

Code of Conduct

Under Part 8: Regulations of the PSISA, Ontario Regulation 363/07 outlines the Code of Conduct for Security Guards. This regulation defines appropriate and inappropriate behavior for Security Guards while on duty. Adhering to the Code of Conduct is often a matter of common sense, emphasizing the need for Security Guards to treat the public respectfully and professionally.

Key Principles of the Code of Conduct:

1. **Act with Honesty and Integrity**
 - Security Guards must always demonstrate honesty and integrity in their duties.
2. **Respect Property and Equipment**
 - Use all property and equipment in accordance with the conditions of the license.
3. **Legal Compliance**
 - Comply with all federal, provincial, and municipal laws.
 - Refrain from behavior that is either prohibited or not authorized by law.
4. **Non-Discrimination**
 - Treat all persons equally, without discrimination based on race, ancestry, place of origin, color, ethnic origin, citizenship, creed, sexual orientation, age, marital status, family status, or disability.
5. **Professional Language and Conduct**
 - Avoid using profane, abusive, or insulting language or actions.
 - Refrain from uncivil behavior towards any member of the public.
 - Avoid exercising unnecessary force.
6. **Respect Privacy**
 - Treat all information received while working as confidential, except where disclosure is required by law or as part of the job.
7. **Cooperation with Police**
 - Cooperate with the police when required by law.
8. **Fitness for Duty**
 - Do not work while unfit for duty due to the influence of alcohol or drugs.
9. **Integrity in Complaints and Statements**
 - Do not conspire with another person or aid or abet another licensee in breaching the Code of Conduct.
 - Do not willfully or negligently make false statements or complaints against another licensee.
10. **License Representation**
 - Do not misrepresent the type, class, or conditions of the license to any person.

By adhering to these principles, Security Guards ensure they maintain professionalism, uphold the law, and foster public trust and confidence in their role.

Skills Called Upon During Ordinary Duties

Security Guards are often called upon to demonstrate various skills in the course of their duties. These include:

- **Courage in Emergency Situations**
 - Security Guards must be brave and take decisive action during emergencies.
- **Calmness During Disorder or Confusion**
 - Maintaining a calm demeanor helps to manage and de-escalate situations effectively.
- **Genuine Interest in Safety and Welfare**
 - Guards should show genuine concern for the safety and well-being of individuals on the worksite.
- **Ability to Deal with People Understandingly**
 - Interacting with people in a compassionate and understanding manner is crucial for effective conflict resolution and customer service.

Importance of Professional Conduct

A Security Guard who:

- **Appears to Do Little**
 - Shows inactivity or disengagement from their duties.
- **Lacks Knowledge of Surroundings**
 - Is unaware of what is happening around them, failing to stay informed.
- **Lacks Interest in the Job**
 - Shows disinterest in performing their responsibilities.

Such attitudes are detrimental to the employer or client and can damage the company's image and relationships with the public.

Key Factors for a Positive Public Image

- **Appearance**
 - A neat, professional appearance is crucial for making a good first impression.
- **Attitude**
 - A positive and proactive attitude helps in fostering trust and respect.
- **Training**
 - Adequate training ensures that Security Guards are well-prepared to handle their duties effectively.

By focusing on these skills and maintaining a professional demeanor, Security Guards can enhance their effectiveness and contribute positively to the security company's reputation and client relationships.

Expectations for Modern Security Guards

Today's security guards are required to perform a range of complex functions with discretion, diplomacy, and tact. They are expected to look professional and possess a greater understanding of the laws and policies related to their industry. Here are some key expectations:

- **Acting in an Honest and Ethical Manner**
 - Security guards must consistently demonstrate honesty and ethical behavior in all situations.
- **Sensitivity to Diverse Needs and Cultures**
 - Guards should be sensitive to individuals with special needs and be respectful of different backgrounds, communities, and cultures.
- **Knowledge of Criminal Law**
 - Possessing a thorough understanding of criminal law, including their powers and responsibilities, is essential.
- **Awareness of Policies**
 - Guards must be knowledgeable about their employer's policies as well as the policies of the client to ensure they act in accordance with them.
- **Training and Responsiveness**
 - Being well-trained enables guards to respond quickly and appropriately to routine situations encountered daily on the worksite. In emergencies, they must remain calm and provide necessary assistance.
- **Professional Appearance**
 - Security guards should be properly attired, neat, and clean in appearance to project professionalism.
- **Disciplined and Respectful Conduct**
 - Even when encountering difficult people or challenging situations, guards must act in a disciplined and professional manner, treating everyone with respect and dignity.

By meeting these expectations, security guards can effectively fulfill their roles and maintain the trust and respect of the public, their employers, and their clients.

The Regulations (under Part 8 of the PSISA, 2005)

The regulations under Part 8 of the PSISA, 2005, play a crucial role in defining the framework and operational guidelines for the security industry. These regulations:

- **Define and Explain Terms**
 - The regulations provide clear definitions and explanations for terms used in the Act, ensuring clarity and uniform understanding.
- **Application Process and Required Forms**

- They outline the process and required forms for applying for both business and employee licenses, detailing the steps necessary to obtain and maintain licensure.
- **Exemptions**
 - The regulations set out the classes of persons exempt from the provisions of the Act, specifying who is not required to comply with certain requirements.
- **Types of Licenses**
 - They explain the different types of licenses that may be granted, including details on license renewal.

Key Points on License Renewal

- **Timely Application**
 - The application to renew a license must be made before the expiration of the current license.
 - If the Registrar receives an application after the expiration date of the current license, it will not be treated as a renewal.
 - There are no exceptions to this rule, so it is crucial for all licensees to be aware and proactive about their renewal dates.

Importance of Familiarity with the Act and Regulations

- **Compliance**
 - Every licensee must be familiar with both the Act and its regulations to ensure full compliance and avoid any legal issues.

By understanding and adhering to these regulations, Security Guards and their employers can ensure they operate within the legal framework set out by the PSISA, maintaining professionalism and integrity in their roles.

Uniforms (Ontario Regulation 362/07)

With the exception of bodyguards and loss prevention personnel, all Security Guards must wear a uniform that complies with the Uniforms Regulation. If a guard works for a licensed security agency, the employer is responsible for ensuring the uniform meets all requirements. However, Security Guards must also be familiar with the regulation, as they are responsible for wearing the proper uniform daily. Key points include:

- **Display of "SECURITY" or "SECURITY GUARD"**
 - The term "SECURITY" or "SECURITY GUARD" must be displayed on the uniform in specific places and dimensions.
- **Identification Tag**
 - The uniform must include an identification tag showing the licensee's name, license number, or both.

- **Prohibition on Resembling Police Uniforms**

- The uniform must not bear any traits that resemble a police uniform, such as:
 - Rank chevrons
 - Police-style forage cap
 - Stripes down the side of the trousers

By adhering to these uniform regulations, Security Guards ensure they maintain a professional appearance that is distinct from law enforcement, upholding the standards set by the PSISA.

Equipment (Ontario Regulation 366/07)

In some cases, Security Guards working in Ontario may be granted permission to carry and use certain devices to protect themselves in dangerous situations. The Ministry allows an individual to carry a firearm, baton, handcuffs, or use a guard dog in the provision of services. The following conditions must always be met:

- **Equipment Issuance and Records**

- The equipment or device must be supplied and issued by the licensed or registered business entity.
- Guards who own their equipment may not use personal devices while working.
- The employer must keep a record of what equipment has been issued to each individual.
- This ensures employers are fully aware of the equipment their employees possess and that the actions and liabilities of the Guard using these devices are covered under the employer's insurance.
- In the case of firearms, individuals are subject to the rules and regulations set out under the Firearms Act.

- **Liability Insurance**

- The employer must ensure that each individual is insured against liability resulting from misuse of the provided equipment.

Checking Equipment Authorization

While some devices are acceptable under Ontario law, guards should always check with their employers and the Ministry of the Solicitor General to ensure that the equipment is authorized for use by a Security Guard. New technologies, even if based on commonly used technologies, may not be acceptable according to the regulations. For example:

- **Acceptable Devices**

- Handcuffs are acceptable for use.

- **Prohibited Devices**

- Cable ties or flex cuffs are not permitted as restraints in the provision of security services. Although used by Police Services worldwide, these restraint devices do not have the same safety measures as handcuffs and often require a cutting tool

for removal, which can pose a danger to both the Security Guard and the offender during incidents.

By adhering to these equipment regulations, Security Guards ensure they operate within the legal framework and maintain the safety and professionalism required in their roles.

Firearms

1. Authorization to Carry Firearms

- An individual licensee may use a firearm in the provision of Private Investigator or Security Guard services only if he or she is authorized to carry the firearm under section 20 of the Firearms Act (Canada). (O. Reg. 283/09, s. 1)

Summary of Firearms Act, Section 20

- **Section 20 of the Firearms Act (Canada)**
 - This section outlines the conditions under which an individual may be authorized to carry a restricted firearm or prohibited handgun for the purpose of protecting life, or in the case of employment in a lawful profession or occupation that involves protection of life.
 - Authorization under this section is typically granted under stringent conditions and requires thorough background checks and justification of the need to carry a firearm.

Key Points for Security Guards

- **Employer Responsibility**
 - Employers must ensure that any Security Guard authorized to carry a firearm is compliant with the Firearms Act and has the necessary authorization.
 - The firearm must be issued by the licensed or registered business entity, and not be personally owned by the guard.
- **Training and Certification**
 - Security Guards authorized to carry firearms must undergo rigorous training and certification processes to ensure they are fully capable of handling and using the firearm responsibly and safely.
- **Legal Compliance**
 - Security Guards must adhere strictly to all regulations and guidelines set out by the Firearms Act, the PSISA, and any other relevant laws.

By following these regulations, Security Guards can ensure they operate within the legal framework, maintain safety standards, and uphold the professionalism required in their roles.