



DPSST

Unarmed Security

Professional

Training Manual

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Department of Public Safety Standards and Training
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TABLE OF CONTENTS

DEPARTMENT OF PUBLIC SAFETY STANDARDS & TRAINING

PRIVATE SECURITY INVESTIGATOR POLICY COMMITTEE

GENERAL INFORMATION

UNARMED SECURITY PROFESSIONAL MANUAL

UNARMED SECURITY PROFESSIONAL EXAM

UNARMED SECURITY PROFESSIONAL ASSESSMENT MODULE

UNARMED SECURITY PROFESSIONAL REFRESHER COURSE

DEPARTMENT OF PUBLIC SAFETY STANDARDS AND TRAINING

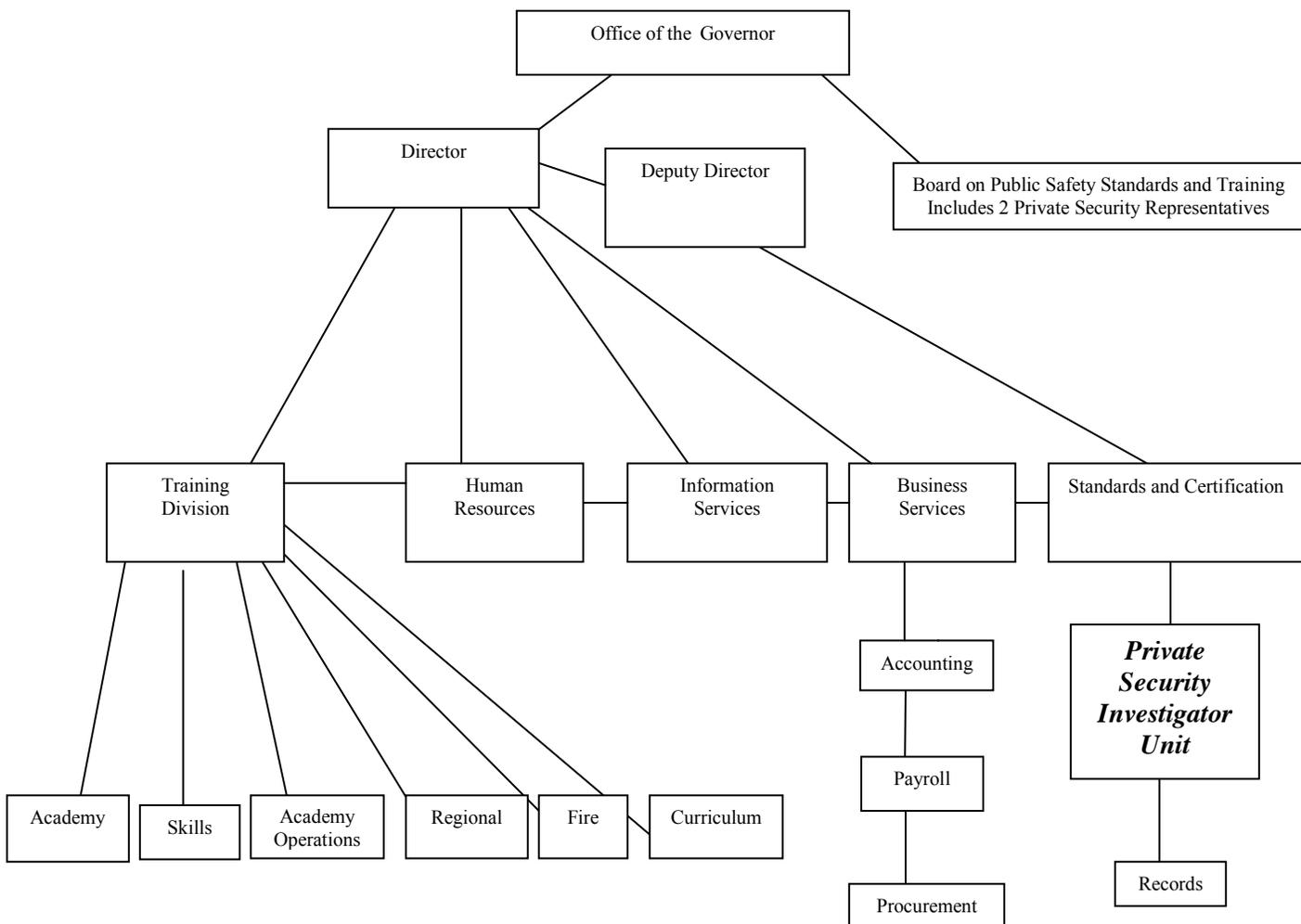
MISSION STATEMENT

The mission of the Department of Public Safety Standards and Training (DPSST) is to promote excellence in public safety and private security and private investigations through the development of professional standards and the delivery of quality training.

DPSST OPERATING PHILOSOPHY

The Department is a multi-discipline team, which is responsive and accountable to the public safety and private security and investigator communities, and to the public. It is committed to the very highest ideals of professionalism and public safety. Board members are visionary leaders who work in an environment characterized by cooperation, collaboration, open communication and respect for all public safety and private security professions.

DPSST ORGANIZATIONAL CHART



PSIPC OPERATING PHILOSOPHY

The Private Security Investigator Policy Committee is a team of ethical, professional leaders who are attentive, accountable, and accessible to the members of the private security industry. The group is committed to its vision and its industry. It operates in an environment of integrity, with fairness, flexibility, cooperation, collaboration, open communication, and respect for the individual. The committee believes in education, training, and continuous quality improvement that will promote personal and professional development throughout the industry.

PSIPC VISION STATEMENT

The Private Security Investigator Policy Committee foresees that traditional law enforcement roles will continue to change, which will result in increased demand and expansion of private security and private investigator services. The constant fluidity of potential risks will ignite major growth in the complexity, liability and technology throughout the industry. Through training, technology, career development, and collaboration and integration with other public safety disciplines, the overall quality and performance of private security professionals and investigators in Oregon will become more professional.

PSIPC GOALS

1. To increase the professionalism of all persons involved in the private security and private investigator industries.
2. To improve the industry's image with law enforcement and the public.
3. To increase the number of qualified, high-caliber people who choose private security as a career, and to increase the levels of employee retention industry-wide.
4. To increase the number of elective courses and training options available to all levels of private security and private investigator personnel.
5. To educate the public regarding the importance and dollar-value of well trained, certified private security providers and licensed investigators.

PSIPC member contact information is available on the DPSST web site at www.oregon.gov/DPSST/.

History of the Oregon Private Security Licensing and Certification Statutes

As of January 1, 1997, Oregon began the regulation of the private security industry. The private security industry works together with the administering agency, the Department of Public Safety Standards and Training, to improve the professionalism in the private security industry and thereby increase the public trust.

The original bill, SB60, was initiated by the private security industry, specifically the Oregon Private Security Council. The Oregon Private Security Council is exclusively comprised of private sector representation. This group sought an administering agency that had training as a primary focus. When OPSC approached DPSST to request our agency be the administering agency, DPSST supported this request as long as the program could sustain itself, that is, remain a fee-based program. Other associations, such as the Oregon Association of Chiefs of Police, and the Oregon State Sheriff's Association, supported the industry effort during the 1995 legislative session in which SB60 was passed. These associations continued to support the legislation during subsequent sessions, believing that the legislation directly impacts public safety issues and the citizens of Oregon, and that it was in line with national regulatory standards.

At the direction of the Legislature, DPSST became the administering agency and continues to oversee the program.

In 2003 the Legislature assigned responsibility of regulating and licensing of private investigators to DPSST.

Certification Requirements

All statutory requirements and process for certification are outlined in ORS 181.870-181-991 and ORS Division 60, 259-060-0015 and 259-060-0450. Both are available on the DPSST WEB site at www.oregon.gov/DPSST/. If you have questions, the Private Security staff is available to assist you, just call 503-378-8531.

Private security professionals may become certified before obtaining employment. You may not work as a private security professional unless, have completed the listed requirements.

Before you can legally work

If you are hired by a private security company and are not certified, you must complete the listed requirements and submit an application packet to DPSST and have been issued a PS20 (Temporary Work Permit) by your employer.

Initial certification requirements for unarmed security professional certification are as follows:

- Successfully complete the required 12 hours of unarmed security professional training, consisting of, eight (8) hours of classroom instruction and four (4) hours of assessment. The original copy of the PS6 (training affidavit) must be enclosed in a tamperproof bag for submittal to DPSST.
- Obtain required fingerprints. Fingerprints must be taken on DPSST-supplied fingerprint cards. A PS4 form must be completed and enclosed in a tamperproof bag along with the fingerprint cards for submittal to DPSST.
- Complete and submit the PS1 (application form). The application must be totally completed, signed, notarized and submitted. *Pay special attention to the criminal history portion of the application and answer questions completely and truthfully.*
- Submit appropriate fees of \$100.00 for unarmed security professional certification. Currently, fees are \$50.00 for a two-year certification. First time applicants must also submit a \$50.00 fee for processing of fingerprint cards.

SUBMIT TO DPSST for certification:

1. PS1 (application)
2. PS6 (training affidavit) (In a tamperproof bag)
3. Fingerprints and PS4 (In an tamperproof bag)
4. Fees
5. PS20 (temporary work permit) *See Note*

Note: If you are employed, your Executive or Supervisory Manager will also provide a PS20 (temporary work permit for unarmed officers) for inclusion with

your documents to submit to DPSST. This must *all be in the mail prior to you performing the duties of a private security professional. You must carry your copy of the temporary work permit with you at all times when performing the duties of a private security provider.*

RENEWAL of certification for unarmed Private Security Officer:

After two years, Professionals must renew their certification. ***Note: renewal must be completed prior to the expiration date on your original certification card.*** The following requirements must be met:

- Attend a four-hour training; the unarmed security professional refresher course. The original copy of the PS6 (training affidavit) must be enclosed in a tamperproof bag for submittal to DPSST.

Note: Training must be completed within a *90-day period* prior to expiration of certification.

- Complete the PS21 (renewal form)
- Submit fees; fees are currently \$50.00 for a two year renewal

Submit the above listed documents to to DPSST within 90 days prior to the expiration date on your certification card.

At the DPSST web site, you will find additional information about DPSST, the Private Security Program and have the ability to view Oregon Revised Statute and Oregon Administrative Rule that provide regulatory authority and direction for this program.

www.oregon.gov/DPSST

TABLE OF CONTENTS

I. DEPARTMENT AND ETHICS

A. Private Security Services Provider Professionalism

PO-1-A-1 Identify three characteristic goals common to all private security professionals.

PO-1-A-2 Identify the need for values in the private security profession.

PO-1-A-3 Identify unethical conduct.

PO-1-A-4 Identify the importance of the private security Code of Ethics.

B. Cultural Dynamics in Private Security

PO-1-B-1 Identify the advantages of learning about cultural diversity.

PO-1-B-2 Identify why all persons have biases.

PO-1-B-3 Identify how we can become aware of and control biases on the job.

PO-1-B-4 Identify the need to comply with company policy and federal guidelines.

PO-1-B-5 Identify the need to understand stereotyping vs. core Values.

PO-1-B-6 Identify the need to respect ADA requirements.

PO-1-B-7 Identify the need to have a zero tolerance of sexual harassment.

PO-1-B-8 Identify the need to have a zero tolerance of all discriminatory behavior.

PO-1-B-9 Identify the rewards of cultural diversity.

II. WHEN AND HOW TO NOTIFY PUBLIC AUTHORITIES

A. Role of the Private Security Professional

PO-2-A-1 Identify five skills that enable you to be an effective communicator.

PO-2-A-2 Identify three groups of people that are impacted by a private security professional's attitude.

PO-2-A-3 Identify the role of the private security professional in reporting an emergency.

PO-2-A-4 Identify the two functions of the communicator.

B. Reporting Emergencies

PO-2-B-1 Identify the awareness priority.

PO-2-B-2 Identify six pieces of "Safety" information to gather and relay to responding units if possible.

PO-2-B-3 Identify five tips to fast and efficient gathering of information.

PO-2-B-4 Identify the two minimum "Ws" used in information gathering.

PO-2-B-5 Identify the six vehicle descriptors.

PO-2-B-6 Identify the format used for a physical description of a person to a public safety agency.

III. THE FUNDAMENTALS OF PATROLLING AND CONTACTS IN THE FIELD

A. Foot or Vehicle Patrol

PO-3-A-1 Identify the importance of a daily individual patrol and location action plan.

B. Citizen Contacts in the Field

PO-3-B-1 Identify the objectives of the field interview and frequent citizen contacts.

PO-3-B-2 Identify the SARA method for resolving problem situations.

C. Tactical Communications with Emotional, Angry, Hostile or Intoxicated Citizens

PO-3-C-1 Identify the five tactical communication phases of a citizen contact.

PO-3-C-2 Identify the four tactical communication phases of dealing with passively resistant people.

PO-3-C-3 Identify security professional's actions that cause escalation or violence during interaction with citizen.

PO-3-C-4 Identify the proper de-escalation techniques when confronted by a hostile/emotional citizen.

PO-3-C-5 Identify the signs that may indicate visible intoxication.

IV. FIRE DETECTION, REPORTING AND SAFETY ISSUES

A. Responsibility and Safety Issues

PO-4-A-1 Identify the fire prevention responsibilities at any work site.

PO-4-A-2 Identify officer safety issues, priorities and duties at a fire.

B. Fire Science

PO-4-B-1 Identify the fire tetrahedron of a flaming mode of combustion.

PO-4-B-2 Identify the fire triangle of a smoldering mode of combustion.

PO-4-B-3 Identify the four classes of fire and their components.

V. LEGAL POWERS AND LIMITATIONS OF PRIVATE SECURITY PROFESSIONALS INCLUDING, BUT NOT LIMITED TO, ARREST, SEARCH AND SEIZURE AND APPROPRIATE USE OF FORCE

A. Introduction to the Criminal Justice System

- PO-5-A-1 Define Offense.
- PO-5-A-2 Define Violation.
- PO-5-A-3 Define Crime.
- PO-5-A-4 Define Misdemeanor.
- PO-5-A-5 Define Felony.

B. Criminal Law

- PO-5-B-1 Define Premises.
- PO-5-B-2 Define Open to the Public .
- PO-5-B-3 Define Person In Charge.
- PO-5-B-4 Define Property of Another.
- PO-5-B-5 Define Enter or Remain Unlawfully.
- PO-5-B-6 Define Dangerous Weapon.
- PO-5-B-7 Define Deadly Weapon.
- PO-5-B-8 Define Culpable Mental States.
- PO-5-B-9 Define the Elements of Disorderly Conduct.
- PO-5-B-10 Define the Elements of Criminal Mischief (Vandalism).
- PO-5-B-11 Define the Elements of Theft Crimes.
- PO-5-B-12 Define the Elements of Burglary and Criminal Trespass.
- PO-5-B-13 Define Robbery.
- PO-5-B-14 Define Harassment.
- PO-5-B-15 Define Assault IV.
- PO-5-B-16 Define Deadly Physical Force.

C. Arrest, Search and Seizure

- PO-5-C-1 Identify the elements necessary for a private citizen arrest.
- PO-5-C-2 Identify the requirements of a private security professional to make a private citizen's arrest.
- PO-5-C-3 Identify limitations of physical force in effecting an arrest by a private security professional.
- PO-5-C-4 Identify the consequences of improper conduct by a private citizen or private security professional.
- PO-5-C-5 Identify the importance of reviewing employer/employee rights if working on internal matters.
- PO-5-C-6 Identify the limitations of "field interview" by a private citizen or private security professional.
- PO-5-C-7 Identify conduct that may be construed as "detention".
- PO-5-C-8 Identify the implications of interrogations.
- PO-5-C-9 Identify the consequences of a private security professional becoming an "agent of law enforcement".

- PO-5-C-10 Identify legal constraints in searching the person of another as a private security professional.
- PO-5-C-11 Identify criminal implications of searches by private citizens or private security professionals.
- PO-5-C-12 Identify civil implications of searches by private citizens or private security professionals.
- PO-5-C-13 Identify limitations of “consent to search” (including property).
- PO-5-C-14 Identify the limitations of student search on school property.
- PO-5-C-15 Identify the importance of chain of custody.
- PO-5-C-16 Identify the importance of learning company policies on this issue.

D. Civil Law

- PO-5-D-1 Identify circumstances where civil litigation can result from a criminal trespass arrest.
- PO-5-D-2 Identify how a private security professional could be liable under federal civil rights statutes.
- PO-5-D-3 Identify when malicious prosecution occurs.
- PO-5-D-4 Identify when “abuse of process” occurs.
- PO-5-D-5 Identify the elements of the intentional infliction of severe emotional distress tort.
- PO-5-D-6 Identify the elements of a false imprisonment tort.
- PO-5-D-7 Identify the elements of civil assault and battery.
- PO-5-D-8 Identify the three types of civil damages that can be recovered by a plaintiff.

E. Juvenile Laws

- PO-5-E-1 Historical Precedents.
- PO-5-E-2 Define Juvenile Court ORS 419A.004 (14).
- PO-5-E-3 Define Youth ORS 419A.004 (31).
- PO-5-E-4 Define Youth Offender ORS 419A.004 (33).
- PO-5-E-5 Define Custody by Private Person ORS 419C.088.
- PO-5-E-6 Define Custody not Arrest ORS 419C.091.
- PO-5-E-6 Define Notice to Parents ORS 419C.097.
- PO-5-E-7 Define Release of Youth Taken into Custody ORS 419C.100.
- PO-5-E-8 Define Procedure When Youth is not Released 419C.103.
- PO-5-E-9 Define Report Required when Youth in Custody ORS 419C.106.
- PO-5-E-10 Define Curfew Violations; parental responsibility; authority of political subdivisions; criminal penalty ORS 419C.680.

VI. TECHNIQUES OF OBSERVING AND REPORTING INCIDENTS AND HOW TO PREPARE AN INCIDENT REPORT

A. Preliminary Investigations

- PO-6-A-1 Identify why safety is important as the “first on the scene”.
- PO-6-A-2 Identify the first aid priorities of the “first on the scene”.

- PO-6-A-3 Identify the importance of reporting a “safe route” to responders.
- PO-6-A-4 Identify the need to protect the crime scene and evidence.
- PO-6-A-5 Identify the importance of securing the point of entry and exit.
- PO-6-A-6 Identify the need for proper witness handling.
- PO-6-A-7 Identify options of handling a suspect still on the scene.

B. Report Writing

- PO-6-B-1 Identify the importance of good report writing.
- PO-6-B-2 Identify the basic information a report should contain.
- PO-6-B-3 Identify the importance of a “chronological order of events” in writing a report.
- PO-6-B-4 Identify the advantages and disadvantages of using an officer notebook.
- PO-6-B-5 Identify the advantages of writing in “first person”.

C. Courtroom Testimony

- PO-6-C-1 Identify how a witness should prepare to testify.
- PO-6-C-2 Identify the purpose of the pretrial conference with the district attorney or municipal prosecutor.
- PO-6-C-3 Identify where a witness should look while testifying.
- PO-6-C-4 Identify the most important requirement of a witness.
- PO-6-C-5 Identify how reports, notes or files should be used in testifying.
- PO-6-C-6 Identify what a witness should do before and after testifying.
- PO-6-C-7 Identify what elements “perjury” includes.
- PO-6-C-8 Identify how a witness may be impeached.

OPTIONAL TRAINING SECTION

LP: RETAIL LOSS PREVENTION

A. Loss Prevention Principles

- PO-LP-A-1 Identify the retail environment
- PO-LP-A-2 Approaching shoplifting suspects.

Enhanced Loss Prevention curriculum is available upon request; your instructor must contact the Investigator/Instructor at DPSST.

PRIVATE SECURITY PROFESSIONAL TRAINING CURRICULUM

I. DEPARTMENT AND ETHICS

A. PRIVATE SECURITY SERVICES PROVIDER PROFESSIONALISM

Unit Goal: To develop an understanding of the necessity for standards of ethical conduct, and the relationship between private security and the community.

PO-1-A-1 Identify the three characteristic goals common to all private security professionals.

1. As private security professionals, our primary goal is to provide a _____. Because our industry is so diverse, these services vary. They could include monitoring intrusion alarms from a controlled environment to interacting with hundreds of citizens in an airport or shopping mall. The service we provide has basic common factors, which include the protection of persons and property
2. In our society, citizens have an expected standard of behavior for persons who protect them and their property. These minimum standards include training and criminal _____ checks. By ensuring these minimum standards, the community in which we serve will have greater trust in us individually, in the services we provide, and in our industry as a profession.
3. Historically, a portion of the public has perceived our profession in a negative light. To improve the perception by the public, we must maintain exemplary and _____ business practices. While a great deal of the responsibility lies with the security manager or security contractor, from the bidding process to carrying out services or contracts in an ethical manner, much of the public perception can be improved by the conduct of the private security professional on a site, who interacts with the public. A question we may ask ourselves: *How would I conduct myself if a television camera were monitoring me?*

PO-1-A-2 Identify the need for values in the private security profession.

Because the community expects us to act in a professional manner, their perception is formed by the actions of one security professional, and altered by the actions of another. We must provide a consistently high standard for conduct, demeanor and _____, on and off the job. Our conduct is reflected in how we perform our assignments.

Our demeanor is the manner in which we stand, walk and interact with others. It is how we conduct ourselves.

Our attitude reflects our feelings toward people. It is an indication of our purpose or intention.

Is it important to remember who we are and what we represent when we are off-duty?

PO-1-A-3 Identify unethical conduct.

While there are numerous types of unethical conduct, some are more destructive to public trust than others.

1. _____ causes public distrust; it causes them to question our integrity and may affect their compliance with directions.
2. _____ is the taking of property that is not yours. This applies to the envelope we take from work to mail a bill, the office pen we left in a shirt pocket at the end of a shift and now use at home, or even the personal, long-distance telephone call we make during our shift.
3. Substance abuse (which includes _____ abuse) crosses all professional, ethnic, gender and age barriers. Those affected by substance or alcohol abuse compromise their reputations and that of the industry they represent.
4. _____ conduct is that conduct which is contrary to law, statute or ordinance, for which you may be imprisoned.
5. _____ is behavior which is neither professional nor an expression of real strength. Brutality is a cowardly action that temporarily builds a weak self-esteem by imposing physical or emotional trauma on another person. When a private security professional's behavior moves beyond that action that is necessary to stop another person's illegal actions, the private security professional becomes guilty of brutality. This demonstrates lack of good judgment and common sense, both of which are necessary characteristics of a private security professional.
6. _____, an unwarranted bias, is an opinion or learning adverse to anything, without just grounds, or before sufficient knowledge. It may be based on fear.
7. _____ are defined as a free gift, usually given in return for a favor. Are you allowed to take free gifts? Your employer is paying you for a service. In the food industry, you are allowed to take a tip as an expression of a job well done. Does this mean that if you perform your job well you may also be entitled to a tip? Before you make a decision, let's look at the definition of bribery.

8. _____ involves a thing of value being given to a person to influence him or her to act dishonestly. What is the difference between bribery and gratuity? First, look at the position of a private security professional and that of someone of a different profession. As a private security professional, you are there to protect persons and property. By receiving money other than your employer's compensation, will there be an expectation to provide biased or special service or protection to that individual in an inequitable manner? Will this money influence you to act dishonestly, ignore criminal conduct, leave a door open, not require someone to sign in at a desk register, or other conduct which the person is attempting to avoid?

PO-1-A-4 Identify the importance of the Private Security Code of Ethics.

To maintain _____ standards in the private security industry, we have established a system of principles: the Private Security Professional's Code of Ethics.

<p>Private Security Professional's Code of Ethics</p> <ul style="list-style-type: none"> • As a private security professional, I regard myself as a member of an important and honorable profession. • I will perform my duty with honor, compassion, and in an ethical manner. • By my actions, I will not disgrace the reputation of my chosen profession. • I will strive for those values that will reflect honor on my fellow private security professionals, my employer, the community I serve and myself. • I will safeguard the lives and property of those I serve, protect all persons against deception, the weak against intimidation and oppression, and the peaceful against violence and disorder. • I will respect the Constitutional rights of all people to liberty, equality and justice. • I will keep my private life unsullied as an example to others, and be constantly mindful of the welfare of others. • I recognize my position as a symbol of public faith, and I accept it as a public trust. <p>I affirm this pledge on _____ day of _____, 20____.</p> <p>_____ Signature</p> <p>_____ Printed Name</p>	
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Copies of form PS-27, Professional Code of Ethics, can be ordered on the PS-3 form or downloaded from the DPSST WEB Site.

B. Cultural Dynamics in Private Security

Unit Goal: To develop an enhanced deportment and awareness of cultural/-interpersonal issues which dictate the predominant values, attitudes, beliefs and outlook among multi-cultural environments.

PO-1-B-1 Identify the advantages of learning about cultural diversity.

Learning about cultural diversity leads to positive outcomes when interacting with members of different cultures. During the process we learn about our own biases, which is just plain good business. It enhances public perceptions of the private security professional, as well as promoting good public relations.

PO-1-B-2 Identify why all persons have biases.

Biases are always with us. While we are not born with biases, we begin to learn biases from our families and those closest to us at an early age. As we grow and mature into adulthood we bring these biases along with us.

All cultural biases develop out of _____ and ignorance. Fear is a strong and unpleasant emotion caused by the anticipation of danger, and ignorance is simply a lack of knowledge. Together, fear and ignorance give rise to our preconceived judgments and opinions of persons who are different from us.

PO-1-B-3 Identify how we can become aware of and control biases on the job.

Our biases are always with us. Even when we identify our personal biases they will not disappear. Biases will tend to _____ our actions. For this reason it is important to realize that we have biases we may or may not be aware of. The private security professional must strive to recognize his or her own biases and control them when communicating with others.

PO-1-B-4 Identify the need to comply with company policy and federal guidelines.

When working at the job site, the security professional should be _____ of all company policies and procedures, as well as any applicable federal regulations regarding cultural diversity. The security professional must be prepared to follow, and if necessary, enforce them. This may include policies on racism, verbal harassment and menacing, among others.

PO-1-B-5 Identify the need to understand Stereotyping vs. Core Values.

People tend to think of others in stereotypes. Stereotypes are usually negative beliefs and opinions about a group of people. Thinking in stereotypes is easy to fall into but you should not make _____ about a group or individual.

In the following exercise, step out of your role as a security professional and place yourself in the role of the average citizen. Now list six stereotypes society associates with security professionals:

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____

Now step back into the role of a security officer and list below six core values for security professionals:

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____

Because often times we do not exercise a core value perspective of others it is more difficult to think of others in terms of their core values.

Now take the time to think about how you feel as a security professional when you are stereotyped. It does not feel good. You feel like less of a person, as if you do not count. When members of various cultural and ethnic groups within society are stereotyped they also feel devalued. These individuals feel just like you did when confronted with a stereotypical reaction.

This exercise points out the reason it is important to treat everyone, suspect, employee, and client, with _____ and _____; and to practice thinking of others in terms of core values.

PO-1-B-6 Identify the need to know ADA requirements.

Despite the legal requirement of fair treatment for people with disabilities, all too often they are still viewed as lesser individuals to be pitied, feared or ignored. These attitudes may be based on fear of someone who is _____ or simply from a lack of information about disabilities. As much as the disability itself may affect a person's life, being treated as a lesser person hinders that person's ability to lead a productive life and prevents enjoyment of the same opportunities as others.

1. ADA General Rule: The ADA prohibits discrimination against a qualified individual with a disability who can perform the essentials of the job. All security Professionals must have an understanding of disability etiquette.

- a) Use _____ -- People with disabilities want to be treated the same way as everyone else.
- b) Be _____ -- Show the person the same respect you expect to receive. Treat adults as adults. Call a person by first name only when invited to do so.
- c) Be _____ -- Be patient, take the time to try to understand the problem or need of the individual. Be considerate of the extra time it might take for a person with a disability to get things done or said.
- d) _____ -- Don't be embarrassed if you happen to use accepted, common expressions, such as "See you later" or "Gotta run" that seem to relate to the person's disability.
- e) Offer _____ -- Do not hesitate to offer assistance. However, do not automatically give help unless the person clearly needs help or asks for it. Ask the person if assistance is needed and how. Do not insist on helping.
- f) _____ -- Talk directly to the person, not their companion.
- g) Respect _____ -- If you don't generally ask people about their personal lives, then don't ask people with disabilities about theirs.
- h) Emergency action -- Know the location of individuals who have disabilities at your job site so you can help with _____ during an emergency.

PO-1-B-7 Identify the need to have a zero tolerance of sexual harassment.

Most employers have a policy of maintaining a working environment that is free from _____ form of sexual harassment. The Equal Employment Opportunity Commission defines sexual harassment as _____ sexual advances, requests for sexual favors, and other verbal and physical conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly as a term or condition of employment;
1. Submission to or rejection of such conduct by an individual is used as a basis of employment decisions affecting such an individual; or
2. Such conduct has the purpose or effect of _____ interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Similarly, conduct within the work environment does not have to be directed at a particular person for that person to feel he or she is working in a _____ or offensive environment.

PO-1-B-8 Identify the need to have zero tolerance of all discriminatory behavior.

Under ORS 659.030(1) it is _____ for an employer or employee to aid, abet, incite, compel or coerce discriminatory acts based on race, religion, color, sex, marital status, national origin, disability or age.

PO-1-B-9 Identify the rewards of cultural diversity

Embracing cultural diversity brings new and different points of view to company operations and problem-solving situations.

- Maintaining a culturally diverse work place demands high standards of ethical and moral values and requires that your personal biases be controlled.
- It requires the professional security officer to recognize his or her personal biases and not allow them to enter into ethical decision making.
- Recognizing diversity and thinking in core values enhances customer satisfaction and makes good business sense.

II. WHEN AND HOW TO NOTIFY PUBLIC AUTHORITIES

A. Role of the Private Security Professional

Unit Goal: To develop a basic understanding of the role of the private security professional with emergency responders.

PO-2-A-1 Identify five of the skills that will enable you to be an effective communicator.

The following are five skills of an effective listener:

1. Active _____ - this means not only hearing the words, but how they are conveyed to understand the sender's message better.
2. Questioning - asking questions lets the sender know you are listening and questioning allows you to clarify in your mind that you are receiving the same message the sender believes he or she is conveying.
3. Patience - some senders do not initially state the "bottom line," which requires patience on the part of the listener to filter out the less important information for the facts.
4. _____ needs - When listening, especially when receiving critical information, you must prioritize what the needs are, such as medical, officer safety, and then deal with the secondary needs, such as property issues, etc.
5. Processing information - Once you have the information, you need to make an assessment of its value, what action you will take and if you need additional information to make a decision.

PO-2-A-2 Identify three groups of people that are impacted by a private security professional's attitude.

1. The citizen asking for help will be able to communicate more effectively if you have a receptive attitude.
2. The fire/police/EMS providing help will be able to respond more efficiently and will be able to develop a stronger "partnership" with you on the scene if you have a cooperative attitude.
3. Co-workers will be able to work more harmoniously with you if you maintain a _____.

PO-2-A-3 Identify the role of the private security professional in reporting emergencies.

The role of the private security professional is to provide a _____ between the citizen and emergency services providers.

PO-2-A-4 Identify the two functions of the communicator.

The two functions of the communicator are to relay information and to provide referral assistance.

B. Reporting Emergencies

Unit Goal: To develop a basic understanding of the critical information a private security professional can give to assist law enforcement, fire service, and emergency medical service personnel.

PO-2-B-1 Identify the awareness priority.

1. Type of _____
2. _____ of incident
3. Responder _____

PO-2-B-2 Identify six pieces of “safety” information that should be gathered and relayed to responding units if possible.

1. _____: What type? How many? Who has them?
2. _____: What type? Are there injuries? Is it still going on?
Is the suspect still there?
3. _____: What type? Are they hazardous? (e.g., meth labs)
4. _____: Is there a history of violence toward responders at the premises? Are there dogs? Are the premises fortified? Is there access?
5. What is the hazardous material “safe route”? What type of chemicals? Are there decals? Which way is the wind blowing? Is there a road to the scene that is not affected?
6. _____: Where are they? Are they in contact with a vehicle, person, or building? Is there a road to the scene that is not affected?

PO-2-B-3 Identify five tips to fast and efficient gathering of information.

1. Be prepared: have information ready.
2. Use clarity: Speak directly into the telephone. Do not speak with food in your mouth. Do not use jargon.
3. Identify yourself: Include your location.
4. Give the telecommunicator your full attention: He or she may ask for additional critical information
5. Closure: ensure telecommunicator concludes call, not you.

PO-2-B-4 Identify the two minimum “W”s used in information gathering.

1. _____: if they don't know where it is, they can't respond.
 - a. Clearly describe the *location* of the incident, not your location
 - b. Provide actual building number and cross street when available.
2. _____: Identify the problem.
 - a. *Medical*: pertinent medical info, history.
 - b. *Fire*: What is on fire? Are people trapped? Is the fire spreading? Are there flames, as opposed to smoke? Is arson suspected? Is there an evacuation?
 - c. *Smoke*: Where is the source? Is there an odor?

d. Police: Is this an emergency or non-emergency? Is a dual response (emergency medical service and fire) needed? Is the situation stable or changing? Is the suspect still present? Are there weapons?

PO-2-B-5 Identify the six vehicle descriptors -- CYMBAL

1. **C**olor
2. **Y**ear
3. **M**ake
4. **B**ody (model)
5. **A**nthing else (primer, damage)
6. **L**icense plate (state)

PO-2-B-6 Identify the format used when giving a physical description of a person to a public safety agency.

1. Top to bottom

III. THE FUNDAMENTALS OF PATROLLING AND CONTACTS IN THE FIELD
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A. FOOT OR VEHICLE PATROL

Unit Goal: To develop the knowledge and understanding of the procedures, methods and purposes of private security patrol. To develop an awareness of how the patrol function fits into the overall mission of a private security business.

PO-3-A-1 Identify the importance of a daily individual patrol and location action plan.

1. Allows best use of your on-duty time.
2. Helps prioritize site projects and problems.
3. Allows you to track activities and meet site and employer objectives.
4. Helps you remember what needs to be done on each shift.

B. CITIZEN CONTACTS IN THE FIELD

Unit Goal: To develop a basic understanding on how to “safely” contact citizens in the field and assess the situation.

PO-3-B-1 Identify the objectives of the field interview and frequent citizen contacts.

1. Helps to identify persons possibly engaged in criminal activity.
2. Obtains information for use in current or future investigations.
3. Citizen contacts promote:
 - a. Officer-citizen communication.
 - b. Partnership in area safety.

- c. Mutual problem-solving.
- d. Mutual respect and understanding.

PO-3-B-2 Identify the SARA method for resolving problem situations.

1. **Survey** the situation. Are there missing pieces of information you need? Do you have the whole picture?
2. **Analyze** the situation. Based on the facts you have, what is the best course of action? What action is mutually beneficial and agreeable to all parties?
3. **Respond** to the situation. Initiate your course of action.
4. **Assess** the situation. During the event, re-analyze when additional information comes to light. After the event, see if there was a more effective way the situation could be handled.

C. TACTICAL COMMUNICATIONS WITH EMOTIONAL, ANGRY , HOSTILE OR INTOXICATED CITIZENS

Unit Goal: To develop basic interpersonal communications skills necessary to communicate effectively with emotional, angry and/or hostile citizens, and to develop basic communication techniques necessary to defuse and de-escalate crisis situations.

PO-3-C-1 Identify the five tactical communication phases of a citizen contact.

1. *Introduction* - let the citizen know who you are and why you are there.
2. *Information* - provide the citizen with information, such as the hours the site is open to the public, that it is private property, etc.
3. *Investigation* - determine who the citizen is and why he or she is there. Determine if he or she has authority to be there, if a crime was committed, who the suspects are, and if there is evidence.
4. *Enforcement Action* (verbal or physical) - verbal enforcement action can be limited to telling the citizen it is private property and s/he must leave, or physical enforcement such as a citizen arrest, which will include advising the person what you are doing and why.
5. *Conclusion* - to ensure a positive conclusion, even if you were required to take some action, thank the citizen for cooperating, provide options such as other areas for sightseeing, or referrals, if needed. Explain why you are there. Most people will understand, if you explain.

PO-3-C-2 Identify the four tactical communication phases of dealing with passively resistant people.

1. *Introduction* - explain who you are and why you are there.
2. *Persuasion* (what's in it for me?) - if you motivate them to act for their personal benefit, they will respond much quicker than acting for your benefit.
3. *Explanation* - if they know _____, they can make a decision based on their logic. By treating them as an adult, displaying respect and by explaining yourself, you enlist their participation.

4. Encouragement - _____ them before _____ them. Some people need encouragement to take an action before they will do so willingly.

PO-3-C-3 Identify security professional's actions that cause escalation or violence during the security professional-citizen interaction.

1. *Shouting at the suspect.* If you shout at them, they will shout back. Since you may be in uniform, or have identified yourself as a private security professional, you look more foolish than the suspect.
2. *The use of sarcasm.* When it is used on you, what is your reaction? Are you more likely to cooperate?
3. *Making unenforceable threats.* The moment they challenge you on one of these, you have lost your credibility.
4. *The use of profanity.* This is a sign that you are fearful or out of control. Both reactions are almost impossible to regain control.
5. *The use of jargon.* If they do not understand you, how do you expect them to respond appropriately?
6. *Aggressive body language.* If you intimidate them, human nature is to fight or flee. What response are you really after?
7. *Degrading remarks or comments.* This makes you look foolish and demonstrates you have lost control of the situation
8. *Prolonged eye contact.* An aggressive gesture will most generally cause them to meet that challenge. Is that what you're after?
9. *Offensive physical contact.* This sets you up for lawsuit and/or loss of employment.
10. *Apathy.* If they think you don't care, they will become angry or hostile.
11. *Placing blame.* Once this occurs, the real issue is forgotten while the defensive mechanisms kick in.
12. *Over-reacting.* To over-react is to lose credibility as the person in charge.
13. *Entering into an ego contest.* Demonstrate a mature attitude.
14. *Substance Abuse.* If someone is under the influence of drugs or alcohol; their actions may be unpredictable.

PO-3-C-4 Identify the proper de-escalation techniques to use when confronted by a hostile/emotional citizen (crisis intervention).

1. Make intermittent eye contact - this is less threatening.
2. Maintain a calm demeanor - often they will mirror your demeanor.
3. Allow the person to _____ - this may reduce the potential for violence.
4. Respect his/her personal space - they may become less agitated.
5. Body posturing and gesturing - maintain a relaxed interview stance. Display hands up, palms open and out.
6. Define the relationship - you are there to help; be non-threatening.
7. Identify a common enemy or problem - demonstrate you are not the enemy.
8. Get a statement of cooperation, a pattern of compliance - you are in it together.
9. Use trusted others.

10. Praise and reinforce cooperative behavior - they will repeat behavior for more praise or reinforcement.
11. Avoid using "I", "Me" or "You" - it is less aggressive or challenging.
12. Don't tell the person to calm down - this may incite them to escalate.
13. Provide the person a way out or way to shift the blame - reduce their need to defend their ego.
14. Redirect the person's behavior by using his or her basic needs and motives - make it appear to be their idea.
15. Isolate the person or situation- if there is no audience, there is less need to grandstand.
16. Set conversational limits - do not allow abusive or threatening speech.
17. Be an active listener.
18. Avoid non-verbal cues such as clenched fists or jaw.
19. Be consistent. Avoid mixed messages.
20. Use a distraction - determine what interests them and refocus their energy or thoughts.

PO-3-C-5 Identify the signs that may indicate visible intoxication.

If a person shows just one or two of these signs, it may not mean the person is intoxicated. But if the person shows a combination of the signs, or has a significant change in behavior, it could be a strong sign that the person is visibly intoxicated. The ability to identify the signs of intoxication is important, because in such cases the risk of uncooperative or hostility encounters increases. ***This is an officer safety issue.***

- Boisterous, loud speech, bravado, overly-animated or boasting.
- Overly friendly to others, entertaining, urging others to drink or party.
- Argumentative, mean, aggressive, belligerent, obnoxious or sullen.
- Crude behavior, foul language or inappropriate sexual advances.
- Irrational statements, radical changes in behavior or speech levels,
- Crying, moody, depressed, slurred speech, drowsy or falling asleep.
- Unusual gait, stumbling, bumping into things, swaying or staggering.
- Difficulty remembering, rambling conversation or loss of train of thought.
- Bloodshot or glassy eyes, lack of focus and eye contact, uncoordinated.

IV. FIRE DETECTION AND REPORTING, AND SAFETY ISSUES.

A. RESPONSIBILITIES AND SAFETY ISSUES

Unit Goal: Identify the “Must Know: items every officer should be aware of at any work site. Describe safety priorities and the four- (4) basic facts regarding fire.

PO-4-A-1 Identify the fire prevention responsibilities at any work site.

Fire prevention is the responsibility of every security professional. Officers should be familiar with the following items at every work site:

1. Types of fire hazards that may be encountered
2. The complete layout of the site or facility
3. Location of sensors, alarm pull stations and alarm panels.
4. Location of sprinkler system controls, fire extinguishers, and hose cabinets
5. Location of utility shut-offs; gas, water, electricity and HVAC systems
6. Information on how to contact the site manager or maintenance personnel (persons in possession of keys)

PO-4-A-2 Identify security officer safety issues, priorities and duties at a fire.

Officer safety is paramount. Vacate any location where conditions individuals are exposed to fire, smoke or other dangers. Professionals should know at least two ways out from any location within the work site. Professionals should know the four- (4) basic life safety facts concerning fire:

1. Fire is dark; you will not be able to see through the smoke
2. Smoke contains deadly gases that will kill you –usually before any flame contacts you
3. The heat in a fire will kill you; cooler temperatures are closer to the ground
4. Time is your enemy;, you will have little time; a fire can get out of control in as little as 30 seconds

At the first sign of fire, the alarm should be sounded *immediately* and every attempt to notify building occupants and the fire department should be made. Thereafter, the professional’s duties may consist of assisting with evacuation, pedestrian traffic, crowd control, or providing assistance to emergency responders with locations or contacts. Officers should never attempt to fight a fire without first notifying the fire department.

B. FIRE SCIENCE

Unit Goal: Identify basic elements of fires in different modes, and the four classes of fire:

PO-4-B-1 Identify the fire tetrahedron of a flaming mode of combustion.

The flaming mode of combustion, such as the burning of logs in a fireplace is represented by the fire tetrahedron, which has four elements:

1. Fuel
2. Temperature
3. Oxygen
4. The uninhibited chemical chain reaction

PO-4-B-2 Identify the fire triangle of a smoldering mode of combustion.

The surface or smoldering mode of combustion is represented by the fire triangle, which has three basic elements.

1. Fuel
2. Temperature
3. Oxygen

PO-4-B-3 Identify the four classes of fire and their components.

- | | |
|----------|---|
| Class A- | Ordinary combustible materials such as wood, paper, cloth and most plastics |
| Class B- | Flammable, combustible liquids or gases (gasoline/natural gas) |
| Class C- | Energized electrical equipment such as transformers and appliances |
| Class D- | Combustible metals such as titanium or magnesium |

The classification of any fire extinguisher corresponds with the class or classes of fire it was designed to extinguish. Extinguishing agents are designed to disrupt, reduce, or remove certain elements of the fire tetrahedron. You should only fight a fire if there is little personal risk and you have been trained to use a fire extinguisher.

V. LEGAL POWERS AND LIMITATIONS OF A PRIVATE SECURITY PROFESSIONAL INCLUDING, BUT NOT LIMITED TO, THE LAWS REGARDING ARREST, SEARCH AND SEIZURE, AND THE APPROPRIATE USE OF FORCE

A. INTRODUCTION TO THE CRIMINAL JUSTICE SYSTEM

Unit Goal: To provide a brief overview of the types of cases heard in Oregon courtrooms, and the Oregon Criminal Justice System.

PO-5-A-1 Define Offense ORS 161.505,161.515, 153.008

An offense is conduct for which a term of imprisonment or a _____ is provided by any law of this state. An offense is a crime or a violation.

PO-5-A-2 Define Violation ORS 153.008

A violation is a type of offense punishable _____ by a fine, forfeiture, suspension, or revocation of a license or other privilege, or other civil penalty.

PO-5-A-3 Define Crime ORS 161.515

A crime is an offense for which a sentence of _____ is authorized. Crimes are either felonies or misdemeanors.

PO-5-A-4 Define Misdemeanor ORS 161.545

A misdemeanor is a classification of a crime or offense, and may have a sentence up to a _____ of one year.

PO-5-A-5 Define Felony ORS 161.525

A felony is a classification of a crime or offense, and may have a sentence maximum term of _____ than one year.

Students are encouraged to obtain a current copy of the Criminal Code of Oregon and review all subject statutes and elements of each crime discussed.

B. CRIMINAL LAW

Unit Goal: To provide a basic understanding of what is legal and illegal conduct

PO-5-B-1 Define Premises ORS 164.205 (6)

Premises are defined as any building and any real property, private or public.

PO-5-B-2 Define Open to the Public ORS 164.205 (4)

Premises open to the public are premises, which by _____, function, custom, usage, notice or lack thereof, or other circumstances at the time, would cause a reasonable person to believe that **no** permission to enter or remain is required.

PO-5-B-3 Define Person In Charge ORS 164.205 (5)

A person in charge is a person, a _____ or employee of the person, who has lawful control of premises by ownership, tenancy, official position or other legal relationship. It includes, but is not limited to the person, or holder of a position, designated as the person or position holder in charge by the Governor, board, commission or governing body of any political subdivision of this state.

PO-5-B-4 Define Property of Another ORS 164.305 (3)

Property of another is property in which anyone other than the actor has a legal or equitable interest that the actor has no right to defeat or impair, even though the actor may also have such an interest in the property.

PO-5-B-5 Define Enter or Remain Unlawfully ORS 164.205 (3)

Enter or remain unlawfully means:

1. To enter or remain in or upon premises when premises, at time of entry or remaining, are not open to the public or when the entrant is not otherwise licensed or privileged to do so; OR
2. To fail to leave premises that are open to the public after being _____ directed to do so by the person in charge.

PO-5-B-6 Define Dangerous Weapon ORS 161.015 (1)

A dangerous weapon is any _____, _____, or substance that under the circumstances in which it is used, attempted to be used, or threatened to be used, is readily capable of causing death or serious physical injury.

PO-5-B-7 Define Deadly Weapon ORS 161.015 (2)

A deadly weapon is any instrument, article, or substance designed for, and presently capable of, causing _____ or serious physical injury (e.g., gun, hunting knife).

PO-5-B-8 Define Culpable Mental State ORS 161.085

The following are the four culpable mental states:

1. _____ means that a person fails to be aware of a substantial and unjustified risk that the result will occur or that the circumstance exists. The risk must be of such nature and degree that the failure to be aware of it constitutes a gross deviation from the standard of care that a reasonable person would observe in the situation.
2. _____ means that a person is aware of and consciously disregards a substantial and unjustified risk that the result will occur or that the circumstance exists. The risk must be of such nature and degree that disregard thereof constitutes a gross deviation from the standard of care that a reasonable person would observe in the situation.
3. _____ means that a person acts with an awareness that the conduct of the person is of a nature so described or that a circumstance so exists.
4. _____ means that a person acts with conscious objective to cause the result or to engage in the conduct so described.

PO-5-B-9 Define the Elements of Disorderly Conduct ORS 166.025

Disorderly conduct occurs when, with intent to cause public inconvenience, annoyance, or alarm, or creating a risk thereof, the person:

1. Engages in fighting or violent, tumultuous or threatening behavior; or
2. Makes unreasonable noise; or
3. Disturbs any lawful assembly of persons without lawful authority; or
4. Obstructs vehicular or pedestrian traffic on a public way; or congregates with other persons in a public place and refuses to comply with a lawful order of the police to disperse; or
5. Initiates or circulates a report, knowing it to be false, concerning an alleged or impending fire, explosion, crime, catastrophe, or other emergency; or,
6. Creates a hazardous or physically offensive condition by any act which the person is not licensed or privileged to do.

PO-5-B-10 Define Elements of Criminal Mischief (Vandalism) ORS 164.345-365

1. Criminal Mischief I occurs when, with intent to damage property, damages property in excess of \$750 or by means of an _____. Also includes interference with public utility, transportation, etc.
2. Criminal Mischief II occurs when the person intentionally damages property of another or recklessly damages the property of another in an amount exceeding \$100.
3. Criminal Mischief III occurs when, with intent to cause substantial inconvenience to owner of property, the person tampers or interferes with property of another.

PO-5-B-11 Define the Elements of Theft Crimes ORS 164.055

Theft occurs when, with intent to deprive another of property or to appropriate property to the person or to a third person, the person:

1. Takes, appropriates, obtains or withholds such property from an owner thereof; or
2. Commits theft of property lost, mislaid, or _____; or
3. Commits theft by extortion; or
4. Commits theft by deception, or commits theft by receiving property.

Generally, amounts involved in degrees of theft are:

- Theft I \$750.00 or more
- Theft II under \$750.00
- Theft III under \$50.00

PO-5-B-12 Define the Elements of Burglary and Criminal Trespass ORS 164.243

1. Burglary occurs when, with intent to commit a crime, the person enters or remains unlawfully.
2. Criminal trespass occurs when the person enters or remains unlawfully in or upon the premises.

PO-5-B-13 Define Robbery ORS 164.395

Robbery occurs when a person in the course of committing or attempting to commit theft, uses or _____ the immediate use of physical force upon another with the intent of preventing or overcoming resistance to the taking of the property.

PO-5-B-14 Define Harassment ORS 166.065

Harassment occurs when a person intentionally harasses or annoys another by subjecting such other person to offensive physical contact, or publicly insulting such other person by abusive words or gestures in a manner intended and likely to provoke a violent response.

Reasoning: In order to charge assault, there must be injury; therefore, harassment would be charged if the touching was unwanted, but did not result in an injury.

PO-5-B-15 Define Assault IV ORS 163.160

Assault in the fourth degree occurs when a person intentionally, knowingly, or recklessly causes physical injury to another, or, with criminal negligence causes physical injury with a deadly weapon.

PO-5-B-16 Define Deadly Physical Force ORS 161.015 (3)

Deadly physical force is physical force that, under the circumstances in which it is used, is readily capable of causing death or _____.

C. ARREST, SEARCH AND SEIZURE

Unit Goal: To clearly identify the limited scope of authority of a private citizen or private security professional.

PO-5-C-1 Identify the elements necessary for a private citizen arrest. ORS 133.225.

A private citizen may arrest another person for any crime committed in the _____ of the private person if the private person has “probable cause” to believe the arrested person committed the crime. Probable cause means that there is a substantial objective basis for believing that “more likely than not” an offense has been committed, and the person about to be arrested has committed it.

Different standards of probable cause for citizen vs. police officer:
--

- | |
|---|
| <ul style="list-style-type: none">• A private citizen’s probable cause <i>must include</i> the crime being committed in their presence.• A police officer may arrest based on probable cause without the crime being committed in his or her presence. |
|---|

PO-5-C-2 Identify the requirements of the private citizen or private security professional to make a private citizen’s arrest.

- Verbalize your intent and the basis for your actions. This will let citizens around you know why you are doing what you are doing, and aid in your defense against _____ allegations by the suspect.
- Deliver the arrested person. A private person shall without unnecessary delay deliver the arrested person to a peace officer.

PO-5-C-3 Identify limitations of physical force in effecting an arrest by a private citizen or private security professional.

Under ORS 133.225, a private citizen may use _____ physical force to make the arrest.

ORS 161.255 (1) A private citizen acting on the person's own account is justified in using physical force upon another person when and to the extent that the person reasonably believes it necessary to make an arrest or to prevent the escape from custody of an arrested person whom the person has arrested.

ORS 161.255 (2) A private citizen is justified in using deadly physical force only when the person reasonably believes it necessary for self defense or to defend a third person from what the person reasonably believes to be the use or imminent use of deadly force.

Excessive use of force can result in the arrest of the private security officer and loss of private security professional certification.

PO-5-C-4 Identify the consequences of improper conduct by private citizen or private security professional.

1. Criminal charges of:

- a. Kidnapping - interfering with another's personal _____ without consent or legal authority by taking the person from one place to another or secretly confining the person. [ORS 163.225]
- b. Assault - Intentionally, knowingly, or recklessly causing physical injury to another or, with criminal negligence causing physical injury to another by means of a deadly weapon. [ORS 163.160]
- c. Custodial Interference - taking or keeping a child from the child's lawful custodian (e.g.: security professional arrests juvenile shoplifter and prohibits parent to accompany child to security office).

2. Civil liability for:

- a. False imprisonment
- b. False _____
- c. Civil rights violations

PO-5-C-5 Identify the importance of reviewing employer/employee rights if working on internal matters.

Private employers or entities may have extended or reduced _____ rights of their employees.

PO-5-C-6 Identify limitations of "field interview" by a private citizen or private security professional.

Unless _____ of a private citizen arrest are present, a private security professional may not detain another person. A private citizen or private security

professional has the right to speak with, or ask questions of, any other person. When representing an employer, while on that employer's property, a private security professional may ask questions on behalf of that employer.

PO-5-C-7 Identify conduct that may be construed as detention.

A citizen is detained when he or she *feels* they may not leave and when the citizen's belief is objectively reasonable [State v. Holmes 311 OR 400 (1991)]. It is not necessary to _____ detain another for this intrusion to occur. Other factors are considered:

1. Voice/body language - The use of an authoritative, intimidating voice by a private security professional may cause a citizen to feel he or she is being detained, or feels he or she will be assaulted if he or she attempts to leave. The court may construe this as harassment (ORS 166.065) or coercion (ORS 163.275).
2. Withholding personal property, i.e., driver's license - by withholding another's property, a citizen may feel he or she cannot leave without it. The court may construe this action by a private security professional as theft (ORS 164.015).
3. Multiple private citizens or private security personnel present - If one private security professional is questioning a citizen, the citizen may feel that he or she can leave at any time. If however, there are multiple uniformed private security Professionals present, surrounding the citizen, he or she may feel detained.
4. Positioning of vehicle - A private security professional who blocks the sole exit of a citizen, either by body or vehicle positioning, has overtly detained the citizen.

Sanctions for pre-arrest detention would most likely involve civil liability.

PO-5-C-8 Identify the implications of interrogations.

"Interrogation" is a process of questions by police of a person arrested or suspected, to seek solutions of a crime. "Interviewing" means asking questions, which the person being questioned, may decline to answer or to discontinue the conversation by leaving.

A statement that is "involuntarily" made, to the police or a private citizen, may be excluded from the evidence at trial because it is inherently unreliable. ORS 136.425 Factors relating to "Voluntary" include: threats or promises, physical or mental disabilities, length of questioning, environment for questioning, etc.

When a citizen feels that he or she is compelled to engage in conduct from which he or she has a legal right to abstain from, the offense is _____. If the scope of the

interview creates an environment in which the citizen feels he or she is compelled to answer, the court may construe the private security professional's actions as coercion.

Coercion ORS 163.275 -- A person commits the crime of coercion when the person compels or induces another person to engage in conduct from which the person has a legal right to abstain, or to abstain from engaging in conduct in which the other person has a legal right to engage, by means of instilling in the other person a fear that, if the other person refrains from the conduct compelled or induced or engages in conduct contrary to the compulsion or inducement, the actor or other will; cause physical injury; or cause damage to property; or engage in conduct constituting a crime; or falsely accuse some person of a crime or cause criminal charges to be instituted against the person.

PO-5-C-9 Identify consequences of a private citizen or a private security professional becoming “agent of law enforcement” in Miranda warnings and searches.

If a private citizen or private security professional acts under the guidance or direction of a law enforcement officer, he or she becomes an _____ of that law enforcement officer and must comply with all Miranda and search limitations of law enforcement. Further, if the private citizen or private security professional's actions are unlawful, the courts will suppress the evidence or statements obtained.

PO-5-C-10 Identify legal constraints in searching the person of another as a private security professional.

There is _____ statutory authority for a private citizen or a private security professional to search the person of another, regardless of whether a private citizen's arrest has occurred and the private citizen or private security professional has the arrested citizen “in custody.” The law is “silent” on this issue, creating neither prohibition against, nor authority to, search.

A private citizen or private security professional may elect to make a cursory search (pat down of external clothing around the waist area.) for weapons. While there is no statutory authority to do so, this action may be viewed by the courts as reasonable given a particular set of circumstances. This action, however, would not extend to a more invasive search for evidence.

PO-5-C-11 Identify criminal implications of searches by private citizens or private security Professionals.

Any offensive unlawful and unwanted touching is _____. If there is a struggle during the search and the citizen arrested is injured, the offense may progress to assault.

Compounding the assertion of harassment (offensive touching) may be a cross-gender search. If a private citizen or private security professional elects to search for weapons, a more appropriate approach would be to use a person of the same gender as the one to be searched.

PO-5-C-12 Identify civil implications of searches by private citizens or private security Professionals.

A civil rights violation committed by a private citizen or a private security professional may include punitive damages in addition to criminal charges.

PO-5-C-13 Identify limitations of “consent to search” (including property).

Based on a citizen arrest, a private security professional may ask the person arrested for *permission* to search for weapons to protect himself or herself. The person arrested may give a verbal consent or a written consent. Obviously, a written consent is preferable. The search must be limited to the specific area consent was given for, and may be *withdrawn* at any time. At the point the consent to search is withdrawn, the private citizen or private security professional must cease the search.

PO-5-C-14 Identify the limitations of student search on school property.

Within certain schools, there are extended or reduced privacy rights for students. This may extend to the desks and lockers of the students. A private security professional must acquaint himself or herself with the employer or entity policy prior to determining a course of action that includes a search.

PO-5-C-15 Identify the importance of chain of custody.

If evidence is recovered, incident to an arrest or otherwise, a chain of custody must be maintained for this evidence to be admissible in the court. A chain of custody means that each person who had control of the evidence can testify the evidence was in his or her direct control, was not altered while under his or her direct control, and was transferred to another party who testifies to the same elements.

PO-5-C-16 Identify the importance of learning company policies on this issue.

Private employers or entities may have policies that prohibit actions that may be allowed under law, such as the prohibition of a _____, _____, or the prohibition of physical contact with another.

If a person acts outside the scope of his or her authority, and that authority is limited by company policy, the person would be acting alone and without the legal protection of the company and may not be indemnified by the employer.

D. CIVIL LAW

Unit Goal: To develop an understanding of the ramifications of misconduct on the part of a private citizen or private security professional relating to arrest, search and seizure.

PO-5-D-1 Identify circumstances where civil litigation can result from a criminal trespass arrest.

In situations where an individual is removed from premises without statutory authority, the risk of civil litigation and a finding of liability against the security professional, and the professional's employer, _____.

Analysis:

1. Criminal trespass involves situations where a person "enters or remains unlawfully" in or upon premises or a dwelling (ORS 164.245, *et seq.*). Additionally, if an individual re-enters a building with the intent to commit a theft therein, and the individual previously received a "merchant's notice of trespass," they are in violation of the criminal trespass statutes. A "notice of trespass" is a device that denies future entry on premises to individuals. Penalties are enhanced for trespass in a dwelling.
2. Premises are defined as "including any buildings and any real property, whether privately or publicly owned"(ORS 164.205(6)). A dwelling is defined as "a building, which regularly or intermittently is occupied by a person lodging therein at night, whether or not a person is actually present." Courts have held that this includes a vacant apartment in a building when the apartment had previously been rented and will be rented again in the future.
3. "To enter or remain unlawfully" is a complex definition. It includes situations where a person enters a building during hours when the building is not open to the public, or enters a dwelling without authority to do so. It also includes situations where an individual stays in a building or other premises after being asked to leave. The person asking the individual to leave must be a "person in charge" of the premises.
4. The ORS defines "person in charge" as someone who has lawful ownership of the premises, or is a lawful tenant, or is an employee or representative of the owner or tenant. Usually, security companies will have an agreement with property owners or tenants setting out the authority of their security Professionals to act as persons in charge for purposes of enforcing the trespass statutes.
5. Civil liability becomes an issue whenever a security professional excludes or removes someone from premises without statutory authority to do so. Ordinarily, for example, in a retail shopping center which is open to the public, if persons engage in conduct which makes them unwelcome in the stores, and they are asked to leave the premises by a person "lawfully in charge" and they refuse the request to leave, they are in violation of the criminal trespass statute.

6. If, however, the security professional was not “lawfully in charge” of the premises, or if the reason for asking the individuals to leave the center was unlawful (i.e., the individuals had a lawful right to be on the premises at the time they were directed to leave), the persons arrested for trespass would have a cause of action against the individual security professional and possibly the employer of the security professional as well.

PO-5-D-2 Identify the circumstances in which a private person or private security professional could be liable under federal civil rights statutes.

Generally, private persons, and the private employers of private persons, are **not** liable under federal civil rights statutes. These statutes protect people from acts by the government, (i.e., law enforcement), which violate constitutional rights. For instance, a police officer that uses excessive force against a person could be liable for violation of certain federal civil rights statutes because the officer’s conduct violated federally protected constitutional rights of the person. A private person, including a security professional working for a private company, can be liable for federal civil rights violations only when they act in concert with the state (i.e., law enforcement), or more commonly known as an _____ . This could happen anytime law enforcement relies solely on the investigation of the security professional without any independent investigation. There are potential problems when law enforcement and security personnel have a “customary plan” regarding accused shoplifters. *Smith v. Brookshire_Bros., 519 F2d 93, 94 (5th Cir 1975).*

PO-5-D-3 Identify when malicious prosecution occurs.

1. The tort of malicious prosecution occurs when a person causes another individual to be prosecuted criminally, when the person making the charges does not have _____ to support the arrest and prosecution, and the individual prosecuted is not guilty of the offense(s) charged.
2. The most common issue is whether the person making the initial charge had probable cause to believe that the individual they charged had committed the crime. For private security personnel, the most likely scenario will be when they arrest someone for shoplifting, have the person arrested for theft, and then the person is acquitted of the theft. If the person who was arrested can prove that the security professional lacked probable cause, they can prevail in civil court and recover money damages for malicious prosecution.
3. Probable cause is defined as a substantial objective basis for believing that more likely than not an offense has been committed and a person to be arrested has committed it.

The ORS provides a defense for merchants and merchant’s employees under certain circumstances.

ORS 131.655 Detention and interrogation of persons suspected of theft committed in a store:

(1) Notwithstanding any other provision of law, a . . . merchant or merchant's employee who has probable cause for believing that a person has committed theft of property of a store or other mercantile establishment may detain and interrogate the person in regard thereto in a reasonable manner and for a reasonable time.

(2) If a . . . merchant or merchant's employee, with probable cause for believing that a person has committed theft or property of a store or other mercantile establishment, detains and interrogates the person in regard thereto, and the person thereafter brings against the . . . merchant or merchant's employee any civil or criminal action based upon the detention and interrogation, such probable cause shall be a defense to the action, if the detention and interrogation were done in a reasonable manner and for a reasonable time.

Probable cause for a citizens arrest requires that the crime was committed in the presence of the private security professional.

PO-5-D-4 Identify when “abuse of process” occurs.

The elements of abuse of process require:

1. An ulterior purpose by the defendant; and
2. A willful act in the use of process that is not proper.

Process includes the filing of a _____ (also known as a summons and complaint), the issuance of subpoenas or the filing of criminal charges. Abuse of process is defined as “the perversion of legal procedure to accomplish an ulterior purpose when the procedure is commenced in proper form and with probable cause.” *Kelly v. McBarron, 258 Or. 149, 154 (1971)*.

Typically, abuse of process involves someone trying to take advantage of another by using the courts as a “club”, to threaten in order to get what they want. This is similar to extortion.

PO-5-D-5 Identify the elements of the intentional infliction of severe emotional distress tort.

To state a claim for intentional infliction of severe emotional distress, a plaintiff must prove that:

1. The defendant *intended* to inflict severe emotional distress on the plaintiff;
2. The defendant's acts were the cause of the plaintiff's severe emotional distress; and
3. The defendant's acts constituted an extraordinary transgression of the bounds of socially tolerable conduct. *Sheets v. Knight, 308 Or 220, 236 (1989)*.

In other words, the plaintiff has the burden of establishing that the defendant meant to cause the plaintiff severe emotional distress, the defendant's acts did in fact cause the distress, and the defendant's acts were so outrageous and extreme that they would shock the conscience of society.

For example, a collection agency was found liable for intentional infliction of severe emotional distress when it repeatedly called a woman, demanding immediate payment of a debt and threatening that if she didn't immediately pay the agency it would cause her to lose her house and that her husband would lose his job. The collection agency called over a nine-day period, screaming and swearing at the plaintiff. The plaintiff suffered physical ailments as a result of the extreme conduct of the collection agency.

Security personnel need to be mindful that they face the risk of civil liability if they treat people in a hostile manner. Civil liability is a real and serious consequence of improper, unprofessional conduct.

PO-5-D-6 Identify the elements of a false imprisonment tort.

False imprisonment occurs when an individual is detained without privilege. An unprivileged detention occurs when someone is detained without _____
_____. For instance, if a security professional detains a shopper for theft, and there is no probable cause for the security professional to believe that the shopper committed the theft, the detention is unprivileged. The laws of arrest by a private person must be heeded to avoid false imprisonment claims. A private citizen may arrest an individual whom they have probable cause to believe has committed a crime when the crime was committed in the presence of the private person. (ORS 133.225)

PO-5-D-7 Identify the elements of civil assault and battery.

Civil assault occurs when an individual puts another person in immediate apprehension or fear of an *offensive physical contact*. The actual offensive or harmful contact is a civil battery. To be actionable, the offensive contact must be intentional (the person meant to make contact) and it must be offensive (must violate a reasonable sense of personal dignity).

If a security professional is placing a citizen under arrest, he or she will necessarily need to make physical contact with the person. The citizen may certainly view the contact as offensive, but the contact will be _____ if the security professional is making a valid arrest (see ORS 133.225 -- a private citizen may use physical force as justifiable under ORS 161.255).

PO-5-D-8 Identify three types of civil damages recoverable by a plaintiff.

1. *Special damages* are out-of-pocket expenses. These are also known as _____ damages because they are objectively verifiable losses. These include attorney's fees, medical and rehabilitation bills as a result of any injury/distress, loss of income and impairment of earning capacity, and costs to repair or replace damaged property.

2. *General damages* are also known as non-economic damages because they are subjective, non-monetary losses. These include pain and suffering, emotional distress, humiliation (i.e., from false arrest for shoplifting), injury to reputation, and loss of companionship, care and comfort.
3. *Punitive damages* are awarded when the plaintiff can prove by clear and convincing evidence that the defendant “acted with malice or showed a reckless and outrageous indifference to a highly unreasonable risk of harm and acted with a conscious indifference to the health, safety and welfare of others”. (ORS 18.537) Punitive awards are meant to punish the defendant and to deter any similar conduct in the future.

E. JUVENILE LAWS

Unit Goal: To provide an understanding of Oregon’s juvenile laws that impact private security Professionals and promote uniform procedures for private security Professionals dealing with juvenile offenders.

PO-5-E-1 Historical Precedents:

1. Common law precepts:
 - a. *Parens Patriae*- a 16TH century British doctrine signifying the King as the parent of the country. As the parent of the country the King was responsible for the welfare of those unable to care for themselves.
 - b. Children were seen as incapable of caring for themselves because their cognitive (thinking) abilities were not fully formed.

PO-5-E-2 Define Juvenile Court ORS 419A.004 (14):

“Juvenile Court” means the court having jurisdiction of juvenile matters in the several counties of this state.

PO-5-E-3 Define Youth ORS 419A.004 (31):

“Youth” means a person less than 18 years of age who is alleged to have committed an act that is a violation, or, if done by an adult would constitute a violation, of a law or ordinance of the United States or a state, county or city.

PO-5-E-4 Define Youth Offender ORS 419A.004 (33):

“Youth Offender” means a person who has been found to be within the jurisdiction of the juvenile court under ORS 419C.005 for an act committed by the person when the person was at least 12 years of age and under 18 years of age.

PO-5-E-5 Define Custody by Private Person ORS 419C.088:

A private person may take a youth into custody in circumstances where, if the youth were an adult, the person could arrest the youth.

NOTE: ORS 419C.088 allows a private citizen or a private security officer to take a youth “*into custody*” in circumstances where, if the youth were an adult, the person could be arrested. Taking a youth into custody is a detention. Private security professionals must demonstrate that there is probable cause to believe that a crime was committed in their presence and that the youth committed the offense. Police should be called immediately,, without delay to take youth into custody.

PO-5-E-6 Define Custody *not* Arrest ORS 419C.091:

(1) Custody under ORS 419C.080 and 419C.088 shall not be deemed an *arrest* so far as the youth is concerned. All peace Professionals shall keep a record of youths taken into custody and shall promptly notify the juvenile court or counselor of all youths taken into custody.

PO-5-E-7 Define Notice to Parents ORS 419C.097:

As soon as practicable after the youth is taken into custody under ORS 419C.080 and 419C.088, the person taking the youth into custody shall notify the youth’s parent, guardian or other person responsible for the youth. The notice shall inform the parent, guardian or other person of the action taken and the time and place of the hearing.

PO-5-E-8 Define Release of Youth Taken into Custody ORS 419C.100:

The person taking the youth into custody under ORS 419C.080 and 419C.088 shall release the youth to the custody of the youth’s parent, guardian or other *responsible* person in this state, except in the following cases:

- (1) When the court has issued a warrant of arrest against the youth.
- (2) When the person taking the youth into custody has probable cause to believe that the welfare of the youth or others may be endangered by the release of the youth.
- (3) When the person taking the youth into custody has probable cause to believe that the youth, while in or on a public building or court facility within the last 120 days, possessed a firearm or destructive device in violation of ORS 166.250, 166.370 or 166.382

PO-5-E-9 Define Procedure When Youth is not Released 419C.103:

(1) Except as otherwise provided in subsection (2) of this section, if a youth taken into custody is not released as provided in ORS 419C.100 and the juvenile court for the county has not established the alternative procedure authorized in subsection (5) of this section, the person taking the youth into custody shall, without unnecessary delay, do one of the following:

- (a) Take the youth before the court or a person appointed by the court to effect disposition under ORS 419C.109 and 419C.136.
- (b) Take the youth to a place of detention or shelter care, or a public or private agency designated by the court, and as soon as possible thereafter notify the court that the youth has been taken into custody

Note: Many police agencies have developed strict and specific policies on transporting youth, because of the added risks associated with minors.

- (2) If the person taking the youth into custody has probable cause to believe that the youth, while in or on a public building or court facility within the last 120 days, possessed a firearm or destructive device in violation of ORS 166.250, 166.370 or 166.382, the person may not release the youth from custody and shall do one of the following without unnecessary delay:
 - (a) Take the youth before the court for a determination of initial disposition under ORS 419C.109 (3); or
 - (b) Notwithstanding ORS 419C.133, take the youth to a place of detention and, as soon as possible thereafter, notify the court and the juvenile department that the youth has been taken into custody and detained.
- (3) Where a youth residing in some other county is taken into custody the youth may be:
 - (a) Released to the youth's parent, guardian or other responsible person in this state as provided in ORS 419C.100.
 - (b) Delivered to a peace officer or juvenile counselor in the county in which the youth resides, if such delivery can be made without unnecessary delay. In such event the person to whom the youth is delivered shall assume custody of the youth and shall proceed as provided in this chapter.
- (4) Where a youth is released or delivered as provided in subsection (3) of this section, the jurisdiction of the juvenile court of the county in which the youth resides shall attach from the time the youth is taken into custody.
- (5) The juvenile court may establish, as an alternative to the provisions of subsection (1) of this section, that if a youth taken into custody is not released as provided in ORS 419C.100, procedures shall be followed that comply with the following:
 - (a) The person taking the youth into custody may communicate, by telecommunications or otherwise, with the person appointed by the court to effect disposition under ORS 419C.109.
 - (b) After interviewing the person taking the youth into custody and obtaining such other information as is considered necessary, the person appointed by the court under ORS 419C.109 to effect disposition may exercise the authority granted under that section and shall, in such case, direct that the person taking the youth into custody release the youth or deliver the youth in accordance with such direction.

- (c) The person taking the youth into custody shall comply with the direction of the person appointed by the court to effect disposition.

PO-5-E-10 Define Report Required when Youth in Custody ORS 419C.106:

Except where the youth is taken into custody pursuant to an order of the court, the person taking the youth into custody under ORS 419C.080 and 419C.088 shall promptly file with the court or a counselor a brief written report stating all of the following:

- (1) The youth's name, age and address.
- (2) The name and address of the person having legal or physical custody of the youth.
- (3) Efforts to notify the person having legal or physical custody of the youth and the results of those efforts.
- (4) Reasons for and circumstances under which the youth was taken into custody.
- (5) If the youth is not taken to court, the placement of the youth.
- (6) If the youth was not released, the reason why the youth was not released.
- (7) If the youth is not taken to court, why the type of placement was chosen.

PO-5-E-11 Define Curfew Violations; parental responsibility; authority of political subdivisions; criminal penalty ORS 419C.680:

- (1) No minor shall be in or upon any street, highway, park, alley or other public place between the hours of *12 midnight* and *4 a.m.* of the following morning, unless:
 - (a) Such minor is accompanied by a parent, guardian, or other person 18 years of age or over and authorized by the parent or by law to have care and custody of the minor;
 - (b) Such minor is then engaged in a lawful pursuit or activity which requires the presence of the minor in such public places during the hours specified in this section; or
 - (c) The minor is emancipated pursuant to ORS 419B.550 to 419B.558
- (2) No parent, guardian or person having the care and custody of a minor under the age of 18 years shall allow such minor to be in or upon any street, highway, park, alley or other public place between the hours specified in subsection (1) of this section, except as otherwise provided in that subsection.
- (3) Subsection (1) and (2) of this section do not affect the authority of any political subdivision to make regulations concerning the conduct of the minors in public places by ordinance or other local law, provided, that the local ordinance or law restricts curfew hours at least to the extent required by subsections (1) and (2) of this section.
- (4) The county court or board of county commissioners of any county may provide by ordinance for a curfew restriction on minors applicable to areas not within a city, which has the same terms provided in subsection (1) of this section except that the period of curfew may include hours in addition to those specified in subsection (1) of this section. The ordinance may _____ for different age groups.

- (5) Any minor who violates subsection (1) of this section or an ordinance established under subsection (4) of this section may be taken into custody as provided in ORS 419C.080, 419C.085 and 419C.088 and may be subjected to further proceedings as provided in this chapter.

VI. TECHNIQUES OF OBSERVING AND REPORTING INCIDENTS AND HOW TO PREPARE AN INCIDENT REPORT.

A. PRELIMINARY INVESTIGATIONS

Unit Goal: To develop an understanding of the private security professional's role in preliminary investigation, and the knowledge and skills necessary to protect the scene until police arrive.

PO-6-A-1 Identify why safety is important as the "first on the scene."

1. _____ - if the security professional does not remain safe, he or she cannot help anyone else. Officer safety is a priority, before calling for backup or assisting victims.
2. Safety of public - When deciding a course of action, the officer must ensure the public remains safe.

Example: The private security professional accepts a greater degree of liability if he or she chooses to direct traffic at an accident scene. Considerations would include whether the private security professional was trained and knowledgeable enough to direct traffic safely, and if injured persons at the scene were protected.

PO-6-A-2 Identify the first aid priorities of the "first on the scene."

First aid for victims - what are their needs? The victim's safety takes priority over _____ the suspect.

PO-6-A-3 Identify the importance of reporting a "safe route" to responders.

Safe route for responders - determine if there are hazards and if there is a safer route the responders could take. Relay information to the telecommunicator.

PO-6-A-4 Identify the need to protect the crime scene and evidence.

1. Protection of crime scene - A rule of thumb is to determine the parameters of the scene, and _____. When police arrive and assess the situation, they can reduce the crime scene, but it becomes difficult to maintain integrity of the scene if it needs to be enlarged.
2. Evidence protection - The best way to preserve evidence is to rope off an

area so that no one enters or exits. Using this method will not disturb evidence. Record who enters and exits prior to the arrival of police, so the police can use prints or other methods of eliminating residual evidence.

PO-6-A-5 Identify the importance of securing the point of entry and exit.

1. Point of entry - is it obvious where the suspect entered? Try to limit access to this area, so it is not disturbed. Ensure responders enter through a separate location if possible, or point out bloodstains, etc., so they are not wiped away by responders.
2. Point of exit: Is it obvious where the suspect exited? Try to limit access to this area, so it is not disturbed, ensure responders enter through a separate location if possible, or point out blood stains, etc., so that evidence is not wiped away by responders.

PO-6-A-6 Identify the need for proper witness handling

_____ witnesses to remain at the scene. Take their names, addresses and telephone numbers, but refrain from questioning them. The initial questioning should be done by the police to obtain the most accurate information. When possible, keep the witnesses separated. This will prevent them from comparing recollection and changing their stories. Use caution when attempting to keep witnesses separate so that they are not antagonized or made to feel like a suspect.

PO-6-A-7 Identify options of handling a suspect still on the scene.

If suspect is still present - The safest option is to _____ the suspect while police are called and allow police to arrest him or her. If a private citizen's arrest is the course of action chosen, practice officer safety, company policy, and common sense.

B. REPORT WRITING

Unit Goal: To develop an understanding of the fundamentals of report writing and to develop the knowledge and skills necessary to write a basic and professional incident report.

PO-6-B-1 Identify the importance of good report writing

1. Transmittal of information
 - a. For your client
 - b. For your supervisor and fellow employees
2. Permanent record
3. Basis for prosecution
4. Documentary evidence

- a. A warning in writing (i.e., trespass)
 - b. An original document that may be used in court.
 - c. Protection for your company, client or yourself in a civil suit.
5. Law enforcement, media, courts and a jury may view a report.
- a. The report reflects your professionalism and credibility. If you are unable to type your report, use a black ink pen. Writing should be neat and legible. Do not cross out words or use whiteout. If a change or correction needs to be made, start a new report or add a page. The report needs to be "original" and not tampered with.
 - b. Write "End of Report" after the last line of the report, or use a straight or curved line to the bottom of the page to indicate that there is no more information.
 - c. If additional information is obtained after writing the report, write an amended or supplemental report, using a new report form headed "Amended Report" or "Supplemental Report".

PO-6-B-2 Identify the basic information a report should contain (The 5 "W's")

- _____ : The names of the persons involved (include physical descriptions of unidentified individuals, suspects, etc.)
- _____ : Describe in chronological detail what happened.
- _____ : Describe where it happened. Use specific identifiers like building numbers, alley indicators or street intersections.
- _____ : Date and approximate time
- Why: If known. Do not report assumptions or your opinions.
- _____ : Report statements made to you and your own observations.

PO-6-B-3 Identify the importance of a "chronological order of events" in writing a report.

1. Develops a clear mental picture.
 - a. This helps your client, supervisor and others to understand what happened and how an incident progressed.
 - b. Refreshes your memory for testimony in court.
2. Allows the reader to follow the investigation in a progressive manner.
3. Prevents distortion of critical information regarding the elements of the crime and helps to eliminate misunderstandings about what happened.

PO-6-B-4 Identify the advantages and considerations of using an officer notebook.

1. A notebook acts as a portable record. Use your notebook to record information as soon as possible. Your notebook will refresh your memory and supply vital information for your written report. Never rely on your memory alone.
2. A notebook gives you immediate access to writing materials. Use notebooks with bound pages. Loose pieces of paper should only be used as a last resort. Loose papers become lost or mislaid, but bound notebooks give a permanent record of an incident. Notebooks should be kept for two years in case incident reports are unavailable. The law states law enforcement Professionals are required to keep notebooks for seven years.
3. Keep in mind a notebook can be reviewed in court. Derogatory and degrading comments should not be used anywhere in your notebook. Before appearing to testify, paperclip or use a rubber band to isolate pages that are not associated with the incident. Even though the pages are isolated, your entire notebook can still be examined in court.

PO-6-B-5 Identify the advantages of writing in “first person”.

1. Writing in the active voices, “I heard the suspect say he hit the man” more clearly and simply defines who saw what, rather than in the passive voice. “The suspect was heard to admit hitting the man.” In the second sentence, the question may arise as to who heard the suspect.
2. The passive voice, such as “the evidence was recovered” often creates awkward and unclear assumptions. The active voice, such as “I recovered the evidence”, clearly states who can testify to what.

Private security professionals must demonstrate the ability to write a clear, concise report in order to successfully complete this course.

REPORT WRITING AND COMMUNICATION SKILLS SCENARIO

You are assigned to monitor activities and report non-compliance with the rules at a county campground. While making your rounds you are flagged down by an upset couple that complain to you of two intoxicated and unruly men in the campground. The two men are described as being in their early twenties. As you approach their campsite, you see the two men drinking and using loud profane language. You notice beer cans thrown about the camp. You also notice a 9mm pistol on the table next to them

Using the report form provided, use what you have just learned about report writing to complete a written report describing what actions you would take in the above scenario.

SAMPLE REPORT FORM

INCIDENT REPORT # _____

TYPE: _____

LOCATION: _____

DATE: _____ DAY _____ TIME: _____ AM/PM

WEATHER _____

POLICE CONTACT: Y N

OFFICER'S NAME _____ # _____

POLICE DEPT. CASE # _____

SECURITY PROFESSIONAL'S REPORT:

C. COURT ROOM TESTIMONY

Unit Goal: To understand the role of the witness in court and the importance of preparation. To develop confidence and professional demeanor necessary to testify during a court proceeding.

PO-6-C-1 Identify how a witness should prepare to testify.

The witness should...

1. *Dress properly.* In a courtroom, the proper attire is a uniform or a business suit. If in doubt, check with your employer or the prosecutor.
2. *Meet with the prosecutor-* to answer any questions he or she may have regarding the report, statements, or evidence.
3. *Check the evidence* - to ensure it is available.
4. *Refresh his/her memory* of the incident by reviewing all reports, statements, and related records.

PO-6-C-2 Identify the purpose of pretrial conference with the district attorney or municipal prosecutor.

The purpose of the pretrial conference with the district attorney or municipal prosecutor is to provide an opportunity for all parties involved in the prosecution to review the facts of the case and identify **strengths and weaknesses**.

PO-6-C-3 Identify where a witness should look while testifying.

- *Look at the person asking the questions--* counsel, prosecutor, or judge.
- *Look at the _____.* When *answering* the questions.

PO-6-C-4 Identify the most important requirement of a witness.

_____ is the most important requirement of a witness. With truthfulness Comes *Objectivity* -- something having actual existence, not influenced by emotion or personal opinion. *Subjectivity* is something existing within an individual's mind rather than based on fact. *Credibility* is substantially increased when testifying objectively. Directly answer questions, do not provide personal opinions unless asked.

PO-6-C-5 Identify how reports, notes, or files should be used in testifying.

Reports, notes, or files may be used to refresh an officer's memory. A witness does not need permission to refer to his or her notes. A security professional may testify to anything he or she has an independent recollection of even it is not contained in the original report. Generally, it is advisable to refer to a report for dates, times, measurements, directions and quotations.

PO-6-C-6 Identify what a witness should do before and after testifying.

1. When waiting to testify, be ready and available to answer the bailiff's call.
2. When a security professional completes testimony and is excused, he or she should promptly leave the courtroom or be seated in the courtroom.
3. After testifying, if the prosecutor fails to ask the judge to excuse you, turn to the judge and ask, "Your honor, am I excused?"
4. Pausing at the prosecutor's table and exchanging a cordiality is improper and could be resented by members of the jury as being biased.
5. If a security professional has been requested to remain in the courtroom and hears the verdict of the jury, the officer should not show approval or disappointment.

PO-6-C-7 Identify what elements "perjury" includes.

The offense of perjury occurs when, under oath, the witness _____ makes a false sworn statement regarding a material fact. Material fact is that which is so important, it may influence or affect the outcome of the case.

PO-6-C-8 Identify how a witness may be impeached.

The testimony of a witness may be impeached or discredited as follows:

1. Prior inconsistent statements. OEC 613 (ORS 40.380)
2. Bias or interest in case. OEC 609-1 (ORS 40.360)
3. Reputation for lack of veracity. OEC 608 (ORS 40.350)
4. Prior convictions. (e.g., false statement or dishonesty)

Reminder: You are responsible for submitting documents to DPSST to obtain your certification. You must renew your certification in two years.

This is the final section of the required curriculum. The following provides information about Loss Prevention Principles and is optional.

(OPTIONAL) Retail Loss Prevention Principles

Unit Goal: To provide a basic understanding of retail loss prevention as it applies to commercial business and industry alike.

PO-LP-A-1 Identify the Retail Environment

Security Professionals working in a retail environment should receive advanced training in handling shoplifting apprehensions. That knowledge should include the legal aspects of liability and individual rights. Malicious Prosecution, False Arrest, and False Imprisonment can result in costly damages attached to the individual Professionals as well as the retailer or employer. Additional tort actions include civil assault and battery, slander, defamation of character, emotional distress, sexual harassment, and discrimination.

1. The key to a successful shoplifting prosecution is proving probable cause and intent of the subject to deprive the retailer of the merchandise.
2. The **five elements** of proof in a shoplifting and probable cause:

It should be noted that if security professionals do not have all of the elements necessary for a proof positive shoplifting apprehension, no challenge or detention should be made. In this case, a possible deterrence, by making yourself highly visible and closing the proximity gap would be appropriate if the subject has not left the store yet.

- Observe the subject enter the premises and / or approach the counter or display area.
- Observe the subject select the item(s) from the counter or display and conceal or alter the item.
- Be able to identify the item(s) as belonging to the retailer, knowing where the item is concealed.
- Maintain a constant & uninterrupted surveillance of the subject throughout the premises.
- Subject must have had the opportunity to pay, passes the cashier, and is stopped outside the store.

Prior to the five elements, what caused you to begin observing the individual in the first place? Example: If the subject entered the store with a large shopping bag with no store name on it, wearing a large overcoat, or carrying it over their arm above the bag, and it is the middle of summer with very warm temperatures, this would warrant a momentary surveillance to determine if the shopper is legitimate or does something to further the suspicion. Should the subject pick up an item and begin concealing it, you now have probable cause to maintain constant surveillance.

Methods of Shoplifting:

- Bloomer Technique: Using large baggy clothes
- Clothing Technique: Slit pockets or hiding items within coats, etc.
- Fitting Room Technique: Wearing stolen items under the shoplifter's own clothing.
- Hiding items in purses or umbrellas
- Palming, placing small items in the palm of the hand.
- Bag Technique: False bottomed bags lined with foil, etc.
- Packaging Technique: Switching items and resealing the packages.
- Wearing shoplifted clothing items in plain view or just walking out of the store with large items.
- Grab and Run.
- Booster boxes and cages: Boxes with false tops or bottoms. Cages to make a woman look pregnant.
- Hiding items in books, magazines or newspapers.
- Crotch Technique: Item is held between female's thighs.
- Price tag switching or alteration of the price tag.

Methods differ with individual preference and the type of establishment. For example, purses are most commonly used for concealment of items in supermarkets, followed by pockets and under-clothing.

3. Who is shoplifting: Shoplifters are broken down into four categories:

Amateurs: Come from every economic group and represent every level of education. Thieves are generally impulsive and do not steal all the time unless emotional satisfaction is derived. Frequent repeaters, however, ultimately become more methodical and become a problem. This is a kleptomaniac.

Professionals: Professionals present a challenge. Their methods are well planned and they often work with partners. They appear in every way as ordinary shoppers carefully fitting in to the environment of their target store. They will normally select merchandise with high resale value and a ready market.

Drug Users: Usually desperate, trapped by their addiction, they must turn to shoplifting, as it becomes easy money for them. Thefts of \$500.00 or more may be required to supply the individual's habit.

Thrill Seekers: More often than not, this group is comprised of teenagers and senior citizens.

PO-LP-A-2 Approaching Shoplifting Suspects

1. Approaching the shoplifting suspect can easily lead to a physical confrontation. Physical confrontations are extremely dangerous for the loss prevention security professional, the shoplifting suspect, and more likely than not may lead to civil litigation. They should be avoided under all circumstances.
2. Ideally, it is best for two people to challenge the shoplifter. This allows for an additional witness and has proven safer for the loss prevention security professional and the shoplifting suspect.
3. Let the store or company policy dictate where the stop should be made.
4. Diplomacy and tact should be used at all times when dealing with the shoplifting suspect.
5. Do not be overly aggressive or antagonistic towards the shoplifting suspect.
6. If a citizens arrest is necessary, you must use only “reasonable force” to effect the arrest.
7. Once apprehended, the shoplifting subject should be escorted by the most discreet route available to the security office to resolve the issue and call the police.
8. Do not allow a shoplifting subject to go to the rest room until any and all evidence has been recovered.
9. Do not leave the shoplifting suspect alone.
10. The shoplifting suspect should be asked respectfully to return the merchandise. It is important for the loss prevention security professional to document the shoplifting suspect’s actual response to this request.
11. Physically searching the shoplifting suspect’s person, especially a female, should be left up to the responding police officer. Under no circumstances should a male loss prevention security professional search the body of a female shoplifting suspect.
12. In all shoplifting situations it is important to remain impartial, professional, and factual. Your honesty, integrity and credibility are fundamental to each and every case.