



CHAPTER 10: SENSITIVITY TRAINING

LEARNING OBJECTIVES

- ❖ Explanation on one's own biases and describing how these can influence situations
- ❖ Explanation on the impact of mental, physical, cultural and sexual differences on situational dynamics
- ❖ identifies potential issues that may arise when dealing with a variety of people (e.g. communication difficulties, misinterpretation of gestures) and how to approach individuals in a way that minimizes miscommunication.



As security guards, it is crucial that we maintain a professional demeanor and communicate in an appropriate manner with the general public, clients, and tenants. It is important to be aware of any unconscious biases or prejudices that may influence our interactions with others, such as those based on ethnicity, physical or mental abilities, gender, or sexual orientation.

It is essential that we adhere to the Code of Conduct which outlines the expected behavior while on duty. However, it is equally important to be mindful of these potential biases and work towards eliminating them to ensure fair and respectful interactions with all individuals.

DISCRIMINATION AND HARASSMENT

Discrimination can be understood as treating someone unfairly or differently based on their personal characteristics, such as gender, race, age, religion, or sexual orientation. For example, if an employer does not hire a woman for a job because of her gender, it is discrimination.

Harassment is any type of behavior that is unwanted or offensive to an individual, which creates a hostile or intimidating environment. Examples of harassment include:

1. Making unwelcome sexual advancements or physical touching towards someone.
2. Bullying or teasing someone relentlessly based on their race, religion, sexual orientation or any other personal characteristic.
3. Systematically excluding someone from social or professional circles because of their identity.
4. Spreading rumors or making false statements damaging someone's reputation.

Both discrimination and harassment can have lasting effects on the victim's life and well-being, and it is important to take steps to prevent and address such behavior.

Employers have a responsibility to create and maintain a work environment that is free from discrimination and harassment. If the employer is aware of inappropriate behavior based on gender identity, it must take steps to address it and eliminate it.



Additionally, individuals should be recognized and treated according to their lived gender identity and be given access to washrooms and change facilities on that basis, unless they request alternative accommodation for reasons such as safety or privacy.

Harassment can take many forms and can be directed at someone because of their sexual orientation, even if the comments or actions are not specifically related to that characteristic.

Discrimination against an individual based on their sexual orientation or same-sex relationship is illegal and it is also illegal to instruct others to discriminate based on these characteristics. Discrimination can result from individual actions or from the rules and policies of organizations.

BIAS AND THE HUMAN RIGHTS CODE

The Ontario Human Rights Code is a crucial piece of legislation in the province of Ontario, Canada, aimed at promoting equality and fairness for all citizens. The code outlines that individuals should not be subjected to discrimination in areas such as employment, housing, and services, based on various personal characteristics including:

❖ RACE, COLOUR AND NATIONAL OR ETHNIC ORIGIN

Though these three grounds are separate, they are related. Because of that, it can be difficult to make clear distinctions between them. For this reason, when the problem is what society refers to as “racism”, in most case all three should be cited.

Bias based on race is a prejudice or discrimination against individuals or groups based on their race or ethnicity. Common forms of bias based on race can include stereotyping, profiling, and unequal treatment based on racial differences.

SCENARIO:

A security guard is working at a public art museum with a diverse visitor population, including people from different ethnic backgrounds. During a busy day, the security guard notices a group of visitors looking uncomfortable, whispering and pointing fingers at an exhibit in the museum's African art section.



The security guard approaches the group to ask what is going on. One of the visitors, a man from a different ethnic background, explains that the artifacts displayed are offensive, racist, and perpetuate negative stereotypes.

Handling as a Security Guard: The security guard realizes the concern and explains that the museum curates the exhibit to showcase cultural history and heritage rather than perpetrate stereotypes. The security guard offers to provide more information about the exhibit and show them around.

The man expresses his dissatisfaction, stating that it's a difficult time for people of his ethnic origin with all the injustices, and he found the exhibit offensive. The security guard offers to listen and empathize with him by acknowledging his concern and explaining that the museum display celebrates cultural heritage and condemns the racism that is imposed upon specific ethnicities.

The security guard understands the need to ensure that visitors feel safe and comfortable during their visits to the museum, and then updates the museum authorities to allow them to evaluate the display in the African art section and re-evaluate it with sensitivity.

The museum authorities engage with several ethnic groups to contribute to the design of a new exhibit; the security guard also undergoes additional training on race sensitivity and bias to better understand and respond to the needs of the different ethnic and cultural backgrounds.

❖ RELIGION

It can occur when individuals or institutions hold negative attitudes towards people who identify with a particular religion, which can lead to exclusion, hostility, and unequal treatment.

Religious bias can take many forms, from individual attitudes and behaviors to institutionalized forms of discrimination. For example, it can manifest as stereotyping, prejudice, or hate speech, which can further marginalize religious minorities and create an environment of fear and hostility.

Religious bias can also lead to disparities in access to resources, opportunities, and outcomes, such as education, employment, and healthcare. It can impact the social,



emotional, and spiritual well-being of individuals and communities, leading to social isolation, depression, and other negative consequences.

In addressing bias based on religion, it is important to foster an environment of respect, tolerance, and inclusivity. This can be achieved through education, dialogue, and policy changes that promote diversity and equity for all religious groups, while also addressing any systemic issues that contribute to bias, such as discriminatory policies or practices in education, employment, or housing.

Ultimately, promoting religious diversity and inclusivity will help people of all religions to feel valued and respected, while also contributing to a more harmonious and peaceful society. "Is it the cause of the objection being made?"

SCENARIO

A security guard is working at a college campus with a diverse student population, including people from different religions. One day, the security guard receives a complaint about a group of students praying in a designated prayer room on campus.

The complainant argues that they find the prayer sessions disruptive and wants the security guard to remove the group from the room. The security guard understands the person's concern but recognizes that the prayer room is a designated space for religious practices, and every student is entitled to use the room without discrimination.

Handling as a Security Guard: The security guard explains the college's policy on religious freedom and offers to assess the situation, looking for a mutually beneficial solution. The security guard offers the complainant to relocate to a different area where the disturbance won't affect them but doesn't compromise the prayer session.

The complainant reluctantly accepts the offer, and the security guard ensures that the prayer session proceeds peacefully without any further disruption. Afterward, the security guard shares the incident with the college management, who uses it as a learning opportunity to design a more comprehensive policy on religious freedom on campus.

❖ AGE

The term "ageism" refers to two concepts: a socially constructed way of thinking about older persons based on negative attitudes and stereotypes about aging and a tendency



to structure society based on an assumption that everyone is young, thereby failing to respond appropriately to the real needs of older persons.

Ageism can manifest in various forms, such as stereotypes, prejudice, and discrimination based on age. It can lead to disparities in access to resources, opportunities, and outcomes, such as employment, healthcare, and housing. These prejudices can limit opportunities for both younger and older individuals and can impact their social, emotional and economic wellbeing.

In many jurisdictions, including the "Ontario Human Rights Code," age is recognized as a protected ground that cannot be unlawfully discriminated against. This means that you cannot be discriminated against on the basis of your age when accessing services, employment, housing or other areas covered under the human rights code.

In order to address bias based on age, it is important to promote awareness and education that challenges age-related stereotypes and biases; promoting diversity, equity and inclusivity. It is essential to eliminate any potential practices and policies that promote a culture of ageism and promote an inclusive work environment for all ages.

SCENARIO - A security guard notices a new hire, an older employee, being excluded from social events by younger coworkers. They hear snide remarks and jokes about the older employee's age.

Handling by the security guard - In this scenario, there is a bias based on age where the older employee is being excluded and ridiculed by younger employees. Nova, as a helpful assistant, can recommend the security guard to be a mediator and ensure that all employees are treated fairly and with respect.

They could find ways to foster inclusive work relationships through initiatives that promote respect for diversity such as organizing a social function that respects the different needs and lifestyles of all employees. The security guard should also be observant and look out for any age-based discrimination or behaviors that foster negative stereotypes towards older employees.

They could also provide guidance or training to co-workers on how to appreciate and work with diverse colleagues. It is also important to report any inappropriate behaviors or activities to the human resources department or relevant authorities. These actions can foster a harmonious work environment that promotes mutual respect and values diversity.



❖ GENDER

Bias based on gender is the subconscious or conscious preference or discrimination toward one gender over another. This type of bias can occur in various settings, such as the workplace, education systems, media, and social interactions.

Here are some examples of bias based on gender:

Unequal pay: This is a common example of bias based on gender. Women are often paid less than men for doing the same job. According to data from the US Bureau of Labor Statistics, women earn only 82 cents for every dollar earned by a man.

Stereotyping: Stereotyping is when assumptions are made about someone based on their gender. For example, women are often stereotyped as emotional and irrational, while men are viewed as aggressive and rational.

Hiring and promotion: Gender bias can also occur during the hiring and promotion process. Women may be overlooked for job opportunities or promotions, even if they are qualified, because of their gender.

Sexual harassment: This is a form of gender bias that takes the form of unwanted sexual advances, comments, or physical contact.

Lack of representation: Gender bias can also manifest in a lack of representation of one gender in certain fields or positions. For example, women may be underrepresented in leadership positions in fields such as engineering or politics.

SCENARIO:

A security guard is working at a manufacturing plant, which includes a diverse workforce, including men and women. One day, the security guard receives a complaint from a female factory worker who reports that a male supervisor has been treating her unfairly.

The female worker claims that her supervisor, who is male, assigns her less important projects than her male colleagues and constantly belittles her at work. The security guard is aware of gender bias and understands the need to approach the situation cautiously.

The security guard follows protocol and reports the incident to the immediate supervisor of the female worker, and documents the complaint with HR. The supervisor takes the



complaint seriously, and a meeting is arranged with HR and the male supervisor to listen to the female worker's complaints.

During the meeting, the male supervisor denies any wrongdoing and claims that the female worker is not competent enough to handle more significant tasks. The security guard and HR representatives listen with sensitivity and then request the male supervisor to provide specific reasons to validate his claim.

The security guard and HR representatives take careful notes during the meeting, documenting the incident and taking appropriate actions to ensure fairness and proper handling of the complaint.

After several follow-ups and analysis of the situation, the HR representatives find that the female worker's claims are validated, and the male supervisor is given a warning regarding his behavior. The security guard's intervention helped to ensure that the complaint was handled correctly, and the factory can maintain a safe and inclusive working environment for its workforce.

The incident is also used as a learning opportunity for all management and the workplace where training is geared towards ensuring that all workers are treated fairly, irrespective of gender or any other basis of discrimination.

❖ MARITAL STATUS

Marital Status discrimination is prejudicial behavior against one of these conditions – single; legally married; common – law spouses (whether opposite – sex or same – sex); widowed; or divorced.

Here are some examples of bias based on marital status:

Job Discrimination: Some employers may tend to discriminate against job applicants based on their marital status. For instance, a single mother may face more challenges in getting hired than a married woman.

Housing Discrimination: Marital status bias can also manifest in housing discrimination, where landlords may deny a rental application to someone who is single or unmarried.



Social Stigma: Depending on societal attitudes, there can be a stigma attached to certain marital statuses. For example, a person who is divorced may face social disapproval or stigmatization due to their status.

Lack of representation: Marital status bias can also manifest in the lack of representation of people of certain marital status in media or politics. This could be in the form of stereotypes, assumptions, or underrepresentation.

Legal Discrimination: In some cases, certain marital statuses can be treated differently under the law, leading to discrimination or unfair treatment. For example, unmarried couples may not have access to the same legal rights as married couples, such as tax benefits or healthcare coverage.

❖ PHYSICAL OR MENTAL DISABILITY

It is unlawful to discriminate against someone because of physical or mental disability, either permanent or temporary. Disability is defined as physical or mental; previous or existing and includes dependence upon alcohol or drugs.

Bias against those with disabilities can have a significant impact on their ability to access education, employment, healthcare, and other essential services. It can also lead to feelings of isolation, and negatively affect their mental health and overall well-being.

Here are some examples of bias based on physical or mental disability:

Employment Discrimination: individuals with disabilities may face discrimination in the workplace, including not being offered a job or not being promoted to higher positions, even if they are qualified.

Inaccessible Infrastructure: Physical accessibility is still a significant challenge in various social settings, including transportation, buildings, public spaces, and workplaces.

Mental Health Stigma: There is a significant social stigma attached to individuals with mental health disabilities. Many people who experience mental health issues face judgment, dismissal of their symptoms, and hesitation to seek help.

Stereotyping: Stereotyping is another form of bias that individuals with disabilities may face. People may be stereotyped as weak, dependent, or incapable of participating in many everyday activities.



Housing Discrimination: Individuals with disabilities may face discrimination when it comes to housing. They could be denied access to housing or be offered inadequate housing based on their physical or mental abilities.

Educational Discrimination: Historically, individuals with disabilities have faced discrimination, lack of access to adequate resources, or they are often excluded from accessing educational opportunities, leading to a lack of equal opportunities.

As a security guard, it is important to treat everyone with respect and dignity, regardless of any physical or mental disabilities they may have. Here is a scenario that highlights the issue of disability bias and how to handle it as a security guard:

SCENARIO:

You are stationed at the front entrance of a busy shopping mall. A man in a wheelchair approaches you and asks for directions to a specific store. You notice that some people passing by make derogatory comments about the man's disability and laugh at him.

How to handle it:

Show empathy: Begin by acknowledging the man's request and showing empathy towards him. You may say something like, "I'm sorry to hear that people are being disrespectful. I'm happy to help you find the store you're looking for."

Address the behavior: Approach the people who made the derogatory comments and educate them about the importance of treating everyone with respect and dignity. You can say something like, "Excuse me, it's not acceptable to make fun of someone's physical disability. We ask that you treat all shoppers with respect."

Offer assistance: Help the man in the wheelchair find the store he is looking for. If necessary, provide an escort and ensure that he is able to navigate the mall safely and with ease.

Report the incident: Take note of the names of the people who made the derogatory comments and report the incident to your manager. This will ensure that appropriate action is taken to prevent such incidents from happening in the future.



Follow up: After the incident, follow up with the man who approached you to ensure that he was able to find the store he was looking for and that he feels respected and appreciated as a customer at the shopping mall.

In summary, as a security guard, it is important to handle any incidents of disability bias with empathy, educate people about the importance of respect and dignity, offer assistance to those who need it, report incidents to your manager, and follow up to ensure that everyone feels appreciated and valued.

The Human Rights Code provides for equal treatment in the areas of :

- Services, goods and facilities
- Accommodation
- Contracts, employment

Membership in vocational associations and trade unions without discrimination on the grounds of:

- Race,
- Ancestry,
- Place of origin,
- Color,
- Ethnic origin, citizenship, creed,
- Sex (including pregnancy),
- Sexual orientation,
- Disability, age, family status (including same-sex partnership),
- The receipt of public assistance (in accommodation only)
- Record of offences (in employment only).

The Code provides for freedom from harassment or other unwelcome comments and actions in employment, services and accommodation on all of the grounds.



It is the privilege and responsibility of every person in Ontario to honour and adhere to the letter and spirit of the Code, and to support its aim of creating a climate of understanding and mutual respect for the dignity and rights of each individual.

We recognize that this applies to all:

- Employers, employees, employment agencies,
- Trade unions,
- Professional associations,
- Landlords, realtors, those entering into a contract and
- Those providing goods, services and facilities.

As a security guard, it is imperative to always prioritize the protection and promotion of human rights in all interactions with individuals. In a society that places high importance on human rights, it is common for people to raise concerns about potential violations of their rights, particularly in situations such as arrest.

Typically, the person who has experienced discrimination is the one to file a complaint, but in some circumstances, the complaint may be filed with the victim's permission or by a third party, such as a family member or union representative.

DEFINITION FROM THE ONTARIO HUMAN RIGHT CODE

HARASSMENT refers to a pattern of behavior that is intended to cause discomfort, annoyance, or distress to an individual. This can include a wide range of activities, from making insulting or derogatory comments to physical acts that are threatening or upsetting.

SEXUAL HARASSMENT is a specific type of harassment that involves repeated, unwanted sexual advances, often in a workplace setting, where the consequences of declining these advances can be damaging to the victim.

DISCRIMINATION refers to the unequal treatment of individuals based on specific personal characteristics. In the province of Ontario, Canada, the Ontario Human Rights Code outlines the rights of all citizens to equal opportunities and protections without discrimination in areas such as jobs, housing, and services.



However, the OHRC does not offer a precise definition of discrimination. Rather, the intention and meaning of the Code, as well as judicial interpretations of the term, suggest that discrimination involves differential treatment that negatively impacts an individual or group based on personal characteristics such as race, ethnicity, religion, gender, sexual orientation, age, or physical or mental ability.

GENDER is another important aspect to consider when discussing equality and fairness. Under the Ontario Human Rights Code, individuals who are subjected to harassment or discrimination due to their gender identity are protected under the ground of "sex". This includes transgender individuals, those who identify as transsexual, cross-dressers, and others whose gender identity differs from the sex they were assigned at birth.

GENDER IDENTITY is linked to an individual's sense of self and is distinct from their sexual orientation. It encompasses a person's understanding of themselves as male or female. This can be different from the sex they were assigned at birth and can include various identities such as transgender, transsexual, intersex, or crossdresser.

TRANSGENDER individuals have a life experience that transcends traditional gender categories and may identify as a gender other than the one they were assigned at birth.

TRANSSEXUAL individuals were assigned a different gender at birth than the one they identify with and may seek medical treatment such as hormone therapy or surgery to align their physical appearance with their gender identity.

INTERSEX individuals have physical characteristics that do not fit the traditional male or female categories, and

CROSS-DRESSERS may dress in clothing associated with the opposite gender for emotional or psychological well-being.

SEXUAL ORIENTATION is a crucial aspect of an individual's identity that encompasses their sexual preferences and attractions. This can range from being gay, lesbian, bisexual, to heterosexual. It is distinct from gender identity, which is protected under the Ontario Human Rights Code (OHRC) under the ground of "sex."

The OHRC is a provincial law in Ontario, Canada that promotes equal rights and opportunities for all citizens without discrimination in several domains like employment, housing, facilities, services, and contracts, among others. The Code prohibits



discrimination and harassment based on sexual orientation and marital status, which encompasses same-sex relationships.

This implies that individuals cannot be treated unfairly or subjected to harassment because of their sexual orientation or the fact that they are in a same-sex relationship. The OHRC recognizes the value and worth of every person and aims to promote a respectful and non-discriminatory environment for all.

PEOPLE OF DIFFERENT ETHNICITIES

As a security guard, it's important to understand that you will frequently interact with people from diverse backgrounds, including different cultures and ethnicities. People's perceptions of you may be shaped by prior experiences and stereotypes, which could impact the way they interact with you.

For example, some people might see you as helpful and friendly, while others might perceive you as hostile or insensitive.

NEGATIVE	POSITIVE
Abusive	Helpful
Prejudicial	Friendly and Smart
Racist	Providing
Arrogant	Community Service
Insensitive	Honestly Preventing Crime
Hostile	Available

To provide professional and effective security services, it's crucial to eliminate any personal biases and treat everyone with respect, regardless of their beliefs or cultural background. By doing so, you will be able to create a positive and welcoming environment that will help you build trust and credibility with the public.

Becoming more culturally sensitive involves understanding the values, traditions, habits, and history of different ethnic groups. This can be achieved by doing research, studying different cultures, and observing their language, holidays, foods, and customs.

By showing interest in other cultures, you can demonstrate a willingness to learn and build bridges with people from diverse backgrounds, which can help to improve your ability to provide security services in a culturally sensitive manner.



STEPS TO BE TAKEN IN CASE OF HARRASMENT

PSISA includes the following nine key reforms:

1. Never ignore harassment. Always report incidents of harassment.
2. Tell the harasser his or her actions are unwelcome.
3. Document everything. Create a written record of the incidents,
4. For workplace harassment:
 - Your employers should have a harassment policy and a person assigned to administer that policy.
 - Contact that person.
 - If for some reason you feel you cannot approach that person or if you are not satisfied, with the results, there might be a union or company grievance procedure you can follow.
5. For service provider harassment:
 - Complain to the management when a service provider harasses you.

If after following these steps appropriate results are not had, a person has the right to file a complaint with the Canadian Human Rights Commission.

CULTURAL SENSITIVITY

Cultural sensitivity refers to the ability of an individual to recognize and respect the diversity of cultures, values, beliefs, and practices of the people they interact with. In the realm of security, cultural sensitivity is an essential skill as security guards often work in diverse communities and need to interact with people from different cultural backgrounds. A security guard who is culturally sensitive can help to minimize misunderstandings, reduce tensions, and create a sense of trust and respect between them, and the people they serve.



Here are some examples of how a security guard can demonstrate cultural sensitivity:

1. **Awareness of cultural norms:** A culturally sensitive security guard should be aware of cultural norms, values, traditions, and beliefs of the people they work with or serve. This can help the security guard to better understand the people they interact with, and help them to provide appropriate and effective security services.
2. **Language barriers:** If the security guard is working with individuals from different cultures or language backgrounds, they should make an effort to learn some basic phrases in the language of the individual(s). This can demonstrate a commitment to communication while promoting interpersonal relations.
3. **Respect:** It is essential for a security guard to be respectful in their interactions. This may include showing respect for cultural dress, religious beliefs, customs, and mannerisms. Conversely, it is also vital for a security guard to receive respect from the people they serve.
4. **Avoid making assumptions:** A security guard should not make assumptions based on a person's cultural background or race. Rather, by avoiding biases and engaging with individuals with an open mind, they should focus on serving and communicating responsibly.
5. **Displaying empathy and understanding:** By showing empathy and understanding, the security guard can gain the individual's trust, reduce tension, and facilitate a positive security experience.

In conclusion, by practicing cultural sensitivity in their daily duties, security guards can create positive connections and provide the best possible security services for all people, no matter their cultural or ethnic background.

DEALING WITH THE VARIETY OF PEOPLE

A security guard working with individuals with disabilities should be familiar with the Accessibility for Ontarians with Disabilities Act. This act serves as a guiding principle for providing the best possible assistance and support to individuals with disabilities.

A disability is any degree of physical disability, infirmity, malformation, or disfigurement caused by bodily injury, birth defect, or illness, and includes, without limitation, diabetes



mellitus, epilepsy, a brain injury, any degree of paralysis, Amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, wheelchair, or other remedial appliance or device.

- (a) a condition of mental impairment or a developmental disability,
- (b) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (c) a mental disorder, or
- (d) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;

As a provider subject to the customer service standard, it is essential to ensure that all interactions with individuals with disabilities take into consideration their specific needs.

Additionally, providers should inform individuals with disabilities if facilities or services that are crucial to their ability to access goods or services are temporarily disrupted.

Above all, providers should strive to treat all individuals with disabilities equally and provide any necessary assistance. If encountering someone with a disability, don't hesitate to offer help - the worst-case scenario is that they decline the assistance.

A Security Guard may come across a situation involving a person with special needs on occasion. Persons who are blind or visually impaired, those who have hearing difficulties, and those who have other physical, mental, or emotional disabilities

Anyone who has to deal with members of the public faces significant emotional difficulties. The general guidelines listed below may assist security personnel in meeting these challenges.

In many cases, these suggestions describe the common-sense approach to dealing with someone who has one or more of these special needs. Depending on the circumstances, some, a portion, or all of these guidelines may be used. Remember that each person you meet has a distinct personality and will react to your actions in a distinctive manner.

COMMUNICATION ADVICE FOR THE HARD OF HEARING

Prior to speaking, get the person's attention. Use the person's name before you begin speaking to ensure that you have his/her full attention. If necessary, tap the person on the shoulder to make eye contact.



Talk to the person while facing them. Make sure you're in the same room as the person and close enough to hear and lip-read. Make sure your face is not in shadow, and keep your hands away from your face. Do not put anything in your mouth while speaking, and do not chew gum while communicating.

Speak slowly, clearly, and concisely. Speak normally or slightly louder. Screaming distorts words and makes them even more difficult to understand. Make sure to enunciate each word clearly and correctly, but avoid exaggerating your lip movements. We tend to speak quickly, which makes it difficult for a hearing impaired person to follow. You can improve your understanding simply by slowing down your rate of speech. Use body language and gestures to help the person understand what you're saying. Do not distort your face or lip movements.

If the person did not understand your sentence, revise it. Use simple, well-known phrases. Instead of repeatedly saying the same words, try saying the same thing with different words. Some words are more difficult to hear and lip-read than others. Short sentences are easier to follow.

Be mindful of noisy surroundings. If there is a lot of background noise, such as people, music, or machinery, try to move to a quieter location where you can be heard more easily.

ASSISTING A BLIND OR VISUALLY IMPAIRED

Making contact with a visually impaired person. When approaching a blind person, use a normal tone of voice to greet them. If you know their name, use it. Identify yourself and ask if your assistance is required.

If this is the case, place your hand on the back of their hand as a signal for them to take your arm. Identify anyone else who joins the discussion.

Stairs and doors. When a blind person approaches a doorway, describe the direction the door moves (left to right; into or out of the room). When approaching a stairwell, notify the person ahead of time that you are approaching a stairwell and tell them which direction the stairs lead (up or down).

If you are the one giving the instructions, always approach the stairs squarely; never approach them at an angle. Before ascending or descending the stairs, come to a



complete stop. Allow the person to grab the handrail (if one is available) and place their foot on the edge of the first step. The person will take one step up or down at a time, in time with your movements (though you should be one step ahead). Stop at the bottom of the stairs and inform the person that he or she has reached the bottom of the stairs.

Irregular terrain or danger zones. When approaching any terrain irregularities, warn the person ahead of time that something is about to change. Prepare to warn the person about things that a sighted person takes for granted, such as the transition from concrete to grass or gravel, icy or slippery surfaces, pools of water, and so on. If you are aware of any additional danger areas that the person may have access to, advise them as soon as possible. If possible, keep aisles and walkways clear of obstructions. If the obstruction is not clear, notify the person.

Taking a seat. Place your hand on the back of the chair and allow the blind person to slide their hand down your arm until it makes contact with the back of the chair. They will sit down normally after determining the location of the seat.

Leaving. If you are guiding, inform the blind or visually impaired person that you are about to leave. If at all possible, keep the person in contact with a tangible object, such as a wall, a table, or a chair. This will eliminate the uncomfortable feeling of standing alone in an open space and not having a reference point.

Offer physical assistance carefully: If you need to offer physical assistance, make sure to ask for permission first. Some users may prefer not to be physically assisted, while others may need help with pushing their wheelchair and opening doors. Always respect the user's personal space and privacy.

Make necessary accommodations: As a security guard, you may need to make accommodations in order to make the premises accessible for a wheelchair user. This can include making sure pathways are wide enough, providing ramps or lifts where necessary, and ensuring that there is accessible seating.



ADVICE FOR ASSISTING A WHEELCHAIR USER

Communication and patience: Communication is key when dealing with wheelchair users. Make sure to speak clearly and face the user when talking to them. If the user has difficulty communicating, be patient and supportive as they try to convey their needs.

Be attentive to safety: When assisting a wheelchair user, always be aware of potential safety concerns. This includes making sure the user is securely restrained in their wheelchair if necessary, and being aware of potential hazards such as uneven surfaces or obstacles.

Follow policy: Make sure to follow your organization's policies around assisting those with disabilities to ensure that you are providing the best service possible.

By approaching wheelchair users with respect, offering appropriate assistance, making accommodations and being aware of safety concerns, security guards can provide a positive experience for wheelchair users and ensure that their needs are met.

MENTAL ILLNESS AND EDPs

Emotional Disturbed Persons (EDPs) are a common phenomenon, but their potential danger is often ignored due to a sense of complacency among security guards. The homeless population is mostly made up of long-term or chronically ill individuals, who are estimated to comprise 50% of EDPs suffering from some form of mental illness.

Short-term EDPs usually manage their condition with regular therapy, medication, and stress relief techniques. The most common cause of flare-ups is over or under-dosing of medication. Substance abuse can worsen already unstable mental conditions, particularly among EDPs.

Encountering an emotionally disturbed person can be a challenging situation for a security guard, but there are ways to handle it effectively. Here are some steps that you can take to deal with an emotionally disturbed person



1. Keep calm and maintain your composure: It is important to remain calm and composed in such situations. Avoid showing anger or frustration towards the person, as this can escalate the situation.
2. Assess the situation and call for backup: Gauge the situation by observing the person's behavior. If you feel that the situation is potentially dangerous or if you are unsure about how to handle it, call for backup or assistance from a supervisor or law enforcement.
3. Speak calmly and clearly: When speaking to an emotionally disturbed person, use a calm and reassuring tone of voice. Speak clearly and avoid using confrontational or aggressive language.
4. Show empathy and understanding: Show empathy towards the person and try to understand their perspective. Listen to what they have to say, even if it seems irrational to you.
5. Set boundaries: Establish clear boundaries and enforce them gently but firmly. Make it clear what actions or behaviors are not acceptable, without being confrontational.
6. Create a calm environment: Try to create a calm and reassuring environment by minimizing noise and distractions. If possible, offer the person a quiet and secure place to sit or rest.
7. Provide assistance: Offer assistance to the person if needed, such as helping them to contact a friend or family member or contacting emergency services if necessary.
8. Report the incident and follow up: After the incident has been resolved, report it to your supervisor or HR department, and follow up on any necessary steps or actions that need to be taken.

In summary, dealing with an emotionally disturbed person requires patience, understanding and a calm demeanor. By following these steps, security guards can handle such situations effectively, while ensuring the safety of all parties involved.