Practice Test Questions & Answers

In Licensing Exam there are 60 Questions. Pass Mark is 62%

Good Luck!

Student Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Instructor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Score:

Please circle the letter of the BEST answer and see the answers at the end of the booklet.

1. What is the legal age of an adult in Canada?

(A) 18

(B) 19

(C) 21

(D) 25

1. **Section 10 Under the Canadian Charter of Rights and Freedoms states:**

(A) Everyone has the right to be informed the reasons for their arrest or detention without reasonable delay.

(B) Everyone has right to obtain legal counsel without reasonable delay.

(C) Everyone has the right to refuse unreasonable search and seizure.

1. **What is the most common form of physical access control?**

(A) Security Guard

(B) Alarm panels

(C) Electromagnetic

(D) Keys and locks

1. **Who owns the memo book?**

(A) The security guard

(B) The company who hired the security company

(C) The security company

(D) The client

1. **What terms best describe par-verbal Communication?**

(A) Intonation, intention, body language

(B) Tone, Volume, cadence

(C) Tune, pitch, octave

(D) Smile, nod, wave

**6. If a security guard had trouble hearing a radio transmission and needed the dispatcher to repeat the message, what 10 code would the guard use?**

(A) 10-0

(B) 10-1

(C) 10-3

(D) 10-9

1. If a security guard needed to escort a large group of people through a high risk area, where should the security guard position themselves**?**

(A) In Front

(B) In behind

(C) Doesn’t Matter

(D) In the middle of group

**8. Who is allowed to see the security guard’s license?**

(A) Anyone who asks

(B) The Client

(C) Your supervisor

(D) The Police

**9. When a security guard encounters an emergency situation, what is the MOST important thing to consider?**

(A) The safety of the guard

(B) Protection of Evidence

(C) Finding the perpetrator of the crime and arresting them

(D) Giving first aid to the victim

**10. According to National Use of Force guidelines what is the response option?**

(A) Presence of security guards

(B) Tactical communications

(c) Passive aggression

(d) Baton

**11. While working as a security guards work on private property, on whose authority are you enforcing the rules on the site?**

(A) Federal and Provincial law

(B) Company policies and procedures

(C) Trespass to Property Act

(D) As an agent of the owner of the property

**12. What is the best agent to extinguish a Class C fire?**

(A) Water

(B) Baking soda

(C) Dry chemicals

(D) Carbon dioxide

**13. As a security guard working outside an establishment licensed to serve liquor under the liquor License Act of Ontario you witness someone leaving the establishment and they appear to be intoxicated. What should you do?**

(A) Call police

(B) Arrest them for public drunkenness

(C) Let them leave

(D) Ask them if they have a safe ride home

**14. Under Criminal Code Section 494, if the security guard sees someone committing an indictable offense and places the person under arrest, what should the guard’s next step be?**

(A) Use only as much force as necessary to conduct the arrest

(B) Put handcuffs on them

(C) Deliver them to a Peace Officer

(D) Search them for weapons

**15. If a security guard has been authorized to carry handcuffs with their security company, when would the security guard use them?**

(A) They are not allowed to use them as them security guards

(B) To protect the guard

(C) If the security guard has made an arrest

(D) Only after the security has used their baton

**16. Where would a security guard find answers to questions regarding the correct handling of advice?** (A) Canada Evidence Act and Ontario Evidence Act  
 (B) Police Services Act  
 (C) Criminal Code of Conduct  
 (D) Forensics Act

**17. While doing a floor by floor patrol of the site the security guard come across a small, controlled fire contained in a wastebasket. What should the guard next step be?**

(A) Close the door and hope to cut off the oxygen to the fire

(B) Use a blanket or tarp to smoother the fire

(C) Use a fire extinguisher with the appropriate agent

(D) Do nothing, Security guards are not firefighters

**18. While working as a security guard, what authority must be given priority?**

(A) Federal and Provincial Law

(B) Trespass to Property Act

(C) The security company policy and guidelines

(D) The Client’s policy and procedures

**19. You are performing access control at the front desk and a contractor who had been working earlier in the day return because he said he forgot some equipment upstairs. What should the security guard do?**

(A) Let him go upstairs. You recognize him

(B) Escort him upstairs and wait until he retrieves his items then escort him back to the front desk and document the incident

(C) Ask him to leave and if he doesn’t, arrest him under the Trespass to Property Act.

(D) Leave him alone at the front desk and go retrieve the items for him.

**20. You are working at an industrial site that works with lots of toxic chemicals. When you are patrolling you notice a container in the warehouse that’s leaking fluid. What steps should you follow?**  
 (A) Dip your finger into it and smell it. If the smell is strong leave the area  
 (B) Leave the area immediately, check your site’s M.S.D.S tell the client.  
 (C) Cordon off the area immediately, When it is safe to do so , follow W.H.M.I.D guidelines, check our site’s M.S.D.S and call the company who I responsible for he product for safe handling procedures.  
 (D) W.H.M.I.S does not protect security guards who work in warehouses  
  
**21. You are checking the roof and find a contractor working. You were unaware that contractors would be working there today. What steps should the security guard follow?**  
 (A) Tell him to stop working. If he continues to work, arrest him under the Trespass to Property Act.  
 (B) Ask for identification and verify the contractor’s presence with your supervisor. Have the contractor stop their work until the supervisor returns with an answer. If the contractor s allowed to work , leave the area and document the incident fully.  
 (C) Allow them to continue, they look like contractors.  
 (D) Continue on with your patrol but be sure to ask your supervisor about it when you got back to the security desk.  
  
**22. On your site a witness comes forward to give a statement about an assault that occurred. The subject submits the report but it is written in purple ink. Can it considered a legal document.**  
 (A) No, Make the subject write it again in black ink and capital letters.  
 (B) No, Only when it is read aloud in court and is transcribed electronically.  
 (C) Yes. It and be submitted as a legal document.  
 (D) Yes, but only if the person has signed it in the presence of a Public Officer.  
 **23. While doing access control at a site a crowd starts gathering at your front enter. What should you do?**

**(A) Call for back-up, observe the actions of the crowd, take detailed notes but do not engage until back up arrives.** (B) Go outside and yell at them to move away from your main entrance.  
 (C) Identify the leader In the group and ask them to break up the crowd.  
 (D) Arrest them all for causing a disturbance.

**24. While you are working at the security desk a woman tells you that she just been sexually assaulted by someone known to you. What should you do to help her?** (A) Listen to her patiently then suggest she call the police. Document the incident.  
 (B) Call the police on her behalf and relay the story to them.  
 (C) Do a search of the site until you find the person who assaulted her then assist her to make an arrest.  
 (D) Give her a private area to write her a report and keep her safe until the police arrive.  
  
 **25. What is the difference between Covert security surveillance and overt security surveillance?** (A) Covert surveillance is done with a vehicle, overt surveillance is done outside.  
 (B) Covert surveillance is done at night and overt surveillance is done during the day.  
 (C) Covert surveillance is where the security guard is an obvious presence in uniform while overt surveillance is performed when the security guard isn’t immediately visible to the subject or public.  
 (D) Covert surveillance is where the security guard isn’t immediately visible to the subject or the public while Overt is where the security guard immediately visible to the subject or public.  
  
**26. When referring to a collective bargaining dispute or a strike that is occurring on your property, what would be the best example of an Injunction?** (A) Separating two employees that are arguing  
 (B) Coordinating pedestrian traffic so no one gets hurt  
 (C) Ensuring picketing workers do not obstruct other worker’s from entering   
 (D) An authorization to arrest all parties who enter site.  
 **27. You have asked the supervisor for more responsibility on your site and they ask you to put together an agenda for your next meeting. You have no experience in this task. What should you do?**  
 (A) Meet with your team and address the needs together  
 (B) Tell your supervisor you are not comfortable with the task and refuse to comply.  
 (C) Go over the minutes of the last agenda and base your agenda around that. Submit it to your supervisor and ask for feedback.  
 (D) Delegate the task to another team member  
  
**28. What’s the best way to describe the activity of a group of people who are sympathetic to a cause and have gotten together in front of a property to voice their concerns without violence?** (A) Peaceful demonstration  
 (B) Political Rally  
 (C) violent political Unrest  
 (D) Executive Protest

**29. What is the purpose behind Smart Serve?** (A) Assist the security guard to determine how much force to use on someone who appears intoxicated.  
 (B) Train a security guard how to prevent incidences of intoxication on our property.  
 (C) As a substitute for the Liquor License Act.  
 (D) To determine which alcoholic beverage someone would prefer.  
  
**30. A security guard receives a dispatch from a remote monitoring company that indicates an intrusion alarm was** received. What steps should the security guard take?  
  
 (A) Ask the dispatcher for as many details as possible and call for back up. When your back up arrives, approach cautiously and investigate the apparent cause for the alarm. Call the police if necessary. Document the incident fully.  
 (B) Call the police and wait until they arrive.  
 (C) Do not enter as you are not insured as a security guard.  
 (D) Send another security guard; you are not comfortable doing Intrusion alarms  
  
31. What is the best way to secure a large area?   
  
 (A) Tamper switch   
 (B) Panic/Duress button  
 (C) Volumetric sensors   
 (D) Guard dog  
  
32. What are some examples of Motion Sensors/Detectors?  
  
 (A) Infrared, Ultrasonic, Microwaves   
 (B) Keys, Locks, Deadbolt  
 (C) Dampened Mercury Sensor, Inertia Sensor, Vibration sensor   
 (D) Foil fine wire, Glass break, Shatter  
  
**33. What is the main purpose behind magnetic swipe cards?** (A) Gain access through an electronic access system

(B) Storing data about the individual such as name, address and date of birth  
 (B) Gain access through a proximity system  
 (D) Pay the security guard to gain access to the site

**34. What would be the security guards first step if a criminal offence happened to them while on site?**

(A) Arrest the person using only as much as necessary   
 (B) Wait until the end of the shift and write a report about the incident  
 (C) Call your supervisor and have the supervisor arrest the subject.  
 (D) Report the incident to the police immediately  
  
**35. The client has enlisted you to escort a recently terminated employee to their locker to collect their personal thins and return company material. What steps should the security guard take?**  
 (A) Go to the employee’s locker without the employee and remove everything and bring it back to the security office.  
 (B) Go to the employee’s locker without the employee and remove only the items belonging to the client and bring them to the security office.  
 (C) Go to the locker with the employee with a checklist of the items belonging to the client. Check them off as you receive them. Have the employee sign of off on the checklist when all items have been cancelled.  
 (D) Refuse to task because you don’t have the right to search and seize another person’s possessions.

**36. The security guard is working at the front desk when they receive a high temperature alarm in the boiler room. The security guard is not permitted and to leave the front desk. How should the security guard proceeds?**  
  
 (A) Check the standing orders regarding who to contact when a boiler room alarm is received. Give the contact all the details of the alarm. Update your memo book and make a detailed report for the client.  
 (B) Disregard the order to stay at the front desk and investigate the alarm. Read the gauges and make a judgment call whether you need to make a report. Return to the front desk  
 (C) Stay at the front desk and call the police and tell them you’re building is about to burn to the ground.  
 (D) Check the standing orders for the procedures to follow when receiving this type of alarm. Call the emergency contact for boiler room alarm and give them all the necessary details. No need to update memo book or make a report for the client though because this is probably a “false alarm “

**37. What is the BEST agent to extinguish a Class A fire?**

(A) Dry chemicals   
 (B) Water  
 (C) Carbon Monoxide   
 (D) Baking Soda  
  
**38. Under the Provincial Offenses Act if a private citizen makes an arrest, who must they deliver their arrested party to?**  
  
 (A) The police   
 (B) A peace officer  
 (C) It doesn’t specify   
 (D) Your supervisor

**39.** **According to the National Use of Force Framework the use of a baton would fall under what use of force option?**  
 (A) Intermediate Weapons

(B) Communications  
(C) Active Resistant   
(D) Physical control-soft

**40. What terms would best describe the most effective way to retain or memorize information?**  
 (A) Look, Listen, Feel

(B) Sympathy, Empathy, Apathy  
(C) Concentration, Association, Repetition  
(D) Remove, Replace, Report

**41. You are the contact officer for an emergency situation and your dispatcher wants you to relay information over the radio in order to alert the proper authorities. What is the best way for the security guard to proceed?**  
 (A) Give as much detail over the radio including name, descriptions and license plate numbers. Follow up by giving your recommendations.  
 (B) Don’t relay any information to the dispatcher. They information is confidential. You call 911 instead.

(C) Give a brief answers providing only as much information as necessary. Wait until you hear confirmation before re-transmitting any further.

(D) You are uncomfortable about giving information over the radio because it is usually recorded and you don’t want anyone making fun of you.

**42. What is the BEST definition of the term “Duty of Care? “**

1. Police officers, firefighters and paramedics have a duty to respond to all emergency situations because it is their job.  
   (B) Soldiers and reservists must do anything in their power to protect the country that they are serving  
   (C) Private Citizens are only expected to help when they have acquired all the necessary training and are comfortable dealing with emergency situations.  
   (D) A person must act towards others with the care and thought that a reasonable person would employ in the circumstances.

**43. What is the definition of positional asphyxia?** (A) When the position of the body interferes with its ability to breather.

(B) When someone faints and falls to the ground.  
(C) When the position of the body doesn’t allow the subject to move freely.  
(D) When it becomes difficult

**44. The security guard working at a busy retail environment when a woman comes up to you claiming that someone stole her purse. As you are taking her statement she points at someone and says, “That’s my purse! How should the security guard proceed?**

1. Arrest the person on her behalf because you the right to make an arrest without warrant, just to be safe, have the victim make a detailed witness statement and sign it should you have to go to court.
2. Have the victim place the subject under arrest so you can use force to help make the arrest. Fill out the use of force report and the incident report and just to be safe, have victim details witness statement and sign it.
3. Discourage the victim from engaging because it isn’t safe and call the police. Get a detailed description of the purse and its contents. Make a detailed description of what the subject looked like. Have the victim write a report on the incident.
4. Accuse the victim of lying. It probably just looks like her purse. If she persists, pretend to call the police to appease her.

**45. While the security guard is doing their floor by floor patrol the security guard notices that a fire extinguisher has a large dent in the canister and the gauge is cracked and broken. How should the security guard proceed?**

1. Note down the time, location and the damages found in your memo book. Remove the canister and replace it with one of the extra canisters provided. Write a report about the incident and submit it.
2. Ignore it. Fire extinguishers are not the concern of a security guard.
3. Write about it in your memo book but don’t remove it, the fire extinguisher probably still works.
4. Make a note about it in your memo book but there is no need to write a report about it or remove it. That’s for the fire service company to take care of.

**46. What does W.H.M.I.S. stand for?**

1. Worker’s Healthy Material information Syst
2. Workplace Hazardous Material Information System
3. Workplace Health Mental Information System
4. Workplace Hazardous Mitigation Intelligence System

**47. According to the Liquor License Act, at which age are people allowed to purchase alcohol?**

1. 18
2. 19
3. 21
4. 25

**48. According to Ontario Courts, what are the 3 types of evidence?**

1. Real, False, Hearsay
2. Contradictory, Real, Hearsay
3. Real, Documentary, Testimony
4. Paper, Metal, Plastic

**49. What is the hierarchy of the court system in Canada?**

1. Provincial court, Provincial Superior Court, Court of Appeal, Supreme Court of Canada
2. Civil Court, Criminal Court, Tax Court, Military Court
3. Civil Law, Common Law, Federal Law, Provincial Law
4. Federal Court, Provincial Court, Municipal Court, Human Rights Tribunal.

**50. Under the liquor License Act, as an agent of the owner, what does a security guard have the right to do if someone appears drunk or intoxicated?**

1. Use force to remove the person because they are dangerous to themselves and others.
2. Ask the person to leave and/ or refuse to allow the person to enter the premises.
3. Tell the bartender to not serve them anymore then escort them to the bathroom.
4. Follow them around the bar like a body guard and if they do anything dangerous, arrest them.

**51. What does M.S.D.S stand for?**

1. Material Safety Data Sheets
2. Make Safety Do Safety
3. Material Security Data Sheets
4. Material Safety Distribution Sheets

**52. What is the MOST important role of the Security Guard while performing traffic enforcement on private property?.**

1. Issue traffic tickets under the Highway Traffic Act,
2. Issue parking tickets but only if the guard has received the training to become a Municipal Law enforcement Officer on their site.
3. Directing traffic on a private roadway or parking facility and monitor pedestrian safety.
4. Ensuring that cars are safe and pulling over any cars that have excessive rust or dents.

**53. The client has requested that all trucks/vehicles must searched upon exiting facility. Which area would LEAST likely to be searched?**

1. The Cargo hold
2. The trunk
3. the Truck cab
4. Under the hood

**54. Which one of the conditions would NOT constituted a trespasser under the trespass to property Act?**

1. Failure to leave when directed
2. Engaged in prohibited activity Using more force than necessary to conduct the arrest
3. Entry where entry prohibited

**55. Section 8 of the Canadian Charter of Rights and Freedoms states:**

1. Everyone has the right to know why they are being arrested or detained without reasonable delay.
2. Everyone is protected from unreasonable search or seizure
3. (c) Everyone has the right to bear arms
4. (d) Everyone has the right to obtain legal counsel without reasonable delay.

**56. Where could a security guard find information regarding legislation of Ontario Private Security?**

1. Police Services Act
2. Liquor License Act
3. Private Security and Investigative Services Act
4. Private Security Act

**57. What equipment would NOT be necessary in order to perform traffic enforcement on private property?**

1. Handcuffs and Baton
2. Whistle
3. Reflective Vest

(d) White Gloves

**58. The security guard is alone and performing static desk duty. The security guard is not permitted to leave the front desk unless relieved by a fellow guard. While the security guard is updating his memo book the fire alarm goes off. What steps should the security guard follow?**

1. Check the enunciator panels to determine the location of the alarm then check the standing orders on how to proceed. Take detailed notes of the nature of the alarm and any emergency services that attend. Reset the building and write a report for the client.
2. Call 911 even before you know the reason for the alarm because any delay might cause further damage. Write a report for the client.
3. Go investigate the alarm. A lot of them tend to be false alarms and you don’t want to waste the fire department’s time. Also if the alarm turns out to be false you won’t need to waste time writing a report for the client.
4. Leave the building and call from off site. It is not a security guard’s role to deal with fire alarms.

**59. Under the trespass to Property Act, if a private person makes arrest, who must they deliver their arrested party to?**

1. A Peace Officer
2. A Public Officer
3. A Police Officer
4. The Owner of he property

**60. A Security guard is working alone and comes across an unconscious. Unresponsive person. This security guard doesn’t have a radio or cell phone in order to call emergency services. What should the security guard do?**

1. Leave the person and go find a telephone to call for help.
2. Pull the fire alarm
3. Tell someone in the crowd to go and call emergency services and report back to you. Stay with the person to render aid
4. Do nothing. Security guards need to consent before they render aid.

**61. What is the MOST important reason a security guard would cordon off the scene of an emergency?**

1. To protect evidence.
2. To control unauthorized access
3. To protect the people in the surrounding area
4. To stay busy while the police are investigating.

**62. What is the best example of Excited Delirium?**

1. Someone who is new to the city and eagerly asks your for direction
2. The client reprimanding you for not doing the correct amount of patrols.
3. Your partner before they take a vacation.
4. A substance abuser who is displaying bizarre behaviour combined with unexpected physical strength.

**63. A security Guard just started their shift and they need to check whether the radio was transmitting property, which 10 code would they use?.**

1. 10-0
2. 10-2
3. 10-4
4. 10-9

**64. As per the National Use of Force Framework, what would be the best way to describe passive resistant behaviour**?

1. Someone who is swings violently at you while you attempt to remove them from the property.
2. Someone who curses at you as they leave the property on their own after you ask them to leave.
3. Someone who goes limp as you try to remove them from the property.
4. Someone who threatens you with a weapon as you approach them.

**65. The security guard on duty is trained as a first aid provider. The security Guard comes across an unconscious, unresponsive victim so the guard decides to engage in C.P.R How many compressions are given and how many breaths are given?**

1. 15 compressions then 2 breaths (15:2)
2. 2 compressions then 15 breaths (2:15)
3. 30 compressions then 2 breaths(30:2)
4. 2 compressions then 30 breaths (2:30)

**66. The Role of a Security Guard is to:**

1. Protect property but not people or information.
2. Provide protection to people, property and information.
3. Protect people and property, but not information.
4. Enforce rules, regulations and laws that are designed to protect people and property.
5. Protect people, not property or information.

**67. The best place for a Security Guard to keep his or her notebook while on duty is:**

1. With the guard at all times.
2. At the desk or other workspace where the guard completes his or his reports.
3. In the guard’s personal locker
4. In the possession of the guard’s supervisor
5. In a secure location known only to the guard.

**68. A Class C fire involves:**

1. Combustible Metals
2. Flammable Liquids
3. Radioactive Materials
4. A live source of Electricity
5. Ordinary combustibles like wood, paper and cloth

**69. In Ontario, evicting tenants from residential properties:**

1. Is a duty that is ordinarily carried out by Security Guards
2. Is a duty that a Security Guard can carry out if he or she is accompanied by the landlord
3. Is a duty that security Guards are prohibited from carrying out under provincial law
4. Is a duty that can only be carried by a security guards who are also special constables
5. Is a duty that can only be carried out by a security Guard if he or she has reasonable grounds to believe that the tenant poses a threat to the safety of other people in the building?

**70. Under the Criminal Code, all licensed security Guards in Canada have the same legal authorities as:**

1. Members of the general public
2. Special constables
3. Municipal law enforcement officers
4. Provincial law enforcement officers
5. Police officers

**71. Which of the following is not a circumstance under which a security guard could be legally justified in using force?**

1. To arrest a person for shoplifting
2. To remove a trespasser from the public building such as a library
3. To discourage striker from picketing at the entrance to an employer’s property
4. To protect another person from an assault during a domestic dispute
5. To prevent to commission of a serious property offence

**72. When access is widely permitted to most parts of the a property or a building but is controlled with respect to a particular part of the property or the building, the process of controlling access to that part is referred to as:**

1. Area protection
2. Perimeter protection
3. Lockdown
4. Physical security
5. Standing orders

**73. A Security guard who has contact with a police officer while on duty should always record:**

1. The name of the person being investigated
2. The name and rank and/or the badge number of the officer
3. Any important environmental details observable at the time of the contact
4. The section number in the Criminal Code of the offence under investigation
5. What the guard could observe about the police officer’s demeanor

**74. What must a security Guard who is coming on duty make sure to do before the guard whom he or she is relieving leaves?**

1. Ask the Guard to submit to a research, in order to ensure that he or she is not removing anything from the property without authorization.
2. Complete a thorough patrol of the property’s perimeter to ensure that it secure.
3. Make sure that the guard has a safe means of getting home.
4. Receive a briefing from the guard with respect to any unusual or particular instructions or information that the guard who is coming on duty should be aware of.
5. Make three photocopies of the shift report prepared by the guard

**75. The Acronym CPTED refers to:**

1. Canadian Private Training and Education Designation
2. Corporate Practices towards Enhanced Defense
3. Creating Protection Throughout Every Department
4. Crime Prevention Through Environmental Design
5. Crime Prevention Through Everyday Decisions

**76. The Right of a worker to refuse to do unsafe work, as set out in the Provincial Occupational Health and Safety Legislation:**

1. Does not apply to security guards
2. Applies to security guards in case involving physical hazards but not in the cases involving the threat of workplace violence.
3. Applies to security guards in cases involving the threat of work place violence.
4. Applies to unionized security guards
5. Applies to in house security guards but not to contract security guards

**77. Under the Charter of Rights and Freedom, media Representatives:**

1. Can report on whatever they choose to without a fear of having what they report controlled or censored by the government
2. Are free to go wherever they want, including private property.
3. Should be viewed as likely hostile to the interest of any organization whose property a security guard is protecting.
4. Cannot be compelled to testify in court
5. Should never be given access to private property

**78. The sensor component of an alarm system is the component that:**

1. Detects some change in the physical environment around the sensor that may suggest a problem
2. Tells the alarm system what time of day to turn on and off
3. Announces that an alarm has gone of by producing a audible or visual signal that can be observed.
4. Allows the alarm system to continue to work during a power failure
5. Facilitates communication between the part of the system where a problem has been detected and the part of the system where an alarm signal will be annunciated

**79. A security Guard arrests a person without the legal authority to do so. Which of the following would not be possible negative consequence?**

1. Discipline or dismissal by his or her employer
2. Suspension or revocation of his or her security license
3. Being charged with an offence under the Criminal Law
4. Being charged with offence under the Charter of Rights and Freedoms
5. Being personally sued under tort law

**80. The term “in –house security “refers to security guards who:**

1. Work “undercover” in plain clothes rather that in uniform
2. Carry out monitoring duties at a central monitoring facility rather than conduct active patrols
3. Are directly employed by the organizations whose properties they are employed to protect
4. Work for contract security guards service companies
5. Work at large indoor facilities

**81. Effective security patrols:**

1. Should always be reactive rather than proactive
2. Should always be proactive rather then reactive
3. Can be either proactive or reactive
4. Should always be random
5. Should always follow a prescribed patrol route

**82. The best way for a Security Guard to know what people are thinking and feeling in a conversation is to:**

1. Ignore their body language but pay close attention to the words they use,
2. Listen to what they are saying but devote the most attention to their body language
3. Ask them to write down what they are thinking and feeling
4. Pay attention to what they say, how they say it, and what their body language says.
5. Ignore what they say, but pay careful attention to how they say it (tone, volume, pace and pitch)

**83. A Security Guard sees a person faint and does not suspect a head/neck and or spinal injury. After performing the scene and primary assessments, the guard discovers that the person is still unconscious but breathing. The next thing the guard should do is:**

1. Place the person in the recovery position
2. Wait for a minute before taking any action, because most people regain consciousness after that length of time.
3. Shake the person so that he/she will regain consciousness more quickly.
4. Look through to the person’s belongings in order to find out what medications he/she is taking
5. Begin chest compressions

**84. A purpose for taking a statement from a person who has been a witness to an event is to:**

1. Eliminate that witness as a potential suspect
2. Discourage the witness from changing his or her story later
3. Comply with the reporting requirements under provincial security licensing legislation
4. Create a record of what that person saw, did, and experienced
5. Record the person’s attitude and opinions about what happened and why.

**85. In Canada, Federal policing is carried out by:**

1. Provincial police (OPP, QPP, etc.)
2. The federal Bureau of investigations (FBI)
3. The Royal Canadian Mounted Police (RCMP)
4. The Canadian Security and Intelligence Service (CSIS)
5. The Canadian Air Transport Security Authority (CATSA)

**86. Situational awareness means:**

1. Already knowing all of the important facts about a situation before going into it
2. Being constantly aware of one’s location and surroundings
3. Knowing what the other person is thinking
4. Being aware of your biases and prejudices going into a situation
5. Knowing the location of all the escape routes from a building

**87. During a labor dispute, the authority of security guards to act to the protect people and property from harm or loss, and to control access to the property involved, comes from:**

1. Their status as representative of the employer/property owner
2. Their status as independent third-party observers of the labor dispute
3. The labor Relations Act
4. Their authority to make citizen’s arrest under the Criminal Code
5. The Canadian Charter of Rights and Freedoms

**88. Improvised explosive devices:**

1. Are never left out in the open where they can spot easily be spotted
2. Can look like any ordinary object or container that might be found in a building or on a property
3. Always have some sort of visible wires attached to them
4. Should be viewed as safe as long as no touches them
5. Are easy to find once you know how to identify them

**89. If a security Guard is alone with a choking adult who becomes unconscious while the guard is attempting to remove an airway obstruction, the guard should:**

1. Immediately begin CPR
2. Place the person in the recovery position and call 911
3. Perform the maneuver at a fast pace to expel the object more quickly
4. Perform the maneuver more slowly to allow more oxygen to reach the person’s brain
5. Assume the person is in cardiac arrest and begin defibrillation

**90. The duty of a Security Guard during a building evacuation is to:**

1. Exit the building first, to ensure that there is a safe place for the building occupants to evacuate to
2. Make sure that all internal building doors are shut.
3. Follow the instructions for carrying out the building evacuations as set out in the emergency measures plan for that site.
4. Determine the order in which to evacuate people.
5. Turn off all critical building operations systems.

**91. A Security Guard who has achieved effective communication:**

1. Manages to take in more information than he or she gives out.
2. Gets his or her ideas across using the fewest possible words.
3. Gets his or her ideas clearly and accurately, and clearly and accurately understands what others are communicating.
4. Has to answer the fewest questions in order to be understood.
5. Gets people to comply with his or her instructions immediately

**92. The duties of Security Guards:**

1. Can vary greatly from site to site
2. Are basically the same no matter where a security guard works
3. Are determined mainly by provincial security licensing legislation
4. Are regulated by municipal by laws
5. Are established by the chief of police in each jurisdiction

**93. A Security Guard who prohibits a person from entering a premises that is ordinarily open to the public because of that person’s ethnic or racial identity:**

1. Is committing an offence under the Criminal Code.
2. Is acting in violation of Human Rights law
3. Is legally authorized to do so as long as the property is privately owned.
4. Is legally authorized to do so if he or she has reasonable grounds to believe that the person poses a threat to security
5. Must provide the person with a letter setting out the reasons for the prohibition.

**94. The Licensing requirements for most security guards are found in \_\_\_\_\_\_\_\_\_\_\_\_\_ legislation**

1. Federal
2. Provincial.
3. Municipal.
4. Common Law.
5. Unwritten.

**95. The printed information sheets that provide workers with detailed information about the various hazardous materials stored and/ or used in their workplace are called:**

1. Occupational Health and Safety Regulations.
2. Material safety data sheets
3. Occurrence Reports
4. Post Orders

**96. A Security Guard who comes upon a crime scene should note and record anything observable about the scene that may no longer be observable by the time the police arrive. Such things are called:**

1. Conditional circumstances.
2. Transient conditions.
3. Hearsay evidence.
4. Best evidence
5. Circumstantial evidence.

**97. According to the Liquor License Act, the legal drinking age in Ontario is :**

1. 16
2. 18
3. 19
4. 21
5. 25

**98. In preparing to communicate with individuals from different cultural backgrounds, a security guard should:**

1. Assume that most people will not understand what he or she is saying.
2. Plan to be assertive and take control of each situation as quickly as possible.
3. Remember to speak more loudly than usual.
4. Seek to gain as much knowledge and understand as possible about the expectations and ways of communicating of people from different cultures.
5. Remember to say things in exactly the same way to everyone, so that no one person or group is treated differently.

**99. For security guard, being able to establish a rapport with people from diverse cultural backgrounds is:**

1. Helpful, but likely not possible to achieve.
2. Necessary for guard to be able to do his or her job effectively.
3. Not an important tool for guard to have in order to be able to do his or her job properly.
4. Potentially distracting to a guard when the guard is trying to do his ot her job
5. A vulnerability that people may seek to exploit.

**100. If an audible alarm sounds, all of the elevators stop working and return to the main floor, and all of the doors between different parts off a building that usually stay open automatically close, it is likely that:**

1. A fire alarm has gone off
2. An intrusion alarm has gone off
3. A carbon monoxide detector alarm has gone off.
4. There has been a hazardous gas spill
5. A building lockdown has been initiated in response to an active shooter.

**101. The primary role of private security guards in Canada is to:**

1. Uphold and enforce the law
2. Protect people and property from harm or loss
3. Maintain social order and control
4. Gather information on persons or events.
5. Provide assistance to the police.

**102. A security guard who is unfit to perform his or her duties because he or she arrives at work intoxicated is in violation of:**

1. The Criminal Code
2. The Controlled Drugs and Substance Act
3. The Employment standards Act
4. The Liquor Control Act
5. The Code of Conduct

**103. To treat a nosebleed, for how long should a person’s nostrils be pinched?**

1. Thirty seconds
2. About a minute
3. Five minutes
4. Ten minutes
5. Twenty minutes

**104. Even if a Security Guard does not find the person in the process of committing an offence, a guard may arrest a person if the guard has reasonable grounds to believe that the person has committed a criminal offence and has reasonable grounds to believe that:**

1. The person has a criminal record
2. The person is attempting to leave the premises
3. The offence involved the theft of an amount exceeding $5000
4. The police are on the way
5. The person is being chased by someone who has the authority to arrest him or her.

**105. Good record keeping is important to the work that security guards do because:**

1. Report writing creates a permanent record of events that have occurrence of these events to others.
2. Security guards may not always be busy during their shifts, and report writing helps pass the time.
3. Written reports allow security guards to describe events in a manner that is most favorable to them.
4. Most security guards are very poor at explaining things verbally.
5. Most security guards are evaluated by their employers primarily on the basis of how many different reports they write.

**106. Under section 41. (1) Of the criminal Code, a person acting under the authority of the owner or occupier of a property:**

1. Has the authority to use force if necessary either to remove a trespasser or to keep a person from trespassing.
2. Has no authority to use force to if necessary to remove a trespasser but not to use force to keep a person from trespassing.
3. Has the authority to use force if necessary to keep a person from trespassing but not to use force to remove a trespasser in on the property.
4. Cannot use force to remove a trespasser unless the trespasser is placed under arrest first.
5. Cannot use force to remove a trespasser unless the trespasser is placed under arrest first.

**107. Visitor to a particular property, building, or area of the building may be required to sign in. The book used for this is referred to as:**

1. A Visitor Log or Sign-in Log
2. An Occurrence Report
3. Post Orders
4. A “Person of Interest” or “Special Persons” Book.
5. A Building Manifest

**108. Which of the following is not something a Security Guard should do after providing First Aid to an injured and /or sick person while waiting for the Emergency Service(s) to arrive?**

1. Provide reassurance to the person and bystanders.
2. Monitor and make not of any changes to the person’s condition.
3. Immediately attempt to locate the person’s health card in order to be ready to present it to the emergency services personnel.
4. Cover the person.
5. If known, inform the person and the bystanders of the estimated time of arrival of the emergency services.

**109. A security guard who has the authority to arrest a person for the offence of trespass to property legislation:**

1. Is not authorized to use force to effect the arrest.
2. Is only authorized to use force in self- defense.
3. Is authorized to use force to effect the arrest, but only if use of force is necessary.
4. Can use force, but must stop using force If the person offers to leave.
5. Can only use force if the person who is being arrested has a weapon.

**110. An Oral Report delivered by the security guard to a person in authority:**

1. Should always be as short as possible.
2. Is an informal communication, and therefore does not have to be as carefully thought out as a written report.
3. Should always be delivered by the guard while he or she is standing.
4. Should be delivered just as professionally as a written report.
5. Should always be followed up by a written report.

**111. The best place for a Security Guard to have His or Her hands while talking to a potentially aggressive person is:**

1. Hanging straight down at his or her sides, in order to look natural.
2. Behind His or Her back, in order to appear less threatening.
3. In His or Her pockets, so that the person cannot be sure what is in them.
4. In front of Him or Her at waist height or higher, in order to be prepared to react quickly.
5. Held up at shoulder height with palms open, in order to demonstrate that they are empty.

**112. The best approach for a security Guard to take when intrusion alarm goes off is always to:**

1. Proceed to investigate the cause of the alarm as quickly as possible.
2. Proceed to investigate the cause of the alarm slowly and with caution
3. Call the police immediately and wait until they arrive
4. Call the police and meet them at the entrance to the property.
5. Follow what procedures for alarm response are set out in the post orders for that site.

**113. The Charter of Rights and Freedoms give a person who had been arrested the right to know:**

1. The reason that he or she is being arrested.
2. The name of the arresting office.
3. The Badge or license number of the arresting officer.
4. The specific offence with which he or she is going to be charged.
5. Whether or not the offence was caught on video.

**114. Which of the following guidelines should a Security Guard follow in his or her approach to securing compliance from a confrontational or resistant individual?**

1. The job of a Security guard in a conflict situation is to obtain compliance from people using any means necessary.
2. Because conflicts always get worse the longer they continue, a security guard should try to end all conflict situations as quickly as possible.
3. In most cases, being patient usually does more to resolve a conflict situation than taking action just to get things over with.
4. People view hesitation by security guard as a sign of weakness, so a security Guard should always take charge of a situation as possible.
5. Some people just do not want to comply, and in these cases the best thing for a Security guard to do is to diffuse the situation by walking away.

**115. The role of a Security Guard in responding to an emergency is determined by:**

1. The emergency measures plan for that site.
2. The material safety data sheets for the site.
3. Occupational health and Safety legislation for that province.
4. The provisions under the Emergency Measures Act.
5. The instructions given by the highest-ranking firefighter or police officer on site.

**116. Items** **seized** **by** **security** **Guards** **as** **the** **result** **of** **a lawful** **search**:

1. Should be treated as evidence and reported to the police
2. Must be returned to their owner with 24 hours.
3. Should be treated the same way as unclaimed lost property.
4. Become the property of the Security after 90 days.
5. Should always be destroyed in the presence of at least two witnesses.

**117. The ability of a Security guard to actively observe his or her surroundings while on patrol:**

1. Is something that comes naturally and does not need to be practiced.
2. Is a skill that needs to be consciously used and constantly practiced.
3. Is not as important as completing the patrol quickly and efficiently.
4. Is improved by drinking beverages that are high in caffeine.
5. Is something that can only be acquired after months of experience as a Security Guard.

**118. The narrative portion of an occurrence or incident report should always be written:**

1. In point form
2. In 100 words or less
3. In chronological order
4. Without any reference to names of particular individuals
5. In Black Ink

**119. A thief decides to enter an office building and steal a laptop computer. The actus reus (guilty act) of the offence of theft occurs when:**

1. The thief forms the intention to steal the item.
2. The thief enters the building with the intention to steal.
3. The thief starts to disconnect the wires by which the laptop is plugged in.
4. The thief picks up the laptop and hides it in his bag,.
5. The thief leaves the premises with the laptop in his possession.

**120. The term “tactical communication” refers to:**

1. The use of two-way radios in a n emergency situation.
2. The techniques used to criticize people’s actions in a way that doesn’t hurt their feelings.
3. The use of specific verbal skilled intended to help secure voluntary compliance on the part of a subject.
4. The hand signal used by security Guards or others when directing traffic.
5. The use of specific language as a stalling tactic while waiting for backup.

**121. If a Security Guard is alone with an adult in cardiac arrest and an AED is available on site, the first thing the guard should do is:**

1. Place the person in the appropriate recovery position, then immediately contact emergency service and obtain the AED.
2. Perform CPR for the approximately two minutes, then immediately contact emergency services and obtain the AED.
3. Leave the person in the position found, then immediately contact emergency services and obtain the AED.
4. Perform five abdominal thrusts, then immediately contact emergency services and obtain the AED.
5. Check the person for any signs of obvious trauma.

**122. When a Security Guard prepares an occurrence Report, the notes in his or her notebook:**

1. Must be copied over exactly as they appear.
2. Should be used to aid the guard’s memory of the events and how they occurred.
3. Should be edited so as to leave out any information that would reflect poorly on the guard’s employer.
4. Cannot be referred to until after the report has been submitted
5. Should be photocopied and attached.

**123. Wet spots on the floor near windows that open, lights that do not work in stairwells and boxes that hang over the edge of high shelves should all be recognized by the alert security guards as:**

1. Signs that break and entry has taken place.
2. Safety hazardous that should be reported.
3. Indications that building maintenance personnel are not doing their jobs.
4. Maintenance problems that the security Guard is responsible for fixing.
5. Unnecessary distractions from the attention that security Guards should be paying to security issues.

**124. Under negligence law, a Security Guard who owes a duty of care to another person must meet a \_\_\_\_\_\_\_\_\_\_\_\_\_ standard of care in exercising his or her duty to protect that other person from harm or loss.**

1. Written
2. Reasonable
3. Democratic
4. Higher
5. Guaranteed

**125. It is important for Security guards to maintain a professional appearance at all times because:**

1. Provincial Licensed Inspectors may show up at any time.
2. Members of the public tend to put more trust and confidence in a security Guard who looks professional than one who does not.
3. People are more intimidated by professional-looking ones.
4. Police sometimes directly recruit new officers from among the ranks of Security Guards.
5. Police sometimes directly recruit new officers from among the ranks of Security Guards.

**126. A Security Guard’s ethics are:**

1. The written instructions that describe the guard’s duties on a particular site
2. The moral principles that guide a guard’s behavior.
3. Guidelines for behavior that a guard is free to follow or ignore depending on the circumstances of a particular situation.
4. The skills and abilities that a guard brings to his or her work
5. The tactical communication techniques that a guard uses in interactions with others.

**127. What should Security guards who come upon a child who is already in cardiac arrest do first?**

1. Leave the child in the position found and immediately contact emergency services.
2. Place the child in the Recovery position and then immediately contact emergency services.
3. Provide two effective breaths before going to contact Emergency Services.
4. Perform CPR for about two minutes before going to contact emergency services.
5. Perform five abdominal thrust before going to contact emergency services.

**128. The Fire Department can legally enter any property at any time without the permission of the owner:**

1. As long as they enter the property between 6:00 am and !0:00 pm
2. As long as they do not do any damage to the property.
3. If they have reasonable grounds to believe that a crime is in progress.
4. If Provincial authorities have legally declared a state of Emergency.
5. If it is necessary for them to do so in order to save a life or protect the safety of people and property.

**129. In order to have a deterrent effect on those who might otherwise commit unlawful or harmful acts, the patrols conducted by uniformed security guards are usually highly:**

1. Visible
2. Aggressive
3. Secretive
4. Disorganized
5. Repetitive

**130. In which of the following circumstances does an organization not have legal authority to share someone’s personal information with a third party?**

1. If the information was collected for the purpose of investigating a suspect breach of federal Law.
2. If the information was collected for the purpose of investigating a breach of a provincial Law.
3. If the information that was collected is information that can be found on the internet.
4. If the information was collected for the purpose of investigating a suspected breach of legal contract.
5. If the organization has the consent of the person whose personal information is being shared to share the information.

**131. The use of casual language, slang expressions, and humor in an incident or occurrence Report.**

1. Is recommended as a way to make reports more readable and therefore increase their usefulness.
2. Is a violation of the Code of Conduct Regulation under the private Security and Investigative Services Act.
3. Is a violation of provincial Human Rights Legislations.
4. Does not violate any laws but is unprofessional and inappropriate.
5. Is in a matter of personal style that should be left to the guard writing the report.

**132. The rule of Evidence that says that a court will not ordinarily accept a recorded interview with living witness in the place of direct testimony if it is possible for the witness to come to court and give direct testimony is called:**

1. The best evidence rule.
2. Habeas Corpus
3. The common –law Rule of Evidence
4. The Recorded evidence Rule
5. The cross- examination of witness rule.

**133. The authority of a Security Guard to direct traffic on private property comes from:**

1. The criminal Code
2. The Canadian charter of Rights and Freedoms
3. Trespass to property Legislation
4. The police
5. The property owner

**134. A contract Security Guard who is the employee of a licensed security services business should see himself or herself as a representative of:**

1. Himself or herself, and of no one else
2. His or her employer.
3. The client to whom his or her services are contracted out by his or her employer.
4. The security industry as a whole.
5. Himself or herself, his or her employer, the client and the security industry as a whole.

**135. Under Canadian law, the most serious offences are classified as:**

1. Dual procedure offences
2. Summary conviction offences
3. Indictable offences
4. Felony offences
5. Class A offences

**136. The trials for serious criminal cases are ordinarily held in front of:**

1. The Federal Court
2. The Provincial Court
3. The Provincial Superior Court
4. The Municipal Court
5. The Provincial Court of Appeal.

**137. The best approach for a Security guard to take when dealing with a large crowd of people is to:**

1. Assume that all large crowds are violent and call the police immediately.
2. Take charge of the situation as aggressively as possible and as quickly as possible, before things get out of hand.
3. Recognize that most crowds are peaceful, and ignore them unless something happens.
4. Recognize that all crowds have the potential for danger, and monitor what they are doing very closely and carefully.
5. Approach the crowd and try to establish friendly relations with the leaders.

**138. Taking the time to explain to people why certain rules are in place, give them directions, or answer other questions they may have about matters unrelated to security are examples of:**

1. Activities that should be avoided because they distract a security guard from his or her job.
2. The best way to pass time on a shift when there is nothing happening.
3. A Security Guard’s primary responsibility.
4. Tasks best left to trained customer service representatives.
5. Ways for a security guard to provide good customer service while carrying out his or her other responsibilities.

**139. A marked police car with neither lights nor sirens on:**

1. Is an emergency vehicle and always has right of way.
2. Is not an emergency vehicle and not have the right of way.
3. Is not an emergency vehicle but has right of way.
4. Is automatically considered to be an emergency vehicle in an emergency situation.
5. Should never be given right of way.

**140. Under occupational health and safety law, a security guard who discovers a Safety hazard in the workplace does not have:**

1. A legal responsibility to report the hazard to his or her employer.
2. A legal right to choose whether or not to report the hazard to anyone.
3. A legal responsibility to keep his or her work area as safe as possible.
4. A legal right to refuse to do unsafe work, or to work under unsafe conditions.
5. A legal responsibility to protect himself or herself from workplace hazards.

**141. A person who has been arrested and has his or her hands secured behind his or her back with handcuffs will be most in danger of positional asphyxia if he or she is left in which position for any period of time?.**

1. Lying on his or her side.
2. Lying face down.
3. Lying on his or her back.
4. Sitting in a chair.
5. Standing.

**142. The first thing that a security guard should do after receiving a bomb threat call once the caller has hung up is to:**

1. Evacuate the building.
2. Call 911.
3. Search for the Bomb.
4. Get out of the building.
5. Follow the instructions for responding to a bomb threat call as set out in the emergency measures plan for that site.

**143. A Security Guard should always wear gloves when collecting or handling real evidence in order to;**

1. Protect himself or herself from biohazards.
2. Create a professional appearance.
3. Establish continuity of evidence.
4. Comply with the best evidence rule
5. Avoid contaminating the evidence.

**144. When addressing a person who is visually impaired, a security guard should:**

1. Speak more loudly than usual.
2. Speak in a normal voice, at a normal volume and pace.
3. Speak at the same volume as usual. But speak more slowly.
4. Repeat everything he or she says at least two times.
5. Speak constantly, so that the person will always know where he or she is at all times.

**145. Incident or occurrence reports should be prepared and submitted by a security Guard:**

1. At least once an hour.
2. At the end of each shift.
3. Whenever an incident of any significance occurs.
4. At no time, because these reports are only ordinarily prepared by supervisors.
5. Only when the guard feels that he or she may be questioned about an event.

**146. The first thing that a security Guard should do when a fire alarm sounds is:**

1. Evacuate the building.
2. Investigate the cause of the alarm.
3. Silence the alarm.
4. Notify the fire department.
5. Follow the instructions for responding to fire alarm set out in the emergency measures plan for that site.

**147. A security guard should be familiar with the post orders for his or her site because:**

1. Members of the public frequently ask questions what is contained in the post orders.
2. Post orders change every day Security Guards are routinely subjected to surprised quizzes.
3. Post orders set out the basic policies and procedures that the guard is required to follow.
4. Post orders describe the correct procedure for mailing and receiving packages through the “post”.

**148. The most important objective for a security guard to achieve whenever he or she is directing traffic on a highway is:**

1. The enforcement of all traffic laws.
2. Staying warm and dry
3. Protecting his or her safety and the safety of those who are being directed.
4. Maintain an orderly flow of traffic
5. The preservation of evidence.

**149. Once a security Guard has decided what use of force option to use in a particular situation, the guard should:**

1. Assume that the subject will resist, and be ready to go up to the next level.
2. Discuss his or her decision with a supervisor.
3. Stick with the selected force option until the situation is resolved.
4. Continue to assess the situation and be ready to adjust his or her responses according to the circumstances.
5. Always match his or her behavior to the subject’s behavior.

**150. A Security guard who is giving testimony in a court proceeding can only use his or her notebook as in aid to memory if he or she is granted permission to do so by:**

1. The Crown Prosecutor.
2. The Judge
3. His or Her employer.
4. The accused.
5. Any other guard who made notes in the same notebook.

**151. The only time that a security guard has a positive legal duty to apprehend a suspect is when he or she:**

1. Is directly instructed to do so by a police Officer.
2. Finds someone committing an indictable offence.
3. Finds someone committing a criminal offence.
4. Is acting to protect the safety of another person.
5. Have reasonable grounds to believe that he or she has authority to apply reasonable force.

**152. Under provincial Labor relations Legislation:**

1. Workers have the right to strike whenever they want.
2. Workers can only strike during periods designated by their employers.
3. Workers are only permitted to legally strike after prescribed requirements have been met regarding waiting periods and notifications.
4. Striking is an illegal activity.
5. Workers cannot legally strike unless they apply for and obtain a strike permit from the police.

**153. At the scene of an emergency, which of the following is not something that security guards should do?**

1. Assess all hazards and risk before acting.
2. Remember that their personal safety always comes first and never put themselves in danger.
3. Wear personal protective equipment.
4. Act before assessing the risk if it is clear that the situation is very serious.
5. Ensure that their actions do not endanger anyone.

**154. A security guard who is asked to call 911 and report a motor vehicle accident that has just occurred on the street in front of the property that the guard is protecting should:**

1. Go out to the accident site to investigate the casue of the accident before making the call.
2. Direct the person who has made the request to use the nearest telephone to make the call himself or herself.
3. Only make the call if he or she is satisfied that an ambulance is required.
4. Make sure that he or she has the basic details involving the accident and then make the call.
5. Call his or her supervisor and ask the supervisor to make the call.

`

**Answer Keys**

Open in Microsoft word or on laptop to check highlight answers