Trauma Informed Care:

Security Edition

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T.I.C. in Law Enforcement

“What is wrong with you?” → “What happened to you?” → “I know there’s something going on.”

In law enforcement no matter the modality, we often approach a situation in a defensive mode. This is what at times causes officers to personalize a situation, over identify, or undermanage a crisis. An officer trained in T.I.C. will have a base mindset that is “something is going on with you” and that the immediate goal is figuring out how to help or who can.

Why is T.I.C. training important for security?

- Security officers are traditionally forgotten logistically, under equipped and undertrained.
- Outside of 8 hr “basic training” and the 16 hr “On the job training” no other training is like T.I.C.
- Experience in other modalities does not necessarily prepare you for T.I.C in a medical/clinical setting.

How does a Security Team best implement T.I.C. (page2)

Security Officer T.I.C. Model

![Security Officer T.I.C. Model Diagram]

What are the short/long-term benefits of T.I.C. training for security officers?

Short-Term:
- Being prepared to handle or to help in a crisis situation
- The better prepared an officer is the more likely he is to respond and do so adequately
- The officer will make better decisions and know how to access resources more readily

Long term:
- Build a strong rapport with clients, patients and staff
- Build confidence in safety and security
- Sustain higher rates of patient/client retention
Security Officer T.I.C. Model

Greeting → Assessment → Call for Assistance → Intervention

- Stabilize
- Isolate
- 911

- Line Staff
- Medical Staff
- Administration

- Verbal
- Non-verbal
- Proximity

Baseline Behavior → Stable Situation → Resolve/Exit

Tools
- De-escalation
- Therapeutic Crisis Intervention
- Crisis Management
- Proximity
Stress Model of Crisis