

Chapter 11

Sensitivity Training

Security Guards often interact with the public on a daily basis. It is important they approach individuals with respect to avoid any biases that may impact how they interrelate with others. As discussed in chapter 2, the Code of Conduct governs how we are to act when we are working. However, there is other issues that need to be addressed; such as having basis and prejudices against ethnic background, persons with mental or physical disabilities and gender/sexual orientation.

The Human Rights Code

The following comes to us from the Ontario Human Rights Commission:

Our Commitment to Human Rights

It is the policy in Ontario to recognize the dignity and worth of every person and to provide for equal rights and opportunities without discrimination that is contrary to law.

The Human Rights Code provides for equal treatment in the areas of services, goods and facilities, accommodation, contracts, employment, and membership in vocational associations and trade unions without discrimination on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex (including pregnancy), sexual orientation, disability, age, family status (including same-sex partnership), the receipt of public assistance (in accommodation only) and record of offences (in employment only).

The Code provides for freedom from harassment or other unwelcome comments and actions in employment, services and accommodation on all of the grounds.

It is the privilege and responsibility of every person in Ontario to honour and adhere to the letter and spirit of the Code, and to support its aim of creating a climate of understanding and mutual respect for the dignity and rights of each individual.

We recognize that this applies to all employers, employees, employment agencies, trade unions, professional associations, landlords, realtors, those entering into a contract and those providing goods, services and facilities.

The Ontario Human Rights Code is a provincial law in the province of Ontario, Canada, that gives all citizens of the province equal rights and opportunities without discrimination in specific areas such as jobs, housing and services. The code's goal is to prevent discrimination and harassment because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (including pregnancy), sexual orientation, disability, age, marital status (including same sex partners), family status, receipt of public assistance (in accommodation only) and record of offences (in employment only).

A security guard must always have the **Commitment to Human Rights** in mind when they are dealing with people on a daily basis. In today's day in age, people will most likely raise concerns about their human rights being violated, especially when it comes to a situation in where they have been placed under arrest. Usually, the person who has suffered from the discrimination files the complaint, but, in certain cases, a complaint may be filed with the consent of the victim or by a third party, such as a relative or a collective bargaining agent.

Definitions

Harassment - Engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome.

It covers a wide range of offensive behaviour. It is commonly understood as behaviour intended to disturb or upset. In the legal sense, it is behaviour which *is* found threatening or disturbing. Sexual harassment refers to persistent and unwanted sexual advances, typically in the workplace, where the consequences of refusing are potentially very disadvantageous to the victim.

Discrimination - A distinction based on the personal characteristics of an individual resulting in some disadvantage to that individual.

The Ontario Human Rights Code (OHRC) does not provide a definition for the term discrimination. However, the intent and meaning of the Code along with interpretations of the term contained in judicial decisions suggest that, discrimination is differential treatment based on a personal characteristic which has an adverse impact on an individual or group. Examples of personal characteristics include race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or handicap.

Gender and Sexual Orientation Issues

From the Ontario Human Rights Commission:

The Ontario *Human Rights Code* provides for equal rights and opportunities, and freedom from discrimination. The *Code* recognizes the dignity and worth of every person in Ontario and applies to the areas of employment, housing, facilities and services, contracts, and membership in unions, trade or professional associations.

Gender

People who are discriminated against or harassed because of gender identity are legally protected under the ground of 'sex'. This includes transsexual, transgender and intersex persons, cross-dressers, and other people whose gender identity or expression is, or is seen to be, different from their birth-identified sex.

Defining Gender Identity

Gender identity is linked to a person's sense of self, and particularly the sense of being male or female. A person's gender identity is different from their sexual orientation, which is also protected under the *Code*. People's gender identity may be different from their birth-assigned sex, and may include:

Transgender: People whose life experience includes existing in more than one gender. This may include people who identify as transsexual, and people who describe themselves as being on a gender spectrum or as living outside the gender categories of "man" or "woman."

Transsexual: People who were identified at birth as one sex, but who identify themselves differently. They may seek or undergo one or more medical treatments to align their bodies with their internally felt identity, such as hormone therapy, sex-reassignment surgery or other procedures.

Intersex: People who are not easily classified as "male" or "female," based on their physical characteristics at birth or after puberty. This word replaces the inappropriate term "hermaphrodite."

Crossdresser: A person who, for emotional and psychological well-being, dresses in clothing usually associated with the "opposite" sex.

Discrimination and Harassment

Discrimination because of gender identity is any action based on a person's sex or gender, intentional or not, that imposes burdens on a person or group and not on others, or that withholds or limits access to benefits available to other members of society. This can be overt or subtle, and includes systemic discrimination, such as when there is a non-inclusive rule or policy. Harassment is a form of discrimination. It includes comments, jokes, name-calling, or behaviour or display of pictures that insults or offends you or puts you down because of your gender identity.

No person should be treated differently while at work, at school, trying to rent an apartment, eating a meal in a restaurant, or at any other time, because of their gender identity.

Organizations cannot discriminate, must deal with harassment complaints, and must provide a non-discriminatory environment for trans people. This responsibility extends to "third parties," such as people doing contract work or who regularly come into contact with the organization. Individuals should be recognized as the gender they live in, and be given access to washrooms and change facilities on this basis, unless they specifically ask for other accommodation (such as for safety or privacy reasons).

Sexual Orientation

"Sexual orientation" is a personal characteristic that forms part of who you are. It covers the range of human sexuality from gay and lesbian, to bisexual and heterosexual orientations. Sexual orientation is different from gender identity, which is protected under the ground of "sex."

The Ontario *Human Rights Code* (the "Code") is a law that provides for equal rights and opportunities and recognizes the dignity and worth of every person in Ontario. The *Code* makes it against the law to discriminate against someone or to harass them because of their sexual orientation or their marital status which includes same-sex relationships. This right to be free from discrimination and harassment applies to employment, facilities, accommodation and housing, contracts and membership in unions, trade or professional associations. This means that a person cannot be treated unequally or subjected to harassment in these areas because he or she is gay, lesbian, heterosexual or bisexual. It is also illegal to discriminate because someone is in a same-sex relationship.

Discrimination and Harassment

Same rules apply as with Gender (see previous section)

Harassment is making a hurtful comment or action that is known or ought to be known to be unwelcome. Harassment can happen even if the jokes are not specifically about sexual orientation. An employer is responsible for making sure the workplace is free from discrimination and harassment. The employer must take action if it knows or ought to have known about inappropriate behaviour based on sexual orientation or a same-sex relationship.

Discrimination occurs when a person is treated unequally or differently because of sexual orientation or a same-sex relationship. It is also against the law to instruct others to discriminate because of sexual orientation. Discrimination can result from a person's actions or from rules and policies of an organization.

Dealing with People of Different Ethnic Background

As mentioned many times in this manual, security guards will interact with the public on a constant basis daily. They must also understand that they will come from different backgrounds both culturally and ethnically.

How do Cultures/Ethnic Groups View Authority Figures

There is two ways that people will see you, they are:

Negative	Positive
Abusive	Helpful
Prejudicial	Friendly and Smart
Racist	Providing
Arrogant	Community Service
Insensitive	Honestly Preventing Crime
Hostile	Available

The first thing a professional security guard must do is forget any personal bias that they may have as it could potentially hinder the way they interact with that person. Security services are customer service oriented and as such we need to help all those who come to us for help. A security guard must respect the individuals' beliefs even if they are not the same.

When it comes to how a security guard can become more sensitive to other cultures, there is many ways in which this can be achieved. Here are a few ways that can become more sensitive to other cultures:

Understanding the ethnic group – looking at the cultures values and traditions. Examine the habits and customs of the group. By doing this, you might also gain insight in to cultures view of authority figures.

Learning about the history of the culture – many cultures are driven from their past. Look at all avenues of the culture including language, holidays, and foods. Many people like to see a foreign person learning about their culture.

Dealing with the Emotionally Disturbed and Mentally ill

Dealing with Emotionally Disturbed Persons

Emotional Disturbed Persons (EDPs) are nothing new to most of us, but the potential threat they represent is often over looked because of feelings of complacency on the guard's behalf.

THREE TYPES OF EDPs

1) **LONG TERM – chronically ill**

The homeless population by far makes up the majority of our EDP population with an estimated 50% suffering from some sort of emotional sickness.

2) **SHORT TERM**

Often the short term EDP is someone who controls their condition with regular therapy, prescription medication, stress relief, etc. Over or Under Doses of medication are usually the most common cause of flare ups with Short Terms EDPs.

3) **CHEMICAL ABUSERS**

Drugs and alcohol can cause people to act very differently. Persons with already unstable mental conditions can have these conditions aggravated by abusing drugs or other mind-altering substances.

When handling an EDP there are several key guidelines to having a safe encounter for both you and the person:

- Never underestimate the intelligence of an EDP.
- Get back-up and wait for the Police whenever possible.
- Take your time.
- Talk softly, slowly and simply.

- Tolerate annoying behavior like snapping of fingers, banging on tables, etc.
- Try to calm the subject.
- Maintain a safe distance and escape routes.
- Be ready to use defensive force, if necessary and *ONLY AS A LAST RESORT*.
- Don't be lulled by apparent cooperation. A little known fact is that up to 20% of all EDPs are also *EDGED WEAPON CARRIERS*. A knife or edged weapon mixed with an EDPs violent hallucinations, feelings of superhuman strength, and resentment towards your uniform may be all that is needed to make this encounter a deadly one. The environment we work in is becoming ever more violent and challenging.

Dealing with the Mentally Ill

This is a prescriptive overview of some of the general best practices in the field of Security. Every case is unique and must be handled in accordance with the evolving situation. The mentally ill individual may or may not be operating with Mens Rea (criminal intention).

The emphasis is not directed at making social workers of security guards. It is about giving skills and qualifications to determine how to best deal with the subject.

Back-up is a must when dealing with anyone who is mentally ill.

Definition:

Mental illness - A disorder of a person's emotional, thought or cognitive process that grossly impairs judgment, behavior or the capacity to recognize reality.

4 Stages of Crisis

When dealing the mentally ill one must be aware that there are 4 stages that will or might be experienced by the security guard. They are.

PRE-CRISIS STAGE - The initial stage – all emotions and feelings are at a calm level.

CRISIS STAGE - When the situation is such that officers have to become involved , the incident is elevated to the crisis level.

NEGOTIATIONS - That point at which an attempt is made to end the crisis through negotiation.

SURRENDER - The hope for peaceful resolution of the crisis resulting from successful negotiations.

Security Guards role in the 4 stages of crisis:

The security guard has specific roles during the 4 stages of crisis. It should be noted that this would be in a worse case scenario, in case the proper authorities are not there yet.

PRE-CRISIS - Thoughts and emotions on both sides are under control (until an unexpected event occurs)

CRISIS - Things get out of control. The guards goal is to establish rapport and credibility and restore subject to pre-crisis level of functioning.

NEGOTIATION - The attempt to get the subject to evaluate his/her position, outlining the options and consequences of each action.

SURRENDER - Guard gain's acceptance of notion of surrender without casualty.

While we will have a caring approach to dealing with the mentally ill... **WE NEVER SACRIFICE GUARD SAFETY FOR RAPPOR.**

Critical Points

There are critical points a security guard must remember and use when dealing with the mentally ill:

Behavioral Clues

- Not all mentally ill persons are dangerous.
- Some are only dangerous under certain circumstances.
- Showing a willingness to become violent.
- Having a history of violence.
- Weapon or target glancing.
- Failure to become violent before guard arrival does not preclude the possibility of violence.

Develop Trust

- Work hard to establish trust and credibility.
- Make good use of communication skills.
- Clarify rather than confuse during a confrontation.
- Show evidence of mutual respect.

Using Force

- Never compromise safety tactics for communications.
- Use force only when necessary and appropriate.

When Danger is perceived

- Slow the process down.
- Call for more back-up or police assistance as required.
- Ensure safety of general public.

Control

- Exert as much control as is needed to stay safe.

Show Compassion

- Think of them as someone's mother or father and treat them as human beings.

Voice Tone

- Use calm, modulated tones.

Guard Proximity

- Distance equates time to react.
- Keep the subject's hands in view.

Reduce Field Chaos

- Avoid and reduce external noise such as radios or shouting by others on scene.
- Noise can be a trigger for psychotics.

Potential Suicides

- Do not be confrontational.
- Challenging them or showing disbelief for them may trigger them to commit the act.

Worst Mistake

- The worst mistake an guard can make is being too officious and not listening to what the people are saying.
- Pay attention always.

Dealing with People with Disabilities

When dealing with people with disabilities a security guard should have knowledge on the Accessibility for Ontarians with Disabilities Act, as it will give us an indication and direction when it come to this situation.

Disability - any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

- (a) a condition of mental impairment or a developmental disability,
- (b) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (c) a mental disorder, or
- (d) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;

Requirements

The following requirements of the customer service standard apply to all providers that are covered by the standard. If you are a provider, and any member of the public have access (restaurant kitchen is not public accessible) to your property, you must communicate with a person with a disability in a manner that takes into account his or her disability.

Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.

Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.

Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.

Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.

Translation - Very simply put we have to make every effort to ensure that people with disabilities, no matter what the disability, are treated equally and are provided any assistance where required.

If while working, you encounter someone with a disability, don't hesitate to ask if they require assistance. The worst that will happen is they say no.