

Personal Hygiene and Uniform Guidelines

Your personal appearance and hygiene are critical in projecting a professional and knowledgeable image. These aspects significantly influence how people perceive and treat you, and they play a crucial role in maintaining the integrity and reputation of your role.

Personal Hygiene

Maintaining good personal hygiene is essential for presenting yourself as a professional. Here are some key practices:

- **Uniform:** Keep your uniform washed, clean, and neatly pressed. This shows attention to detail and professionalism.
- **Shoes:** Ensure your shoes are polished. Clean and well-maintained footwear complements your overall appearance.
- **Equipment:** Keep your equipment organized and avoid overloading your duty belt. Common items you may carry include medical gloves, tactical gloves, a key-ring keeper, and a flashlight with a holder.
- **Hair and Odor:** Keep your hair combed and washed regularly. Use deodorant to avoid any odor problems. A neat and clean appearance is expected from professionals in all fields, including lawyers, surgeons, and police officers.

Uniform

Your uniform is a key element of your professional image. Follow these guidelines to ensure your uniform meets the standards:

- **Pressing and Completeness:** Your uniform should be pressed and complete. If a tie is required, ensure you wear it.
- **Footwear:** Shoes or boots must be polished.
- **Jacket:** Keep your jacket clean and free from dust and debris.
- **Identification:** Ensure all proper identification is displayed.
- **Maintenance:** Air out your uniform daily. Avoid keeping it in a closed gym bag or knapsack for long periods, and do not leave it locked in a locker without regular washing.
- **Policy Compliance:** Follow your company's employee handbook or uniform policy.

Important Reminders

- **Uniform Care:** Guards must have a clean and properly pressed uniform for each shift and are responsible for its care and ensuring all proper equipment is worn during each work shift.
- **Off-Duty Attire:** Guards are not permitted to wear any identifiable uniform or equipment part when off duty in public places. Unauthorized equipment such as batons,

handcuffs, pepper spray, and scanners are not to be worn or used without proper authorization.

- **Conduct:** Guards must not consume alcohol while on duty or while wearing any part of the uniform. Smoking and chewing gum while in uniform and/or on duty are not permitted. Horseplay, practical joking, and fraternizing while on duty should be avoided. A military bearing should be encouraged, and guards should avoid lounging, slouching, or keeping their hands in their pockets during work shifts.

By adhering to these personal hygiene and uniform guidelines, you will uphold a professional image that reflects positively on both yourself and your organization.

Guidelines for Proper Conduct and Deportment

The appearance and behavior of a security guard significantly influence how they are perceived and treated by others. Proper conduct and professional deportment are essential for gaining respect and effectively performing duties. Security guards should be mindful of the following aspects:

Dignified and Confident

An essential part of a security guard's duty is to perform with confidence and dignity. By carrying out all aspects of the job with dignity, the guard will command respect from those around them. Confidence reinforces the authority given to the security guard and reassures others during emergency situations. A respectful and self-confident demeanor helps resolve problems quickly and gains cooperation from the public.

Calm and Composed

In emergencies, security guards are expected to handle the situation calmly and efficiently. Remaining composed prevents adding to the panic and allows for swift resolution of the crisis. During evacuations, a calm demeanor helps manage the crowd and ensures an orderly exit, potentially saving lives. In cases of injury, staying composed enables the guard to respond smoothly and reassure the public.

Tactful and Considerate

Security guards protect the property owner's interests, but the public often sees them as protectors of their safety. Gaining public support can be a valuable asset. Showing respect and consideration, especially to individuals who may be intoxicated or confrontational, can help manage difficult situations. Kindness, tact, and consideration should be the first approach with any individual, ensuring they are treated with dignity and respect.

Exercise Restraint

Dealing with difficult or angry people requires restraint. Guards should act without haste or undue emotion, avoiding abusive language, arguments, or unnecessary force. Using restraint benefits the guard, especially if a complaint is filed. Restraint helps make the best of challenging situations and maintains professionalism.

Maintain Proper Physical Stance

While on duty, security guards must maintain an alert and interested posture. Slouching, leaning, or squatting conveys disinterest and lack of commitment. Even when stationed alone, guards should maintain a proper stance to convey a positive personal image and respect for the client and company. Guards are not permitted to smoke, chew gum, or eat while on duty. Consumption of alcohol or narcotics before or during a shift is strictly prohibited and is grounds for immediate dismissal.

Walk Smartly and with Purpose

Guards should walk with purpose and not drag their feet or walk with a relaxed posture. Walking smartly shows interest in their duties and commands respect from patrons of the site.

Maintain the Work Post (Clean and Tidy)

A clean and organized work post is crucial. Everything should have its place, with no clutter. Organization helps both the guard on shift and those relieving them. Shift reports must be stored chronologically for accuracy and easy retrieval. Properly maintained paperwork and a tidy work area contribute to a positive image and inspire confidence in clients and coworkers.

Present Positive Personal Attitudes/Modes of Behavior

Maintaining a positive attitude is essential. Negative attitudes are contagious and can affect those around them. Guards should perform their duties with a professional, non-threatening attitude and give the impression of being interested in their job. Activities like reading, listening to music, playing video games, or surfing the web are not permitted while on duty. Guards must be alert at all times, with no time for sleeping, horseplay, practical joking, or fraternizing. A professional and responsible work environment must be maintained.

By adhering to these guidelines for proper conduct and deportment, security guards can effectively carry out their duties, gain respect, and maintain a positive image.

Guidelines For Discipline And Integrity

As uniformed professionals, security guards must act in a disciplined manner that reflects client needs, the values of their company, and the standards set by the security industry. To effectively fulfill their role, guards should adhere to the following guidelines:

Obey Rules, Orders, and the Law

A security guard's job involves enforcing rules and regulations at their assigned site. They are closely observed by the public, colleagues, and supervisors. Therefore, it is crucial to follow all company rules, the Private Security and Investigative Services Act, and the Criminal Code of Canada. Adhering to these guidelines helps avoid legal issues and ensures professional conduct.

Set an Example

Security guards hold a position of authority and must set an example while performing their duties. This can be achieved by taking pride in their work, showing confidence, and treating all individuals with respect. By doing so, guards earn the respect of those around them, which helps in maintaining order and cooperation at the site.

Be Reliable and Punctual

Reliability and punctuality are key to a positive image. Guards should arrive at the site 15 minutes before their shift to be briefed on prior events and to prepare for their duties. If a guard is going to be late, they must inform the dispatcher in advance. Being reliable and punctual not only enhances the guard's reputation but also ensures smooth shift transitions and client satisfaction.

Get the Job Done

Guards should attend to their duties promptly and avoid procrastination. Completing tasks as soon as possible reflects positively on the guard's reliability and dependability. Providing good customer service by addressing problems or complaints immediately, even if it means interrupting other duties, enhances the guard's image and client satisfaction.

Avoid Offering or Receiving Favors

Guards should avoid offering or accepting favors while on duty. Accepting assistance can lead to mistakes for which the guard is responsible. Offering favors distracts from assigned duties and may create opportunities for criminal activity. Additionally, guards are not permitted to accept gratuities (tips) as it may be perceived as bribery.

Maintain Interest in the Job

Guards may sometimes lose interest due to a lack of activity or overnight shifts. However, it is essential to remain professional and engaged. Guards should avoid distractions such as reading,

using personal listening devices, or sleeping while on duty. Maintaining a professional appearance and staying vigilant through activities like extended patrols or brief interactions with tenants or patrons can help sustain interest.

Review Performance Periodically

Self-review is a valuable tool for improving job performance. Guards should periodically assess their own performance by seeking feedback from clients, co-workers, supervisors, and regular site patrons. This feedback can provide insights into areas for improvement and help the guard perform their duties more efficiently and effectively.

By adhering to these guidelines for discipline and integrity, security guards can maintain a professional image, earn respect, and effectively fulfill their responsibilities.

Life as a Security Guard

Security guards have demanding jobs that often involve stress and unusual work hours. Candidates should be aware that security is a 24-hour, 7-day-a-week industry, often working through holidays. It is often when everyone else is going home for the night that security guards are beginning their shift. Some of the more demanding aspects of the job include:

- **Rotating and Random Work Schedules:** Security guards often work varying shifts that can change from week to week.
- **Responding to Incidents in Adverse Conditions:** Guards must be prepared to handle incidents in all kinds of weather and environmental conditions.
- **PTSD (Post-Traumatic Stress Disorder):** Dealing with emergency situations or violent events can lead to PTSD, and guards should be aware of the signs and seek help if needed.
- **Working in Dangerous Areas and Around Hazardous Materials:** Guards may be required to work in high-risk areas and must be trained to handle hazardous materials safely.
- **Interacting with Potentially Violent or Aggressive People:** Guards frequently encounter individuals who may be violent, aggressive, or mentally/emotionally disturbed, requiring high-intensity mediation skills.
- **Increased Accountability and Responsibility:** Security guards are often held to high standards of accountability and must take their responsibilities seriously.
- **Increased Workload During Busy Times:** During peak periods, the workload can increase significantly, adding to the stress of the job.

In the course of their duties, guards must remain calm and relaxed in the face of stressful situations. It is important for security guards to be aware of their stress levels and communicate with their managers or superiors to ensure they are not suffering from burnout or anxiety due to their work environment.

Stress Management Tips

- **Regular Breaks:** Take regular breaks to rest and recharge during shifts.
- **Open Communication:** Maintain open lines of communication with supervisors and colleagues about stress and workload.
- **Professional Support:** Seek professional support if experiencing symptoms of PTSD or severe stress.
- **Physical Fitness:** Engage in regular physical exercise to manage stress and maintain overall health.
- **Relaxation Techniques:** Practice relaxation techniques such as deep breathing, meditation, or yoga to reduce stress levels.
- **Work-Life Balance:** Strive to maintain a healthy work-life balance to prevent burnout.

By understanding the challenges of the job and proactively managing stress, security guards can maintain their mental and physical well-being while effectively performing their duties.