



+1(226-919-4894)
+1(226-989-6802)

info@seureshieldsecurity.ca

1339 Industrial Road Unit A, Cambridge, ON N3H 4W3

“Conflict De-Escalation Process Policy”

Secure Shield Security Inc.

Purpose

The purpose of this policy is to provide guidelines for the effective de-escalation of conflicts by security personnel. The goal is to resolve situations peacefully, minimize the use of force, and ensure the safety of all parties involved.

Principles of De-Escalation

1. **Respect and Empathy:** Treat all individuals with respect and empathy to reduce tension and build rapport.
2. **Calm and Control:** Maintain a calm and controlled demeanor to help de-escalate heightened emotions.
3. **Active Listening:** Pay close attention to the individual's concerns and respond appropriately.
4. **Non-Threatening Communication:** Use non-threatening body language and tone of voice to avoid escalating the situation.

De-Escalation Techniques

1. **Assess the Situation:**
 - Evaluate the environment and identify potential risks.
 - Determine the emotional state and behavior of the individuals involved.
2. **Create a Safe Environment:**
 - Position yourself at a safe distance.
 - Remove or reduce any immediate threats or hazards.
3. **Use Verbal De-Escalation:**
 - **Introduce Yourself:** Clearly identify yourself and your role.
 - **Acknowledge Feelings:** Show understanding and empathy for the individual's feelings.
 - **Clarify Intentions:** Explain your intentions and the steps you are taking to resolve the situation.
 - **Offer Choices and Solutions:** Provide options to give the individual a sense of control and reduce resistance.

4. **Non-Verbal Communication:**

- **Body Language:** Maintain an open, non-threatening posture.
- **Eye Contact:** Use appropriate eye contact to show attention and respect without appearing confrontational.
- **Personal Space:** Respect personal space to avoid provoking a defensive response.

5. **Problem-Solving:**

- **Identify the Problem:** Understand the root cause of the conflict.
- **Work Together:** Collaborate with the individual to find a mutually acceptable solution.
- **Reassure and Support:** Provide reassurance and support to reduce anxiety and tension.

Training and Certification

- **Initial Training:** All security personnel must complete comprehensive de-escalation training upon hiring.
- **Ongoing Training:** Regular refresher courses and advanced de-escalation training sessions are mandatory.
- **Scenario-Based Drills:** Participate in scenario-based drills to practice de-escalation techniques in a controlled environment.

Reporting and Documentation

- **Incident Reporting:** Document all incidents involving conflict and de-escalation efforts. Reports should include details of the situation, the de-escalation techniques used, and the outcome.
- **Review and Feedback:** Regularly review incident reports to identify areas for improvement and provide feedback to personnel.

Coordination with Mental Health Professionals

- **Referral Process:** Establish a referral process for involving mental health professionals when necessary.
- **Collaboration:** Work closely with mental health professionals to develop effective de-escalation strategies for individuals with mental health issues.

Review and Accountability

- **Policy Review:** Regularly review and update the de-escalation policy to ensure it meets current best practices and legal standards.
- **Accountability:** Hold security personnel accountable for adhering to the de-escalation policy and provide corrective actions for non-compliance.



More information

- ☎ +1(226-919-4894) ✉ info@seureshieldsecurity.ca
- ☎ +1(226-989-6802) 📍 1339 Industrial Rd Unit A Cambridge, ON.