



Dealing With the Homeless

Each Security Officer employed by Citadel Security USA will protect life and property from sabotage, trespassing, theft, or criminal activity. Each Security Officer is assigned to provide a security presence and perform security duties related to the specific property they are assigned to; and to guard against potential loss, damage, theft or sabotage. All Security Officers are expected to perform these duties without harm to themselves or others.

Homeless and transient people are always a problem in large metropolitan areas like Salt Lake City. Recently with Salt Lake City's Operation Rio Grande the homeless population is being more visible in other areas of the city where traditionally they were not as visible. This in turn presents an additional task to Citadel Security USA Security Officers during their shift.

Remember, Homeless and Transient people are people too. It is good practice for Security Officers to follow the "Golden Rule" which is Treat others how you would like to be treated. This works most of the time and will be key in diffusing and deescalating many situations. However, this is not the only approach and consideration Security Officers should take and/or use when dealing with this population of society. Always remember, that each Security *IS* Citadel Security USA and that any actions taken by them will reflect on the company as a whole.

The following steps and considerations should be taken by Citadel Security USA Security Officers in each and every encounter:

1. It is essential that Officer Safety be a priority where an officer is or will be encountering an unknown subject. Where and when possible each Security Officer will contact subjects using the "Contact and Cover" Principle. This principle is a force multiplier and assists in the safety of all involved. Again, when possible there will be a 2:1 ratio. This means that there will be 2 Security Officers for every Homeless or Transient Contacted.
 - a. Contact and Cover: Prior to approaching the transient, Security Officers will determine which role they will take. One Security Officer will be the "Primary Officer" and the other will be the "Cover Officer". These roles can be fluid depending on how the situation or contact of the Transient evolves.
 - i. Contact Officer = This Security Officer is in charge of the contact of the homeless or transient person. They will be the one speaking and asking the questions and recording all information gathered; to include names, date of birth, proper identification, photographs and any quotes or responses from those contacted for the report. All information will be documented via



photograph and in Contact Officer pocket notebook for use in the Incident Report for the contact.

- ii. Cover Officer = It is this Security Officer's job to be in charge of the safety of all involved; to be a witness to the events.
 - Cover Officer's primary responsibility is the safety of his or her partner (Contact Officer) and themselves.
 - Secondarily, to ensure the safety of those being contacted.
2. Security Officer Presence and verbal contact. Security Officers immediately establish control of the contact. This should be accomplished by Security Officers verbally identifying themselves with a command voice. This verbal contact should be established through a general greeting and identification of their (Security Officer) role on the property and/or verbal direction. This contact should be complimented with the appropriate hand gestures to clearly illustrate verbal directions.
 - a. Homeless or Transient contacted should receive clear direction that:
 - i. They are on State Property or Private Property (as applicable)
 - ii. That if they have no legitimate business (appointments, meetings etc) they need to leave
 - iii. No camping, panhandling, begging, or soliciting will be allowed.
 - iv. If they fail to leave, they will be detained for trespassing and the Police department will be summoned.
 - v. If and as appropriate may be provided information to the nearest Homeless Shelter.
3. During the approach Contact and Cover Officers should look for obvious weapons or unusual bulges that may suggest weapons. This tactic should be continued by the Cover Officer through out the contact.
4. Security Officers should choose the location when approaching the Homeless or Transient in question.
 - a. Location chosen should be in a tactically safe location for the Security Officers
 - i. Provide Security Officers options for cover/concealment if necessary
 - ii. Provide enough light where Officers may be able to observe actions of the person be contacted including their hands
 - iii. Provide enough angles for the Cover Officer to safely protect his/her partner while observing the Homeless/Transient person and watching for additional threats.
 - Threats include other homeless
 - Furtive or aggressive movements made by those contacted.



5. When contacted and during the subsequent contact Security Officers will use the Field Interview (FI) Stance. This is accomplished by adopting a stance outside his/her danger zone.

- a.** The strong side or side with the firearm leg is back
- b.** The weak side or support side is forward
- c.** The feet are about shoulder width apart with knees slightly bent to give balance and a lower center of gravity by distributing body weight.
- d.** Security Officer body will be bladed and and the Contact and Cover officers should be at an approximate 45 degree angle to the person being contacted.

6. In all instances, Security Officers should be prepared to enforce and back up all commands and requests made with the appropriate level of action.

7. All persons contacted should be given three opportunities to comply. Security Officers should always operate on the following:

- a.** Ask – Security Officers should after making initial contact and establishing control and gathering the appropriate information above **ask** the homeless person to leave.
- b.** Tell – If after asking the person to leave they do not comply and are resistive to Security Officer commands, the Security Officer will **tell** the homeless or transient person to leave. Part of this telling process is to inform the homeless or transient person of the consequences of their lack of action. (e.g Arrested or detained for trespassing etc)
- c.** Make – If after telling the person to leave the person still resists or fails to comply; the Security Officer(s) will **make** the homeless or transient leave. This will involve the Contact Officer contacting the police non emergency dispatch, and then with the help from the Cover Officer detain the homeless person in handcuffs (for the safety of all involved) until the Police arrive and take custody of the offender.

8. IN ALL INSTANCES THE SAFETY OF CITADEL SECURITY USA PERSONNEL IS CRUCIAL. IF AT ANY POINT IN THE ABOVE PROCESS THE CONTACT IS UNSAFE OR GETS OUT OF CONTROL; THE CITADEL SECURITY USA SECURITY OFFICER CAN DISENGAGE FROM THE SITUATION, RETREAT TO A SAFE DISTANCE AND OBSERVE SITUATION IN QUESTION WHILE WAITING FOR FURTHER ASSISTANCE FROM OTHER CITADEL SECURITY OFFICERS AND/OR LAW ENFORCEMENT.

9. All contacts of this nature require detailed documentation in an Incident Report as soon as it is safe to do so; prior to the end of the shift that the contact was made on. Incident Report should be made on approved Citadel Security USA Incident Report form. Incident Report should document all actions taken, quotes from those contacted, all photographs, Police Department response times, Responding Police Officer, and police department case number(s).