# **Use of Force**

## When to use this procedure

Use this procedure when other forms of interventions have failed or are not appropriate and use of force is necessary to resolve the situation.

#### What is 'Use of Force?'

Any intentional physical actions used by a staff member on a detainee to control or move the detainee against their will. There are three types of force: Pre-planned, Situational and Immediate.

Is this your first time using this procedure? See and understand:

- Duty of care
- Types of force
- Use of force and pregnant detainees
- Contacting the After-Hours Justice Health Nurse
- Contacting the After-Hours Justice Health Nurse Flowchart

# Start using this procedure

# Your responsibilities

Find your role. Find what you need to do.

Role	When required	Responsibilities
All Staff	Always	All Staff steps
Duty Manager	In the absence of the Unit Manager	Unit Manager steps
Unit Manager	Always	Unit Manager steps
Assistant Unit Manager	Always  As Unit Supervisor in the absence of / or	Assistant Unit Manager / Shift supervisor steps Unit Manager steps
	as directed by Unit / Duty Manager	
Shift Supervisor	As Unit Supervisor in the absence of / or as directed by Unit / Duty Manager	Assistant Unit Manager / Shift supervisor steps Unit Manager steps
Assistant Manager (CS)	Always	Assistant Manager (CS) steps
Assistant Manager (G)	Always	Assistant Manager (G) steps
Centre Manager	Always	Centre Manager steps

# **Procedural steps**

Role	Responsibilities		
All staff	<b>Note:</b> Staff should only intervene with force after assessing the risk. If not safe, staff must wait until there's sufficient staff and/or equipment available to safely contain situation.		
	Risk based decision making		
	Risk based decision making must be used by staff to achieve an environment that's safe for staff and detainees.		
	When making a risk based decision:		
	Assess the scenario you are presented with by gathering all facts.		
	2. Consider a range of pathways that could occur depending on		
	your actions.  3. <b>Assess</b> risk associated with each pathway and potential		
	outcome. 4. <b>Determine</b> hazards associated with each pathway.		
	5. <b>Make</b> decisions and take actions that achieve pathway of least risk.		
	<ul><li>6. Make a decision quickly if a situation is likely to escalate.</li><li>7. Consider a range of available options before making a decision if time permits.</li></ul>		
	<b>Note:</b> The time taken to make a decision will be equal to how quickly a situation escalates. A good risk based decision that complies with operational procedures can reasonably justify action taken by staff.		
	Restrictions on use of force		
	Never use more force than is reasonably necessary in the		
	circumstance.  o Staff must not restrict a detainee's airway in anyway		
	during use of force.  • Staff must not strike a detainee during use of force		
	<ul> <li>except in a situation of self defence</li> <li>Staff must not intentionally restrain a detainee in the head or neck area</li> </ul>		
	<ul> <li>Staff must not apply any pain compliance techniques or holds; that is, a hold when purposefully applied causes pain so detainee complies with a direction.</li> </ul>		
	<b>Note:</b> If force which is listed as 'restricted' (above) is used in response to a situation, staff will be required to participate in an agency investigation of the event. Disciplinary action may occur if the action taken cannot be reasonably justified.		

### **Youth Officer**

## People you need:

- Duty Manager
- Unit Supervisor
- Psychologist

**Note**: The term 'Unit Supervisor' refers to the staff member who is in charge of the unit at the time, this may include a Unit Manager, Assistant Unit Manager or Shift Supervisor.

## Pre-planned use of force

## When a detainee refuses to move from one place to another

- 1. Contact unit supervisor, inform them of the situation and request they attend unit immediately
- 2. Remain at a safe distance to restrict detainee's ability to move out of an area; ensuring detainee is contained until assistance arrives.
- **3.** Check other staff members are appropriately supervising other detainees in the area.
- **4. Ask** other staff members to move other detainees to another area out of sight.
- **5.** Check surrounding area for obstacles, potential weapons etc
- **6. Remove** any items that may harm detainee/staff as soon as it is safe to do so.
- 7. Direct detainee to move from one place to another in accordance with Clause 65 of the *Children (Detention Centres)*Regulation 2010.
- **8. Inform** detainee of consequences for failing to comply with staff instruction.
- **9. Supervise** detainee until further instructions are received from Unit Supervisor.
- **10. Follow** directions of Unit Supervisor /Duty Manager.

Note: If pre-planned force involves protective equipment refer to Use of Protective Equipment Procedures

When pre-planned force is required to move a detainee for; room removal, transport or another movement where there is a high risk of detainee resistance.

- 1. Follow plan for use of force as directed by Unit Supervisor.
- 2. Use protective equipment when instructed to do so.
- **3. Apply** handcuffs as determined by unit supervisor (Use of Instruments of Restraint Procedure).
- **4. Move** detainee to required location as per plan.

#### Situational use of force

When force is required to respond to an unfolding situation which poses an immediate risk to themselves or others, such as self harming, fighting or escaping

1. Contact unit supervisor, inform them of the situation and request they attend unit immediately.

- Determine appropriate action required based on immediate danger to detainee, self and others. (Risk Based Decision Making)
- **3.** Check there's enough staff to respond to situation (e.g. ratio of staff to detainee involvement)
- **4. Inform** other supervising staff members of proposed actions.
- **5. Intervene**, using reasonable force to contain situation, if assessed as safe to do so.
- **6. Place** detainee/s in segregation, for safety of self or others

#### Immediate use of force

# When force is required to respond to staff assault, or for self defence.

- 1. Call for immediate assistance via radio /duress alarm system.
- Determine appropriate action required based on immediate danger to detainee, self and others. (Risk Based Decision Making)
- **3.** Use reasonable force to prevent injury to self/others.
- **4. Attempt** to contain detainee from inflicting further harm to self/others –until assistance arrives if possible.
- **5. Move** detainee to segregation when assistance has arrived.

## Immediately following use of force

- 1. Check detainee is safe and secure
- 2. Remove any items which may be used as a weapon, as soon as it is safe to do so
- 3. Ask detainee if they have any injuries
- 4. Report any issues or concerns to Unit Supervisor
- **5. Follow** directions of Unit Supervisor for managing detainee.
- 6. Participate in team debrief.

**Note:** Justice Health does not require notification of the use of force unless:

- the detainee has requested to see the nurse; and/or
- there are concerns for the detainee's health or wellbeing.

# After use of force – electronic, written and verbal reports

- Make referral to psychologist following any self harm/suicide attempt.
- 2. Inform primary counsellor about event, including Use of Force
- **3. Inform** DEC, JHRN and other program providers of event and potential changes in 'Risk Review'
- **4. Complete all reports,** as directed by your supervisor prior to completing shift, which may include:
  - a. 'Use Of Force' report (CIMS)
  - b. staff *Incident* report (CIMS)
  - c. Misbehaviour reports, where necessary (CIMS)
  - d. 'Record of Checks' Book
  - e. brief details of incident in Unit Log Book
  - f. CIMS case notes; and
  - g. any other relevant documentation, as directed.

# Reporting and recording use of force – CIMS reports

Note: Each staff member involved in the Use of Force must complete a separate report.

- 1. Check CIMS In Tray, To Do for notification.
- 2. Refer to SupportPoint for CIMS online help.
- **3. Complete** Use of Force report in your own words.
- **4. Check** report is a true and accurate account of your participation in Use of Force.
- **5. Check** information with your supervisor before saving record, if you are unsure about the report.
- **6. Submit** report to supervising officer.
- 7. Select 'decline to complete report' and submit to nominating/supervising officer ONLY if you were not involved in the Use of Force and have been nominated in error.

# Assistant Unit Manager, Shift Supervisor

## **Assistant Unit** People you need:

- Duty Manager
- Unit Manager
- Youth Officers

**Note:** The term 'Unit Supervisor' refers to the staff member who is in charge of the unit at the time, this may include a Unit Manager, Assistant Unit Manager or Shift Supervisor.

## Pre-planned use of force

## When a detainee refuses to move from one place to another

- Contact Unit /Duty manager, inform them of the situation and request they attend unit immediately
- Remain at a safe distance to restrict detainee's ability to move out of an area; ensuring detainee is contained until assistance arrives.
- 3. **Check** youth officers are appropriately supervising other detainees in the area.
- 4. **Direct** youth officers to move other detainees to another area out of sight.
- Check surrounding area for obstacles, potential weapons or other dangerous items and remove any items that may harm detainee/staff.
- 6. **Give** detainee an instruction to move from one place to another in accordance with Clause 65 of the *Children (Detention Centres) Regulation 2010*.
- 7. **Inform** detainee of consequences for failing to comply with staff instruction.
- 8. **Supervise** detainee until further instructions are received from Unit /Duty Manager.
- 9. **Follow** directions of Unit Manager / Duty Manager

Note: If pre-planned force involves protective equipment refer to Use of Protective Equipment Procedures

When a pre-planned force is required to move a detainee for

# room removal, transport or another movement where there is a high risk of detainee resistance

- 1. **Follow** plan for use of force as directed by Unit /Duty Manager.
- 2. **Direct** staff in appropriate use of force.
- Use and/or instruct staff to use protective equipment (Use of protective equipment procedure) as determined by Unit /Duty Manager.
- 4. **Apply** handcuffs as directed by Unit Supervisor/Duty Manager (Use of Instruments of Restraint Procedure).
- 5. **Move** detainee to required location as per plan.
- 6. **Follow** relevant procedures based on determined approach as directed by Unit /Duty Manager.

#### Situational use of force

When force is required to respond to an unfolding situation which poses an immediate risk to themselves or others, such as self harming, fighting or escaping

- 1. **Contact** Unit /Duty Manager **inform** them of the situation and **request** they attend unit immediately.
- 2. **Determine** appropriate action required based on immediate danger to detainee, self and others. (*Risk Based Decision Making*)
- 3. **Check** there are enough staff to respond to situation (e.g. ratio of staff to detainee)
- 4. **Inform** other supervising staff members of proposed actions.
- 5. **Intervene**, using reasonable force to contain situation, if assessed as safe to do so.
- 6. **Place** detainee/s in segregation, for safety of self or others
- 7. **Remove** any dangerous items to prevent risk of harm to detainee.
- 8. **Follow** the *Incident- Self Harm Procedure* if detainee has self harmed

# Immediate use of force

When force is required to respond to staff assault, or for self defence

- 1. **Call** for immediate assistance via radio /duress alarm system.
- Determine appropriate action required based on immediate danger to detainee, self and others. (Risk Based Decision Making)
- 3. **Restrain/contain** detainee from inflicting further harm to self/others –until assistance arrives if possible.
- 4. **Use** reasonable force to prevent injury to self/others.
- 5. **Move** detainee to *segregation* when assistance has arrived.

# **Following Use of Force**

- 1. **Ask** detainee if they require medical assistance. If after-hours refer to the *'Contacting the Justice Health Nurse Medical Instruction'*
- 2. **Report** any concerns regarding a detainee's health or wellbeing to the Unit / Duty Manager.
- 3. Check remaining detainees are settled and secure.

- 4. **Check** if any staff require medical attention.
- 5. **Follow** relevant *Segregation, Incident or Misbehaviour* procedures as required
- 6. Participate in team debrief

**NOTE:** Justice Health does not require immediate notification of the use of force unless:

- the detainee has requested to see the nurse; and/or
- there are concerns for the detainee's health or well being.

## After Use of Force – electronic, written and verbal reports

- **1. Make** referral to psychologist following any self harm/suicide attempt.
- 2. Inform primary counsellor about event, including Use of Force
- Inform DEC, JHRN and other program providers of pending Risk Reviews.
- 4. Participate in 'Risk review'
- **5. Inform** Unit Manager / Duty Manager if referral to *Employee Assistance Program (EAP) 1300 687 327* required following any serious incident
- **6. Complete all reports,** prior to completing shift, which may include:
  - a. 'Use Of Force' report
  - b. completing and submitting a staff incident report before leaving the centre on day of *incident* (CIMS)
  - c. Misbehaviour reports, where necessary (CIMS)
  - d. Segregation reports, where necessary,
  - e. 'Record of Checks' Book
  - f. brief details of incident in Unit Log Book
  - g. CIMS case notes; and
  - h. any other relevant documentation, as directed.

### Reporting and recording Use of Force – CIMS reports

Note; each staff member involved in the Use of Force must complete a separate report.

# As 'incident supervisor' (*Incident – general*) or 'Inquiry Officer' (*misbehaviour*)

- 1. Add 'was force used?' yes
- Nominate all staff involved in Use of Force to complete 'Use of Force' staff reports
- 3. **Check** CIMS 'In Tray To Do' for notifications
- Review all staff reports for accuracy of information and quality of report
- 5. **Determine** if report is an accurate account and force used was 'reasonable and necessary' to respond to situation
- 6. **Determine** if further action required, including debrief, counselling, referrals
- 7. **Provide** comment and **endorse** Use of Force report
- 8. **Nominate** Unit Manager to review and analyse report

#### **Unit Manager**

#### People you need:

- Assistant Manager
- Duty Manager
- Shift Supervisor /Assistant Unit Manager
- Youth Officers

Justice Health Nurse

## Pre-planned use of force

- **1. Direct** unit staff to move other detainees to another area out of sight of detainee involved.
- 2. **Direct** unit staff to remove any items that may harm detainee/staff.
- 3. Check detainee is given an instruction to move from one place to another in accordance with Clause 65 of the Children (Detention Centres) Regulation 2010.
- **4. Check** detainee is informed of consequences for failing to comply with staff instructions.
- **5. Assess** situation, ensuring enough staff are available to use force to restrain/move detainee. (A minimum of two staff should be involved in use of force. Increase this number based on risk to staff and detainee/s).
- **6. Determine** use of handcuffs based on risk of harm in accordance with *Use of Instruments of Restraint Procedure*
- **7. Gain** approval for the use of instruments of restraint from appropriate manager. (*Authority to use Instruments of Restraint*)
- **8. Develop** plan for use of force with relevant staff members
- 9. Inform all staff that will be using force of plan.
- 10. Check all directions are clear and understood.
- **11. Direct** staff to wear protective equipment if determined necessary.
- **12. Inform** Justice Health nurse of pre-planned use of force action.
- **13. Instruct** staff to video record use of force where time permits.
- **14. Follow** relevant procedures based on determined approach.

### Situational and Immediate use of force

- 1. **Respond** to call for assistance and attend area to assess situation.
- 2. **Check** there is enough staff to respond to the situation
- 3. **Direct** other staff available to attend area to assist if deemed necessary
- 4. **Assist** staff with use of force where required.
- 5. **Inform** Duty Manager of situation and seek their assistance if required.
- 6. **Direct** staff to place detainee/s in segregation for safety of self and others.

### Following use of force

- 1. **Check** safety, security of other detainees in the unit/area.
- 2. **Report** any concerns regarding a detainee's health or well being to the Justice Health Nurse. If after-hours refer to the 'Contacting the Justice Health Nurse Medical Instruction'.
- 3. **Check** if any staff members involved in incident need medical assistance.
- 4. **Conduct** debrief of incident with staff involved.
- 5. **Consult** with staff involved about appropriate course of follow
- 6. Refer staff to counselling service where necessary.
- 7. Conduct a risk review to determine if detainee's access to

programs needs to be modified.

**NOTE:** Justice Health does not require immediate notification of use of force unless:

- the detainee has requested to see the nurse; and/or
- there are concerns for the detainee's health or well being.

# After use of force – verbal, written and electronic reports

- 1. Check referral made to psychologist following any self harm/suicide attempt.
- 2. Make referral to EAC following any serious incident.
- **3. Check** primary counsellor informed about event, including Use of Force.
- **4. Determine** if detainee requires a *Detainee Risk Management Plan* or another type of intervention.
- 5. **Determine** if a new alert needs to be added in CIMS.
- Check DEC, JHRN and other program providers are informed of event including Use of Force and any changes in risk assessment.
- 7. Refer to CSM for Risk Review if required
- 8. Conduct 'Risk review' if required before CSM can be convened.
- 9. Check all reports are completed, including:
  - h. 'Use Of Force' report (CIMS)
  - i. *Incident* report, if required (CIMS)
  - j. Misbehaviour reports, where necessary (CIMS)
  - k. Segregation reports, where necessary,
  - I. 'Record of Checks' Book
  - m. brief details of incident in Unit Log Book
  - n. CIMS case notes; and
  - o. any other relevant documentation.

# Reporting and recording Use of Force – CIMS reports

Note; each staff member involved in the Use of Force must complete a separate report.

# As 'incident supervisor' (*Incident – general*) or 'Inquiry Officer' (*misbehaviour*)

- 1. Add 'was force used?' yes
- Nominate all staff involved in Use of Force to complete 'Use of Force' staff reports
- 3. **Check** CIMS 'In Tray To Do' for notifications
- Review all staff reports for accuracy of information and quality of report
- 5. **Determine** if report is an accurate account and force used was 'reasonable and necessary' to respond to situation
- 6. **Determine** if further action required, including debrief, counselling, referrals
- 7. Provide comment and endorse Use of Force report

# As 2<sup>nd</sup> Approving Officer

- 1. **Nominate** Unit Manager to review and analyse report**Check** 'CIMS In Tray, To DO' for notification.
- 2. Refer to SupportPoint for CIMS online help.
- 3. **Review** all staff reports for accuracy of information and quality of report
- 4. **Determine** if report/s is an accurate account and force used

- was 'reasonable and necessary' to respond to situation
- 5. **Analyse** Use of Force report
- 6. **Determine** if further action required, including debrief, counselling, referrals
- 7. **Provide** comment and **Approve** Use of Force report
- 8. **Nominate** Centre Manager to review report if you have any issues/concerns about staff actions, processes, procedures

# Assistant Manager (CS)

# People you need:

- Unit Supervisor
- Duty Manager
- Centre Manager

# Pre-planned 'Use of Force'

- 1. **Assess** the risk posed to the safety of detainees and staff (*Risk Based Decision Making*).
- 2. **Consider** all alternative interventions before approving Use of Force.
- 3. **Assist** Unit Supervisor/ Duty Manager to develop a plan for use of force when required.
- 4. **Determine** if *Instruments of Restraint* are required and **approve** use if necessary.
- 5. **Determine** the need for staff to use *Protective Equipment* and **approve use** when necessary.
- 6. **Monitor** situations and **provide** assistance to Unit Supervisor /Duty Managers and unit staff when necessary.

# Following 'Use of Force'

- 1. **Check** if any detainee/s or staff member/s have suffered any injury.
- 2. **Check** JHRN have been informed of any concerns regarding a detainee's health or well being.
- 3. Check safety, security of other detainees in the unit/area.
- 4. **Review** detainee's response to 'Use of Force' intervention.
- 5. **Check** detainee has been referred to psychologist in relation to any self-harm incident.
- 6. **Check** staff have been referred to EAP if required (following any serious incident).
- 7. **Consult** with Unit Manager to consider if an immediate risk review is required (*incident general*).
- 8. **Determine,** in consultation with Unit Supervisor/Duty Manager if detainee requires a *Detainee Risk Management Plan* or another type of intervention.
- Consult with Unit Supervisor/Duty Manager and determine if detainee needs to be discussed at CSM or requires another case plan intervention.
- Check any change in risk assessment has been communicated to all relevant staff (including DEC, Justice Health & other program providers)
- 11. .Check the primary counsellor working with detainee has been informed about use of force and other behavioural concerns.
- 12. **Check** all relevant reports are completed and approved accordingly, including;
  - a. Use Of Force report
  - b. *Incident* report, if required (CIMS)
  - c. Misbehaviour reports, where necessary (CIMS)
  - d. Segregation reports, where necessary

- e. 'Record of Checks' Book
- f. brief details of incident in Unit Log Book
- g. CIMS case notes; and
- h. any other relevant documentation.

# Reporting and recording Use of Force – CIMS reports

Note; each staff member involved in the Use of Force must complete a separate report.

- 1. Check 'CIMS In Tray, To Do' for notification.
- 2. Refer to SupportPoint for CIMS online help.
- Review all staff reports for accuracy of information and quality of report
- 4. **Determine** if report/s is an accurate account and force used was 'reasonable and necessary' to respond to situation
- 5. **Analyse** Use of Force report
- 6. **Determine** if further action required, including debrief, counselling, referrals
- 7. **Provide** comment and **Approve** Use of Force report
- 8. **Nominate** Assistant Manager responsible for unit where detainee resides to review report.

# Assistant Manager (G)

## People you need:

- Unit Supervisor
- Duty Manager

# **Pre-planned Use of Force**

- 1. **Assess** the risk posed to the safety of detainees and staff (*Risk Based Decision Making*).
- 2. **Consider** all alternative interventions before approving Use of Force.
- 3. **Assist** Unit Supervisor/ Duty Manager to develop a plan for use of force when required.
- 4. **Determine if** instruments of restraint are required and **approve** use when necessary.
- 5. **Determine** the need for staff to use *Protective Equipment* and approve use when necessary.
- 6. **Monitor** situations and **provide** assistance to Unit Supervisor/Duty Managers and unit staff when necessary.

# **Following Use of Force**

- 1. Check if any detainee/s or staff member/s have suffered any injury.
- 2. Check JHRN have been informed of any concerns regarding a detainee's health or well being.
- 3. Check safety, security of other detainees in the unit/area.
- 4. Review detainee's response to 'Use of Force' intervention.
- **5. Check** detainee has been referred to psychologist in relation to any self-harm incident.
- **6. Check** staff have been referred to *EAP* if required (following any serious incident).
- 7. Consult with Unit Manager to consider if an immediate risk review is required (*incident general*).
- **8. Determine**, in consultation with Unit Supervisor/Duty Manager if detainee requires a *Detainee Risk Management Plan* or another

- type of intervention.
- Check any change in risk assessment has been communicated to all relevant staff (including DEC, Justice Health & other program providers).
- **10. Check** the primary counsellor working with detainee has been informed about use of force and other behavioural concerns.
- **11. Check** all relevant reports are completed correctly and approved accordingly, including;
  - a. Use Of Force report
  - b. *Incident* report, if required (CIMS)
  - c. Misbehaviour reports, where necessary (CIMS)
  - d. Segregation reports, where necessary
  - e. 'Record of Checks' Book
  - f. brief details of incident in Unit Log Book
  - g. CIMS case notes; and
  - h. any other relevant documentation.
- **12. Check** any security breaches are addressed.

# If event involves assault allegation/an alleged criminal offence

- 1. **Check** incident procedures are followed (*Incident General information*)
- 2. **Check** relevant WHS reporting requirements are completed and submitted.
- 3. **Check** staff member/s involved receive appropriate counselling and support.

# Reporting and recording Use of Force – CIMS reports

Note: each staff member involved in the Use of Force must complete a separate report.

- 1. **Check** 'CIMS In Tray, To Do' for notification.
- 2. Refer to SupportPoint for CIMS online help.
- Review all staff reports for accuracy of information and quality of report
- 4. **Determine** if report/s is an accurate account and force used was 'reasonable and necessary' to respond to situation
- 5. Analyse Use of Force report
- 6. **Determine** if further action required, including debrief, counselling, referrals
- 7. **Provide** comment and **Approve** Use of Force report
- 8. **Nominate** Centre Manager to review report if you have any issues/concerns about staff actions, processes, procedures
- 9. Review Use of Force returns monthly.

# Centre Manager

## Involvement in use of force

- 1. Assess the risk posed to the safety of detainees and employees (*Risk Based Decision Making*)
- Consider all alternative interventions before approving use of force
- **3. Determine** if instruments of restraint are required and approve use when necessary
- **4. Determine** the need for employees to use *Protective Equipment* and approve use when necessary
- **5. Monitor** the situation and provide instruction to Duty Managers

and unit employees when necessary

6. Avoid direct involvement in use of force

# Following use of force

- 1. Check 'CIMS In Tray-'To Do' for notification
- 2. **Review** 'Use of Force' reports when informed of issues/concerns
- 3. **Determine** if further action required
- 4. Check debrief has occurred after the use of force
- 5. **Communicate** with incident supervisor to gather relevant information and coordinate responses to Regional Director
- 6. **Inform** Regional Director of any issues or concerns, or allegations against employees in response to use of force
- 7. **Review** Use of Force returns monthly

# Legislation

Children (Detention Centres) Regulation 2010 Part 7 Maintenance of order

- Clause 62
- Clause 65
- Clause 66

# Change log

Date	Reason for change	Details of change
1 September 2009	All Juvenile Justice Centre Procedures have been changed to reflect the staffing restructure within Juvenile Justice Centres.	The position of Unit Coordinator has been deleted and replaced with Shift Supervisor or Assistant Unit Manager.
December 2010	Children (Detention Centres) Regulations 2010	updated reference to; Children (Detention Centres) Regulations 2010
June 2013	Contacting Justice Health Nurse for medical assistance.	JHRN not to be notified of all UOF- only when young person requests or a staff member has a concern for the young person's health or wellbeing.
10 March 2014	Use of Force in CIMS	Procedure reviewed & updated to include changes in reporting requirements.
October 2014	Addition of Centre Manager steps	Clarification on Centre Manager role in responding to use of force has been included