1-02/070.00 Managing Uncooperative, Argumentative, or Highly-Emotional Persons

Any person (referred to hereafter as “Hostile Persons”) who exhibits uncooperative, argumentative, or highly-emotional behavior present a greater safety risk to themselves, others, and safety personnel.

This policy directs Court Services Division personnel to ensure the following when dealing with a hostile person: sound judgment, tactics, adequate backup, supervisory presence, the implementation of specialized equipment, and appropriate documentation. Nothing in this policy is intended to delay or restrict personnel from the quick performance of their duty when the necessity exists to prevent injury or violence. This policy applies to all persons in or out of custody.

When personnel encounter a hostile person in any location, especially in situations likely to require physical force, a supervisor shall be notified as soon as possible. Questionable circumstances shall be resolved in favor of notification. When the situation permits, personnel shall await the arrival of backup and supervisors before attempting to physically control or escort hostile persons.

Except when necessary to prevent immediate injury or escape, personnel shall not enter a cell or an area confining a hostile person until a supervisor arrives. Hostile persons shall be kept in view of other personnel. All escorts shall be of at least two personnel, one being a supervisor (a Supervising Bonus Deputy or above) and such escorts shall be video recorded whenever possible.

Duties of Supervisors
Supervisors shall prioritize responses to situations involving hostile persons, direct the application of force when appropriate, deploy specialized equipment as needed, ensure recorded documentation of the incident whenever possible, and remain until the situation is resolved. Whenever hostile persons are to be escorted to or from courtrooms, supervisors shall advise the concerned bench officer to discuss physical restraint options and to inform them of the intent to use audio or video recording devices.

Supervisors shall be cognizant that a hostile person’s behavior may provoke antagonistic or emotional responses. Supervisors shall ensure that hostile persons are managed firmly and with resolute action, and must be aware of the potential for increased emotion on the part of involved personnel.

When selecting escorts for a hostile person, supervisors shall avoid utilizing personnel previously involved in altercations with them or personnel toward whom a hostile person is directing hostility.

Supervisors shall ensure that specialized weapons, restraint devices, recording documentation equipment, and supplies are securely maintained for immediate deployment to escalating situations. Supervisors shall also ensure that a sufficient number of assigned personnel, on duty, are appropriately trained in the use and deployment of available equipment.

Affected Directives/Publications
Manual of Policy and Procedure provides additional guidance defining “Duties” and supplemental policy defining levels of force reporting.