

SECURITY LAW & METHODS

Hospital Security

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LIABILITY LIMITATION

- This training session is intended to acquaint you with certain legal principles and security methods.
- You should consult the legal advisor for your firm or your employer before taking police or security actions based on the materials provided and/or the opinions of law expressed in this unit of instruction.
- What is legally permissible varies on the particular circumstances of the situation. This training session is only designed to acquaint the attendee on broad legal/security concepts and procedures. It is not intended to act as policy or procedure for you or your institution.

OVERVIEW OF TRAINING

- Public Relations Principles
- Security Law & Arrest Powers
- Use of Force Principles & Continuum
- Case Studies

PUBLIC RELATIONS

- Security Officers= Agents/Representatives
- You, as security officer, represent the Hospital
- You are an authority figure
- Some people, in some circumstances, are disrespectful or resistive to you or your direction
- DO NOT TAKE ANYTHING PERSONAL!
- Not directed at You
- Directed at your position or your uniform

Realities of the Job

- Security Officers must act & speak in professional, reasonable & prudent manner
- Job requires you to interact with people who may be in a very emotional state:
 1. Family of patients
 2. Victims of accidents, crimes, illness
 3. Mentally unstable patients & visitors
 4. Disgruntled employees
 5. Employees, Visitors or Trespassers may act disruptive or even commit crimes

Bottom Line

- Your words and actions count!
- Patients, visitors, doctors, nurses, administrators and other employees both depend on you, and watch and react to you!

PUBLIC RELATIONS

Conflict Resolution Techniques

- Explanation
- Apologizing
- Humor
- Compromising
- Conciliation
- Postponing

Personal Style & Presence

- Know these techniques
- Read the person & the situation
- Know your strengths & limitations
- Use the “right” technique given the circumstance & your abilities
- Rehearse before incident
- Reflect after incident

SECURITY LAW

Negligence Elements

Duty—Breach—Causation—Damages

Duty is from the legal standard which requires fair and equitable treatment based on the particular industry and the factual circumstances of the case/incident.

Breach of duty is any conduct, act or omission which falls short of the level required by the standard of care.

Causation is the legal connection between the breach and the resultant damages.

Damages are the physical or mental injuries, the economic losses, the medical and rehabilitative costs, and the future affects on the individual.

SECURITY LAW

- You have a duty to act
- Act must be reasonable under the circumstances
- Varies from calling for help to interceding to help
- Experience and training will help you discern the “right” action

ARREST POWERS

Arrest Powers/Use of Force

Private Person—No police powers

“Any person may arrest another when he has **reasonable grounds** to believe that an offense other than an ordinance **is being committed**”

(725 ILCS 5/107-3)

REASONABLE GROUNDS

- Personal knowledge & observations
- Physical evidence or observations
- Credible witness statements
- Other facts justifying reasonable belief

IS BEING COMMITTED

- Criminal act in Progress
- Immediately after crime has been committed

ARREST DEFINITION

Method of Arrest

“An arrest is made by an actual restraint of the person or by his submission to custody.”

(725 ILCS 5/107-5)

SECURITY PERSONNEL

Arrest limitations

- Security personnel are intended to prevent crime and maintain proper order
- Security personnel are not typically intended for apprehension & enforcement
- Arrests should only occur in emergency or unusual situations

SECURITY PERSONNEL

Use of Force

“Person is justified in the use of force which he reasonably believes to be necessary to effect the arrest, and of any force which he reasonably believes to be necessary to defend himself or another from bodily harm while making the arrest”

USE OF FORCE CONSIDERATIONS

- Force may only be used to control the situation.
- All force must cease once the threat is ceased.
- Factors to consider:
 1. Seriousness of threat (weapon?)
 2. Immediacy of threat (time/distance)
 3. Whether retreat/escape possible?
 4. Safety of third parties (public)
 5. Company Policy & Procedures

USE OF FORCE OBJECTIVE STANDARD

- Standard is based on what is reasonable under the circumstances
- Standard is assessed from the perception of the security officer at the time of the incident

USE OF FORCE

KEY CONSIDERATIONS

- Use of Force as “last resort”
- Any force is based on a continuum
- Must consider type of resistance/control
- Use of force only to control situation/person
- Any use of force must stop when person or situation is under control

USE OF FORCE MODELS & TECHNIQUES

Officer's Perception

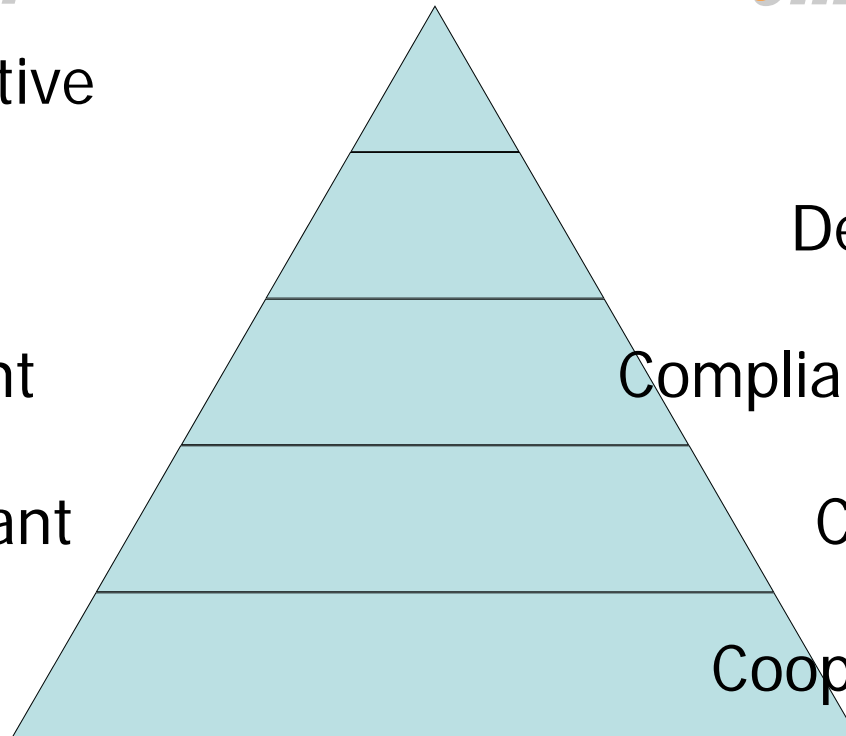
Serious Assaultive

Assaultive

Active Resistant

Passive Resistant

Compliant



Officer's Response

Deadly Force

Defensive Tactics

Compliance Techniques

Contact Controls

Cooperative Controls

MODEL HOSPITAL USE OF FORCE POLICY

- Give everyone Respect & Dignity!
- Whenever possible use persuasion, advice, and if necessary, warnings
- Do not use mace, pepper, or other sprays
- Use of non-deadly force may be necessary for self-defense, or to prevent bodily harm to another individual
- Use of excessive force will not be tolerated
- Trespassers who refuse to leave shall be removed by the police

QUESTIONS



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