

### Law Enforcement Officers

It is the responsibility of law enforcement to:

- ♦ Protect and serve the public.
- ♦ Prevent and deter crime and/or disturbances.
- ♦ Gather information, investigate incidents from all aspects and to explain the situation.
- ♦ Respond and act in a professional manner.

### Security Officers

It is the responsibility of security officers to:

- Enforce mall rules of conduct.
- Take action to address unsafe situations.
- Respond and act in a professional manner

*This brochure is a simple guide for parents and teens about the appropriate behavior and decision making while shopping at local malls. We encourage parents to talk to their teens about appropriate behavior at malls and other public places.*

*This message is brought to you in partnership by:*

***Let's Have the Talk  
Metrolina Community  
Partners***

**For more information and to arrange for representatives to speak to community organizations, contact:**

**Metrolina Partners (Concord/  
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**Metrolina Partners (Charlotte)  
704. 661-6568 or 704 333-7966**

**Have the Talk**

**Guide for Parents  
and Teens**

**While Shopping  
At Malls and other  
Businesses**



## Safe Shopping = Smart Shopping

Shopping centers are businesses that depend on retail sales, therefore a safe, pleasant environment must be enjoyed by all.

So, what can teens do to shop safe and shop smart?

- ◇ Avoid any unlawful and unsafe behavior:
- ◇ Do not block storefronts, fire exits, and avoid walking in large groups in such a way as to obstruct or inconvenience others.
- ◇ Do not loiter, horse play, run, or skate.
- ◇ Do not use profanity or offensive language.
- ◇ Do not possess or carry firearms or weapons of any kind openly or concealed with or without a permit.
- ◇ Shirts and shoes should be worn at all times.
- ◇ Wear proper and non-offensive clothing. Hoods should not be worn to cover the head.
- ◇ Do not deface, damage, or destroy property belonging to the mall or others.



## What Parents Can Do.....

- ◇ Know where your teens are going and with whom they will be associating.
- ◇ Know your teen's activities/plans for the day.
- ◇ Ensure teens have safe transportation to activities and at the conclusion of activities. Agree on how they will get to and from the mall.



- ◇ Be aware of business closing hours. Have an agreed upon time for teens to return home or set a time and location for them to meet you to be picked up from the shopping center.
- ◇ Discuss the importance of appropriate behavior, using good judgment, and making good decisions. Talk to your teen about not giving in to negative peer pressure.
- ◇ Discuss the long term consequences of poor decisions such as stealing, fighting, being disorderly, and being uncooperative with authority, such as police or mall security officers.
- ◇ Make sure your teen can contact you if they need you to pick them up or in case of an emergency.
- ◇ Make sure you check your teen's attire. People are not allowed to wear hoods in most malls.

## Public Safety at

### Shopping Centers



Shopping centers and malls are busy places! On any given day, thousands of people can be at a shopping center. Because of the number of shoppers, most shopping centers have police officers and/or security officers on-site.

Both are on-site for overall public safety and possible emergency situations. One purpose of police and security officers is to maintain a safe shopping environment for everyone. In the event you are approached by a police officer and/or security officer, you should cooperate with them.

- ◇ Stay calm and in control of your words, body, language, and emotions.
- ◇ Do not argue with officers.
- ◇ Keep your hands in view at all times.
- ◇ Do not run from or resist officers even though you may have done nothing wrong.
- ◇ Provide your identification, if requested, by the officer. Do not give false information to the officer.
- ◇ Keep in mind the safety of yourself, others, and the officers. Being uncooperative and resistant could result in criminal charges.
- ◇ Let the officer know if you wish to contact your parent (s) or guardians..
- ◇ If you feel you have been wrongly accused or the situation was poorly handled, find out the appropriate course of action to take. Do not become confrontational with the officer on scene.