sight picture is acquired by aligning the sights, then putting the aligned sights into the proper relationship with the target. (Figure 12.9).

**Figure 12.9:** Proper sight picture



## f. Trigger Control

Trigger control has been described by many names. Trigger squeeze, trigger press, trigger stroke and trigger manipulation are common terms. Trigger press will be used to describe the action of manipulating the trigger to fire the weapon.

The key to accuracy is pressing the trigger straight to the rear in a smooth manner without interrupting sight alignment. Once the trigger press is initiated, the movement should be constant and even. For precision accuracy, trigger press and sight alignment must be done simultaneously while managing the arc of movement.

When firing a weapon, the contact between the trigger finger and the trigger should be constant. The trigger is smoothly pressed to the rear and then only allowed to move forward to the point where the sear (the portion of the trigger mechanism that engages the firing mechanism) engages

and the trigger resets. The shooter should not press the trigger and then take the finger off the trigger only to reacquire the trigger for a subsequent shot. This concept is called a trigger reset.

## g. Breath Control

Every time a human breathes the body cavity expands and contracts, moving the shooting platform and affecting sight alignment and sight picture. Breath control is important for precision marksmanship but arguably not as crucial in close quarter combat. There are two common methods of breath control used by shooters for precision shooting.

The first kind of breath control is the mid-breath technique. When using the mid-breath technique, the shooter inhales fully and then exhales approximately one-half of the air in her/his lungs. The shooter pauses, stabilizes the shooting position, and fires the weapon before exhaling the rest of the air. Some shooters like the mid-breath technique, believing that they can hold the pause for a longer period of time while aligning sights and pressing the trigger. A drawback to the mid-breath technique is the fact that it is difficult to assume a consistent position within the breath to pause.

The second common breath control technique is the end-breath technique. The end-breath technique is applied by inhaling and then exhaling fully, pausing, and firing. The end-breath technique is based on the natural pause that most people take between breaths. Most shooters can settle into the same consistent shooting position effectively using this technique. The pause should not be held too long as the diminishing level of oxygen will ultimately lead to tremors and eye strain.

The key to breath control is taking advantage of natural pauses, not holding one’s breath in order to shoot. In terms of security officer training, breath control is one of the least important of the shooting fundamentals. Most security officer shootings occur at close range under very short time constraints. Significant research exists that argues officers under survival stress will tend to experience an uncontrollable increase in respiration rates.

## h. Follow-Through

Traditionally, follow-through means the shooter concentrates on continuing to apply all the fundamentals through the firing sequence so that unnecessary movement is reduced prior to the bullet leaving the barrel. A second, and arguably more important, view on the concept of follow-

through is completing the shot, managing the weapon's recoil, and reacquiring the sight picture for a follow-up shot if one is warranted.

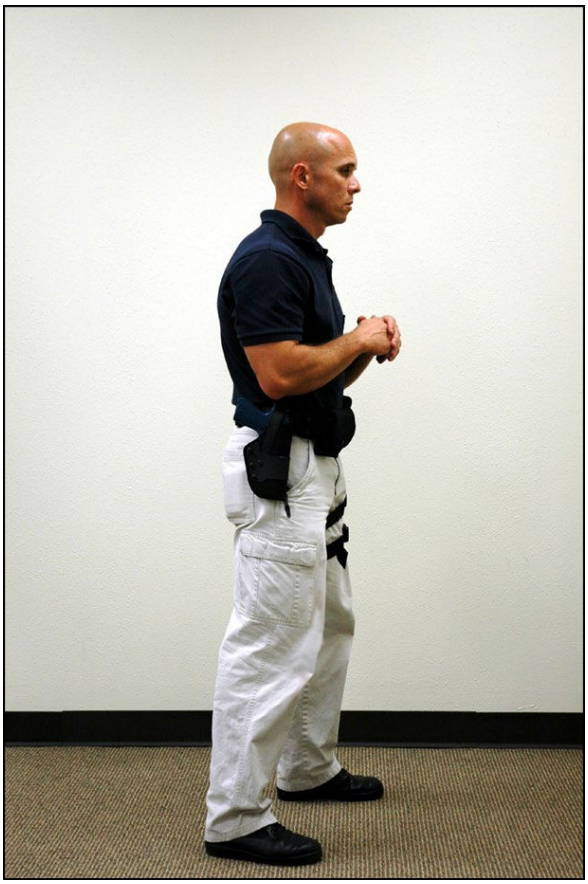
## i. Drawing the Handgun

Drawing the handgun from the holster is one of the most important skills an officer will ever learn. The ability to quickly draw, sight, fire, and effectively hit a target with accuracy at close range can mean the difference between life and death.

### Four-Step Method

This course teaches a simple four-step method of drawing and presenting the firearm from the holstered position. The shooter starts from the interview stance, with the shooter's hands above the waist (Figure 12.10).

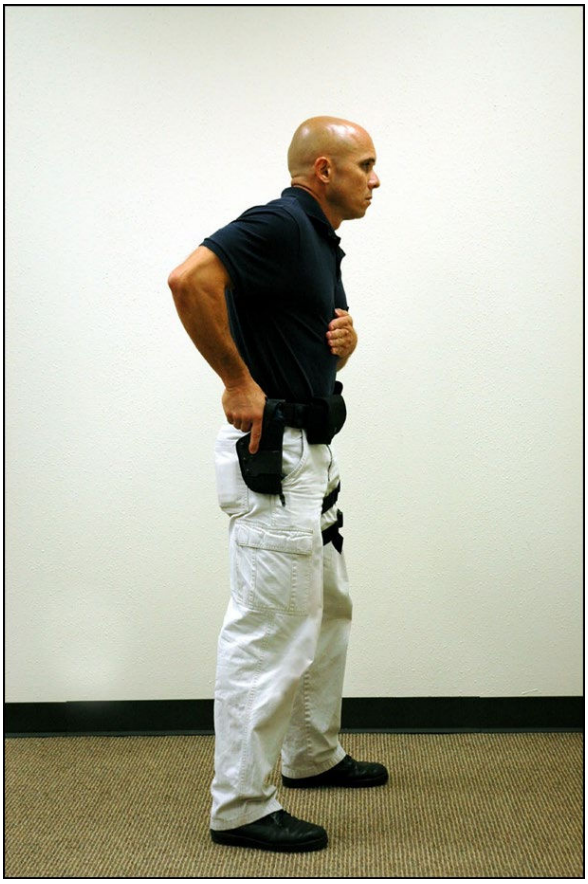
**Figure 12.10:** Interview stance before drawing the handgun



### Position 1

The shooter grips the weapon and releases retention devices obtaining a proper shooting grip as described previously. The trigger finger remains off the trigger and outside the trigger guard. A good holster will not allow the shooter to contact the trigger while the weapon is in the holster. The support hand is brought into contact with the stomach/belt buckle area (Figure 12.11) in preparation for acquiring a two-handed grip. Bringing the support hand to the body is important to reduce the likelihood of covering the support hand with the muzzle of the weapon as the hands come together.

**Figure 12.11:** Position 1 of drawing the handgun



### Position 2

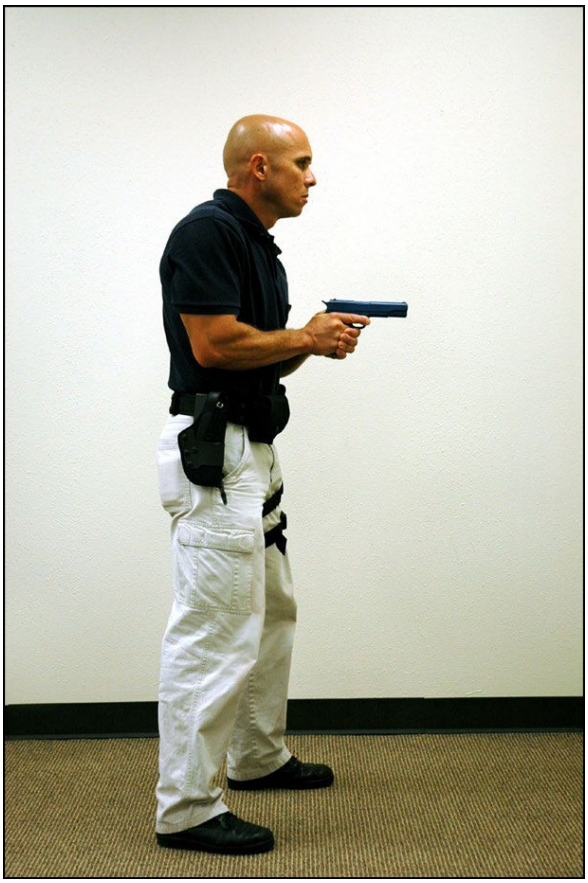
The weapon is drawn upward out of the holster transitioning the muzzle toward the target immediately as it clears the top of the holster. The wrist is locked into the shooting position with the handgun positioned just above belt-level and slightly forward of the holster (Figure 12.12). This position is often referred to as the “Combat Tuck” position and with practice can be an effective shooting position for extreme close quarter shooting. The trigger finger remains off the trigger and outside the trigger guard.

**Figure 12.12:** Position 2 of drawing the handgun

### Position 3

The weapon is pushed forward and brought toward the centerline. Once the weapon starts moving forward toward the target the support hand moves to complete the two-handed shooting grip (Figure 12.13). The muzzle of the weapon should be pointed at the target. This position is one form of “low ready” commonly used by many shooters. During the transition from Step 3 to Step 4 the shooter will disengage any external safety. Even if the shooter routinely carries the weapon with the “hammer down and safety off” on a double action semi-automatic, he/she should be taught to sweep the safety to make certain that it is disengaged. The trigger finger remains off the trigger and outside the trigger guard.

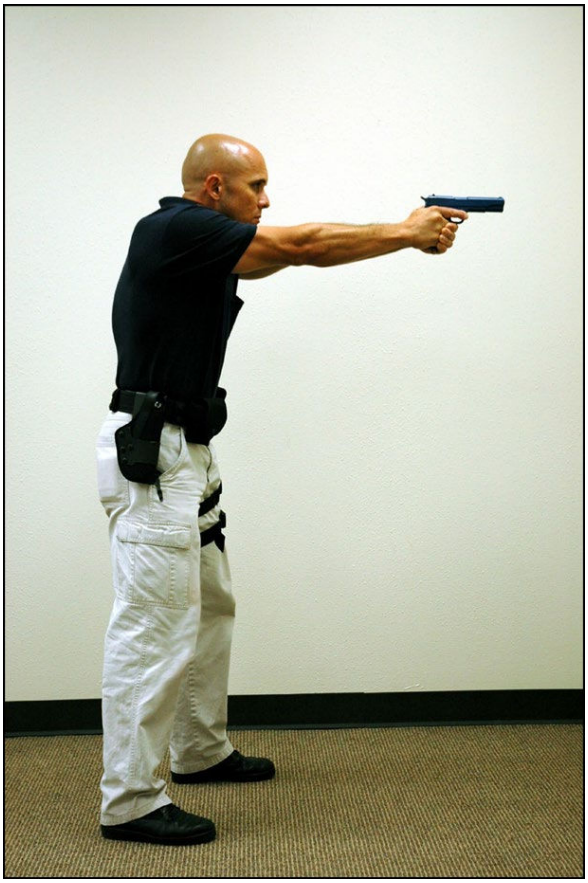
**Figure 12.13:** Position 3 of drawing the handgun



### Position 4

The shooter locks into the shooting position and begins to acquire a sight picture. The trigger finger is outside of the trigger guard held straight along the frame until the shooter is sighted and ready to shoot (Figure 12.14).

**Figure 12.14:** Position 4 of drawing the handgun



Speed in drawing comes from practicing a correct draw stroke slowly, building a smooth, fluid technique. Speed is acquired through practice, smoothness, and economy of motion. Once learned, there is only one speed to draw regardless of why the shooter is drawing. The weapon should be drawn as fast as safely possible.

## j. Common Errors in Drawing

### Lack of Muzzle Discipline

The muzzle of the weapon should not cover any portion of the shooter's body during the drawing or holstering process. One of the most common self-inflicted gunshot wounds suffered by security

officers occurs when a security officer is recovering the weapon to the holster with the finger on the trigger.

### Wagon-Wheeling or Bowling

This occurs when the shooter drops the weapon below the level of the holster and then comes up onto the target. During the draw stroke it is wasted motion, however, reversing the process to holster the weapon often leads the shooter to muzzle the back of his/her leg by coming up from behind the holster to insert the weapon.

### Anti-Aircraft Draw

The shooter draws the gun out and forces the muzzle of the weapon upward beyond the line of sight then back down onto the target with an exaggerated motion. This is a common technique learned from television and movies where many exaggerated motions are used to facilitate the drama of weapon use.

## k. Holstering the Weapon

Recovering the weapon to the holster is an important process but, unlike drawing, speed is rarely a necessity. In most instances the security officer should be hesitant to holster their weapon because she/he had a good reason to draw it initially. Security officers must be certain that the threat or threats no longer require the use of deadly force before holstering.

It is recommended that holstering the weapon involves a three-step process:

1. Down and scan
2. Assess and plan
3. Recover to the holster

### Down and Scan

When the immediate threat is over, the shooter should lower the weapon to the “low ready” position. While assuming the low ready position, the shooter will take the finger off the trigger and out of the trigger guard. The safety should be engaged or the weapon de-cocked (if the weapon system is so equipped).

The shooter should scan their environment (360°) for other threats. The shooter should be actively trying to identify other threats and breaking the "tunnel vision" common to survival stress incidents. Moving the head will break the focus on the first threat and open the visual field to more information. The scan should involve the head only, not the entire weapon platform (upper body). The head moves faster than the torso to complete a 360° scan.

### Assess and Plan

Assess your weapon's condition before holstering. Does the handgun need to be reloaded? Have you experienced a malfunction that must be cleared? Is the weapon de-cocked and/or the safety engaged?

Look at the handgun to assess for malfunction. Make sure the slide is in the battery (slide forward and not locked back). Place the gun in the proper condition to holster it. De-cock the weapon if it is appropriate. Engage the external safety if the weapon has one.

### Recover to the Holster

Recovering to the holster is simply reversing the process of the Four-Step Draw described earlier. The handgun is brought from the ready position back to Position 3 (two-handed grip just forward of the abdomen). As the two hands separate, the support hand returns to lay on the stomach and the shooting hand moves to Position 2 (Combat Tuck). Once the gun is in Position 2 the shooter should be able to push the muzzle down into the holster and secure the holster's weapon retention devices.

The trigger finger must always be out of the trigger guard and the muzzle should never cross a part of the shooter's body when holstering the weapon. The shooter should be able to holster and secure the weapon using only one hand and without looking at the holster.

## 12.5 Firearm Operation and Maintenance

## I Revolvers

Over the past few decades revolvers have seen diminished use by law enforcement and security personnel in the United States. They continue to represent a large portion of the handgun sales in this country and continue to be carried by some security officers. The revolver represents a rugged and reliable weapon system.

## a. Revolver Nomenclature

Figures 12.15 and 12.16 illustrates the parts of a commonly used revolver.

**Figure 12.15:** Parts of the Smith & Wesson revolver

**Figure 12.16:** Chambers and extractor

## b. Revolver Actions

Revolvers come in two common action types: single-action and double-action. The type of action is defined by the tasks performed by the trigger. A single-action revolver must be manually cocked, generally using the dominant thumb. The trigger only fires the gun from the cocked position.

The double-action revolver is the most common revolver used by a security officer. Most double-action revolvers can be fired from the single action (manually cocked) position but can also be fired from the hammer down position. In a double-action revolver, pressure applied to the trigger will both cock and fire the weapon.

## c. Revolver Maintenance and Safety Check

In general, revolvers are easier to clean and maintain than semi-automatics. They clean more easily because the shooter does not have to disassemble or field strip them for normal cleaning. Revolvers are inherently more rugged than semi-automatics. Unlike semi-automatics, revolvers are a fully self-contained weapon system. They do not have detachable magazines to step on or lose.

### Safety Inspection

The following series of basic safety checks may be performed without firing the weapon. These are general checks that apply to most revolvers. Some manufacturers may recommend other checks and tolerances specific to a make or model of revolver. Duty weapons should be routinely checked by personnel certified by the weapon's manufacturer for the particular weapon system.

> **Note:** All handguns must be unloaded prior to any weapon handling, including a safety check. In keeping with the first Universal Safety Rule, treat the gun as if it were loaded and be extremely careful about safe muzzle direction.

#### Cylinder Play

1. With the gun unloaded (check again), close the action.
2. Open and close the cylinder several times. Do not flip the cylinder open or closed. The cylinder should open and swing out freely. The cylinder should close without excessive effort. With the cylinder out, spin the cylinder. The ejector should spin true and straight.
3. Pull the hammer back and hold it with your thumb. Pull the trigger and gently lower the hammer all the way down while keeping the trigger back. Do not release the trigger.

Continue holding the trigger all the way to the rear once the hammer is down. The gun is now in “full lockup.” Keep it there for this and most other tests.

With the trigger all the way to the rear, check for cylinder movement. Excessive movement forward and back (end shake) is particularly undesirable. Slight side to side (rotational) movement is acceptable, but it is a bad thing if you can rotate it one way, let go, and then rotate it the other way a fraction of an inch and it stays there too. The cylinder should stop in just one place. The optimal condition is a rock solid lockup.

### Cylinder Gap

1. Holding the trigger at full lockup, look through the barrel/cylinder gap. The cylinder gap can be too small or too large. If too large, velocity drops. If the gap is too tight, burnt powder, lead, and other residue will block the gap and could cause the cylinder to bind or lock up.
2. If gauges are available check the manufacturer’s specification for cylinder gap tolerance. Most manufacturers specify a cylinder gap between .002" and .006".

### Timing

1. Check again to be certain the weapon is unloaded.
2. With the muzzle pointed in a safe direction, cock the hammer to single action. The cylinder stop should lock up when the weapon is cocked. The cylinder should not rotate when the gun is cocked. If the cylinder may be rotated, the gun is improperly timed and the gun will probably spit lead out of the cylinder gap when fired.
3. Repeat this process through each chamber.

### Bore and Cylinder

1. Swing the cylinder open.
2. Use a light source or ambient light to inspect the bore. Look for pitting, severely worn rifling, obstructions or bulges of any sort.
3. Check each chamber in the cylinder in a similar fashion.
4. Inspect the face (front) of the cylinder for lead buildup and excessive wear.

### Trigger

1. Check to make sure the gun is unloaded.

2. With the muzzle pointed in a safe direction, cock the hammer to single action.
3. Without engaging the trigger, press forward on the back of the hammer. The hammer should not fall. If the hammer falls, the condition is called “push off” and is not acceptable in a duty weapon. This condition can be caused by a very dirty internal action, a weak mainspring, a loose strain screw, improper gunsmithing or excessive wear.
4. Check to be certain the strain screw is tightened completely.
5. If the gun still suffers from push off have it checked by a certified armorer.
6. When pulling the trigger, release it and make sure that the trigger resets to the normal rest position.

Firearms that fail any of the safety checks should be brought back to factory specifications by a certified armorer or gunsmith before being cleared for duty carry.

## Handling and Cleaning the Revolver

**Note:** Ensure your firearm is unloaded before beginning to clean it. Always follow the rules of safe gun handling.

Cleaning is essential to ensure the proper functioning of any weapon.

1. After each use, the weapon should be cleaned by brushing the barrel bore and chambers with a good powder removing solvent and wire bore brush. Continue to clean the bore and chambers until a patch or a swab can be run through the barrel without catching any residue.
2. Using a small brush dipped in powder removing solvent, remove all deposits from around the forcing cone, chambers, extractor, and adjacent areas of the frame that have been subjected to the action of powder or primer residue.
3. Pay special attention to cleaning the face (front) of the cylinder of all lead deposits and residue. Excessive deposits will ultimately cause the cylinder to bind and the gun to malfunction.
4. After cleaning the entire gun, use a cloth to apply a light film of high quality gun oil to all external metal surfaces and wipe clean. Care should be taken not to oil any firearm to the extent where oil will be dripping or running down the handgun. Dirt and residue will be trapped if too much oil is present. Penetrating oils also pose a threat to ammunition. They can render ammunition inoperable or unstable.

5. Always follow the instructions provided with your solvents and lubricants. Some cleaners have the potential to damage certain weapon finishes and/or parts (specifically certain plastic grips). Avoid prolonged immersion in solvents and prolonged ultrasonic cleaning of weapons. Restrict solvents to those products specifically developed for firearms maintenance. Avoid ammoniated solvents or other strong alkaline solvents.

### Assembly and Disassembly

Most security officers and even many firearms instructors should not disassemble the lock work of a revolver unless specifically trained to do so, according to manufacturer specifications for armorers. Revolvers may be sufficiently cleaned after most light use without disassembly.

Periodic heavy cleaning may be facilitated by the removal of the cylinder from the frame for easier access. The cylinder can be removed by locating and removing the cylinder retention screw. On Smith & Wesson revolvers, this screw is located on the right side of the frame just above the front of the trigger. It is the only screw that can be seen when the factory grips are installed. The screw should be removed, the cylinder removed forward, and the screw immediately replaced to prevent loss.

Grip panels should also be removed periodically so that the rear of the frame may be cleaned. Water can enter the action of the weapon between the grip panes and the frame when exposed to rain while holstered.

## d. Revolver Operation

Design features unique to the revolver require that it be handled differently by right- and left-handed shooters. To load a revolver, keep the muzzle pointed in a safe direction and keep the finger off the trigger and out of the trigger guard. Both shooters will find that revolvers are more efficiently loaded with the gun in the non-dominant hand while the dominant hand is used to load the chambers. Because the dominant hand is used to handle ammunition and load the weapon, extra ammunition or speed loaders are carried on the same side of the duty belt as the weapon holster (dominant side).

### Right-Handed Shooter—Loading/Unloading/Reloading

1. Place the trigger guard in the palm of the left hand.

2. Press the cylinder latch forward with the right thumb to unlock the cylinder.
3. Push the cylinder open to the left with the middle and ring fingers of the left hand.
4. Hold the cylinder securely and point the muzzle directly up.
5. Run the ejector rod all the way rearward using the left thumb.
6. Turn the muzzle straight down and place a round of ammunition in each chamber or line up a speed loader designed to load all chambers at once.
7. Grasp the grip with your shooting hand and place your finger on the trigger guard, push the cylinder into the frame until it locks into place.

Figures 12.17 through 12.19 illustrate this process for a right-handed shooter.

**Figure 12.17:** Step 1 of loading process for right-handed shooter

**Figure 12.18:** Step 2 of loading process for right-handed shooter

**Figure 12.19:** Step 3 of loading process for right-handed shooter

## Left-Handed Shooter—Loading/Unloading/Reloading

1. Place the trigger guard in the palm of the right hand.
2. Press the cylinder release forward with the left index finger.
3. Push the cylinder open with the thumb of the right hand.
4. Hold the cylinder securely and point the muzzle directly up.
5. Run the ejector rod all the way rearward using the right index finger.

6. Turn the muzzle straight down and place a round of ammunition in each chamber or line up a speed loader designed to load all chambers at once.
7. Grasp the grip with your shooting hand and place your finger on the trigger guard, push the cylinder into the frame until it locks into place.

Figures 12.20 through 12.22 illustrate this process for a left-handed shooter.

**Figure 12.20:** Step 1 of loading process for left-handed shooter

**Figure 12.21:** Step 2 of loading process for left-handed shooter

**Figure 12.22:** Step 3 of loading process for left-handed shooter

## Firing the Revolver

Most double-action revolvers can be fired from either single-action or double action mode. The double action mode of firing the revolver is the appropriate mode for security officer purposes.

Double-action trigger pull is consistent and much heavier than single action. The increased weight of the double-action trigger pull reduces the likelihood of unintentional discharge.

## Revolver Malfunctions

The immediate action drill for a misfire of the revolver is to pull the trigger again. A second failure to fire should cause the shooter to reload and attempt to fire again. If the weapon fails to fire after reloading, the shooter should transition to another weapon. The following list includes common revolver malfunctions, potential causes and remedies.

### Cylinder Fails to Turn

This condition can be caused by several things. If the shooter fails to release the trigger fully after the first shot during double-action trigger pull or pulls the trigger partially, releasing it before the shot (short stroking) the weapon may not function. This is a shooter-induced problem remedied by proper trigger manipulation.

A high primer in one or more of the cartridges may cause the cylinder to bind or lock up. This is an ammunition issue and is remedied by discarding the offending cartridges. High primers are more common in reloaded ammunition. It is recommended that only factory loaded ammunition be used for both duty and training. Dirt or debris under the extractor can cause the cylinder to bind or lock up. This can be remedied by properly cleaning the weapon.

### Loose Ejector Rod

This condition makes it hard to open or close the cylinder. Ejector rods are normally threaded into the cylinder (Smith & Wesson ejector rods are also left-hand thread). With firing, the ejector rod may loosen and work outward causing the cylinder to bind. This condition is remedied by securing the ejector rod while spinning the cylinder to tighten the threads. It can be prevented by checking tightness whenever the cylinder is cleaned or loaded. Thread glue can be used to secure the threads when tightened.

## Revolver Fails to Fire

This can be attributed to one of two things: the firearm or the ammunition. The most common failure to fire in revolvers occurs when the hammer does not have enough energy to detonate the cartridge primer. Shooters often loosen the mainspring strain screw in an attempt to lighten the

trigger pull weight. This is a potentially dangerous condition for a duty weapon, but is easily remedied by tightening the strain screw located on the front of the frame. It may require the removal of the revolver's grips. This condition may also be indicative of weak springs that need to be replaced by an armorer or gunsmith.

A broken or severely worn firing pin is a catastrophic failure that cannot be remedied on the street. It must be replaced by an armorer or gunsmith.

A plugged firing pin hole in the back of the frame can keep the gun from firing. It is remedied by cleaning the weapon.

#### Spitting Lead

This is a condition where lead shavings and powder particles are ejected from the sides of the revolver's cylinder gap when fired. There are two causes for this condition.

Excessive leading in the forcing cone or on the face of the cylinder can cause lead spitting from the cylinder gap. It is remedied by thoroughly cleaning the weapon.

A more serious condition is caused when the cylinder is "out of time". This condition occurs when the chamber is misaligned with the forcing cone when the gun is fired. This causes the bullet to shear entering the forcing cone and forces lead shards out of the cylinder gap. To remedy, have the gun "retimed" by a competent armorer or gunsmith.

# II Semi-Automatic Pistol

Semi-automatic handguns are the single most common type of handgun used in modern law enforcement, security and military applications. Semi-automatic handguns are also referred to as auto pistols, auto loaders or just autos. Semi-automatic handguns generally rely on recoil generated by the firing of the weapon to cycle the action, loading the next cartridge into the chamber.

## a. Semi-Automatic Pistol Nomenclature

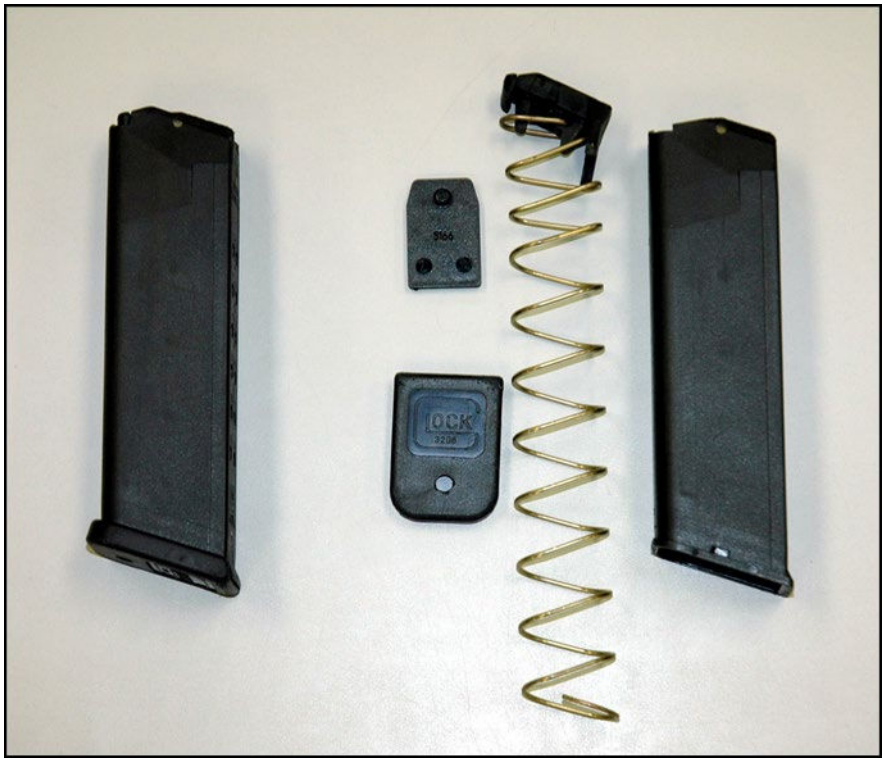
Figures 12.23 and 12.24 illustrate the parts of commonly used semi-automatic pistols.

**Figure 12.23:** Parts of the 1911 series semi-automatic pistol

**Figure 12.24:** Parts of the Glock semi-automatic pistol

Figure 12.25 illustrates an assembled and disassembled representative pistol magazine.

**Figure 12.25:** Pistol magazine assembled (left) and disassembled (right)




## b. Semi-Automatic Actions

As with revolvers, semi-automatic handguns are normally classified by the action of the trigger as either single-action or double-action. A third type of action common to semi-automatic handguns is the striker fired action. The striker fired systems have no hammer and rely on an internal spring-loaded striker to fire the weapon when the trigger is pulled.

Single action weapons are generally designed to be carried with the hammer cocked and an external safety engaged. They are characterized by a consistent trigger pull that is generally much lighter than that of a double-action handgun.

Double action handguns have several variations. The most common double-action handgun variant is the “double/single action” (DA/SA). DA/SA handguns are designed to be carried with the hammer down. The first shot requires a full double-action trigger pull. Once the gun is fired, the rearward action of the slide cocks the hammer so that subsequent shots are from the single action mode. This type of action requires a great deal of practice to master, as the first pull of the trigger is long and heavy. Yet subsequent shots require much less trigger travel and pressure to fire the weapon.

Double-action handguns may be classified as “double action only” (DAO). DAO handguns are designed to be carried with the hammer down. Upon firing the action of the slide does not cock the handgun to single action. The gun cannot be cocked to a single action state. Every round fired requires a full double action pull of the trigger. The benefit to DAO is a consistent trigger pull from shot to shot.

The last type of common semi-automatic action is the striker fired action. The gun is carried at “half-cock” until the shooter initiates the trigger pull, at which time the striker is drawn to full cock and released to fire the weapon. After each cycle of the slide, the striker is reset to the half-cock position. This type of action generally produces a consistent, relatively light trigger pull.

## c. Semi-Automatic Pistol Maintenance and Safety Check

Semi-automatic handguns have so many variations that no single safety check procedure can be applied to all of them. Security officers should be taught how to perform a safety check for their weapons.

### Safety Inspection

The following is an example of safety inspection procedures for the Glock Model 17:

> **Note:** Prior to any safety check, unload and check to be certain the weapon is unloaded. Keep the muzzle pointed in a safe direction and keep the finger off the trigger unless required for a specific function of the safety check.

1. Remove the magazine from your pistol and verify that there is no cartridge in the barrel. Then the trigger may be pulled back.
2. Pull back the trigger in its most forward position by cycling the slide. The trigger safety (lever integrated in trigger) should then be properly engaged.
3. When lateral pressure is applied on the trigger the safety should keep engaged, blocking the trigger movement. Failure of the trigger safety to properly engage or block indicates that it is defective. Have the weapon evaluated by a Glock certified armorer.
4. Field strip the weapon into its main components and remove the recoil spring and barrel from the slide.
5. Hold the slide in a muzzle down position and depress the firing pin safety. The tip of the firing pin should move forward and be visible protruding from the firing pin hole.

6. Keep the firing pin safety depressed and shake the slide. The firing pin should be distinctly heard moving freely.
7. Draw back manually the firing pin about 0.2 in.
8. Hold the slide in a horizontal position and push forward the firing pin toward the muzzle, firing pin safety being engaged. The firing pin should not protrude from the firing pin hole. If it does, the firing pin and the firing pin safety should be replaced by a Glock armorer.

## Handling and Cleaning the Semi-Automatic Pistol

**Note:** Ensure your firearm is unloaded before beginning to clean it. Always follow the rules of safe gun handling.

Most semi-automatic weapons are designed to be partially disassembled or field stripped for cleaning. Cleaning is essential to ensure the proper functioning of any weapon.

1. After each use, the weapon should be field stripped and cleaned.
2. Brush the barrel bore and feed ramp with a good powder removing solvent and wire bore brush.
3. Continue to clean the bore and parts of the frame exposed to powder residue until a patch or a swab can be run through the barrel without catching any residue. Attention should be paid to the slide and specifically the bolt face at the back of the ejection port.
4. A brush or swab should be used to clean beneath the extractor, as residue buildup may cause failures to extract cartridge cases.
5. The frame of the weapon should be cleaned and visually inspected for cracks.
6. After cleaning the entire gun, use a cloth to apply a light film of high quality gun oil to all external metal surfaces and wipe clean.
7. A small amount of oil should be applied to the frame rails and any other moving parts or wear areas.
8. Care should be taken not to oil any firearm to the extent where oil will be dripping or running down the handgun. Dirt and residue will be trapped if too much oil is present. Penetrating oils also pose a threat to ammunition. They can render ammunition inoperable or unstable.
9. Always follow the instructions provided with your solvents and lubricants. Some cleaners have the potential to damage certain weapon finishes and/or parts (specifically

certain plastic grips). Avoid prolonged immersion in solvents and prolonged ultrasonic cleaning of weapons. Restrict solvents to those products specifically developed for firearms maintenance. Avoid ammoniated solvents or other strong alkaline solvents.

Handgun magazines are often neglected during cleaning and maintenance, yet they are one of the most important parts of the weapon system. The magazine should be disassembled and cleaned. Upon reassembly, magazines should be inspected for spring tension and follower alignment.

## Assembly and Disassembly

Security officers should be taught to field strip their firearms for cleaning and inspection. Security officers should not disassemble semi-automatic weapons beyond the field stripping stage unless they are specifically trained to do so. Duty weapons should be inspected annually by an armorer certified to inspect and repair the weapons.

Field stripping procedures for the semi-automatic handgun are unique to the make and model of weapon. Field stripping and reassembly procedures for Glock brand weapons are listed below.

**Note:** All weapons inspected to be empty and all bullets segregated before beginning.

### Disassembly of the Glock (All Models)

The following is a list of procedures for the disassembly of all versions of the Glock:

1. Remove the magazine, unload and check chamber.
2. Pointing the weapon down range, with the slide forward, pull the trigger.
3. Pull the slide to the rear 0.12" and pull both sides of the slide lock downwards simultaneously.
4. Push the slide forward and separate it from the receiver.
5. Remove the recoil spring and guide by gripping them at the rear and pushing forward.
6. Grasp the barrel locking cams, push the barrel slightly forward and lift from gun.

### Reassembly of the Glock (All Models)

The following is a list of procedures for the reassembly of all versions of the Glock:

1. Insert the barrel, then the recoil spring and guide into the slide.
2. Slip the slide onto frame and lock to the rear.
3. Release the slide forward.

## d. Semi-Automatic Pistol Operation

Loading and unloading the semi-automatic pistol is a sequential process that must be taught and practiced in proper sequence in order for the shooter to operate the system safely and efficiently. When loading or unloading the semi-automatic handgun each hand has a specific job. The dominant (shooting) hand grips and maintains control of the pistol at all times, engages the slide lock, magazine release and de-cocking lever, if applicable. The support hand handles the magazines and functions the slide.

The three common methods of loading are administrative loading, lock-back (speed) reloading, and tactical reloading. The method of loading the weapon is based on the environment and conditions under which the shooter is operating.

### Administrative Loading

Administrative loading and unloading are low stress techniques that are performed with no pressure or time limit. Administrative loading is performed to bring the weapon into the carry mode for duty or to shoot at the range. When done properly, like the following steps, administrative loading will help reinforce good reloading habits as the shooter performs all the reloading functions even though there is no time pressure:

> **Note:** Keep the muzzle pointed in a safe direction, keep the finger off the trigger for the duration of the loading or unloading event.

### Loading Procedure

1. Insert a loaded magazine into the magazine well, verifying that it locks into place.
2. Rack the slide completely to the rear and release it to chamber the first cartridge from the magazine. Do not allow the hand to ride the slide forward. De-cock the weapon and engage any external safety (if the weapon is equipped with a safety).
3. Ensure the chamber is loaded by performing a press check. A press check is performed by moving the slide rearward just enough to see the cartridge case of the chambered cartridge. Be certain that the slide goes fully into battery when released. If it does not, grip the gun firmly and bump the back of the slide with the palm heal of the support hand. (Some weapon systems do not require a press check as the weapon has a loaded chamber indicator.)

4. Holster the weapon. Remove the magazine and “top off” the magazine to capacity. Reinsert the magazine making sure it fully seats.

## Unloading Procedure

The following procedures should be used for unloading the weapon:

1. With the handgun pointed in a safe direction, finger off the trigger, remove the magazine and secure it.
2. Use the support hand to grasp the serrations at the back of the slide and pull the slide to the rear to extract/eject the chambered cartridge. Do not cover the ejection port in an attempt to catch cartridge. Let the cartridge fall free, preferably on a soft surface and lock the slide open using the dominant hand to engage the slide lock.
3. Check the chamber and magazine well to be certain they are empty. Check both visually and physically, to make sure. Then check it again.
4. Rack the slide, de-cock the weapon (if so equipped), and engage any safety devices. Secure the unloaded weapon in a holster or storage container.

## Reloading the Weapon

There are two basic types of pistol reload, the speed reload and the tactical reload. The speed reload is performed when the gun is empty, while the tactical reload is used to “top off” a partially loaded gun and retain the partially spent magazine. Many trainers argue that in combat a security officer should reload when they want to, as opposed to reloading when he/she has to (due to an empty weapon). The reality of combat generally finds the security officer reloading because they have fired the weapon dry and must reload to get back into the fight.

**Note:** Keep the muzzle pointed in a safe direction; keep the finger off the trigger for the duration of any reloading event.

### Speed Reloading Procedure

The following procedures should be used for speed reloading:

1. The speed reload is initiated when the weapon is empty and the slide is locked to the rear.
2. The support hand retrieves a new magazine, while the shooting hand presses the magazine release to drop the magazine from the weapon. If the empty magazine does not fall free, the support hand can pull it free, while holding the new magazine.

3. The support hand inserts the new magazine into the magazine well pressing it until it locks firmly into place.
4. The support hand will then grip and rack the slide to the rear, releasing it to chamber a cartridge from the magazine.

### Tactical Reloading Procedure

The following procedures should be used for tactical reloading:

1. The tactical reload is initiated at the shooter's discretion.
2. The support hand draws the new magazine and positions it between index and middle finger.
3. The index finger and thumb of the support hand are used to catch the partially loaded magazine from the magazine well as the dominant hand presses the magazine release.
4. Once the partially loaded magazine drops in between the thumb and index finger, the new magazine is inserted into the magazine well until it is fully seated.
5. The partially spent magazine is placed in the belt or pocket.

**Note:** It is not recommended that you replace partially spent magazines in the magazine pouch. The magazine pouch should be reserved for fully loaded magazines to ensure the shooter reloads with a full magazine whenever he/she retrieves one from the pouch.

## Semi-Automatic Malfunctions

Semi-automatic weapons are inherently more complex than revolvers. They have more moving parts, require more maintenance and are subject to more malfunctions. Most malfunctions, however, are caused by the shooter; few are weapon problems. Semi-automatic weapon malfunctions include: failure to fire, failure to feed, failure to extract, and failure to eject. A list of the types of malfunction and causes is provided, followed by the immediate action drills used to remedy them.

### Failure to Fire

This is most commonly caused by the shooter failing to properly seat the magazine or failing to work the slide during the loading process. It may also be caused by a broken firing pin or bad ammunition.

## Failure to Feed

This malfunction occurs when a cartridge fails to enter the chamber completely, keeping the weapon's action out of battery. It can be caused by the shooter failing to provide a solid shooting platform for the weapon ("limp wristing"), a lack of lubrication, and/or faulty ammunition.

### Failure to Extract

This malfunction is caused when the fired cartridge case is not extracted from the chamber. It often leads to a condition referred to as a "double feed" because the slide forces a subsequent cartridge from the magazine against the back of the empty cartridge case locking the action partially open.

### Failure to Eject

This malfunction is caused when the fired cartridge case is extracted but not completely ejected out of the action. It is sometimes referred to as a "stovepipe stoppage" because the cartridge case sticks out of the open ejection port like a stovepipe. This is commonly caused by limp wristing the weapon or allowing something to block the ejection port during the firing process.

## Immediate Action Drills for Semi-Auto Malfunctions

Whenever an immediate action drill is used, the shooter should seek cover (if available), keep the muzzle in a safe direction, and take the finger off of the trigger. The immediate action drill known as Tap-Rack-Ready will remedy more than 90% of semi-auto malfunctions.

### Tap-Rack-Ready

When the weapon fails to fire, the shooter immediately initiates the Tap-Rack-Ready Drill. This drill should be taught to and practiced by all shooters until it becomes a reflexive response when the gun fails to fire.

1. *Tap*. Tap the bottom of the magazine with the support hand to ensure that it is properly seated.
2. *Rack*. Rack the slide to extract and eject any cartridge in the chamber and load another cartridge from the magazine.
3. *Ready.* Return to the two-handed shooting grip and assess the need to fire. If firing is not immediately necessary, move to low ready position, and begin to scan for threats.

If Tap-Rack-Ready fails to solve the problem in combat, the officer should seek cover, transition to another weapon (if possible), communicate with other officers, and/or perform the Lock-Rip-Rack-Reload Drill to clear the weapon.

### Lock-Rip-Rack-Reload

This drill is performed only after Tap-Rack-Ready has failed to clear the problem.

1. *Lock.* Rack the slide to the rear while engaging the slide lock.
2. *Rip*. Press the magazine release with the dominant hand and rip the magazine from the magazine well with the support hand. Do not expect the magazine to fall free. If a double feed has occurred the magazine will not fall free.
3. *Rack.* Rack the slide several times to clear the chamber. Some instructors teach to hold the slide open and visually inspect the chamber to see that it is clear. Others argue that it takes too much time to do so.
4. *Reload*. Insert a magazine ensuring that it properly seats. Rack the slide to chamber a round. Return to the two-handed shooting grip and assess the need to fire. If firing is not immediately necessary, move to low ready position, and begin to scan for threats. Some instructors teach to reinsert the original magazine while some recommend using a new magazine.

If these two drills fail to clear the weapon in combat, the officer should seek cover, transition to another weapon (if possible), communicate with other officers, leave the area or move into close combat using other types of weapons to finish the engagement.

# III Shotgun

Any commissioned security officer licensed by the department who, in the performance of his/her duties, has a shotgun available to assist in the protection of life or property must demonstrate proficiency to a department approved firearms training instructor by successfully completing the course of fire for shotgun training.

## a. Shotgun Nomenclature

Figures 12.26 and 12.27 illustrate the parts of commonly used shotguns.

**Figure 12.26:** Parts of the Remington Model 870 shotgun

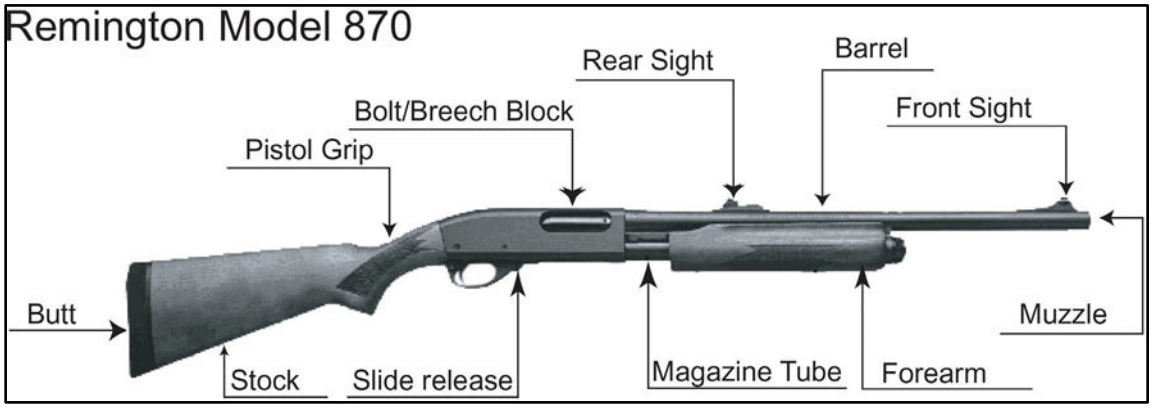



**Figure 12.27:** Parts of the Benelli M1 Super 90 shotgun

## b. Shotgun Actions

Modern security officers commonly utilize two types of shotgun, the pump action and the semi-automatic action. The most common type of shotgun used for security officers is the manually operated, pump action, because it is less prone to malfunction (particularly when dirty) than semi-automatic designs. Pump shotguns are also more reliable than semi-automatic shotguns when using specialty ammunition.

## c. Shotgun Maintenance and Safety Check

Shotguns have so many variations that no single safety check procedure can be applied to all of them. For this purpose we look at the Remington Model 870 which is a very common pump action shotgun model in law enforcement, public and private protection services.

## Safety Inspection for the Remington 870

The following is an example of a safety inspection for the Remington 870:

**Note:** Prior to any safety check, unload and check to be certain the weapon is unloaded. Keep the muzzle pointed in a safe direction and keep the finger off the trigger unless required for a specific function of the safety check.

1. Open action. Start inspection at muzzle end of barrel.
2. Check the front and rear sights for looseness or damage.
3. Check muzzle end of barrel for nicks or damage.
4. Check bore of barrel for damage, obstruction and cleanliness.
5. Check magazine cap to assure it is finger tight.
6. Check fore-end wood to make sure it is tight to action bar. Loose fore-end wood will result in a bind when pumping action or prevent the action from fully closing and locking the action into battery.
7. Check ejection port for any cracks at front and rear.
8. Check barrel guide and ejector spring to assure they are not broken.
9. Check extractor for binds and extractor spring to assure it is not broken by pulling on extractor with finger.
10. Check safety. Put safety on and supply pressure to trigger. Sear should not release.
11. Check slide release lever. Pump action forward and hold pressure to rear by pulling the action bar back. While holding this pressure to rear, pull trigger. Trigger should not release action while pressure is being applied.
12. Check stock for tight fit to receiver.
13. Make sure butt plate is not broken.
14. Make sure heel and toe of stock are not cracked.
15. Check weapon for overall cleanliness.
16. When the weapon is to be stored, the action should be closed with the trigger pulled and safety on.

**Note:** The rear of the Remington 870 firing pin should be flat. Replace the old style rounded firing pins, as they may break in dry fire exercises.

17. Slide action check—slide action bar should move smoothly and freely front to back.

### Cleaning Shotguns

Cleaning is essential to ensure the proper functioning of any weapon. After each use, the weapon should be field stripped and cleaned by the armorer.

**To clean the barrel:** Select the correct gauge cleaning brush and attach the brush to the cleaning rod. Put the cleaning brush into solvent and push the cleaning rod through the barrel from receiver to muzzle several times. Make sure the brush clears the muzzle before pulling back through. Push the correct size cleaning patch through the bore.

**Repeat** several times using a clean patch each time until the patch is not dirty. Remove all shooting residue from the locking notch in the barrel.

**To clean the receiver:** Brush the inside of the receiver with cleaning solvent and wipe dry.

**To clean the trigger plate assembly:** (Do not disassemble.) Spray the trigger plate assembly with solvent. Clean parts with toothbrush or rag before lubricating. Lubricate with a small amount of oil.

## d. Shotgun Operation

When loading or unloading the shotgun each hand has a specific job. The dominant (shooting) hand grips and maintains control of the weapon at all times. The support hand handles the ammunition and functions the slide/forearm.
The two common methods of loading are administrative loading and tactical reloading. The method of loading the weapon is based on the environment and conditions under which the shooter is operating.

Administrative loading and unloading are low stress techniques that are performed with no pressure or time limit. Administrative loading is performed to bring the weapon into the carry mode for duty or to shoot at the range.

> **Note:** Keep the muzzle pointed in a safe direction, keep the finger off the trigger and the safety engaged for the duration of the loading or unloading event.

## Administrative Loading and Unloading

### Loading

The following procedures should be used for administrative loading:

1. Open the action and check to make certain the chamber is empty. Push the slide/forearm all the way forward. Roll the shotgun over using the dominant hand to support the receiver.
2. Use the non-dominant hand to load the magazine tube by forcing down the loading gate and pushing the shell into the magazine until the shooter feels a positive click.
3. If preparing to carry the shotgun on duty, the gun is prepared to be placed in the patrol car. To employ the weapon the shooter must press the slide/forearm release, completely rack the slide, and disengage the safety in order to fire.

### Unloading

The following procedures should be used for administrative unloading:

1. Depress the slide/forearm release and ease the slide slowly to the rear until the front of the shell just clears the forward edge of the ejection port. Remove the shell.
2. Pull the forearm all the way to the rear. This moves the first shell from the magazine onto the loading gate.
3. Roll the shotgun to the right, which allows the shell to roll out of the ejection port.
4. Push the shell carrier up until it stays up and turn the shotgun upside down.
5. Depress the shell latch located on the ejection port side of the gun. This will release a shell from the magazine through the loading port.
6. Continue until the weapon is unloaded.
7. Visually and physically inspect the chamber and magazine to ensure that they are empty.
8. In low light conditions, use a finger to feel the chamber and magazine tube.

### Tactical Reloading

Tactical reloading is the manner used to load an empty shotgun quickly when extra ammunition is available. It can also be used to “top off” the magazine during a pause in firing. The following procedures should be used for tactical reloading:

1. If the gun is empty, keep it mounted to the shoulder, supporting it with the dominant hand.
2. Pull the forearm all the way to the rear, opening the action.
3. With the non-dominant hand obtain a new shell and load it into the open ejection port.
4. Push the slide forward. The gun may now be fired if necessary.
5. If firing is not immediately necessary, load subsequent shells into the magazine tube until it is full.

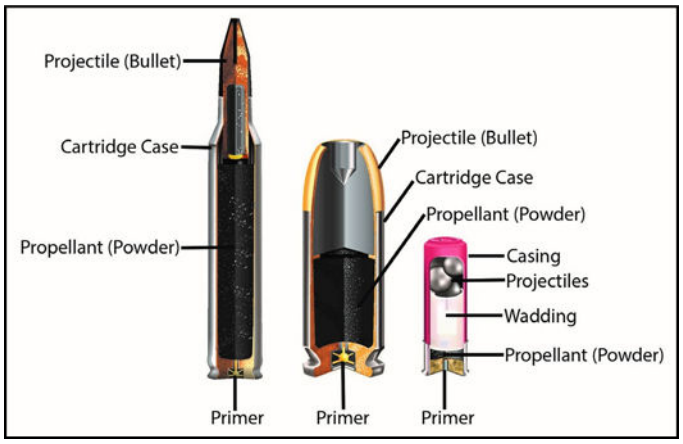
## 12.6 Ammunition Selection, Care, and Storage

Ammunition is what is used to load firearms. People often make the mistake of referring to ammunition as bullets, but bullets are just one part of the ammunition. Ammunition for handguns is referred to as cartridges, though you will often also hear them called rounds or loads. Shotgun ammunition is similar in that is referred to as shotshells, but you will often hear them called round or just shell.

### I Ammunition Nomenclature

Figure 12.28 shows handgun and shotgun ammunition components.

**Figure 12.28:** Components of handgun and shotgun ammunition




### II Ammunition Selection

The choices you make in selecting the proper ammunition for the mission could be critical to your safety and the public that you are sworn to protect. Ballistic performance is one of the most important factors to consider in ammunition selection. Ballistics is the study of dynamics of projectiles. Ballistics is generally broken into three types: interior ballistics, exterior ballistics, and terminal ballistics.

## a. Interior Ballistics

Interior ballistics is the study of what happens when the ammunition is fired in the gun, ending when the projectile or projectiles exit the barrel. This information is important to the manufacturers of the ammunition and weapon. The ammunition manufacturer must design ammunition that works properly in the weapon. The gun manufacturer must design the gun with enough strength to handle the pressure and function reliably with any type of ammunition that meets Sporting Arms and Ammunition Manufacturers' Institute (SAAMI) industry standards. Knowledge of internal ballistics is not of much practical use to the firearms instructor. Either a gun functions properly or it doesn't.

## b. Exterior Ballistics

Exterior ballistics is the study of what happens between the time that the projectile leaves the barrel and time it impacts the target. Velocity, trajectory, and accuracy are the most important parts of exterior ballistics. These things are highly important to a precision marksman for his/her long range rifle. Accuracy is less important to the pistol shooter because of the shorter distances at which these weapons are used.

## c. Terminal Ballistics

Terminal ballistics is the study of what happens after the bullet hits the target and is extremely important to consider when selecting duty ammunition. The FBI has developed special barrier test procedures using 10% ballistic gelatin, light cloth, heavy cloth, wallboard, plywood, light steel, and automobile glass to test the terminal performance of ammunition. International Wound Ballistics Association (IWBA) protocol includes a four-layer denim ballistic gelatin test. For each medium, the bullet is examined to determine: How deep does it penetrate? How much does it expand? How much weight does it retain?

## d. Other Considerations

There is a mounting concern in the law enforcement and security market for reduced hazard products, which eliminate heavy metals at the firing point. Some also have additional features, such as no lead in the projectile and frangibility to allow for safe close range practice against steel targets or in shoot houses. As you add attributes in the "reduced hazard" category, the price also goes up. Decide what attributes are important for your department and situation and then buy a product that has those attributes.

## e. Bullet Design

Although hundreds of bullet designs have been utilized over the years, most fall into one of the following broad categories: lead round or flat nose, full metal jacket, wadcutter/semi-wadcutter, jacketed soft point, or jacketed hollow point. Specialty ammunitions such as armor piercing, frangible, or pre-fragmented bullets are generally not used for security officer duty ammunition.

## f. Ammunition Compatibility

Firing ammunition in a weapon that is not specifically designed to shoot that ammunition can be dangerous and can result in serious injury or death, as well as damage to the weapon. This unsafe condition is caused by an excessive build-up and/or release of high-pressure gas in a firearm's chamber, barrel, and/or any action beyond which the weapon is designed to withstand. Only ammunition of the caliber or gauge designated by the weapon manufacturer for use in that weapon should be fired. Manufacturer markings indicating the correct caliber or gauge of ammunition to be used in a weapon are usually found on the barrel, frame, or receiver.

Check the head stamp on the ammunition to confirm that it matches the caliber or gauge markings placed on the weapon by its manufacturer. Some ammunition does not have markings on the head stamp of the cartridge. In that case, check the original ammunition packaging to determine its caliber.

> **Note:** Just because a round of ammunition can fit into a firearm's chamber, barrel, or action does not mean it is safe to use that ammunition in the firearm.

Table 12.29 represents common security officer handgun chamberings with compatible and incompatible ammunition. Never use ammunition that is incompatible with the firearm chambering.

**Table 12.29:** Compatible and Incompatible Ammunition

| Firearm Chambering | Compatible Ammunition | Incompatible Ammunition |
|---|---|---|
| **.380 ACP** | **.380 Auto**<br>**.9mm Kurz** | • .9mm Luger<br>• .9mm Parabellum |
| **.9mm Parabellum** | **.9mm Luger**<br>**.9x19mm (NATO)** | • .380 ACP<br>• .9mm Kurz |

| Firearm Chambering | Compatible Ammunition | Incompatible Ammunition |
|---|---|---|
| | | • .9x18 Makarov<br>• .9x21mm |
| **.38 Special** | | • .38 Automatic<br>• .38 Long Colt<br>• .38 Short Colt<br>• .38 Super Auto<br>• .9x18 Makarov<br>• .357 Magnum |
| **.357 Magnum** | **.38 Special** | • .357 Sig |
| **.357 Sig** | | • .380 ACP<br>• .9mm Kurz<br>• .9x18 Makarov |
| **.40 Smith & Wesson** | | • 9mm Parabellum<br>• .357 Sig |
| **.10mm** | | • .40 Smith & Wesson |
| **.45 ACP** | **.45 Auto**<br>**.45 Government** | • .45 Colt<br>• .45 Winchester Magnum |

Ammunition designated as “+P” is loaded to a higher pressure, as indicated by the +P marking on the cartridge case headstamp. This ammunition is for use only in firearms specially designed for it and so recommended by the manufacturer of the firearm.

### Shotshell Length

Shotshells come in a variety of lengths. This is important to keep in mind because firing a shell longer than a shotgun’s chamber can be dangerous, even if it's the correct gauge.

Modern 12-gauge shotshells come in 2 ½-, 2 ¾-, 3-, and 3 ½-inch lengths, all holding different amounts of powder. Shotguns are marked on the barrel, for example: 12-gauge 2 ¾ inch. This shotgun's maximum shell length is 2 ¾ inches.

It's also important to point out that you should never fire a gauge different than that of your shotgun. This can destroy a gun and lead to serious injury to both the shooter and any innocent bystanders.

If your shotgun is marked “12-gauge 2¾-inch” you may safely fire 2½- and 2¾-inch 12-gauge shotshells, but not the 3- or 3½-inch. If, on the other hand, your shotgun is marked for 3½-inch shells, you can safely fire any of the 12-gauge shells.

### III Ammunition Care and Storage

Whenever possible, ammunition should be stored in its original manufacturer’s shipping containers. Storage should occur in a cool, dry, well-ventilated area away from all sources of heat or flame. Ammunition should be kept out of reach of children and untrained adults. Weapons and ammunition should be stored separately. Ammunition must not be stored with acids, strong oxidizers, or caustics as they can degrade the ammunition over time.

Ammunition should not be carried for more than 12 months by officers on duty. Temperature and moisture extremes experienced by constant carry and exposure to other environmental conditions for long periods of time can potentially reduce the reliability of ammunition. Duty ammunition should be fired during qualification and training events so that new ammunition is issued ensuring that officers carry fresh, reliable ammunition on the street.

## 12.7 Safe Firearm Storage

### I Safe Storage Checklist

TXDPS provides the following checklist for safe firearm storage on the website https://safegunstoragetexas.com/.

- Firearms are stored unloaded and locked using a firearm safe, lock box, trigger lock or cable lock.
- Ammunition is safely stored.
- Access to stored firearms is restricted from unauthorized persons (family, friends, children, contractors, repair personnel or uninvited persons) at all times - 24 hours a day, seven days a week, no matter where the firearm is located.
- All locking devices that use keys are in a place children and other unauthorized users are unaware of.

- I have read and understood the laws around my responsibility and liability, as the owner of the gun, should it be used by an unauthorized person such as a child.
- I have spoken to family members and trusted users asking them to use these safe storage steps. (Consider keeping this checklist near where you store your guns!)
- When my firearm is taken outside of my home (e.g., in a car), it must still be stored safely. Safe storage of firearms is practiced at all times.

# II Safe Storage Devices

TXDPS also provides the following definitions for safe storage devices on the website https://safegunstoragetexas.com/.

**Note:** The Texas Department of Public Safety does not endorse any type or manufacturer of gun safes or locks.

### Cable Lock

A cable lock blocks the barrel of the firearm from locking into position to prevent firing of the weapon. They are available with a key or combination lock.

### Trigger Lock

A trigger lock clamps down around the trigger and trigger guard to prevent the trigger from being pulled. They are available with a key or combination lock.

### Biometric Lock

A type of trigger lock, the biometric lock is customized for you and your firearm. It uses fingerprint technology to allow access.

### Gun Case

A gun case is a portable firearm storage case that is made of plastic. An external lock can be added for extra security.

### Strong Box

A strong box is a small safe designed to store a single or multiple firearms. They are accessible with key, code, or fingerprint technology. Most are designed to be mountable to a vertical surface.

### Gun Cabinets

A gun cabinet can store multiple firearms. They're more like furniture and are often crafted of wood and glass to display guns. Most will have a locking feature.

### Gun Safe/Vault

The most secure option, a gun safe can store multiple firearms and ammunition. They are usually made from steel and heavy. It is recommended they be secured to prevent them from falling over. They can be opened by a key, code, or fingerprint technology

## III On-Duty Gun Safety

The following is a list of rules for the safe handling of a weapon while an officer is on duty:

- Leave the pistol holstered unless there is a valid reason to remove it from the holster.
- Never point a firearm at anyone unless in a deadly force encounter.
- Do not fire warning shots.
- Never leave a firearm unattended.

## IV At Home Gun Safety

The following is a list of rules for the safe handling of a weapon while at home:

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

## V Range Safety

The following model range safety rules are recommended for firearms training. These rules should be enforced during this firearms training course. You will be required to read, sign, and return a separate copy of the rules prior to being allowed to participate in the practical skills training portion of the course. Failure to obey the following rules is grounds for removal from the range and expulsion from the course:

1. Do you have any physical disability, limitation, illness, or other condition that would affect your ability to participate safely in any aspect of this program? Yes No (Initials)
2. Are you under the influence of any prescription/nonprescription drug or alcohol that would influence your safe participation in any aspect of this program? Yes No (Initials)
3. Ear protection, wrap-around eye protection and a hat with brim are required to be worn at all times while shooting on the range. This applies to shooters, instructors and observers.
4. When you pick up a firearm, keep your finger off of the trigger, point the muzzle in a safe direction, open the action, and check both visually and physically to see that it is unloaded.
5. Check a second time.
6. Never give or take a firearm from anyone unless the action is open for inspection.
7. Load/reload/unload only after position is taken at the firing point and on command.
8. Keep the firearm pointed downrange unless instructed.
9. Never draw a handgun from the holster on the range unless instructed.
10. Never draw or holster the firearm with your finger in the trigger guard or on the trigger.
11. Never holster a cocked weapon (cocked and locked weapons excluded).
12. Always wash hands and face after leaving the range. Shower and change clothing at the end of a shooting day to reduce the possibility of lead contamination.
13. Never go forward of the firing line unless instructed.
14. Never step back from the firing line unless your handgun is safely holstered, and the instructor directs you to do so.
15. While on the firing line, do not bend over to retrieve dropped articles until instructed to do so.
16. No talking on the active firing line except by or with an instructor.
17. No eating, chewing tobacco, or smoking on the firing line.
18. Pay strict attention to the instructor and never anticipate a command.
19. Never permit the muzzle of a firearm to touch the ground.
20. Conduct a proper safety check of the weapon before and after a training session.

21. Never dry fire on the range unless instructed to do so.
22. All safety precautions must be adhered to and will be enforced.
23. You are expected to use good judgment, and to refrain from attempting any exercise, which you may not be able to perform safely, based upon your own ability, equipment, prior training or physical condition. (Initials)
24. Eye protection must be worn when cleaning any firearm.
25. Everyone has the responsibility for range safety. Anyone can call a "cease fire" when they observe an unsafe condition.

## 12.8 Activity: Handgun Evaluation

### I Purpose

The purpose of this activity is for participants to fire the prescribed handgun qualification course with their duty weapon.

- Five (5) shots fired in 15 seconds.

### II Participant Directions

The Texas Department of Public Safety has approved two firearm proficiency 50 round courses of fire: Texas License to Carry Handgun Proficiency Demonstration Course of Fire and Texas Department of Public Safety Primary Issued Handgun Course of Fire. The firearms instructor will determine which course of fire will be conducted for the required range activity. The recognized firearm categories are SA- Any handgun, whether semi-automatic or not; NSA - Handguns that are not semi-automatic.

A participant that has qualified with at a minimum 9-millimeter semi- automatic pistol may carry on duty at a minimum .38-caliber revolver with a SA on their pocket card.

A participant that has qualified with at a minimum .38-caliber revolver with an NSA on their pocket card cannot carry a semi-automatic pistol for a regulated security service.

**Note:** Optical enhancers are not allowed. Only live ammunition may be used during training and qualification. Target marking cartridges are not permitted. If any malfunctions are encountered,

the participant must work through the problem and finish the course of fire. If rounds are held (not fired within the allotted time), the shots will be scored as misses.

Using the security officer's semi-automatic pistol or revolver, the participant will fire the prescribed handgun qualifications course. A total of 50 rounds will be fired during the course of this qualification. A score of 70%, or 175 points of a possible 250, is required to pass.

All courses of fire will be scored on a standard B-27 target. The B-27 target must be 24 inches by 45 inches and may be one of four colors; black, blue, red, or green. The target shall be scored utilizing the 5, 4, 3 scoring diagram in the upper left-hand corner.

At the conclusion of Stage II the 7 yard line the participants will move forward at the command of the firearms instructor, conduct interim scoring, and repair the target with a B-27 center replacement and tape, if needed, to cover the holes in the target to prepare for stages III and IV sequences of fire. At the conclusion of stage IV the 25 yard line the participants will move forward at the command of the range firearms instructor, score the targets, and add the previous score of the target at the 7 yard line to the score of the target at the 25 yard line, totaling the two scores for a final score.

# III Primary Issued Handgun Qualification Course

A total of 50 rounds will be fired during the course of this qualification. A score of 70%, or 175 points of a possible 250, is required to pass.

**Table 12.30:** Handgun Qualification Course

| Distance (Yards) | Instructions | Hand | Rounds Fired | Time Limit (Seconds) |
|---|---|---|---|---|
| **Stage I: 3-yard line (12 rounds)** | | | | |
| 3 | From the holstered position, on command, draw, fire 3 shots while moving one step right, weapon hand only. Transition to support hand after firing. | weapon hand | 3 | 3 |
| 3 | From the ready position, on command, fire 3 shots while moving one step left, support hand only. Re-holster on command. | support | 3 | 3 |

| Distance (Yards) | Instructions | Hand | Rounds Fired | Time Limit (Seconds) |
|---|---|---|---|---|
| 3 | From the holstered position, on command, draw, and fire 3 shots while moving one step right, two handed grip. Re-holster on command. | two | 3 | 3 |
| 3 | From the holstered position, on command, draw, fire 3 shots while moving one step left, two handed grip. Re-holster on command. | two | 3 | 3 |
| **Stage II: 7-yard line (12 rounds)** | | | | |
| 7 | Un-holster, transition the weapon to the support hand. From the ready position, on command, fire 2 shots support hand with two-handed grip. | Support-two | 2 | 3 |
| 7 | Transition the weapon to the weapon hand. From the ready position, on command, fire 2 shots weapon hand with two-handed grip. Re-holster on command. | two | 2 | 3 |
| 7 | From the holstered position, on command, draw, fire 4 shots. Take one step to the right, and then fire additional 4 shots. Re-holster on command. | two | 8 | 15 |
| At the conclusion of this course of fire, only shooters with a 12 round magazine will administratively remove magazine and add one round. (Account for 24 shots on the target, conduct interim scoring and repair.) | | | | |
| **Stage III: 15-yard line (14 rounds)** | | | | |
| 15 | From the holstered position, on command, draw, fire 4 shots, take one step left, and fire 4 additional shots. Re-holster on command. | any | 8 | 15 |
| 15 | From the holstered position, on command, draw, fire a total of 6 shots. When necessary, shooter will reload while moving one step to the right, and then fire remaining round(s). Re-holster on command. | any | 6 | 20 |

| Distance (Yards) | Instructions | Hand | Rounds Fired | Time Limit (Seconds) |
|---|---|---|---|---|
| At the conclusion of this course of fire, only shooters with a 12 round magazine will administratively remove magazine and add one round before moving to the 25 yard line. | | | | |
| **Stage IV: 25-yard line (12 rounds)** | | | | |
| 25 | From the holstered position, on command, draw, fire 6 shots, move one step right and fire 6 additional shots, standing or kneeling.<br>Re-holster on command. | two | 12 | 30 |
| **Targets:** Targets will be B-27 and B-27 target repair center<br>**Scoring:** Utilizing the 5, 4, 3 scoring diagram in the upper left-hand corner. Account for 26 shots on the target, score and add the interim score.<br>**Note:** Qualified Handgun Instructors must complete this course with a minimum score of 90% (225 out of possible 250). | | | | |

# IV License to Carry Handgun Proficiency Demonstration Course of Fire

A total of 50 rounds will be fired during the course of this qualification. A score of 70%, or 175 points of a possible 250, is required to pass.

**Table 12.31:** Handgun Qualification Course

| Distance (Yards) | Shots Fired | Time Limit (Seconds) |
|---|---|---|
| **Stage 1: 3-yard line (20 shots)** | | |
| 3 | 5 (One Shot Exercise) | 10 (2 seconds per shot) |
| 3 | 10 (Two Shot Exercise) | 15 (3 seconds per each 2 shot sequence) |
| 3 | 5 | 10 |
| **Stage 2: 7-yard line (20 shots)** | | |
| 7 | 5 | 10 |
| 7 | 5 (fired as 2 shot string then 3 shot string) | 10 (4 seconds for 2 shot string; |
| 7 | 5 (One Shot Exercise) | 6 seconds for 3 shot string) |

| Distance (Yards) | Shots Fired | Time Limit (Seconds) |
|---|---|---|
| 7 | 5 | 15 (3 seconds per shot) |
| **Stage 3: 15-yard line (10 shots)** | | |
| 15 | 5 (fired as 2 shot string then 3 shot string) | 15 (6 seconds for 2 shot string; |
| 15 | 5 | 6 seconds for 3 shot string) |
| **Targets:** Targets will be B-27 and B-27 target repair center<br>**Scoring:** Utilizing the 5, 4, 3 scoring diagram in the upper left hand corner. Account for 26 shots on the target, score and add the interim score.<br>**Note:** Qualified Handgun Instructors must complete this course with a minimum score of 90% (225 out of possible 250). | | |

## 12.9 Activity: Shotgun Evaluation

### I Purpose

The purpose of this activity is for participants to fire the prescribed shotgun qualification course with their duty weapons.

### II Participant Directions

Using the officer's duty weapon, a participant will fire the prescribed shotgun qualifications course.

**Note:** An alternate course of fire may be approved by the director upon receipt of written application.

If any malfunctions are encountered, the shooter must work through the problem and finish the course of fire. If rounds are held (not fired within the allotted time), the shots will be scored as misses.

All courses of fire will be scored on a standard B-27 target. The B-27 target must be 24 inches by 45 inches and may be one of four colors: black, blue, red, or green. The target shall be scored utilizing the 5, 4, 3 scoring diagram in the upper left-hand corner. Optical enhancers are not allowed. Only live ammunition may be used during training and qualification.

### III Shotgun Qualification Course

A total of 9 rounds will be fired during the course of this qualification.

**Table 12.32:** Shotgun Qualification Course

| Distance (Yards) | Position | Rounds Fired | Time Limit (Seconds) |
|---|---|---|---|
| **15** | Standing | • 2 | • 6 |
| **10** | Standing | • 2 | • 5 |
| **5** | Standing | • 2 | • 5 |
| • **Targets: Targets will be B-27**<br>• **Scoring: The target shall be scored utilizing the 5, 4, 3 scoring diagram in the upper left-hand corner.** | | | |

## 12.10 References

Benelli Firearms. (2011, March 7). *Benelli Inertia Driven® Operating System* [Video]. YouTube. https://youtu.be/BEA2yRC9Qb4?t=45

MidwayUSA. (2012, November 5). *How a Winchester Model 12 Works - Cycle of Operation* | MidwayUSA Gunsmithing [Video]. YouTube. https://www.youtube.com/watch?v=eYcR1weFNDo

Texas Department of Public Safety. (2021, December 17). *Firearm Safety* (Updated 12/16/2021) [Video]. YouTube. https://www.youtube.com/watch?v=oEB71XTPwbA

# Appendix A Glossary

**Armor-Piercing Ammunition.** Handgun ammunition that is designed primarily for the purpose of penetrating metal or body armor and to be used principally in pistols and revolvers.

**Baton.** A type of club. These come in multiple varieties including expandable which can collapse into itself and side handled which has different grips that allow for different movements.

**Chemical Dispensing Device.** A device, other than a small chemical dispenser sold commercially for personal protection, that is designed, made, or adapted for the purpose of dispensing a substance capable of causing an adverse psychological or physiological effect on a human being.

**Club.** An instrument that is specially designed, made, or adapted for the purpose of inflicting serious bodily injury or death by striking a person with the instrument

**Code of Criminal Procedure.** The set of rules governing the series of proceedings through which the government enforces substantive criminal law. Municipalities, states, and the federal government each have their own criminal codes, defining types of conduct that constitute crimes.

**Concealment.** Objects or structures that obscure persons from being seen.

**Control.** Degree of influence you must exert over another (violator) to safely take the person into custody.

**Cover.** Objects or structures that provide persons protection from harm.

**Criminal Liability.** Being held legally responsible for committing a criminal offense

**Deadly Force.** Means force that is intended or known by the actor to cause, or in the manner of its use or intended use is capable of causing, death or serious bodily injury. Deadly force does not only mean that you are shooting someone or striking the person to kill them. Deadly force, according to the law, can be striking someone with a fist in the face and breaking his nose, kicking to the groin, kicking to the knee, etc. Most strikes to targets that are not major muscle groups can lead to breaks and serious/permanent injury and are considered to be deadly force.

**Explosive Weapon.** Any explosive or incendiary bomb, grenade, rocket, or mine, that is designed, made, or adapted for the purpose of inflicting serious bodily injury, death, or substantial property damage, or for the principal purpose of causing such a loud report as to cause undue public alarm or terror, and includes a device designed, made, or adapted for delivery or shooting an explosive weapon.

**Firearm.** Any device designed, made, or adapted to expel a projectile through a barrel by using the energy generated by an explosion or burning substance or any device readily convertible to that use.

**Handgun.** Any firearm that is designed, made, or adapted to be fired with one hand.

**Hard Empty Hand Control.** To control active aggression, counterstrikes and restraints may be used. Examples are empty hand strikes and kicks. These techniques may result in minor injury including bruising, lacerations and contusions. Targets should be major muscle groups.

**Hard Intermediate Weapon.** Typically an ASP (expandable baton), straight stick, or PR-24 (side handled stick). Hoax bomb. A device that:

(A) reasonably appears to be an explosive or incendiary device; or

(B) by its design causes alarm or reaction of any type by an official of a public safety agency or a volunteer agency organized to deal with emergencies.

**Knife.** Any bladed hand instrument that is capable of inflicting serious bodily injury or death by cutting or stabbing a person with the instrument.

**Machine Gun.** Any firearm that is capable of shooting more than two shots automatically, without manual reloading, by a single function of the trigger.

**Necessary Force.** The amount of lawful physical coercion sufficient to achieve a legitimate law enforcement objective and is objectively reasonable under the facts, circumstances, and alternatives confronting an officer at the time action is taken.

**OC (Pepper) Spray.** Pepper spray is an inflammatory agent/chemical spray. It results in the burning sensation and a closing of the eyes, inflaming muscle membranes, and burning sensation of the skin, and a sensation of not being able to breathe.

**Presence of Mind.** The ability to remain calm and take quick, sensible action.

**Reasonable Force.** See Necessary Force.

**Seizure.** The restraint of property by a peace officer

**Short-Barrel Firearm** A rifle with a barrel length of less than 16 inches or a shotgun with a barrel length of less than 18 inches, or any weapon made from a shotgun or rifle if, as altered, it has an overall length of less than 26 inches.

**Situational Awareness.** A foundation for successful decision-making across a broad range of situations viewed as "a state of knowledge"

**Stun Gun.** An electroshock weapon is a less-lethal weapon that utilizes an electric shock to incapacitate a target by either temporarily disrupting voluntary muscle control and/or through pain compliance. There are several different types of electroshock weapons.

**Tactical Advantage.** An action or plan which is intended to help someone achieve what they want in a particular situation.

**Tire Deflation Device.** A device, including a caltrop or spike strip, that, when driven over, impedes or stops the movement of a wheeled vehicle by puncturing one or more of the vehicle's tires.

**Two-Way Radio.** A radio that can both transmit and receive.

**Use of Force Model.** A standard that provides law enforcement officers and civilians with guidelines as to how much force may be used against a resisting subject in a given situation.

**Zip Gun.** A device or combination of devices that was not originally a firearm and is adapted to expel a projectile through a smooth-bore or rifled-bore barrel by using the energy generated by an explosion or burning substance.