



SECTION 1: INTRODUCTION TO THE SECURITY INDUSTRY

LEARNING OBJECTIVES

This unit will help you learn:

- Explanation and Comparison of the different jobs in the security industry:
Private investigation, Security services, Loss prevention, Patrol services
- Explanation on the occupation of a security guard with respect to the knowledge, skills, and abilities needed to perform well
- Explanation on the job specifications, activities, and demands of a security guard (e.g., travel, off-hours, stress, risks, dangers, etc.)
- Explanation on the differences between private security and Police officers



Course Overview

The Ministry of the Solicitor General is offering a Basic Training Program for Security Guards. This program is designed for individuals who aspire to embark on a career in the security industry, which is constantly growing and plays a vital role in modern society. The success of the security industry lies in the skills and training of its personnel. The program aims to equip security guard with the necessary knowledge, skills, and attitudes required to perform their duties professionally and effectively.

The curriculum of the program covers various aspects of security work including:

- ❖ The introduction to the Security Industry
- ❖ The Private Security and Investigative Services Act and the Code of Conduct,
- ❖ Basic Security Procedures
- ❖ Report Writing,
- ❖ Health and Safety
- ❖ Emergency Response Preparation,
- ❖ The Canadian Legal System
- ❖ A Security Guards Legal Authorities,
- ❖ Effective Communications
- ❖ Sensitivity Training
- ❖ Use of Force theory
- ❖ Emergency First Aid, CPR with AED

The objective is to provide students with a sound foundation of knowledge that will enable them to perform their job responsibilities in a competent manner.

Successful completion of the program will result in a better understanding of the role and responsibilities of security guard and will equip them with the skills to handle a variety of on-the-job situations effectively. The training is expected to help security guard reach their full potential and lead to a successful career in the security industry.

You must also obtain your **Emergency Level First Aid Certification** to be eligible for your license. The first aid training must be offered by an accredited trainer (either a St. John Ambulance certified instructor or a **Workplace Safety and Insurance Board** (Ontario) approved first aid trainer) and must be equivalent to the St. John Ambulance course Emergency Level First Aid.



The Emergency Level First Aid Certification is the minimum level of first aid training you need to get your security guard license. Some job places, however, necessitate the next level of first aid training: Standard Level First Aid. As a result, you may choose to obtain the Standard Level First Aid Certification in order to expand the number of job sites where you are qualified to work.

The final evaluation will take place at various testing centers across the GTA and Province. The test consists of 60 multiple-choice questions based on topics covered in the training course. Candidates will have 75 minutes to complete the test. There will be additional support provided throughout the program to assess the understanding of the material.

THE LEARNING JOURNALS

You will learn a lot in this course, knowledge that will be crucial to your future career as a security guard. You will also come upon your own developing insights. You are strongly encouraged to keep a notebook in order to prevent forgetting the material you learn while taking this course, to be able to review what you've learned, and to expand on it. Keep two journals: one for your course notes and the other for your observations and reflections during this study time. You can also write both your notes and your reflections in the same journal.

THE NEED FOR LEARNING JOURNALS

You are about to learn that maintaining a notebook will be something you have to do consistently as you work through the course's lessons. You could also be asked to complete a learning journal exercise occasionally as a help. You can reflect on your course-related learning using these prompts to assist in evaluation. This course requires that you keep a learning notebook. A few of the most important concepts from the lessons you are taking must at least be written down.

LEARNING JOURNAL PRINCIPLES

Keeping a notebook can be done in any way—there is no right or wrong approach. It's up to you how you make it and what you put in it. Yet, there is a lot of literature on the subject, and learning journals are regarded as valuable study tools.

Maintaining a journal of your learning and insights will not only help you retain the knowledge you are studying, but it will also improve your focus and comprehension of



the concepts and content covered in this course. When you want to revisit a concept, topic, or book discussed in the course, your notes and learning journal will serve as helpful reference materials in the future.

Consider maintaining a learning journal as a purposeful way to express yourself that will benefit your career. After you get the hang of it, you'll discover that maintaining a learning notebook is enjoyable and fascinating. You'll benefit from doing this practise in the following areas:

- Retaining concepts, insights, etc.
- Stimulating the mind
- Increasing awareness and self-awareness
- Improving comprehension of the topic studied
- Tying education to commitments, values, and morals
- Providing clarification
- Establishing objectives

WHAT MAKES A JOURNAL?

A journal may be printed or electronic. It could be a file stored on a disc, flash drive, or your computer, a bound notebook, a binder filled with documents, or both. Even a recording of your voice might be used. Nonetheless, you are need to use a word processing tool for the duration of this course.

WHAT TO WRITE IN A LEARNING JOURNAL?

A learning journal is comparable to a daybook, log, or diary. The learning diary requires deliberate thinking and commentary in an effort to make sense of the content you are learning and relate it to your own ideas, values, ethics, and commitments. You will record events, thoughts, and feelings in the learning notebook.

Make careful to include the date, the name of the lesson, and any important concepts from the lesson each time you create an entry in your learning journal. Also, you can list any websites, trade periodicals, reading assignments, and your own reflections on the lessons you've learned.



You can review your knowledge as you study by posing the following queries to yourself:

- Do the lessons you've learnt have any ramifications for you?
- What does it reveal about your new career?
- What does it say about the security sector?
- What does it reveal about society as a whole?
- What steps must you take?
- Do you still have unresolved questions?
- Does something merit or demand additional investigation?

You might want to write the following kinds of entries in your learning journal:

- Explanation of the main concepts, ideas, emotions, and reactions from the lesson
- Something you observed after studying
- Materials you've learned about
- Resources
- Reflection
- Tasks that must be completed



THE CANADIAN P.I.S.G ACT 1966:

The Canadian Private Investigators and Security Guards Act of 1966 set the foundation for regulating the private investigation and security guard industries in Canada. It ensured that those who sought to become private investigators and security guards had the right age, experience, training, and moral character, as well as setting licensing requirements and fees.

The act also specified the conduct rules for those working in these professions, such as

- The duty to report any observed illegal activities.
- The Act required that private investigators and security guards stay up-to-date on current laws and procedures in order to maintain their licenses.

At the time the Act was passed, there were approximately 4,000 licensed security guards in Canada, with no criteria for training or defining job competencies. This meant that security guards could protect persons and property without proof of skills or qualifications.

Recent events at both the provincial and national levels have identified a need for reform in the Canadian Security Guard Training Act. The Ontario Human Rights Commission's Report on Racial Profiling highlighted the need for security guards to be trained to respect cultural diversity and to prevent racial profiling.

The Law Commission of Canada Discussion Paper "In Search of Security" looked at various aspects of security guard training, including the importance of equipment, training, supervision, and accountability.

Patrick Shand, 31, died in September 1999 after he was handcuffed and pinned to the ground outside a Loblaws store in Scarborough by two staff members and a private security guard.

They had followed him from their store after suspecting him of shoplifting.

Shand's family has called into question the training procedures of security guards at Loblaws and in the province.

The jury also made 22 recommendations aimed at improving training and regulation of private security in Ontario.



"This will prevent any other family from going through what we have gone through," says Shand's mother Lethel.

The Private Investigators and Security Guards Act makes no mention of the use of weapons, dogs or force when guards make arrests.

RECOMMENDATIONS ON P.I.S.G ACT 1996:

❖ AMENDMENT TO THE P.I.S.G.

The first Jury recommendation is that the Canadian Private Investigators and Security Guards Act of 1966 should be amended by removing any existing exemptions for proprietary or in-house security, and making it mandatory to obtain a license for all individuals who are employed privately and are responsible for guarding and patrolling persons or property for the purpose of protecting them. This would ensure that all security personnel have the necessary qualifications, training, and experience to do the job effectively and safely.

❖ NEED FOR URGENT CHANGE

The Jury recommends that the Private Investigators and Security Guards (P.I.S.G.) program be amended as soon as possible. It is important that the government takes immediate action to make these changes, and that they do so in a responsible and diligent manner.

❖ MANDATORY TRAINING

The Jury suggests that the government should establish a required training program for all security guards as a requirement for obtaining a license. This program should be comprehensive and include both classroom instruction and on-the-job training, covering various topics. They also emphasize on the importance of this training, as it provides guards with the necessary skills and knowledge to perform their job effectively.

❖ TRAINING PROGRAM CURRICULUM

The Jury suggests that the government should develop a mandatory training program for all security guards that is required for licensing. The program's curriculum should include essential topics such as First Aid/CPR, use of force training that addresses the risks of Restraint Asphyxia and Excited Delirium, and training on the use of tools such



as handcuffs or batons for guards whose duties may include making arrests or the lawful application of force. This will ensure that security guards are adequately trained and equipped to handle the responsibilities of their profession.

❖ LICENSE CLASSIFICATION SYSTEM

The Jury recommends that the act governing the security industry should be revised to align with the competencies and duties of security practitioners based on the training they have received. Also, a licensing classification system should be put in place to ensure that no security practitioner can carry or use tools such as handcuffs or batons without first completing the necessary training. This will guarantee that security practitioners are fully qualified and trained to perform their duties safely and effectively.

❖ TRAINING PROGRAMS AND PERSONS WITH DISABILITIES

The Jury recommends that certified training programs for security practitioners should be inclusive and not discriminate against individuals with disabilities. These programs should not prevent individuals with disabilities from gaining employment as licensed security practitioners as long as their duties do not involve making arrests or the lawful application of force. This will ensure that all individuals, regardless of their abilities, have the opportunity to pursue a career in the security industry.

❖ RE-CERTIFICATION

The Jury recommends that security practitioners whose duties may include making arrests or the lawful application of force should be required to go through annual re-certification in regards to Use of Force Training. This will help to ensure that they are up-to-date on the latest techniques and strategies for using force in a safe and appropriate manner. Additionally, security practitioners should also be required to go through annual re-certification for CPR. This will ensure that they are prepared to provide immediate first aid in case of an emergency. This regular recertification is vital as it will keep the guards updated and informed about the latest techniques and strategies in the field and will make them better equipped to handle emergency situations.

❖ LICENSE IDENTIFICATION AND RENEWAL

The Jury recommends that licenses issued to security practitioners should clearly identify the classification of the individual and the specific equipment they are authorized



to use such as handcuffs and batons. This will ensure that security practitioners are only performing duties and using equipment that they are qualified and trained to handle. Additionally, the licenses should be renewed on a regular basis and this renewal process should include the recertification of the competency of the practitioner, ensuring that they are still qualified to perform their duties safely and effectively. This will also help to improve accountability and transparency within the security industry and will make it easier for clients and employers to verify the qualifications of security practitioners.

❖ IDENTIFICATION

The Jury recommends that security practitioners should always carry and display their identification while on duty. When in uniform, this should include visibly displaying their licensing information, such as a photograph, license number, company name, and classification. This will allow clients and employers to easily identify and verify the qualifications of security practitioners. Even when not in uniform, security practitioners should have their identification readily available, as they may be required to produce it at any time. This is important to maintain the trust and confidence of the public, and to ensure that only qualified and authorized personnel are providing security services. The identification card should also be tamper-proof and should be updated regularly to ensure that the information is accurate and up to date.

❖ METHOD OF TRAINING DELIVERY

The Jury recommends that the Ministry should have oversight and control over the method of delivery for the mandatory training program for security practitioners. This includes approving and dictating the mode of training, whether it be in-person, online or a combination of both. Additionally, the Ministry should publish and update regularly a manual or guide that outlines the training and requirements, providing clear guidance and structure for both security practitioners and trainers. This will ensure that the training is consistent, comprehensive, and up-to-date, and will make it easier for security practitioners to understand and meet the requirements for licensing and certification.

❖ CERTIFIED TRAINERS

The Jury recommends that mandatory training for security practitioners should be delivered only by certified trainers who are qualified and have been approved by the Ministry. This will ensure that the training is of high quality and that security practitioners receive the knowledge and skills they need to perform their duties safely and effectively.



The Ministry should also define and establish the competency level of the trainers, setting standards for their qualifications and experience. This will also help to ensure that the trainers are knowledgeable, and experienced and are able to deliver the training in an effective manner. In addition, the Ministry should also establish a system for evaluating the trainers and their training programs regularly to ensure that they are meeting the requirements and providing the best training possible to security practitioners.

❖ RECORD KEEPING AND EVALUATION

The Jury recommends that the Ministry should establish a system for record-keeping and evaluation of the mandatory training program for security practitioners. This will help to ensure that the training is being delivered consistently, and comprehensively, and that it meets the necessary standards. The record-keeping system should include details of the training program, the certified trainers, the security practitioners who have completed the training, and any certification or licensing information. This will make it easier for the Ministry to monitor the training program, evaluate its effectiveness, and identify any areas for improvement.

❖ ENFORCEMENT SYSTEM

The Ministry should establish a robust enforcement system that includes the authority to conduct inspections and audits in order to ensure compliance with the licensing and training requirements outlined in the Act. Adequate resources should be allocated to support the implementation and maintenance of this enforcement system, to ensure that all private investigators and security guards are meeting the standards set out in the legislation. This will help to ensure that the security industry is operating in a safe and responsible manner and that members of the public are being protected.

❖ ADVISORY BOARD

The Ministry should establish an advisory group made up of key stakeholders to facilitate communication and assist in the development of the curriculum for the mandatory training program. This group would bring together individuals with relevant expertise, including representatives from the security industry, public safety organizations, and other relevant groups, to provide input and advice on the content and structure of the training program. This will help ensure that the training program is comprehensive and



addresses the needs of the security profession and that it reflects the latest best practices and industry standards.

❖ OVERSIGHT BODY

The Ministry should set up an independent oversight entity to handle complaints lodged by members of the public regarding security services. This body should be easily accessible and have a high level of visibility to the public. This will ensure that members of the public have a clear and straightforward means of raising concerns about security services and that these complaints are handled in a fair and impartial manner. The oversight body will also help to ensure that security providers are held accountable for their actions, and that appropriate action is taken in response to any complaints received.

❖ PORTABILITY OF LICENSE

The Act should be revised to include provisions for the transferability of individual licenses. This would allow security practitioners to easily transfer their licenses from one jurisdiction to another, without having to go through the entire licensing process again. This will enable security guards and private investigators to work in different provinces or territories, without having to re-qualify for their licenses. This will make it more convenient for security practitioners and make it easier for them to take advantage of job opportunities in different areas of the country.

❖ FUNDING MODEL

The funding structure for the mandatory training program in British Columbia could be evaluated as a potential funding model for Ontario. This would involve looking at the way in which the training program is financed in British Columbia, and considering whether a similar approach would be appropriate for Ontario. This could involve examining the costs of the program, the sources of funding, and the ways in which the program is administered. By evaluating the funding model used in British Columbia, it may be possible to identify ways in which a similar model could be adapted for use in Ontario, in order to provide an effective and sustainable funding structure for the mandatory training program.



❖ REPORTING USE OF FORCE

It is suggested that licensed security practitioners should have an obligation to inform their employer of any incidents of force used. The employer, in turn, should be held responsible for reporting the statistics of use of force to the Ministry on an annual basis. The Ministry should then make these statistics publicly available on an annual basis. This will help ensure accountability and transparency in the use of force by security practitioners and help identify areas where additional training or oversight may be needed.

❖ EXCITED DELIRIUM MEMORANDUM

It is suggested that the Coroner's Office should refresh and distribute a memo, named #636, that was issued by Dr. James Young on June 19, 1995, to the security industry. It's worth noting that the Ministry completed this task on April 23, 2004, which is the same day that the jury recommendations were released.

❖ MAKE ARRESTS.

If an employer assigns employees the task of making arrests for offenses related to property, those employees should have the same licensing and training as security practitioners who are authorized to make arrests.

❖ POLICY COMMUNICATION TO EMPLOYEES

It is important that clear and specific instructions, both verbally and in writing, are given to each employee. This includes the retailer's expectations for how shoplifters should be apprehended. A document should be signed by the employee to confirm they understand these expectations and placed in their personnel file. It is recommended that this communication and the sign-off process takes place regularly, ideally on an annual basis.

❖ COMPLIANCE

Non-compliance with the regulations established by the act can result in hefty fines, potentially leading to the revocation or temporary suspension of licenses for both individuals and companies.



BILL 159

Bill 159, also known as the Private Security and Investigative Services Act (PSISA), was introduced by the Minister of Community Safety and Correctional Services, Monte Kwinter. It went through the legislative process with its first reading on December 9th, 2004, its second reading on May 3rd, 2005, and its third reading on December 15th, 2005. After passing through all the necessary steps, it received Royal Assent on December 15th, 2005, becoming an act of law.

PSISA

The Private Security and Investigative Services Act (PSISA) was enacted on August 23rd, 2007. This legislation replaces the previous act, the Private Investigators and Security Guards Act (1966) and now regulates the private investigator and security guard industry.

The Ministry also developed specific training curriculum for security guards and private investigators, which were implemented on May 30th, 2008. In addition, there were training and testing requirements established, including provincial testing standards implemented on April 15th, 2010, and specialized training that is currently under development.

The PSISA also establishes a code of conduct for private investigators and security guards through regulations set out by the Minister.

Under PSISA, a Security guard is defined as an individual who receives payment for primarily protecting people or property. This includes duties such as working as a bouncer, bodyguard, or providing services to prevent theft or sabotage in industrial, commercial, residential, or retail settings.

UNDERSTAND THE SECURITY INDUSTRY

The SECURITY INDUSTRY is a dynamic sector with significant expansion. There are several prospects for employment, professional advancement, and personal development within the business. Due to the fact that the industry comprises diverse sectors, including:

- Manufacturers and installers of electronic security measures,



- Security guarding,
- Physical security, and security advisory services,
- Guarding,
- Aviation security,
- Private investigation,
- Loss prevention,
- Patrol services,
- Law enforcement,
- Close protection, and security for the leisure industry.

The security industry does not end with the entry-level position of security guard. Great prospects for progress exist for those who are ambitious and motivated. There are numerous roles and career pathways available in this diversified profession, and there is plenty of potential for advancement to supervisory capacity, management, and senior positions for those with the aptitude and willingness to develop the necessary knowledge and abilities.

SECURITY SERVICES

The security industry is one of North America's fastest-growing industries. The security industry is divided into public and private sectors

Public security refers to police forces funded by municipal, provincial, and federal governments in order to protect public interests.

Private security varies in a number of ways. Private security is designed to protect the interests of a private client, as its name suggests. It is a self-employed or privately owned business whose primary intention is to protect the client's financial interests for a fee. In general, this includes the client's property, personnel, and information about all aspects of the client.

Security Services is another core aspect of the security industry.

This includes services such as:

- Alarm response and monitoring, installations
- Mobile guards, lock smith services, access control, and loss prevention.



- Check bathrooms at the start and end of each shift, as well as every half hour during the shift.
- Reduce patron alcohol consumption by constantly monitoring the room.
- Detect patrons who should be disconnected or ejected before serving alcohol to them.
- Monitor occupancy by taking frequent patron counts.
- Check patron identification for age in regard to liquor legislation.
- Monitor all entrances and exits while the service is in operation.
- Keep an accurate record of barred individuals by filling out the bar logbook.
- Settle conflicts through diplomacy and public relations.
- Such incidents should be reported to the police.
- Fill out incident reports to retain accurate records.
- Assist people with disabilities in and out of taxis.
- Arrange taxis for all customers who require them.
- After the pub has closed, the outside premises and ravine are inspected for vagrants.
- When prompted, respond to security issues at the front desk.
- Enforce the no-smoking policy at bars.
- Only hotel guests should exit through the back door.
- Keep your Ontario Security Guard Licence current, use Smart Serve, and take a yearly CPR refresher course.



THE PRIMARY OBJECTIVES OF SECURITY INDUSTRY:

- ❖ PROTECT PEOPLE,
- ❖ PROTECT PROPERTY
- ❖ PROTECT INFORMATION.

PROTECT PEOPLE

Among the core responsibilities of a security guard is the protection of people. This can take many forms, but the overarching goal is always to ensure the safety and well-being of those in the facility or site where the guard is assigned.

One key aspect of this role is the ability to handle emergencies, such as FIRE, FLOOD, and SMOKE. Security guards must be familiar with the proper procedures:

- Dealing with these situations and must be able to understand and operate fire suppression systems.
- Knowledge of fire prevention and detection principles is crucial for activating procedures that can prevent emergencies from escalating and harming those in the facility.
- Security guards may encounter is the presence of unruly groups or individuals who violate the rules and regulations of the facility. These individuals can pose a threat to themselves and others, and security guards are often the first line of defense in managing and controlling these situations. This requires the ability to deal with crowds and effectively control them in order to maintain safety and order.
- Security guards must also be prepared to deal with injuries by understanding the places and situations where injuries are most likely to occur and by being able to identify and report on risks effectively.
- Security guards must be aware of physical hazards that could impact the safety of people in the facility, whether they are existing hazards or potential hazards that



could develop. This requires the ability to identify and understand the impact of such hazards on people.

PROTECT PROPERTY

Another primary objective of a security guard is to ensure the safety and well-being of those at the site or place of assignment. In order to accomplish this objective, there are several key elements that a security guard must be familiar with.

Elements of a security guard' duties:

- To be familiar with the layout and procedures related to the site that includes understanding the Standard Operating Procedures (SOPs) or Post Orders, which provide important information such as specific instructions to be followed in the event of an emergency, phone numbers of emergency services, and client contacts that need to be notified in the event of an incident on site.
- Security guards must also be familiar with the access system and procedures, including authorized personnel permitted to access or egress the property.

In the event of an emergency on-site:

- Security guards are usually responsible for activating the required procedures and measures, such as emergency evacuations. This requires the ability to follow set procedures and act decisively in an emergency.
- Security guards may be called upon to deal with specific emergencies, such as elevator entrapments, and should have a good understanding of the associated methods and procedures.
- Access control is another important element of a security guard's job. They must have a good understanding of access control systems and understand the procedures related to checking identification and verifying a person's right to be on the premise.



- Security guards assigned to sites with elevators or escalators must have a good working knowledge of the operation of these machinery and devices and understand the potential hazards and procedures to be followed in the event of an emergency.
- Patrolling is another important aspect of a security guard's job. They must understand and properly conduct patrols of both the interior and exterior of the building, following proper procedures and methods.

Security guards are also responsible for lost and found items and must be able to follow lost and found procedures as set out by the client include:

Maintaining a log that records where an item was found, by whom and the time, or recording who picked it up or reported an item lost. Procedures will vary from site to site, and on-site training will be required on the specifics that need to be followed.

PROTECT INFORMATION

As technology continues to advance, the importance of protecting information has never been more vital. Security guards play a crucial role in protecting confidential information in various settings.

One of the major responsibilities of a security guard is to protect information includes:

- Keeping confidentiality of information about suspects with anyone not involved in the incident, keeping site information confidential, and properly storing memo book information.
- Security guards should also refrain from discussing incidents or occurrences with the media, as this should be handled by a designated spokesperson or authorized person. Another important aspect of protecting information is being aware of potential computer theft.
- Techniques such as hacking, viruses, and the removal of computer chips or flash drives can all be used to steal information.



- To prevent this, security guards should be mindful of suspicious behavior and ensure that anti-virus programs are in place.
- Security guards should be aware that software has copyright protection and should be vigilant for employees who may be illegally copying software for personal use.

It is also important for security guards to understand the difference between an INTRANET and the INTERNET.

AN INTRANET is a private network within an organization that uses the same software as the public internet but is only accessible to employees.

THE INTERNET, on the other hand, is a vast collection of interconnected networks that use the TCP/IP protocols.

In Canada, the Criminal Code has specific laws in place to address the misappropriation and misuse of computer/electronic information.

Section 342.1 states that anyone who fraudulently obtains computer service or uses a computer system with the intent to commit an offense can face imprisonment for up to ten years.

In conclusion, protecting information is a vital responsibility of security guards. This includes maintaining confidentiality, preventing computer theft, and understanding the difference between an intranet and the internet. Security guards should also be aware of laws and regulations in place to address the misappropriation and misuse of computer/electronic information.

DIFFERENT TYPES OF JOBS IN SECURITY INDUSTRY

The security industry offers a wide variety of job opportunities for individuals looking to PROTECT and SECURE property and assets. One of the most well-known positions in this field is that of a security guard, but this job is just one of the many services that can be performed within the industry.

There are numerous employment opportunities due to the diversity of jobs in the security sector.



Security personnel may work in the following places, among others:

- Condominiums
- College campuses and office towers
- Clinics and shopping centres
- Clubs and bars
- Government Buildings
- Construction sites, banks, and industrial sites

PRIVATE INVESTIGATOR

These individuals are hired by individuals or groups to undertake investigations into various matters. Many jurisdictions require private investigators to be licensed, and they may or may not carry firearms depending on local laws. Some private investigators are EX-POLICE OFFICERS, FEDERAL AGENTS, MILITARY PERSONAL, while others may have worked in private military companies or as BODY GUARD or SECURITY GUARDS. They are expected to keep detailed notes and be prepared to testify in court regarding any observations they make on behalf of their clients.

To obtain private investigators license in Ontario, you must complete a mandatory training curriculum designed specifically for private investigators. The license required for this type of job varies from the license required for normal security guard duties.

You can earn a dual license if you complete both the obligatory security guard and private investigator training, as well as pass both ministry tests and meet the license standards.

LAW ENFORCEMENT OFFICER

Another job within the security industry is that of law enforcement security guards. These individuals are responsible for enforcing rules and regulations at their premise and for enforcing various laws and acts. In many cases, security guards may be required to conduct an arrest under the Trespass to Property Act or the Criminal Code. However, it is important to note that security guards are not there to replace the police. If an arrest is made, the security guard must deliver that person to a Peace officer, and in many cases, company policies would include calling the police.



LOSS PREVENTION OFFICER

Loss prevention is also known as asset protection, is a form of private investigation into larceny or theft. The focus of such investigations generally includes shoplifting, package pilferage, embezzlement, credit fraud, and cheque fraud. Loss prevention is used to reduce the amount of all losses and shrinkage, often related to retail trade.

Loss prevention personnel also monitor stock areas, changing rooms, and restrooms on a regular basis, and they occasionally assist with store opening and closing. They may be required to provide loss prevention and security reports for management, as well as testify in court against those they catch. Hotel loss prevention workers protect hotel guests' belongings from theft and maintain order at hotel restaurants and bars. They may also keep undesirable individuals off the premises, such as known thieves.

Security guards and private investigators who act in this capacity frequently hold dual licenses.

PATROL SECURITY GUARD SERVICES

Patrol services are also a common service within the security industry. This is a physical form of security that involves the use of a person to maintain a visual presence. The guard will have various duties and tasks that will be performed while on patrol, including monitoring for suspicious behavior, looking for hazards, and maintaining order.

In conclusion, the security industry offers a wide range of job opportunities for those looking to protect and secure property and assets. From private investigators to law enforcement security guards to security services, there are many different roles to choose from within the industry. Each job offers its own set of responsibilities and challenges, but all are focused on ensuring the safety and security of people and property.

❖ VEHICLE PATROL

Vehicle patrol, in which they use a patrol vehicle to complete their duties. This may include driving the patrol vehicle on the assigned property or to various accounts to conduct patrols. An example of a vehicle patrol position is a security guard assigned to



a Mobile Division within a security organization or a security guard assigned to patrol a large parking garage.

❖ ROVING PATROLS

Roving Patrol, in which may include a combination of the above types of assignments. These patrols may be used to provide support for onsite staff or to provide coverage for a limited time as dictated by a client. Regardless of the assignment, the ultimate goal of a security guard is to ensure the safety and security of the people, property, and information under their protection.

STATIC SECURITY GUARD SERVICES

❖ FIXED POST

This refers to a post where the security guard is assigned to a specific area of the property, such as guarding a single door or object. These assignments require the security guard to remain in one location for the duration of their shift, and may include positions such as a lobby guard or bank guard.

❖ FOOT PATROL POST

This refers to an assignment where the security guard is responsible for patrolling the property, physically checking for breaches in security integrity and maintaining the rules and regulations of the facility. An example of this type of assignment is a guard conducting floor by floor patrols of an office tower.

SECURITY ADVISOR

Expert guidance and strategic direction are offered by security advisors for managing information and IT. They provide recommendations and design security specifications while advising clients on security needs. They frequently evaluate security threats and risks for businesses or properties, evaluate current security measures, and suggest necessary or beneficial upgrades. To make sure they adhere to regulations, they might inspect security installation. They might audit IT systems and assess security system bids. They might carry out electronic debugging and surveillance.



SECURITY SYSTEMS INSTALLER

The Security Systems Installer position is best suited for those with technical aptitude, a love of hands-on work, and good manual dexterity. A variety of equipment, such as electrical and electronic surveillance systems and closed-circuit TV, must be assembled by installers (CCTV). Additionally, they must be able to build rapport with clients, follow operational guidelines, and finish necessary paperwork.

SECURITY SUPERVISOR / MANAGER

Security managers and supervisors work for both internal security departments and contract security firms in a variety of sectors, including the public, private, and nonprofit sectors. The primary responsibility of a security manager is typically to guarantee that the facility or facilities under their supervision have adequate security. Depending on the size of the firm, this can include a variety of responsibilities such as staffing, scheduling, evaluating and/or creating security policies and procedures, training, emergency and risk management, budgeting, and cost control, to identify a few.

GENERAL RESPONSIBILITIES AND DUTIES OF THE SECURITY GUARD

Ramesh is one of the first people you see when you walk into a large Toronto office building. He works at the reception desk, where he answers questions and controls who enters the building. Debbie works the night shift, watching computer screens that show the entire layout of a bustling newspaper building. Anyone wishing to enter the site at night must first speak with Debbie.

John works a variety of jobs, including sports event and concert security. Richard drives from site to site all night, looking for problems to report and checking in with guards at specific locations. These are just a few of Ontario's many security guards, and this is only an image of their many responsibilities. Security guards have even been hired to keep certain people away from funerals and to keep an eye on wet cement to ensure that it is not disturbed!

In Canada, security guards outnumber Police officers. Police services provide free protection to everyone. A security guard, on the other hand, can be hired if someone wants extra protection for themselves, their property, or important information.



You have a lot of responsibility as a security guard. People's lives could be in your hands. You will be trusted with information that many others are not permitted to have. You will be held accountable for property that is not yours and may be worth millions of dollars. Your responsibilities can range from looking for safety hazards to enforcing company rules to taking command in an emergency.

❖ MONITORING AND REPORTING

Your responsibilities will vary greatly from site to site and within some sites. Observing entails not only seeing but also carefully watching and taking notes on what you see. It entails paying close attention to details that you might not normally notice.

It means noticing things you might not usually notice and paying close attention. It entails paying close attention to details that you might not normally notice.

Taking careful notes or preparing a report will benefit greatly from careful observation. Reporting involves communicating what you have observed to the appropriate individuals. You can do this over the phone, in person, or through a written report. You must report anything unusual that occurs during your shift, as well as any instances in which rules are not followed. It is critical that you keep meticulous notes and reports because they may be used as evidence in court.

It's important to keep careful notes and reports because they may be used as evidence in court. As you can see, security guards have a wide range of responsibilities. Some of the areas for which you may be responsible are listed below.

❖ CRIME PREVENTION AND DETECTION

Most criminals will be deterred from doing anything illegal on your property simply by your presence. However, if someone attempts to commit a crime, you should contact the police and provide them with vital information. This could help them catch the criminals or stop the crime in progress. You should take careful notes in order to remember as many details of the crime as possible.

It is critical to maintain positive relationships with the police at all times. You form a security team with your local police force. It is also critical that you understand exactly what you are and are not permitted to do under the law.



❖ MAINTAINING GOOD PUBLIC RELATIONS

You will be in constant contact with the public at some locations, such as a mall. The client may expect you to provide assistance and information. If they have a problem, they may come to you. It is critical that you always conduct yourself professionally.

As the name implies, public relations (PR) is concerned with maintaining relationships with the general public. Public relations professionals work to establish and improve these relationships. Most organizations and businesses communicate with a variety of individuals, groups, and communities. This group of people can include the government, financial institutions, pressure groups, customers, suppliers, and so on.

Security personnel serve a variety of publics due to the nature of the business. The public served is determined by the jobsite and job description. Security personnel will encounter and serve a variety of publics, including the client, whether acting as a "Intelligence Agent" collecting information or as a "Management Representative" providing information.

The following list of potential publics highlights the appropriate response to their presence and requests in your role as a security guard:

- **Visitors**

Visitors should be treated as guests.

- **Employees**

Employees must be protected by security personnel.

- **Media**

You are not a journalist. Maintain confidentiality and direct media inquiries to appropriate management personnel. Be aware that the media may attempt to obtain eyewitness and insider information from you. It is not your responsibility to keep the media informed.



- Callers on the phone

When you answer the phone, identify yourself and your company. Respond politely, articulately, and authoritatively. Be calm and prepared. Always keep a list of frequently requested information near the phone.

- Emergency Responders

Professional and clear communication is critical in emergency situations involving police, fire, ambulance, or HAZMAT teams. It could mean the difference between life and death for some people. It may be necessary for asset security. Emergency personnel require accurate directions and information from security personnel in order to perform their duties effectively.

- Representatives Of Clients

Security personnel frequently serve as management representatives. As such, they play a critical human and public relations role. A security guard might be the first or only person a member of the public meets within a specific organization. The public's perception of security personnel can be used to judge the organization.'

❖ EMERGENCY RESPONSE

If an emergency occurs on your site, you may be the first person to offer assistance. You will need to respond appropriately. Every site should have a plan for what to do in an emergency and a plan for what to do in case of a fire.

In the event of a fire, you may need to evacuate a building. Others will have more faith in you if you know what to do and can act quickly. Other emergencies, such as a bomb threat, may also require your assistance. Bomb threats are uncommon, but if one occurs on your site, you will most likely be the person in charge. You must be prepared to respond in these situations.

❖ ACCESS CONTROL AND THE USE OF ALARM SYSTEMS

Security guards are frequently required to control the movement of people, vehicles, and materials entering, within, and leaving their premises. Checking ID cards, using an



alarm system, and inspecting packages and vehicles may be necessary. Sometimes clients are concerned that their workers are taking goods or information from the site. In these cases, you may be asked to conduct searches of employees as they leave the site. You must also keep an eye out for any intruders who attempt to enter the site.

❖ PATROLLING

When you patrol, you can see a much larger area than if you stayed in one spot. This allows you to see what is going on and identify hazards throughout your site. It also means that more people will see you. Someone who is considering doing something illegal may reconsider because you are nearby. By doing this, you help prevent crime.

❖ CONTROLLING TRAFFIC

One of your responsibilities may be to direct traffic within your website. In an emergency, you may also be asked to assist the police by directing traffic in a public place.

❖ IDENTIFYING AND REPORTING POTENTIAL SAFETY HAZARDS

Your patrols will consist of performing safety inspections on your site and immediately reporting any problems. A hazard that is quickly identified and corrected cannot cause an accident or injury. You could save lives by identifying fire hazards or hazardous work habits.

As you can see, you will be in charge of a wide range of responsibilities. However, in all situations, your primary responsibilities are to observe, deter, and report.

DESCRIPTIONS FOR SECURITY GUARD POSITIONS

In this quickly expanding industry, there are many different jobs and tasks. To see what demands and expectations a security guard encounters, let's look at two sample job descriptions.

Example No. 1: Healthcare Security, Security Guard

We are currently looking for highly motivated, vivid security specialists who want to work in law enforcement.



Working for our company will give you invaluable law enforcement and crime prevention experience. Our hospital locations offer a setup that will not only give you a long-term job but also set you up for career advancement in law enforcement or security.

Job Duties and Responsibilities

- Use of computers and literacy
- Report accurately and keep track of all security incidents.
- Continual exterior and interior building foot patrols
- Professional use of two-way radio
- Recognizing alarms and people in need of help
- Access control monitoring
- Assemble documentary and verbal proof of wrongdoing or criminal activity
- Keeping an eye on situations, cameras, assets, and events
- Whenever someone is in need, lend a helping hand.
- Maintain successful connections with important parties
- Working in a related field
- Capability to deal with difficulties and communicate effectively
- Ability to work a variety of shifts (evenings, weekends, and days), with a minimum daily walking speed of 18 to 20 km
- Writing thorough reports and keeping accurate records
- Having the capacity to act quickly and independently in emergency situations
- Follow directions, both written and oral
- The capacity to act with extreme discretion when handling private information
- Knowledge of basic security procedures, how to deal with aggressive behavior, and how to communicate without being defensive
- Security Guard Licence for Ontario.



Example 2: Bouncer, Hotel restaurant, and Bar

To uphold all liquor license laws pertaining to the serving of alcohol while protecting and ensuring the safety of customers and employees both inside and outside the premises.

Job Duties and Responsibilities

- Limit customer alcohol consumption by closely monitoring the room at all times, especially at the beginning and end of each shift and every half hour while it is in operation.
- Prior to serving too much alcohol, identify customers who need to be cut off or ejected.
- Utilize frequent patron counts to keep an eye on occupancy
- Check the age on patron identification to ensure compliance with alcohol laws
- During operations, keep an eye on all entrances and exits.
- Make entries in the bar logbook to maintain a complete record of those who have been barred.
- Utilize diplomatic and public relations techniques to settle disputes
- Report certain incidents to the police
- To ensure accurate record keeping, complete incident reports.
- Assist people with disabilities into and out of taxis
- For every customer who requests it, call a taxi
- When asked, attend to security issues at the front desk. Enforce the no-smoking policy in the bar. Check the surrounding area and ravine for squatters after the bar closes.
- Ensure that only hotel guests use the back entrance to leave.
- Continually renew your Ontario Security Guard License, Smart Serve, and CPR certifications



Even though the two job description examples differ from one another, you may have noticed that they share a lot of characteristics.

Both positions call for a high level of physical vigor as well as excellent communication, interpersonal, and written skills as well as the ability and willingness to help others.

COMPARISON BETWEEN SECURITY GUARD, LOSS PREVENTION OFFICER AND PRIVATE INVESTIGATORS

Security guards, loss prevention personnel, and private investigators all have overlapping responsibilities.

To name a few similarities, all three may secure:

- A crime scene,
- Take witness statements,
- Testify in court,
- Make an arrest, and
- Conduct surveillance.

The key distinction between the two is that a private investigator's work consists mostly of conducting investigations in order to offer information, whereas a security guard's work consists primarily of guarding or patrolling in order to secure person or property.

Security guards, unlike private investigators and loss prevention, wear uniforms with their agency's crest or logo, as well as their name or id number, as a sign of their authority. The uniform and duties of security guards are intended to have a visual impression in order to deter crime and loss.

Private investigators and loss prevention personnel are not required to wear uniforms due to the nature of their work. They must, however, carry their private investigator license and produce it upon request, similar to a security guard.

Reading industry and professional journals to stay up to date on the newest trends is a good idea no matter what career path you choose. Whether the security profession is a



stepping stone to a career in policing, security management, business, or even a completely new field, it is important to stay up to date on current developments in the industry.

Reading industry publications will help you extend your horizons and learn what seasoned industry professionals are talking about. It will make you aware of the important actors and forces driving change in the sector, as well as provide you with a perspective and a greater sense of the types of opportunities accessible to you in the security industry.

ABILITIES AND SKILL

As a security guard, one of the most important aspects of the job is the way in which you interact with the public. The way you conduct yourself, your demeanor, and your appearance, can have a significant impact on the way in which people perceive your role and the effectiveness of your service.

When it comes to dealing with the public, it is important to remember that you have the opportunity to promote the image of your employer, the client, and yourself. This means that you should always be aware of your behavior and strive to project a positive image.

❖ APPEARANCE

The way you present yourself in uniform can have a big impact on the way others perceive you. It is important to ensure that your uniform is clean, pressed, and worn correctly. This will help to convey a sense of professionalism and authority.

Body language, tone, and words are the three elements that have the most impact on how someone interprets your communication with them.

For example, how many times have you asked someone how they're doing or what's wrong, and they answer "nothing," but you can tell by their tone that there's a problem?

You must always keep in mind that you have a great opportunity to enhance the reputation of your employer, the client, and yourself whenever you interact with visitors, customers, salespeople, or members of the general public.



You should always strive:

- **To be Courteous, friendly, dignified, and confident** in your interactions with others. This means speaking to others in a respectful and polite manner and responding to negative comments or situations with a calm and composed demeanor.
- **To be Tactful and considerate** when dealing with people. As a security guard, you may encounter people at their worst, such as during a crisis or emergency situation. In these cases, it is important to remember the dignity factor and be sensitive to the feelings of others.
- **Exercise restraint** and act within the scope of your authority and duties. When it comes to using force or making arrests, you should always use force in accordance with the law and follow the guidelines set out by your company and site policies.
- **Maintain a proper physical stance**, walk smartly and with purpose, and avoid any actions that convey a lack of focus or attention.
- **Maintain a clean and organized work environment**, as it contributes to a professional impression and can prevent potential security issues. Additionally, it is important to have positive personal attributes and behavior in promoting a positive work environment and improving productivity.

In summary, A security guard should keep their work environment clean and tidy, and be self-motivated and positive. By following these guidelines, you can help to promote a positive image and provide effective security services to the public.

❖ DISCIPLINE AND INTEGRITY

Discretion is crucial in this line of work, as being cautious and taking everything into account is essential to maintaining a safe and healthy work environment.

One of the key aspects of discipline and integrity is following rules and regulations. This means never knowingly disobeying an order or regulation, especially those which you



are responsible for enforcing. It is also crucial to have a thorough understanding of the laws and site rules, as well as corporate policies, in order to effectively carry out your duties.

It is important to remember that as a security guard, you are often the first point of contact for members of the public, clients, and their staff. In many cases, these individuals will form an opinion of you based on their brief interactions with you, which can greatly impact their perception of the security at the site. Therefore, it is essential to set a good example on a daily basis and maintain a professional appearance and attitude.

❖ RELIABILITY AND PUNCTUALITY

Reliability and punctuality are also important aspects of discipline and integrity. A guard should always arrive for their shift fifteen minutes prior to the start time in order to have a smooth transition during shift changes. Additionally, it is important to be well-rested and ready for work, as well as to not abandon your post until you have been properly relieved.

❖ ATTITUDE AND SELF-IMPROVEMENT

Maintaining a positive attitude is essential for any security guard, as it not only makes communication easier but also makes them better representative for their employer.

However, staying positive can be a challenge, especially when dealing with difficult people or frustrating situations. There are seven strategies for keeping a positive attitude as a security guard:

- Important to remember that you are a "volunteer" in this profession and to revisit your reason for choosing this career. This will remind you of the purpose and importance of your role as a security guard.
- Take pride in what you do as a professional and strive to do the best work you can. Understand your goals and your role as a law enforcement professional, and keep in mind that you have the ability to make a positive difference in the lives of people in your community.



- Important to use good stress management techniques to deal with provocations by other people.
- Pursue professional development opportunities, in terms of training and other career enhancement options to help you become a better and more effective professional guard.
- Strive to maintain good physical and mental fitness.
- Live a balanced life by staying involved with family, friends and outside activities.
- Keep in mind that what works for one person might not necessarily work for another. Everyone is an individual and should find what works for them.

It is also important to stay informed by reading news articles and checking the internet for any important updates or incidents in policing and security. Remember that knowledge is one of the most useful tools, and there is always a need to keep abreast of relevant new knowledge, techniques and best practices.

In conclusion, maintaining a positive attitude as a security guard is essential for Effective Communication and to be a positive representative for your employer. By following these seven strategies, you can improve your attitude and become a better professional guard. Remember that there is always room for self-improvement and by constantly looking for ways to improve yourself, you will be an ever-evolving individual.

DEMANDS OF A SECURITY GUARD

Security guards play a vital role in maintaining the safety and security of various properties and organizations. However, the job also comes with its own set of demands and considerations. Some of the key factors that security guards must take into account when working in the industry:

❖ TRAVEL:

A security guard must expect that they will have to travel some distance to get to work. This can include driving or taking public transit, both of which come with their own set of stress factors. A professional security guard must always be prepared for unforeseen problems, including travel delays and unexpected weather conditions.



Remember, as discussed earlier, a security guard should arrive at least 15 minutes before the start of their shift. This 15-minute buffer should be factored into your travel time.

❖ OFF-HOURS:

The security industry is a 24-hour, 7-day-a-week industry. One can expect to work a fully rotating schedule, including days, afternoons, and midnight shifts. This will also include traveling at these off-hours. Always use extra caution when traveling during off-hours.

The other factor that comes into play in this demand is that you may be working during off-hours. One must get used to adjusting your 'internal clock' frequently to accommodate the rotating shifts.

For those who have never worked shift work before, this will take some time to get used to. However, once in the swing of things, it will become second nature.

For Example: Security Guards Working at 24-hours Manufacturing Plant

Security guards working at a 24-hour manufacturing plant often work during off hours, including nighttime or weekends, to ensure that the facility remains secure and operational at all times. They may be responsible for monitoring the plant's entry and exit points, patrolling the facility, and responding to any potential security breaches that may occur.

This demand requires the security guard to remain alert and vigilant during periods of low activity, maintain an awareness of surrounding areas, and ensure that all necessary duties and responsibilities are met. They must also have excellent communication and problem-solving skills to interact with employees, vendors, visitors, and others who may enter or exit the plant premises during off hours.

Security guards working at 24-hour manufacturing plants must be able to work in a dynamic environment that may require them to manage unexpected situations with minimal supervision. They must also have the flexibility to work irregular or long shifts, occasionally with short notice. To meet this demand of working off hours, they need to have good organizational skills and have the ability to work independently while



following specific security protocols, ensuring that the manufacturing plant remains safe and secure at all times.

❖ STRESS:

One can already see how stressful this job can be with what has already been discussed till now. Not only do you have to adjust your sleep pattern, which can be stressful for some, but you will also be working in a position of authority.

Many people that you will deal with will not like the fact that you are telling them what to do. This can amount to a high degree of stress for a guard. Should a guard never have dealt with an emergency, like a fire alarm, they will most likely feel a great deal of stress when dealing with it. However, this is normal. Even if you have dealt with several emergency situations, you can never become comfortable in your surroundings.

For Example: Security Guards Working at Concerts or Large Events

Security guards working at concerts or large events often have to manage a variety of challenging situations that can be stressful. They may need to handle large crowds of people, manage and direct traffic, and address medical or other emergencies that can arise suddenly.

The security guards must be trained to work under pressure, remain calm during crowd situations, and handle the stress of unexpected events such as crowd surges, fights or other disturbances. They should also have exceptional communication skills to interact with event attendees, organizers, and local law enforcement services as necessary.

To meet this stress demand, security guards must be able to work in a fast-paced and highly demanding environment. They should be quick to respond to emergencies, solve problems, and communicate effectively with event management and law enforcement personnel, exhibitors, and attendees. Additionally, they must be physically fit to handle the demands of crowd control, prolonged standing or moving for long periods, and other physical demands that this type of work may require.



❖ RISK/DANGERS:

Remember, with any job, there are dangers and risks that come with it. Working in the security industry is no different. Understanding that security guards work in a law enforcement capacity with the authority to arrest and potentially be involved in a physical altercation, one can only expect that there will be dangers in that. Working in various types of buildings, one must remember that each building brings its own unique group of risks and dangers.

For Example: Security Guards at Banks

The security guards working at banks often face high-risk situations that require them to be trained and prepared to handle potential threats. They are responsible for protecting the people, assets, and property within the bank, including the money and other valuables.

The security guards at banks must be trained in dealing with potential threats, such as armed robbery, hostage situations, and other criminal activities. They must be able to recognize potential threats and respond quickly and effectively to minimize harm and maintain security.

Their duties may also include monitoring security cameras and alarms, carrying out regular security patrols, and working with other bank employees to ensure that security measures are in place and being followed. They must also be able to communicate clearly and effectively with law enforcement personnel in case of emergencies.

In summary, security guards working at banks face unique challenges and demands that require specialized training, attention to detail, and a constant focus on maintaining the highest levels of security and safety at all times.

In conclusion, working as a security guard comes with its own set of demands and considerations. These include travel, off-hours, stress, and risk/dangers. It is essential for security guards to be aware of these factors and take them into account when working in the industry. By understanding these demands, a security-guard can better prepare themselves for the job and ensure that they are providing the best possible service to their clients.



DIFFERENCE BETWEEN SECURITY GUARD AND POLICE OFFICER

A Security guard's responsibilities are distinct from the police officer. Enforcing the law is a primary duty of police officer. Protection from damage or loss is the primary responsibility of a security guard. The community as a whole is served by the police. Security guards work for a certain employer or customer. Public law enforcement officials include Police officers. Security guards work for private employers and without any legal special status or power.

The tasks performed by private security and the Police officers frequently overlap. Security and police both play a part in preventing harm to people and their property, and security occasionally aids law enforcement in doing their job. Police and private security co-exist in numerous settings and in many different ways.

Private security personnel are not required to uphold the law, unlike Police officers and other law enforcement personnel. Police officers are not the same as private security guards. Security personnel may be legally able to participate in law enforcement activities and make arrests in certain situations, but this does not mean that they are obligated to.

Private security guards are exempt from the general obligation to enforce the law, with one exception. It is a violation of section 129 of Canada's Criminal Code for a security guard to either obstruct the police in their efforts to enforce the law or to fail to assist a police officer in performing their duties after receiving reasonable notice that they are required to do so without providing a reasonable excuse.

Appointments for private security guards, such as special constable appointments, allow them to serve as both security guards and law enforcement officer at the same time.