

**Test-1**

1. What is the adult age?
  - a. 19 yrs
  - b. 18 yrs
  - c. 16 yrs
  - d. 20 yrs
2. Contractor left an item after work. He came back after an hour to retrieve it. What you will do?
  - a. Check ID and escort him to retrieve the item
  - b. Tell to come next day in regular hour to retrieve list item etc.
3. You found a contractor working on a roof top after regular hour. What you will do?
  - a. Tell him to stop until you investigate that he has permission/order to work after hour
  - b. Tell him to stop and leave the building.
4. How the perimeter of a building is determined?
  - a. Outside of building
  - b. Road network
  - c. Hedge network
  - d. Light post
5. You are checking vehicles exiting. What you will not check?
  - a. Under hood
  - b. Trunk
  - c. Inside vehicle
  - d. Cargo area
6. You are working as a guard in a pub. You noticed an intoxicated person leaving through rear door. What you will do?
  - a. Call local police
  - b. You will make sure his safe way to home
  - c. You will tell bartender not to serve him drink any more
7. In two way radio communication, what stands for to repeat?
  - a. 10-5
  - b. 10-3
  - c. 10-7
  - d. 10-9
8. When you patrol inside building, what you will follow?
  - a. Hallway direction
  - b. Light direction
  - c. GPS direction
9. You arrested a person. As per his right of freedom what he deserves?

- a. To be treated properly
- b. To know why he has been arrested

10. Security jobs follows

- a. Ontario law
- b. Ontario and Canada Law

11. During patrolling you found an injured person. What should be your first concern?

- a. To treat the person
- b. To the cordon area

12. In event of emergency in your building what you will do?

- a. Call \*999
- b. Follow company's emergency procedure

13. During patrolling you found a seriously injured person. You don't have any telephone facility in that place. What you will do?

- a. Leave him there
- b. Drag him to lobby
- c. Send you co-worker to call for emergency while you take care of him
- d. Pull the nearest station

14. You supervisor instructed you to fix agenda in next security personnel's meeting

- a. You will refuse to do as you are new in job
- b. You discuss with other guards
- c. Take initiative and organize everything with all agenda to put in meeting with a nice follow up

15. You have arrested a person. What to do with arrested person?

- a. Keep in building
- b. Hand over to police officer

16. During you duty, you noticed window breaking by burglar/someone

- a. You will approach
- b. You will call for further back up to proceed and wait until arrives

17. Who is the owner of security daily logs, memo books, reports etc?

- a. Company where you work
- b. Your employer
- c. You supervisor

18. Which of the following is a non violent demonstration?

- a. Peaceful demonstration
- b. Political demonstration
- c. Aggressive procession

19. A witness wrote a report/statement in blue pencil. Which of the following would be correct?

- a. Tell to write in black ink
- b. It would be discarded by court
- c. You will transfer it to an electronic document

20. You are in duty in desk of an industry and can't leave the desk. Panel shows high temperature in mechanical room. What will you do?

- a. Just report in log
- b. Report and wait for next day
- c. Follow emergency procedure of company

21. You found a person trapped inside elevator. What will you do?

- a. Break the elevator door
- b. Call elevator company and/or Fire Department
- c. Go to machine room and turn off power
- d. Do nothing

22. You work in a building. A resident was taken to hospital in serious condition. Whom would you inform?

- a. Spouse or partner
- b. Next to kin and write the incident report in detail

23. During your shift, you found an intrusion alarm. What will you do?

- a. Reset alarm
- b. Call supervisor for instruction
- c. Report in daily log

24. In case of an accident, you secure the area so that

- a. People can't get access
- b. Physical evidence is not lost

25. During patrolling you noticed toxic and hazardous material spilled on floor. What will you do?

- a. Start cleaning
- b. See WHMIS & MSDS and inform appropriate company person
- c. Do nothing
- d. Leave it for next day

26. When a visitor is allowed in a very restricted area-

- a. Visitor will be accompanied by a company employee/security guard
- b. Will be given a map to go alone

27. In case of emergency, communication by two way radio-

- a. Give accurate and brief description etc.
- b. Give vague statement
- c. Don't use radio to avoid other people from knowing etc

28. There is a problem in a pub. You are dispatched there. What will you do?

- a. Don't go
- b. Go, assess and call for back up if required

29. Which is the best extinguisher for C-type fire?

- a. CO<sub>2</sub>
- b. Dry chemical
- c. Water

30. As per PSISA, security guard will have to show license

- a. On request and to anyone who request
- b. Never show

31. Usual entrance in a building is done by –

- a. Checking ID
- b. Access card

32. Use of force policy, which is the 1<sup>st</sup> step of communication/response-

- a. Presence of security guard
- b. Tie the person

33. You found a crowd at entrance of the building. What will you do?

- a. Just sit on desk
- b. Tell the crowd to disperse
- c. Tell the leader of the crowd to disperse

34. Private security and investigative services (PSIS) requires to carry license-

- a. At duty
- b. All time

35. Accident occurred. What will you do?

- a. Secure and wait for police to come
- b. Secure and you start investigating

36. What will you follow to do you security guard job in a building?

- a. Post/standing order
- b. Memo book

37. You noticed an unauthorized vehicle in property. What will you do?

- a. Do nothing
- b. Break window to get the car key
- c. Record vehicle information and call for parking enforcement

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38. You are on duty in a private property. You will control only-
- Pedestrian
  - Vehicle
  - Orderly flow of Traffic (both vehicle and pedestrian)
39. Two way radio communication is operated by-
- Radio frequency
  - Microwave frequency
40. Drunken/intoxicated person wants to enter bar/pub, where you are on duty at the door-
- Don't allow to enter
  - Call police
41. What is the PRIMARY concern of a security guard when faced with a emergency Situation?
- Assist the injured person
  - Personal safety
42. When a security guard arrests a person, what should he/she always do?
- Put handcuff on that person
  - Keep the person in a secured room
43. When a security guard is communicating through a radio during emergency situation, what should he/she do?
- Make short transmission and wait to hear that other person confirmed the receiving of information
  - Do not use radio at all
44. To give court evidence what a guard to follow?  
Canadian Evidence Act and Ontario Evidence Act
45. While working as a security guard what is the FIRST thing you have to follow?
- Company policy
  - Client's policy
  - Federal and Provincial rules
46. While working as a security guard in a building one lady came and told you that someone sexually harassed her whom the guard knows. What will be your next step to do?
- Listen to her and tell her to write a report in private



- b. Tell her to call police
- c. You call police
- d. Listen to her, tell her to call police, write notes in your note book and write a details occurrence/incidence report

47. While you are working as a security guard in a private property, you are acting on behalf of whom?

- a. Property Owner

48. Difference between overt and covert surveillance (Exact question do not remember?)

Overt surveillance – keeping a person or place under observation without hiding (with uniform)

Covert surveillance - keeping a person or place under observation from a hiding place (without uniform)

49. While working you encountered a suicidal and/or homicidal case. What should you do first?

- a. To inform family members
- b. To call your supervisor
- c. Secure the area and call police

50. You found a contractor working on a roof top after regular hour, you do not aware of work order; you asked for work permit, he does not have it, what you will do?

- a. Tell him to stop, if he refuse, arrest him for trespassing property
- b. Call police and investigate
- c. Get all information, verify with supervisor
- d. Ask for identification, if he refuse, arrest him for trespassing

51. To trace the call of bomb threat who will you call first after caller hung up the phone?

- a. Call \*999
- b. Call emergency number from company's emergency procedure guideline
- c. Call the security supervisor
- d. Call the emergency number from blue pages of directory

52. During patrolling you noticed toxic and hazardous material spilled on floor. What will you do?

- a. Start cleaning
- b. Stop people entering the area and See WHMIS & MSDS and inform appropriate company person
- c. Do nothing
- d. Leave it for next day

53. When you dispatched to scene, what is primary duty of security Guard?

- a. Secure scene
- b. Assist the injured person

54. What should a security guard do when he/she is victim of a crime?

- a) Call police
- b) Tell supervisor to call police and describe the incident
- c) Write a detailed report about it in their notebook

55. When a security guard is dispatched through a radio about an incident and investigate it, what should he/she do?

- b) Maintain communication with the dispatcher, go with a partner if possible and call police if it is emergency

56. What are the components of Retention of Information?

- a) Concentration, Association and Repetition

57. What is the purpose of electronic magnetic strips of card?

- a) Access to a building where they have electronic access control
- b) To unlock magnetic lock to provide entry

58. What is the right of a person according to section 10 of Canadian Charter of Rights and Freedom?

- a) Right to be informed of why they are being arrested
- b) Right to refuse unnecessary search and seizure

59. When a security guard is communicating through a radio during emergency situation, what should he/she do?

- c) Make short transmission and wait to hear that other person confirmed the receiving of information
- d) Do not use radio at all

60. In relation to labor dispute, what is INJUNCTION?

A judicial order to end picketing or the employees are required to return to work

61. What is PARA VERBAL COMMUNICATION?

- a) Volume, Tone, Candence, Pitch, Pace
- b) Vocabulary, Pitch, Volume

62. What SMART SERVE PROGRAM PROVIDES?

Training Program to solve problem where alcohol is sold and served.

63. Where does Security Guard find what is admission in court as evidence?

In Canadian Evidence Act and Ontario Evidence Act

64. The most common access control is done by?

- a. Access cards
- b. Code number
- c. Lock and keys

65. To contain a small fire what you will use?

- a. Fire hose
- b. Portable extinguisher

66. What you will do when you go to locker of a terminated employee?

- a. Cut the lock
- b. Go with the employee, Take the list of company's items, check the item in the list, get it signed by the employee the list

67. While on patrol on bike you observed someone is breaking the window of a vehicle. What you will do?

- a. Call dispatch and continue patrol
- b. Call dispatch for help and watch from a safe distance
- c. Yell to the person

68. You are escorting a mass crowd/people through a protected area. Where should you stay?

- a. In the middle
- b. In the front
- c. Behind

69. Why a handcuff is issued to a security guard?

- a. For personal protection

70. While you are working as a security guard you became victim of an incident. Who should you contact first?

- a. Police
- b. Your supervisor

71. What type of sensor used in the security system for large area?

- a) Hygrogram sensor
- b) Area or volumetric sensor

# SECURITY

THE PERFECT PROTECTORS



- 1.) 18
- 2.) Check ID and escort him to retrieve the item
- 3.) Tell him to stop until you investigate that he has permission/order to work after hours
- 4.) Road Network
- 5.) Cargo area
- 6.) You will make sure his safe way to home
- 7.) 10-9
- 8.) Hallway direction
- 9.) To know why he has been arrested
- 10.) Ontario and Canada Law
- 11.) To treat the person
- 12.) Follow company's emergency procedure
- 13.) Pull the nearest station
- 14.) Take initiative and organize everything with all agenda to put in meeting with a nice follow up
- 15.) Hand over to police officer
- 16.) You will call for further back up to proceed and wait until arrives
- 17.) Your employer
- 18.) Peaceful demonstration
- 19.) Tell to write in black ink
- 20.) Follow emergency procedure of company
- 21.) Call elevator company and/or Fire Department
- 22.) Next to kin and write the incident report in detail
- 23.) Call supervisor for instruction
- 24.) Physical evidence is not lost
- 25.) See WHMIS & MSDS and inform appropriate company person
- 26.) Visitor will be accompanied by a company employee/security guard
- 27.) Give accurate and brief description etc.
- 28.) Go, assess and call for back up if required
- 29.) Dry chemical
- 30.) On request and to anyone who request
- 31.) Access card
- 32.) Presence of security guard
- 33.) Tell the crowd to disperse
- 34.) At duty
- 35.) Secure and wait for police to come
- 36.) Post/standing order
- 37.) Record vehicle information and call for parking enforcement
- 38.) Orderly flow of Traffic (both vehicle and pedestrian)
- 39.) Radio frequency
- 40.) Don't allow to enter
- 41.) Assist the injured person
- 42.) Put handcuff on that person
- 43.) Make short transmission and wait to hear that other person confirmed the receiving of information
- 44.) Canadian Evidence Act and Ontario Evidence Act
- 45.) Federal and Provincial rules

- 46.) Listen to her, tell her to call police, write notes in your note book and write a details occurrence/incidence report
- 47.) Property Owner
- 48.)
- 49.) Secure the area and call police
- 50.) Get all information, verify with supervisor
- 51.) Call emergency number from company's emergency procedure guideline
- 52.) Stop people entering the area and See WHMIS & MSDS and inform appropriate company person
- 53.)
- 54.) Call police
- 55.) Maintain communication with the dispatcher, go with a partner if possible and call police if it is emergency
- 56.) Concentration, Association and Repetition
- 57.) Access to a building where they have electronic access control
- 58.) Right to be informed of why they are being arrested
- 59.) Make short transmission and wait to hear that other person confirmed the receiving of information
- 60.) A judicial order to end picketing or the employees are required to return to work
- 61.) Volume, Tone, Cadence, Pitch, Pace
- 62.) Training Program to solve problem where alcohol is sold and served
- 63.) In Canadian Evidence Act and Ontario Evidence Act
- 64.) Lock and keys
- 65.) Portable extinguisher
- 66.) Go with the employee, take the list of company's items, check the item in the list, get it signed by the employee the list
- 67.) Call dispatch for help and watch from a safe distance
- 68.) Behind
- 69.) For personal protection
- 70.) Police
- 71.) Area or volumetric sensor



# SECURITY

THE PERFECT PROTECTORS

# SECURITY GUARD PRACTICE EXAM

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1. In-house security means that the owner hires individuals to protect his or her property.
  - **TRUE**
  - FALSE
2. Which of the two common forms of patrols?
  - **Foot and car patrols**
  - Truck and foot patrols
3. As a security guard it is your duty to protect people, property and?
  - Valuables
  - Freedom
  - **Information**
4. Post orders/standing orders are usually found at every site that a security guard stationed at
  - **True**
  - False
5. Post orders/Standing orders set forth the duties and responsibilities at a specific site.
  - **True**
  - False
6. As a security guard, you will be in a position of authority. In an emergency situation people will not look to you for support and direction.
  - True
  - **False**
7. When questioned by the media about your site, you should respond
  - **Direct them to your media relation person**
  - No comments
  - I don't know
8. Which of the following would be considered a hazard at your site?
  - A spill on the floor
  - A blocked emergency exit
  - A broken or damaged hand rail on a stairwell
  - **All of the above**
9. It is responsibility of security to maintain an environment that allows the site to function in the manner it was intended.
  - **True**
  - False
10. By having security guards visible at a site we help to prevent.
  - Theft and injuries
  - Vandalism and unwanted access
  - **All of the above**

11. While on duty as a security guard, you are asked by a member of the public to produce your security guard licence, you

- Ask why
- **Produce it immediately**
- Call your supervisor

12. A security guard may use cable ties or strip ties as restraints in the provision of security guard services.

- True
- **False**

13. Every security guard while working as on job shall refrain from using abusive or insulting language or action that otherwise uncivil to any member of the public.

- **True**
- False

14. When in full security guard uniform which of the following must be clearly visible to everyone?

- A name tag with your name on it.
- The name of the company that employs you
- The word SECURITY
- **All of the above**

15. Every individual licensee while working as a security guard shall respect the privacy of others by treating all information received while working as a security guard as confidential except where disclosure is required as part of such work or by law.

- **True**
- False

16. While on duty you are to carry with you at all times your

- **Security guard licence**
- Flash lights
- Cell phone

17. Security guard only allows carrying and using firearm only if he/she authorized to carry the firearm under section 20 of the firearms act (Canada).

- True
- **False**

18. A security guard is a person who performs work for remuneration that consists primarily of guarding or patrolling for the purpose of protecting person or property.

- **True**
- False

19. On occasion, while on patrol, a security guard should sometimes just stop and listen.

- **True**
- False

20. A security guard should not leave his post until he has been properly relieved.

- **True**
- False

21. As a security guard you are in the public relation and customer service business. Which of the following would you consider to be your customer/client?

- Your co-worker
- A plumber visiting your site
- The property owner
- A delivery person
- **All of the above**

22. While on patrol the following may be considered as a fire hazard

- Slippery floor
- Damaged handrail on stairwell
- **Coffee machine left on with no coffee in it.**

23. Conducting regular patrols is important because it gives you the opportunity to survey your sites security.

- **True**
- False

24. Access control is the monitoring and controlling of the movement of people, vehicles and property entering or exiting a specified area.

- **True**
- False

25. The function of a security guard is to prevent and control loss.

- **True**
- False

26. Which of the following is not an example of an alarm device?

- Vibration sensors
- **Emergency exit signs**

27. When relieving a fellow security guard in order to start your shift you should.

- Find out about any immediate issue or concerns
- Read any memos or notes
- Check keys, radio and equipment
- **All of the above**

28. In order to reduce the predictability of your patrols, you should

- Reduce the frequency
- **Vary the start times and route**

29. During the course of your duties, you are asked to do something that violates your post orders, the first thing you do is

- **Contact your supervisor**
- Refuse
- Pretend you didn't hear.

30. Anyone and everyone has right to be secure against unreasonable search or seizure.

- **True**
- False



31. The authority a police officer possesses to make an arrest is not different from the authority a security guard has to make an arrest.

- True
- **False**

32. A security guard does not have to tell the arrested person why he or she has been placed under arrest.

- True
- **False**

33. Which of the following is not a fundamental freedom as stipulated in section 2 of the Canadian charter of rights and freedoms?

- Freedom of conscience and religion
- **Freedom of right to bear arms**
- Freedom of peaceful assembly

34. To restore order in a Canadian courtroom, a Judge will do so by,

- Turning his/her back
- **Raising his/her voice**

35. Everyone has the right not to be arbitrarily detained or imprisoned detention occurs where a person.

- Has his or her liberty taken away by physical constraint
- Is controlled by another person through demands or directions.
- **All of the above**

36. In which year did the Canadian charter of rights and freedoms where introduce?

- 1936
- 1998
- **1982**

37. The Canadian charter of rights and freedoms guarantees the rights and freedoms set out in it subject only to such reasonable limits prescribed by law as can be demonstrably justified in.

- **A free and democratic society**
- A reasonable fashion
- Canada

38. Who, what, where, when, why and how are referred to as the interrogatories.

- **True**
- False

39. Which are the following is a basic items required by any security guard?

- Telephone wire tap equipment
- **Pen and evidence notebook**
- Locksmith kit

40. A well written report should not contain opinions, slang, or poor grammar instead is should be accurate, concise and non-biased.

- **True**
- False

41. When writing reports you should?

- Use pencil so that you can erase mistakes
- Strike through our mistakes
- **Use liquid paper to correct errors**
- Destroy the report every time an error is made

42. Which one of the following is a good quality in a report?

- Writing the report in the red pen
- Use of Security Jargon
- Giving your opinion on the occurrence
- **Professional Language**

43. You only need to complete a Special Occurrence Report (Incident Report) if a Fire Alarms turns out to be legitimate.

- True
- **False**

44. Accurate notes are essential in documenting events as they occurred.

- **True**
- False

45. Who would benefits the most by reading you daily reports?

- **Your Fellow Security Guards**
- The general public
- Friends
- All of the above
- None of the above

46. Who might potentially see your report?

- The Client
- A Lawyer
- An Insurance Company
- A Judge
- **All of the Above**

47. The emergency Communication System does not have to be audible throughout the facility.

- True
- **False**

48. When developing a Disaster Plan it is important to involve your local Emergency Services.

- **True**
- False

49. By familiarizing yourself to the sights, sounds and smells of your sight you will be able to detect the unusual.

- **True**
- False

50. If the fire alarm sounds at your sights you should first;

- Complete your patrol
- **Call 911**
- Check your Post Orders
- Write an occurrence report

51. Alarms must be respected and assumed true until proven false.

- **True**
- False

52. Fire alarm systems detect heat and smoke.

- **True**
- False

53. Fires require three components. These are heat, fuel, and;

- Carbon Monoxide
- Carbon Dioxide
- **Oxygen**
- Hydrogen

54. What should you do to protect yourself during an earthquake?

- Keep away from standing at a window
- Drop, take cover and hold on
- **Immediately run outside**
- Call 911 and activate the Emergency Services

55. What is a tornado watch?

- Seek Shelter immediately
- A tornado is heading your way
- **There is a possibility of a tornado in your area**
- You have had a near miss

56. If a Security Guard were looking for the instructions on how to respond to an alarm at the site, the place to look would be in the;

- Yellow Pages
- **Post Orders**
- Google search engine
- 911 telephone call

57. Heat, Oxygen, and Fuel are the three elements required in order for a chemical reaction to cause a fire to start.

- **True**
- False

58. The acronym WHMIS stands for

- Work Health Ministry Insurance Services
- When Hazards Meet Industrial Sites
- **Workplace Hazardous Materials Information System**
- Work Hard Means Insecure Safety

59. What does this Class D Hazard Symbol stand for?

- Material causing effect
- **Material Causing Immediate and Serious Toxic Effects**
- Biohazardous Infectious Materials

60. When on patrol it is important that you use all of your senses except for;

- Smell
- Touch
- Hearing
- Sight
- **Taste**

61. The Flame Symbol stands for.

- Corrosive Material
- **Flammable and Combustible Material**
- Oxidizing Material
- Material Causing Other Toxic Effects

62. According to the Ontario Health and Safety Act you are entitled to refuse work to be unsafe and may place your life in unnecessary danger.

- **True**
- False

63. Who develop WHMIS.

- Private Industry
- The Security Industry
- WSIB
- **Jointly develop by Labour, Industry and Federal, Provincial and territorial Governments**

64. Paper or garbage build up, violations of smoking rules, faulty or overloading electrical fixtures are all example of;

- **Fire Hazards**
- Safety hazards
- Physical Security Hazards
- None of the above

65. To arrest a person without a warrant for a criminal offence on a site the Security Guard must;

- Know a Police Officer
- Have taken special training
- **Find committing**
- Have previous arrest experience

66. A Security Guard authorized by a Property Owner may arrest a person without a warrant when he finds that the person committing a criminal offence on a said property.

- **True**
- False

67. Section 41(1) of the Canadian Criminal Code states that everyone who is in peaceable possession of a dwelling –house or real property and everyone lawfully assisting him or acting under his authority, is justified in using force to prevent any person from trespassing on the dwelling-house or real property, or to remove trespasser there from, if he uses no more force than necessary.

- **True**

- False

68. A person may become a trespasser by refusing to leave immediately when ordered to do so by a Security Guard on duty at a site.

- **True**

- False

69. Which of the following are offences under the Criminal Code of Canada?

- Fraud
- Riot
- Robbery
- Arson

- **All of the above**

70. Under the Canadian Charter of Rights and Freedoms, everyone has the right to;

- Freedom of conscience and religion
- Freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication
- Freedom of peaceful assembly
- Freedom of association

- **All of the above**

71. Landlords and their tenants both have rights. These can be found in the;

- Landlord Tenant Act
- Canadian Charter of Rights and freedoms
- Criminal Code of Canada

- **All of the Above**

72. Under section 494 of the Canadian Criminal Code, Security Guard has the same powers of arrest as a;

- **Citizen**

- Police Officer
- Special Constable
- Military Police

73. If a Security Guard received positive identification of a person using a stolen credit card in a tenant's premises and verified the information with Credit Card Company over the telephone, the Security Guard could arrest that person.

- True

- **False**



74. An illegal search may constitute an assault and could result in both criminal and civil action against the Security Guard.

- **True**

- False

75. You are the Security Guard on duty and have arrested a male for a crime you observed him committing. It is duty to;

- **Deliver him to a Police Officer forthwith**

- Ask him what he was thinking
- Lecture him
- Question him on his upbringing

76. In the Canadian Charter of Rights and Freedoms, Section 8 tells us that everyone has the right to be secure against reasonable;

- **Search and Seizure**

- Insults and Harm
- Trial and Torture
- Invasion of Privacy

77. If you as a Security Guard are involved in a lawful arrest you must adhere to the provisions in;

- Landlord Tenant Act
- Post Orders or Standing Orders
- Ontario Health and Safety Act
- **Criminal Code of Canada**

78. If you are assigned to an access control entrance post and cannot properly view an ID badge, you should;

- **Ask to take a closer look**

- Let them pass with a warning
- Be courteous
- Allow them access

79. By explaining an action, a Security Guard will often get a more cooperative response when trying to get people to do something.

- **True**

- False

80. When attempting to enforce the rules and regulations of a site, a Security Guard Should always avoid;

- Ego
- Aggressive demeanor
- Emotion
- **All of the above**

81. Good listening skills are demonstrated when a Security Guard ;

- Finishes sentences for them.
- Writes while a person talks to them.
- **Makes and maintain s eye contact.**

- Interrupts to ask relevant questions.
82. If you want to communicate effectively you should;
- Choose your word carefully
  - Speak slowly
  - Speak Clearly
  - Ensure you are being heard and understood
  - **All of the above**
83. By explaining an action, a Security Guard will often get a more cooperative response when trying to get people to do something.
- **True**
  - False
84. Verbal tones and body language do not express our feelings and offer as much communication as actual words we use.
- True
  - **False**
85. A good characteristic of a Professional Security Guard is to demand compliance if the site rules and regulations are not being adhered to.
- True
  - **False**
86. When you received a telephone call at your post, which of the following should you not do?
- Identify yourself
  - Ask how may be you of assistance
  - **Tell them you are busy, call back later**
  - Ask them how you may direct their call
87. If you want to communicate effectively you should;
- Choose your words carefully
  - Speak Slowly
  - Speak clearly
  - Ensure you are being heard and understood
  - **All of the above**
88. Sexual harassment can be only male against female and not the other way around.
- True
  - **False**
89. Harassment refers to any comment or conduct by supervisor or co-worker towards another which is intimidating, annoying hurtful, or malicious intent.
- **True**
  - False
90. Unnecessary touching or patting, suggestive remarks and leering at a person's body are example of;
- Racial Harassment
  - Discrimination

- **Sexual harassment**

- Segregation

91. You are on a patrol and see a young lady who appears to be pregnant. You;

- Congratulate her on her pregnancy
- Ask who the lucky man is

- **Greet her and continue on your patrol**

- Ask how far along she is in her pregnancy
- None of the above

92. A member from the general public approaches you and they are completely covered in clothing, leaving only their eyes visible. It is a really hot day. Which of the following should you not say?

- Why not take some of those clothes off?
- Aren't you hot in all of that?
- You got it wrong, today is T-shirt weather.
- Where is the funeral?

- **All of the above.**

93. While conducting a patrol as a Security Guard at a shopping mall, you observe a young lady breastfeeding her baby in clear view of the general public. The shopping mall does however have facilities for mother to feed their babies in a private and more comfortable environment. You;

- Approach the mother and ask her to leave
- Approach the mother and direct her to the private feeding area

- **Leave her alone**

94. Which of the following would be considered sexual harassment by a Security Guard?

- **You tell your fellow Security Guard that he/she looks great today**
- You congratulate someone in a job well done.
- You discuss sport at work
- You tell a fellow Security Guard that they have a rip in their jacket.

95. Which of the following would be considered Racial or Ethnic Harassment?

- The display of racist pictures
- Unwelcomed remarks about a persons colour
- Jokes about a person's ancestry

- **All of the above**

- None of the above

96. Harassment refers to any comment or conduct by a supervisor or co-worker towards another which is intimidating, annoying hurtful, or malicious in intent.

- **True**

- False

97. What is the correct safe distance that should be maintained between an aggressor and a Security Guard?

- Arms length
- Three feet

- One Foot
- **Five feet or more**

98. Necessary force must cease when control has been established.

- **True**
- False

99. If you are making a lawful arrest and the subject in question is struggling from a condition called;

- A.D.D
- M.A.D.D
- **Excited Delirium**
- Fibromyalgia
- Tuberculosis

100. The Use of force Continuum provides a Security guard with a reasonable guidance in determining what level of force may be required as well as a means of documenting such Use of Force.

- **True**
- False

101. You are making a lawful arrest and observe the subject in question displaying signs of disorientation, impaired thinking, panic, violence, paranoia and an abnormal tolerance to pain. You should;

- Run
- Hit him hard, fast and as often as possible
- **Get him/her medical attention immediately**
- Yell really loudly to surprise him/her
- Slap him/her until they snap out of it

102. Necessary force must cease when control has been established.

- **True**
- False

103. The physical process of arrest has taken place when;

- The person is told to vacate premises
- Open communication is achieved
- Your report is written
- **Control has been achieved**

104. If you use force on someone who is already under control you are considered to be justified.

- True
- **False**

105. The Use of force Continuum provides a Security guard with a reasonable guidance in determining what level of force may be required as well as a means of documenting such Use of Force.

- **True**
- False

106. Which of the following are considered “Profiled Behaviors”?

- Compliant
- Active resistance
- Assaultive
- Passive resistance
- **All of the above**

107. When dealing with an aggressive person, the first thing you should consider doing is;

- Deter
- Defend
- Deny
- **Diffuse**

108. Necessary force must cease when control has been established.

- **True**
- False

109. What are three things you should do when you witness an accident?

- **Evaluate the situation, call for help and render aid.**
- Assess the damage, call the client, and sketch the scene.
- Evaluate the situation, determine the cause and file a report.

110. For your own protection you should always use a barrier device when attempting mouth to mouth with an unresponsive adult.

- **True**
- False

111. Before administering First Aid to anyone you should evaluate the scene by conducting a complete visual check of surrounding area and the immediate environment. Things you should look for are;

- Smoke or Fire
- Exposed electrical wires
- Potential for violence
- Broken glass
- **All of the above**



112. Which of the following is treatment for Cardiac Arrest?

- Scene Safety
- Call 911 and activate Emergency Services
- Place casualty in a comfortable position
- Begin CPR if 2 breaths go in and the casualty is still unresponsive
- **All of the above**

113. Cardiac Arrest Occurs when the heart stops pumping.

- **True**
- False

114. The A,B,C's in first aid refer to;

- A- Open Airway
- B-Breathing
- C-Circulation
- **All of the above**
- None of the above

115. Some common factors associated with choking are;

- Swallow large pieces of food
- Consuming alcohol with food
- Food or other object stuck in throat
- Placing large object in mouth
- **All of the above**

116. Which of the following reasons would allow you to stop administering CPR on a person?

- Spontaneous recovery
- You are over tired/exhausted
- Paramedics or physician takes over
- **All of the above**
- None of the above

117. Which of the following are signs and symptoms of a stroke?

- Weakness
- Slurred speech
- Paralysis
- Mental confusion
- **All of the above**

118. It is important to begin CPR as soon as possible in order to circulate the blood and oxygen, thus keeping brain alive.

- **True**
- False

119. The correct rate for giving compression is;

- **100 compressions per minute**
- 50 compressions per minute
- 10 compressions per minute
- 15 compressions per minute

120. Which of the following is a sign that the victim is urgently in need of medical assistance?

- The person is intoxicated
- **The person is unconscious**
- The person is very aggressive
- The victim has a paper cut on their index finger



# SECURITY

THE PERFECT PROTECTORS

## Vi.Security Course

**1 CONFIDENTIALITY MEANS \_\_\_\_\_**

- A. Keeping private things private
- B. Telling a secret to someone you trust
- C. Not judging until you have the full story
- D. Being fair

**2 IF YOU SEE SOMETHING IN YOUR POST ORDERS THAT NEEDS TO BE CHANGED YOU SHOULD \_\_\_\_**

- A. Make a needed change
- B. Report to your supervisor or manager
- C. Tel the guard to the next shift
- D. Report it to your security company

**3 WHEN YOU START A NEW JOB YOUR RESPONSIBILITIES SHOULD BE \_\_\_\_\_**

- A. Decided on by you
- B. Covered in your security company contract
- C. Outline in your postal orders
- D. Changed when your training is completed

**4 THE MAIN DUTIES OF SECURITY GUARD ARE \_\_\_\_\_**

- A. To control traffic and patrol
- B. To observe, deter and report
- C. To respond to emergencies
- D. To find and report hazards

**5 YOU NOTICE AN ANGRY EMPLOYEE KEEPS RETURNING TO THE SHIFT AFTER HOURS. YOU ..... \_\_\_\_\_**

- A. Report this to your supervisor
- B. Try to counsel the person
- C. Refuse to talk to the person
- D. Talk about it with other security guards

**6 WHICH OF THE FOLLOWING IS STATED SECTION 494 IN THE CRIMINAL CODE OF CANADA? \_\_\_\_\_**

- A. Everyone has the right to live in freedom and safety.
- B. Everyone has the right not to be detained or imprisoned without reason.
- C. Everyone has the right to arrest someone they see committing an indictable offence.
- D. Everyone has the right not to be unreasonably searched.

**7 WHICH OF THE FOLLOWING IS A SUMMARY CONVICTION OFFENCE? \_\_\_\_\_**

- A. Assault
- B. Breaking and entering
- C. Causing a disturbance
- D. None of the above

**8 IF YOU HAVE NOT ARRESTED SOMEONE, YOU MUST STOP SEARCHING THEM WHEN..... \_\_\_\_\_**

- A. You find what you are looking for
- B. The person says that they don't want you to search them anymore
- C. The person tells you that they will give you the stolen goods
- D. They ask to call a lawyer
- E. They tell you about their medical condition

- 9 WHAT LAWS OUTLINE WHAT YOU CAN DO ON BEHALF OF THE PROPERTY OWNER? \_\_\_\_\_**
- A. The Criminal Code of Canada
  - B. The Landlord and Tenant Act
  - C. The Residential Tenancies Act
  - D. All of the above
- 10 YOU CAN ARREST A TRESPASSER IF..... \_\_\_\_\_**
- A. They refuse to leave the property
  - B. They are just hanging around
  - C. They don't have proper identification
  - D. They say they are taking a shortcut through your site
- 11 WHICH OF THESE FACTORS DO YOU HAVE TO CONSIDER WHEN USING FORCE.... \_\_\_\_\_**
- A. The person's education level
  - B. If there are witnesses
  - C. If the person has been drinking alcohol
  - D. If the person says they are going to call the police
- 12 WHEN ARE YOU JUSTIFIED IN MAKING AN ARREST? \_\_\_\_\_**
- A. If you see someone stealing a laptop computer from your site
  - B. If you see a group of kids hanging around a dumpster on your site and you see smoke coming from a dumpster
  - C. If you see someone vandalizing property in the park across the street from your site
  - D. Both b & c
- 13 YOU HEAR GLASS BREAK IN THE PARKING LOT AND YOU SEE SOME TEENAGERS WALKING BY. WITHOUT ARRESTING OR DETAINING THEM, YOU CAN SAY..... \_\_\_\_\_**
- A. "Did you break that window?"
  - B. "What are you guys doing out here?"
  - C. "Who broke the car window?"
  - D. "Empty your jacket pockets."
- 14 YOUR SECURITY IDENTIFICATION CARD IS OWNED BY..... \_\_\_\_\_**
- A. You
  - B. Your client
  - C. The department of justice
  - D. The security company
- 15 WHY IS IT IMPORTANT TO PLAN EACH PATROL? \_\_\_\_\_**
- A. So you can make sure to inspect all major checkpoints
  - B. So that you can do your patrol as quickly as possible
  - C. So that you won't be easily distracted
  - D. So that you can follow the same route each time
- 16 IMAGINE THAT YOU ARE WORKING AT A BUSY MALL. DURING YOUR LUNCH HOUR PATROL YOU SHOULD NOT..**
- A. Chat with shop keepers
  - B. Finish your patrol at the same time as yesterday
  - C. Note that you provide a shopper with a wheelchair
  - D. Make yourself seen by as many people as possible
- 17 WHY SHOULD YOU HOLD A FLASHLIGHT AT AN ARM'S LENGTH WHEN PATROLLING..... \_\_\_\_\_**

- A. So that you can see further
- B. So it is available to use for self-defence
- C. So that you can judge how far you are from a wall
- D. So that an attacker can't be sure of your body's exact location

**18 WHY SHOULD YOU OPEN DOOR ALL THE WAY BEFORE ENTERING A DARK ROOM? \_\_\_\_\_**

- A. Because you might set off an alarm
- B. Because someone could be hiding behind the door
- C. So an intruder can't see you
- D. So the light from the hallways can help you see better

**19 PATROLLING IS AN IMPORTANT PART OF YOUR JOB BECAUSE..... \_\_\_\_\_**

- A. You can see what's going on
- B. The exercise will keep you awake
- C. You'll have more to report
- D. It helps you vary your routine

**20 WHY IS IT GOOD IDEA TO PATROL FROM THE OUTSIDE TO THE INSIDE OF A BUILDING AT NIGHT? \_\_\_\_\_**

- A. The fresh air will make you more alert for your interior patrol
- B. To make sure there are no signs of forced entry into the building
- C. You have to examine things more closely inside
- D. You can do your paper work once you're inside

**21 WHAT MIGHT TELL YOU THAT A PACKAGE CONTAINS A BOMB? \_\_\_\_\_**

- A. It smells like almonds
- B. The postal code is missing
- C. It is wrapped in patterned paper
- D. It feels heavy

**22 WHEN A POSSIBLE BOMB HAS BEEN FOUND, WHICH OF THE FOLLOWING IS YOUR RESPONSIBILITY? \_\_\_\_\_**

- A. Decide whether or not to evacuate the building
- B. Keep exits and evacuation routes clear
- C. Let the media know what has happened

**23 THE MANAGER WANTS TO EVACUATE THE BUILDING AFTER GETTING A BOMB THREAT. YOUR JOB IS TO.... \_\_\_\_\_**

- A. Head the search for people beginning with the bottom floor
- B. Review the emergency plan
- C. Shut down elevators
- D. Control entry into the building

**24 IF YOU RECEIVE A BOMB THREAT OVER THE PHONE, YOU SHOULD.... \_\_\_\_\_**

- A. Not ask question
- B. Keep the call as short as possible and phone the police
- C. Not interrupt
- D. Try to decide if it is a prank call

**25 THE MAIN REASON SOME MAKES A BOMB THREAT IS THAT.... \_\_\_\_\_**

- A. It gives them a sense of power
- B. They are angry
- C. They want to be famous
- D. They want to warn people so they don't get hurt

**26 WHAT IS THE PURPOSE OF THE GREEN LIGHT ON AN ALARM SYSTEM ANNUNCIATOR PANEL? \_\_\_\_\_**



- A. It shows the area where an alarm has been pulled
- B. It shows that the system needs fixing
- C. It shows an area where there is a power failure
- D. It shows that the system is working properly

**27 WHAT IS THE FIRST THING YOU SHOULD DO IF YOU DETECT A FIRE? \_\_\_\_\_**

- A. Sound the fire alarm
- B. Try to contain fire
- C. Evacuate the area
- D. Call the fire department

**28 THE WORD PASS STANDS FOR..... \_\_\_\_\_**

- A. Pull the pin. Aim high. Squeeze the handle. Sweep up and down.
- B. Push the pin. Aim high. Squeeze the handle. Sweep from side to side.
- C. Pull the pin. Aim low. Squeeze the handle. Sweep from side to side.
- D. Push the pin. Aim low. Squeeze the handle. Sweep up and down.

**29 FOR A FIRE TO START IT MUST HAVE.... \_\_\_\_\_**

- A. Fuel, air, oxygen
- B. Heat, fuel, carbon dioxide
- C. Fuel, heat, air
- D. Heat, oxygen, carbon dioxide

**30 YOU SEE SOME OLD FILES STACKED NEAR THE ELECTRIC HEATER. YOU SHOULD.... \_\_\_\_\_**

- A. Tell your supervisor
- B. Move the files into a filing cabinet
- C. Call the fire department

**31 UNDER THE WORKPLACE SAFETY AND HEALTH ACT, IF YOU TESTIFY IN COURT ABOUT A DANGEROUS SITUATION, YOU ARE USING YOUR RIGHT TO.... \_\_\_\_\_**

- A. Refuse
- B. Know
- C. Participate

**32 IF, AFTER AN INVESTIGATION BY YOU OR YOUR SAFETY AND HEALTH REP, YOU STILL FEEL THAT YOUR WORK IS UNSAFE, WHO INVESTIGATES FURTHER? \_\_\_\_\_**

- A. Your supervisor
- B. Your safety rep.
- C. Your Workplace Safety and Health Committee member
- D. A ministry of Labour inspector

**33 THE WHMIS SYMBOL WITH THE SKULL AND CROSS BONES IN IT STANDS FOR.... \_\_\_\_\_**

- A. Corrosive materials
- B. Material causing immediate and serious toxic effects
- C. Material causing toxic effects after many and prolonged exposures bio- hazardous materials

**34 IF YOU WORK AROUND HAZARDOUS MATERIALS, YOU HAVE THE RIGHT TO.... \_\_\_\_\_**

- A. Know what they are and what to do with them
- B. Be paid more
- C. Have at least one other guard working with you
- D. Study for a special certificate

- 35 AN EXAMPLE OF A HIGH RISK WORK SITUATION IS.....** \_\_\_\_\_
- A. Working alone at an industrial site during the day
  - B. Working alone during the evening
  - C. Working after hours when no site staff is working
  - D. Working alone at night
- 36 SECTION 10 UNDER THE CANADIAN CHARTER OF RIGHTS AND FREEDOMS STATES.....** \_\_\_\_\_
- A. Everyone has the right to be informed of reasons for their arrest/detention without reasonable delay
  - B. Everyone has the right to obtain legal counsel without reasonable delay
  - C. Everyone has the right to refuse unreasonable search and seizure
  - D. Everyone has the right to bear arms
- 37 WHAT IS THE MOST COMMON FORM OF PHYSICAL ACCESS CONTROL?** \_\_\_\_\_
- A. Keys and locks
  - B. Electromagnetic locks
  - C. Alarm panels
  - D. Security guard
- 38 WHO OWNS THE MEMO BOOK?** \_\_\_\_\_
- A. The security guard
  - B. The company who hired Security Company
  - C. The security company
  - D. The client
- 39 IF A SECURITY GUARD HAD TROUBLE HEARING A RADIO TRANSMISSION AND NEEDED THE DISPATCHER TO REPEAT THE MESSAGE, WHAT 10 CODE WOULD THE GUARD USE?** \_\_\_\_\_
- A. 10-0
  - B. 10-1
  - C. 10-3
  - D. 10-9
- 40 IF SECURITY GUARD NEEDED TO ESCORT A LARGE GROUP OF PEOPLE THROUGH A HIGH RISK AREA, WHERE SHOULD THE SECURITY GUARD POSITION THEMSELVES?** \_\_\_\_\_
- A. In front
  - B. In behind
  - C. Doesn't matter
  - D. In the middle of the group
- 41 WHAT TERMS BEST DESCRIBE PARA-VERBAL COMMUNICATION?** \_\_\_\_\_
- A. Intonation, intention, body language
  - B. tone, volume, cadence
  - C. tune, pitch, octave
  - D. smile, nod, wave
- 42 WHO IS ALLOWED TO SEE THE SECURITY GUARDS LICENSE?** \_\_\_\_\_
- A. Anyone who asks
  - B. The client
  - C. Your supervisor
  - D. The police
- 43 WHEN A SECURITY GUARD ENCOUNTERS AN EMERGENCY SITUATION, WHAT IS THE MOST IMPORTANT THING TO CONSIDER?** \_\_\_\_\_

- A. The safety of the guard
- B. Protection of evidence
- C. Finding the perpetrator of the crime and arresting them
- D. Giving first aid to the victim

**44 ACCORDING TO NATIONAL USE OF FORCE GUIDELINES WHAT IS THE FIRST RESPONSE OPTION? \_\_\_\_\_**

- A. Presence of security guard
- B. Tactical communications
- C. Passive aggression
- D. Baton

**45 WHILE WORKING AS A SECURITY GUARD ON PRIVATE PROPERTY, ON WHOSE AUTHORITY ARE YOU ENFORCING THE RULES ON THE SITE? \_\_\_\_\_**

- A. Federal and Provincial Law
- B. Company policies and procedures
- C. Trespass to Property Act
- D. As an agent of the property owner

**46 WHAT IS THE BEST AGENT TO EXTINGUISH A CLASS C FIRE? \_\_\_\_\_**

- A. Water
- B. Baking soda
- C. dry chemicals
- D. carbon dioxide

**47 AS A SECURITY GUARD WORKING OUTSIDE AN ESTABLISHMENT LICENSED TO SERVE LIQUOR UNDER THE LIQUOR LICENSE ACT OF ONTARIO YOU WITNESS SOMEONE LEAVING THE ESTABLISHMENT AND THE APPEAR TO BE INTOXICATED. WHAT SHOULD YOU DO? \_\_\_\_\_**

- A. Call the Police
- B. Arrest them for public drunkenness
- C. Let them leave
- D. Ask them if they have a safe ride home

**48 UNDER CRIMINAL CODE SECTION 494, IF THE SECURITY GUARD SEES SOMEONE COMMITTING AN INDICTABLE OFFENSE AND PLACES THE PERSON UNDER ARREST, WHAT SHOULD THE GUARD'S NEXT STEP BE? \_\_\_\_\_**

- A. Use only as much force as necessary to conduct the arrest
- B. Put handcuffs on them
- C. Deliver them to peace officer
- D. Search them for weapons

**49 IF A SECURITY GUARD HAS BEEN AUTHORIZED TO CARRY HANDCUFFS WITH THEIR SECURITY COMPANY, WHEN WOULD THE SECURITY GUARD USE THEM? \_\_\_\_\_**

- A. They are not allowed to use them as security guards
- B. To protect guard
- C. If the security guard has made an arrest and at their discretion
- D. Only after the security has used their baton

**50 WHERE WOULD A SECURITY GUARD FIND ANSWERS TO QUESTIONS REGARDING THE CORRECT HANDLING OF EVIDENCE?**

- A. Canada Evidence Act and Ontario Evidence Act
- B. Police Services Act
- C. Criminal Code Conduct
- D. Forensics Act

- 51 **WHILE DOING FLOOR TO FLOOR PATROL OF THE SITE THE SECURITY GUARD COME ACROSS A SMALL, CONTROLLED FIRE CONTAINED IN A WASTEBASKET. WHAT SHOULD THE GUARD'S NEXT STEP BE? \_\_\_\_\_**
- A. Close the door and hope to cut off oxygen to the fire
  - B. Use a basket or tap to smother the fire
  - C. Use a fire extinguisher with appropriate agent
  - D. Do nothing. Security guards are not firefighters.
- 52 **WHILE WORKING AS A SECURITY GUARD, WHAT AUTHORITY MUST BE GIVEN PRIORITY? \_\_\_\_\_**
- A. Federal and Provincial Law
  - B. Trespass to Property Act
  - C. The security company policy and guidelines.
  - D. The clients Policy and procedures
- 53 **YOU ARE PERFORMING ACCESS CONTROL AT THE FRONT DESK AND A CONTRACTOR WHO HAD BEEN WORKING EARLIER IN THE DAY RETURNS BECAUSE HE SAID HE FORGOT SOME EQUIPMENT UPSTAIRS. WHAT SHOULD THE SECURITY GUARD DO? \_\_\_\_\_**
- A. Let him go upstairs. You recognize him.
  - B. Escort him upstairs and wait until he retrieves his items then escort him back to the front desk and document the incident
  - C. Ask him to leave and if he doesn't, arrest him under the Trespass to Property Act
  - D. Leave him alone at the front desk and go retrieve the items for him
- 54 **YOU ARE WORKING AT AN INDUSTRIAL SITE THAT WORKS WITH LOT OF TOXIC CHEMICALS. WHEN YOU ARE PATROLLING YOU NOTICE A CONTAINER IN THE WAREHOUSE THAT IS LEAKING FLUID. WHAT STEPS SHOULD YOU FOLLOW? \_\_\_\_\_**
- A. Dip your finger into it and smell it. If the smell is strong leave the area
  - B. Leave the area immediately, check your site's M.S.D.S, tell the client
  - C. Cordon off the area immediately. When it is safe to do so, follow W.H.M.I.S guidelines, check your site's M.S.D.S and call the company who is responsible for the product for safe handling procedures.
  - D. W.H.M.I.S does not protect security guards who work in warehouses.
- 55 **YOU ARE CHECKING THE ROOF AND FIND A CONTRACTOR WORKING. YOU WERE UNAWARE THAT CONTRACTORS WOULD BE WORKING THERE TODAY. WHAT STEPS SHOULD THE SECURITY GUARD FOLLOW?**
- A. Tell him to stop working. If he continues to work, arrest him under the Trespass to Property Act
  - B. Ask for identification and verify the contractor's presence with your supervisor. Have the contractor stop their work until the supervisor returns with an answer. If the contractor is allowed to work, leave the area and document the incident fully.
  - C. Allow them to continue, they look like contractors
  - D. Continue on with your patrol but be sure to ask your supervisor about it when you get back to the security desk
- 56 **ON YOUR SITE A WITNESS COMES FORWARD TO GIVE A STATEMENT ABOUT AN ASSAULT THAT OCCURRED. THE SUBJECT SUBMITS THE REPORT BUT IT IS WRITTEN IN PURPLE INK. CAN IT BE CONSIDERED A LEGAL DOCUMENT? \_\_\_\_\_**
- A. No, make the subject write it again in black ink and capital letters
  - B. No, only when it is read aloud in court and is transcribed electronically
  - C. Yes, it can be submitted as a legal document
  - D. Yes, but only if the person has signed it in the presence of a Public Officer
- 57 **WHILE DOING ACCESS CONTROL AT A SITE A CROWD STARTS GATHERING AT YOUR ENTRANCE. WHAT SHOULD YOU DO? \_\_\_\_\_**
- A. Call for back-up, observe the actions of the crowd, take detailed notes but do not engage until back up arrives
  - B. Go outside and yell at them to move away from your main entrance



- C. Identify the leader in the group and ask them to break up the crowd
- D. Arrest them all for causing a disturbance

**58 WHILE YOU ARE WORKING AT THE SECURITY DESK A WOMAN TELLS YOU THAT SHE HAS JUST BEEN SEXUALLY ASSAULTED BY SOMEONE KNOWN TO YOU. WHAT SHOULD YOU DO TO HELP HER?**

- A. Listen to her patiently then suggest she call the police. Document the incident
- B. Call the police on her behalf and relay the story to them
- C. Do a search of the site until you find the person who assaulted her then assist her to make an arrest?
- D. Give her a private area to write her report and keep her safe until the police arrive

**59 WHAT IS THE DIFFERENCE BETWEEN COVERT SECURITY SURVEILLANCE AND OVERT SECURITY SURVEILLANCE? \_**

- A. Covert surveillance is done with a vehicle, overt surveillance is done outside
- B. Covert surveillance is done at night and overt surveillance is done during the day
- C. Covert surveillance is where the security guard is an obvious presence in uniform while overt surveillance is performed when the security guard isn't immediately visible to the subject or public
- D. Covert surveillance is where the security guard isn't immediately visible to the subject or the public while overt surveillance is where the security guard is an obvious presence in uniform

**60 WHEN REFERRING TO A COLLECTIVE BARGAINING DISPUTE OR A STRIKE THAT IS OCCURRING ON YOUR PROPERTY, WHAT WOULD BE THE BEST EXAMPLE OF AN INJUNCTION? \_\_\_\_\_**

- A. Separating two employees that are arguing
- B. Coordinating pedestrian traffic so on one gets hurt
- C. Ensuring picketing workers do not obstruct other worker's from entering the site by making sure they stay back the required distance as made mandatory by court order
- D. An authorization to arrest all parties who enter site

**61 YOU HAVE ASKED THE SUPERVISOR FOR MORE RESPONSIBILITY ON YOUR SITE AND THEY ASK YOU TO PUT TOGETHER AN AGENDA FOR YOUR NEXT MEETING. YOU HAVE NO EXPERIENCE IN THIS TASK. WHAT SHOULD YOU DO? \_\_\_\_\_**

- A. Meet with your team and address the needs together
- B. Tell your supervisor you are not comfortable with the task and refuse to comply
- C. Go over the minutes of the last agenda and base your agenda around that. Submit it to your supervisor and ask for feedback
- D. Delegate the task to another team member

**62 WHAT'S THE BEST WAY TO DESCRIBE THE ACTIVITY OF A GROUP OF PEOPLE WHO ARE SYMPATHETIC TO A CAUSE AND HAVE GOTTEN TOGETHER IN FRONT OF A PROPERTY TO VOICE THEIR CONCERNS WITHOUT VIOLENCE? \_\_\_\_\_**

- A. Peaceful demonstration
- B. Political rally
- C. Violent political unrest
- D. Executive protest

**63 WHAT IS THE PURPOSE BEHIND SMART SERVE? \_\_\_\_\_**

- A. Assist the security guard to determine how much force to use on someone who appears intoxicated
- B. Train a security guard how to prevent incidence of intoxication on our property
- C. As a substitute for the Liquor License Act
- D. To determine which alcoholic beverage someone would prefer

**64 A SECURITY GUARD RECEIVES A DISPATCH FROM A REMOTE MONITORING COMPANY THAT INDICATES AN INTRUSION ALARM WAS RECEIVED. WHAT STEPS SHOULD THE SECURITY GUARD TAKE? \_\_\_\_\_**

- A. Ask the dispatcher for as many details as possible and call for back up. When your back up arrives, approach cautiously and investigate the apparent cause for alarm. Call police if necessary. Document the incident fully.



- B. Call the police and wait until they arrive
- C. Do not enter as you are not insured as a security guard
- D. Send another security guard, you are not comfortable doing intrusion alarms

**65 WHAT IS THE BEST WAY TO SECURE A LARGE AREA? \_\_\_\_\_**

- A. Temper switch
- B. Panic/duress button
- C. Volumetric sensors
- D. Guard dog

**66 WHAT ARE SOME EXAMPLES OF MOTION SENSORS/DETECTORS? \_\_\_\_\_**

- A. Infrared, ultrasonic, microwave
- B. Keys, locks, deadbolt
- C. Dampened mercury sensor, inertia sensor, vibration sensor
- D. Foil fine wire, glass break, shatter

**67 WHAT IS THE MAIN PURPOSE BEHIND MAGNETIC SWIPE CARDS? \_\_\_\_\_**

- A. Gain access through an electronic access system
- B. Storing data about the individual such as name, address and date of birth
- C. Gain access through a proximity system
- D. Pay the security guard to gain access to the site

**68 WHAT WOULD BE THE SECURITY GUARDS FIRST STEP IF A CRIMINAL OFFENCE HAPPENED TO THEM WHILE ON SITE?**

- A. Arrest the person using only as much force as necessary
- B. Wait until the end of the shift and write a report about the incident
- C. Call your supervisor and have the supervisor arrest the subject
- D. Report the incident to the police immediately

**69 THE CLIENT HAS ENLISTED YOU TO ESCORT A RECENTLY TERMINATED EMPLOYEE TO THEIR LOCKER TO COLLECT THEIR PERSONAL THINGS AND RETURN COMPANY MATERIAL. WHAT STEPS SHOULD THE SECURITY GUARD TAKE? \_\_\_\_\_**

- A. Go to the employee's locker without the employee & remove everything and bring it back to the security office
- B. Go to the employee's locker without the employee and remove only the items belonging to the client and bring them to the security office
- C. Go to the locker with the employee with a checklist of the items belonging to the client. Check them off as you receive them. Have the employee sign off on the checklist when all items have been collected
- D. Refuse the task because you don't have the right to search and seize another person's possessions

**70 THE SECURITY GUARD IS WORKING AT THE FRONT DESK WHEN THEY RECEIVE A HIGH TEMPERATURE ALARM IN THE BOILER ROOM. THE SECURITY GUARD IS NOT PERMITTED TO LEAVE THE FRONT DESK. HOW SHOULD THE SECURITY GUARD PROCEED? \_\_\_\_\_**

- A. Check the standing orders regarding who to contact when a boiler room alarm is received. Give the contact all the details of the alarm. Update your memo book and make a detailed report for the client
- B. Disregard the order to stay at the front desk and investigate the alarm. Read the gauges and make a judgment call whether you need to make a report. Return to the front desk.
- C. Stay at the front desk and call the police and tell them your site is about to bum to the ground.
- D. Check the standing orders for procedures to follow when receiving this type of alarm. Call the emergency contact for a boiler room alarm and give them all the necessary details. No need to update memo book or a report for the client though because this is probably a "false alarm".

**71 WHAT'S THE BEST AGENT TO EXTINGUISH A CLASS A FIRE? \_\_\_\_\_**

- A. Dry chemicals
- B. Water
- C. Carbon dioxide
- D. Baking soda

**72 UNDER THE PROVINCIAL OFFENSES ACT IF A PRIVATE CITIZEN MAKES AN ARREST, WHO MUST THEY DELIVER THEIR ARRESTED PARTY TO? \_\_\_\_\_**

- A. The police
- B. A peace officer
- C. It doesn't specify
- D. Your supervisor

**73 WHAT TERMS WOULD BEST DESCRIBE THE MOST EFFECTIVE WAY TO RETAIN OR MEMORIZE INFORMATION? \_\_\_\_**

- A. Look, Listen, Feel
- B. Sympathy, Empathy, Apathy
- C. Concentration, Association, Repetition
- D. Remove, Replace, Report

**74 YOU ARE THE CONTACT OFFICER FOR AN EMERGENCY SITUATION AND YOUR DISPATCHER WANTS YOU TO RELAY INFORMATION OVER THE RADIO IN ORDER TO ALERT THE PROPER AUTHORITIES. WHAT'S THE BEST WAY FOR THE SECURITY GUARD TO PROCEED?**

- A. Give as much detail over the radio including names, descriptions and license plate numbers. Follow up by giving your recommendations
- B. Don't relay any information to the dispatcher. The information is confidential. You call 911 instead
- C. Give brief answers providing only as much information as necessary. Wait until you hear confirmation before re-transmitting any further information
- D. You are uncomfortable about giving information over the radio because it's usually recorded and you don't want anyone making fun of you

**75 WHAT IS THE BEST DEFINITION OF THE TERM "DUTY OF CARE"? \_\_\_\_\_**

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

**76 WHAT IS THE DEFINITION OF POSITIONAL ASPHYXIA? \_\_\_\_\_**

- A. When the position of the body interferes with the ability to breathe
- B. When someone faints and falls to the ground
- C. When the position of the body doesn't allow the subject to move freely
- D. When it becomes difficult to breathe

**77 THE SECURITY GUARD IS WORKING AT A BUSY RETAIL ENVIRONMENT WHEN A WOMAN COMES UP TO YOU CLAIMING THAT SOMEONE STOLE HER PURSE. AS YOU ARE TAKING HER STATEMENT SHE POINTS AT SOMEONE AND SAYS, "THAT'S MY PURSE!" HOW SHOULD THE SECURITY GUARD PROCEED? \_\_\_\_\_**

- A. Arrest the person on her behalf because you have the right to make an arrest without warrant. Just to be safe, have the victim make a detailed witness statement and sign it should you have to go to court
- B. Have the victim place the subject under arrest so you can use force to help make the arrest. Fill out the use of force reports and the incident report and just to be safe, have the victim make a detailed witness statement and sign it.

- C. Discourage the victim from engaging because it isn't safe and call the police. Get a detailed description of the purse and its contents. Make a detailed description of what the subject looked like. Have the victim write a report on the incident
- D. Accuse the victim of lying. It probably just looks like her purse. If she persists, pretend to call the Police to appease her.

**78 WHILE THE SECURITY GUARD IS DOING THEIR FLOOR BY FLOOR PATROL THE SECURITY GUARD NOTICES THAT A FIRE EXTINGUISHER HAS A LARGE DENT IN ME CANISTER AND THE GAUGE IS CRACKED AND BROKEN. HOW SHOULD THE SECURITY GUARD PROCEED? \_\_\_\_\_**

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

**79 WHAT DOES W.H.M.I.S STAND FOR? \_\_\_\_\_**

- A. Worker's healthy material information system
- B. Workplace hazardous material information system
- C. Workplace health mental information system
- D. Workplace hazardous mitigation intelligence system

**80 ACCORDING TO THE LIQUOR LICENSE ACT, AT WHICH AGE ARE PEOPLE ALLOWED TO PURCHASE ALCOHOL? \_**

- A. 18
- B. 19
- C. 21
- D. 25

**81 WHAT IS THE HIERARCHY OF THE COURT SYSTEM IN CANADA? \_\_\_\_\_**

- A. Provincial court, Provincial superior court. Court of appeal. Supreme court of Canada
- B. Civil court, Criminal court, Tax court. Military court
- C. Civil law, common law. Federal law. Provincial law
- D. Federal court. Provincial court, Municipal court. Human rights tribunal

**82 UNDER THE LIQUOR LICENSE ACT, AS AN AGENT OF THE OWNER, WHAT DOES A SECURITY GUARD HAVE THE RIGHT TO DO IF SOMEONE APPEARS DRUNK OR INTOXICATED? \_\_\_\_\_**

- A. Use force to remove the person because they are dangerous to themselves and others
- B. Ask the person to leave and/or refuse to allow the person to enter the premises
- C. Tell the bartender to not serve them anymore then escort them to the bathroom
- D. Follow them around the bar like a bodyguard and if they do anything dangerous, arrest them

**83 WHAT DOES M.S.D.S STAND FOR? \_\_\_\_\_**

- A. Material safety data sheets
- B. Make safety do safety
- C. Material security data sheets
- D. Material safety distribution sheets

**84 WHAT IS THE MOST IMPORTANT ROLE OF THE SECURITY GUARD WHILE PERFORMING TRAFFIC ENFORCEMENT ON PRIVATE PROPERTY? \_\_\_\_\_**

- A. Issue traffic tickets under the Highway Traffic Act
- B. Issue parking tickets but only if the guard has received the training to become a municipal law enforcement officer on their site
- C. Directing traffic on a private roadway or parking facility and monitor pedestrian safety



- D. Ensuring that cars are road safe and pulling over any cars that have excessive rust or dents
- 85 THE CLIENT HAS REQUESTED THAT ALL TRUCKS/VEHICLES MUST BE SEARCHED UPON EXITING THE FACILITY. WHICH AREA WOULD LEAST LIKELY TO BE SEARCHED? \_\_\_\_\_**
- A. The cargo hold  
B. The trunk  
C. The trunk cab  
D. Under the hood
- 86 WHICH ONE OF THE CONDITION WOULD NOT CONSTITUTE A TRESPASSER UNDER THE TRESPASS TO PROPERTY ACT? \_\_\_\_\_**
- A. Failure to leave when directed  
B. Engage in prohibited activity  
C. Using more force than necessary to conduct the arrest  
D. Entry where entry prohibited
- 87 SECTION 8 OF THE CANADIAN CHARTER OF RIGHTS AND FREEDOM STATES: \_\_\_\_\_**
- A. Everyone has the right to know why they are being arrested or detained without reasonable delay  
B. Everyone is protected from unreasonable search or seizure  
C. Everyone has the right to bear arms  
D. Everyone has the right to obtain legal counsel without reasonable delay
- 88 WHERE COULD A SECURITY GUARD FIND INFORMATION REGARDING LEGISLATION OF ONTARIO PRIVATE SECURITY? \_\_\_\_\_**
- A. Police Service Act  
B. Liquor License Act  
C. Private Security Act  
D. Private Security and Investigative Services Act
- 89 WHAT EQUIPMENT WOULD NOT BE NECESSARY IN ORDER TO PERFORM TRAFFIC ENFORCEMENT ON PRIVATE PROPERTY?**
- A. Handcuffs and baton  
B. Whistle  
C. Reflective Vest  
D. White gloves
- 90 THE SECURITY GUARD IS ALONE AND PERFORMING STATIC DESK DUTY. THE SECURITY GUARD IS NOT PERMITTED TO LEAVE THE FRONT DESK UNLESS RELIEVED BY A FELLOW GUARD. WHILE THE SECURITY GUARD IS UPDATING HIS MEMO BOOK THE FIRE ALARM GOES OFF. WHAT STEPS SHOULD THE SECURITY GUARD FOLLOWx? \_\_\_\_\_**
- A. Check the annunciator panel to determine the location of the alarm then check the standing orders on how to proceed. Take detail notes of the nature of the alarm and any emergency service that attend. Reset the building and write a report for the client  
B. Call 911 even before you know the reason for the alarm because any delay might cause further damage. Write a report for the client  
C. Go investigate the alarm. A lot of them tend to be false alarms and you don't want to waste the fire department's time. Also, if the alarm turns out to be false you won't need to waste time writing a report for the client  
D. Leave the building and call from off site. It is not a security guard's role to deal with fire alarms
- 91 UNDER THE TRESPASS TO PROPERTY ACT, IF A PRIVATE PERSON MAKES AN ARREST, WHO MUST THEY DELIVER THEIR ARRESTED PARTY TO? \_\_\_\_\_**
- A. A Peace Officer  
B. A Public Officer

- C. A Police Officer
- D. The Owner of the Property

**92 A SECURITY GUARD IS WORKING ALONE AND COMES ACROSS AN UNCONSCIOUS, UNRESPONSIVE PERSON. THE SECURITY GUARD DOESN'T HAVE A RADIO OR CELL PHONE IN ORDER TO CALL EMERGENCY SERVICES. WHAT SHOULD THE SECURITY GUARD DO? \_\_\_\_\_**

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

**93 WHAT IS THE MOST IMPORTANT REASON A SECURITY GUARD WOULD CORDON OFF SCENE IN AN EMERGENCY?**

- A. To protect evidence
- B. To control unauthorized access
- C. To protect the people in the surrounding area
- D. To stay busy while the police are investigating

**94 A SECURITY GUARD JUST STARTED THEIR SHIFT AND THEY NEED TO CHECK WHETHER THE RADIO WAS TRANSMITTING PROPERLY, WHICH 10 CODE WOULD THEY USE? \_\_\_\_\_**

- A. 10-0
- B. 10-2
- C. 10-4
- D. 10-9

**95 AS PER THE NATIONAL USE OF FORCE FRAMEWORK, WHAT WOULD BE THE BEST WAY TO DESCRIBE PASSIVE RESISTANT BEHAVIOR? \_\_\_\_\_**

- A. Someone who swings violently at you while you attempt to remove them from the property
- B. Someone who curses at you as they leave the property on their own after you ask them to leave
- C. Someone who goes limp as you try to remove them from the property
- D. Someone who threatens you with a weapon as you approach them

**96 THE SECURITY GUARD ON DUTY IS TRAINED AS A FIRST AID PROVIDER. THE SECURITY GUARD COMES ACROSS UNCONSCIOUS, UNRESPONSIVE VICTIM SO THE GUARD DECIDES TO ENGAGE IN C.P.R HOW MANY COMPRESSIONS ARE GIVEN AND HOW MANY BREATHS ARE GIVEN? \_\_\_\_\_**

- A. 15 compressions then 2 breaths (15:2)
- B. 2 compression then 15 breaths (2:15)
- C. 30 compressions then 2 breaths (30:2)
- D. 2 compressions then 30 breaths (2:30)

**97 UPON THE ARREST OR DETENTION OF A PERSON; A SECURITY GUARD CAN LAWFULLY SEARCH THE PERSON UNDER WHICH SCENARIO? \_\_\_\_\_**

- A. The security guard can never conduct a thorough search of a person under any circumstances
- B. The search will afford evidence to a criminal offence
- C. The security guard has reasonable and probable grounds to believe that the person has a concealed weapon
- D. There is a perceived or actual element of danger, or the search is linked to the reason for the arrest/detention

**98 WHICH OF THE FOLLOWING FUELS ARE ASSOCIATED WITH A CLASS B FIRE? \_\_\_\_\_**

- A. Wood, Paper, Cloth
- B. Gasoline, Oil, Grease
- C. Metal, Paper, Cloth
- D. Wood, Paper, Electrical Equipment



- 99 YOU ARE ON PATROL AND FIND A SUBSTANCE LEAKING FROM A DRUM –DO YOU;**
- A. Commence immediate clean up before finding out what the substance is
  - B. Consult MSDS and clean up
  - C. Call the fire department immediately
  - D. Consult MSDS clear the area advise appropriate persons in charge of the area, and call fire department only if needed based on MSDS warnings.
- 100 WHO HAS LEGAL OWNERSHIP OF YOUR NOTEBOOK? \_\_\_\_\_**
- A. The security guard
  - B. The client
  - C. The company employing the security guard
  - D. The government
- 101 YOU ARE ALLOWED TO USE HANDCUFFS WHEN: \_\_\_\_\_**
- A. Needed for your safety
  - B. When arresting anyone at any time
  - C. When arresting multiple persons
  - D. Any time your supervisor tells you that you can
- 102 AT ANY SITE FOR THE PURPOSES OF ENFORCING RULES AND THE LAW, YOU ARE: \_\_\_\_\_**
- A. An agent of the police
  - B. An agent of the property manager
  - C. An agent of your security company
  - D. An agent of the Ministry of corrections and community safety
- 103 MAGNETIC STRIPE ACCESS CARDS CAN BE USED:**
- A. At an ATM machine
  - B. To make long distance calls
  - C. At doors they contain magnetic locks once programmed for them
  - D. As identification
- 104 WHAT SHOULD A SECURITY GUARD DO WHEN HE RECEIVES A CALL FROM PEOPLE STUCK IN AN ELEVATOR?**
- A. Try to open the elevator by himself
  - B. Instruct the people in the elevator to try to get out through the top of the elevator
  - C. Call the elevator service company
  - D. Use your keys to try to recall the elevator down
- 105 YOU RECEIVE A WITNESS STATEMENT WRITTEN IN BLUE PENCIL, WHAT SHOULD YOU DO? \_\_\_\_\_**
- A. Rewrite in black ink
  - B. Attach it to bottom of your incident report
  - C. Make an electronic copy
  - D. Throw it away, it is of no use
- 106 WHICH RULES (LAWS, LEGISLATIONS) ARE THE MOST IMPORTANT ONES FOR THE SECURITY GUARD: \_\_\_\_\_**
- A. Those established by the security company
  - B. Those that are established by the site that employed the security company
  - C. Federal Legislation
  - D. Municipal by-laws
- 107 AFTER ARRESTING A PERSON, WHAT DO YOU DO: \_\_\_\_\_**
- A. Give him or her to a peace officer
  - B. Release him after taking a report

- C. Read him his rights and handcuff him
- D. Leave him in the security office and wait outside for the police

**108 A CLEARLY INTOXICATED PERSON TRIES TO ENTER A LICENSED PREMISES, THE SECURITY GUARD AT THE DOOR WILL:**

- A. Call the police since it is illegal for an intoxicated person to be in a public place
- B. Give the intoxicated person access and check up on him from time to time
- C. The security guard has the right to refuse the access based on the level of intoxication

**109 WHAT IS THE FIRST LEVEL OF THE USE OF FORCE THEORY \_\_\_\_\_?**

- A. Security guard presence
- B. Tactical considerations
- C. Passive resistance
- D. Lethal force

**110 WHILE WORKING AS A SECURITY GUARD, WHAT AUTHORITY MUST BE GIVEN PRIORITY \_\_\_\_\_**

- A. Federal and Provincial Law
- B. Protection of evidence
- C. Finding the perpetrator of the crime and arresting them
- D. Giving first aid to the victim

**111 A SECURITY GUARD RECEIVES A DISPATCH FROM A REMOTE MONITORING COMPANY THAT INDICATES AN INTRUSION ALARM WAS RECEIVED. WHAT STEPS SHOULD THE SECURITY GUARD TAKE: \_\_\_\_\_**

- A. Ask the dispatcher for as many details as possible and call for back up. When your back up arrives, approach cautiously and investigate the apparent cause for alarm. Call the police if necessary. Document the incident fully
- B. Call the police and wait until they arrive
- C. Do not enter as you are not insured as a security guard
- D. Send another security guard, you are not comfortable doing intrusion alarms

**112 What is the legal adult age in Ontario?**

- A. 18
- B. 19
- C. 20
- D. 21

**113 WHICH OF THE FOLLOWING ARE BASIC SECURITY GUARD DUTIES? \_\_\_\_\_**

- A. Enforcing traffic rules on city streets
- B. Patrolling public places and enforcing laws
- C. Enforcing rules and regulations on private property
- D. Finding and capturing wanted criminals

**114 THE CRIMINAL CODE OF CANADA ALLOWS: \_\_\_\_\_**

- A. Special authorities for police officers and security guards
- B. Security guards the same authorities as other private citizens
- C. Security guards to use reasonable force arresting people named on a warrant
- D. Prevents Security Guards using force to remove trespassers

**115 WHAT IS THE BEST DESCRIPTION OF A SITE PATROL DUTY? \_\_\_\_\_**

- A. Assigned to a specific site, patrolling the property
- B. Assigned to a specific static post
- C. Assigned to patrol between many sites
- D. Assigned to patrol a specific area for the purpose of detecting fire

- 116 WHICH OF THE FOLLOWING REGULATES THE SECURITY INDUSTRY IN ONTARIO? \_\_\_\_\_**
- A. The Criminal Code and Charter of Rights
  - B. The Private Security Investigative Services Act, 2005
  - C. The Police Services Act
  - D. The Private Investigators Security Guards Act, 1990
- 117 WHAT IS THE MAXIMUM PENALTY FOR AN INDIVIDUAL'S VIOLATION OF THE CODE OF CONDUCT? \_\_\_\_\_**
- A. \$1000.00 fine
  - B. Community service
  - C. \$25,000.00 fine and/or a year in jail
  - D. Suspension or revocation of the Security guard license
- 118 LICENSEES ARE PROHIBITED FROM THE FOLLOWING ACTS:**
- A. Following someone without their consent for the purpose of gathering information
  - B. Forcibly removing an unwanted patron from a night club
  - C. Assisting an owner of an apartment by reporting a tenant's activities
  - D. Providing information about a person in a witness protection program
- 119 WHICH OF THE FOLLOWING ARE VALID SURVEILLANCE TECHNIQUES? \_\_\_\_\_**
- A. Observing the physical environment and using situation awareness
  - B. Using parabolic microphones to listen in on private conversations
  - C. Using telescopes to peek into windows of residences
  - D. Purposely following a vehicle closely to intimidate the subject who is a criminal
- 120 WHICH OF THE FOLLOWING IS A BENEFIT OF MOBILE PATROL COMPARED TO FOOT PATROL? \_\_\_\_\_**
- A. Greater ability to carry equipment
  - B. Greater ability to chase and catch fleeing criminals
  - C. Greater ability to closely assess the protected building
  - D. Greater ability to enforce parking laws
- 121 ACCESS CONTROL IS CONSIDERED FOR WHICH TYPES OF PEOPLE? \_\_\_\_\_**
- A. Employees
  - B. Customers
  - C. Everyone entering the premises
  - D. The general public
- 122 WHICH OF THE FOLLOWING IS TRUE ABOUT ALARMS? \_\_\_\_\_**
- A. Security Guards can easily obtain prompt back up when needed
  - B. Security Guards always work with partners so they can investigate alarms
  - C. Security Guards often respond alone and do not have immediate back up
  - D. Security Guards only respond to false alarms
- 123 WHICH OF THE FOLLOWING ARE POSSIBLE INDICATORS OF A PERSON INTOXICATED BY DRUGS? \_\_\_\_\_**
- A. Signs of nervousness, body twitching and sweating
  - B. A limp right arm
  - C. Speaking in a high pitched and loud voice
  - D. Increased abilities to reason and think rapidly
- 124 WHAT PATTERNS SHOULD BE AVOIDED BY SECURITY GUARDS? \_\_\_\_\_**
- A. Regularly scheduled rotating shifts
  - B. Knowing where you are at all times and how to summon help

- C. Regular people and their activities on the site
- D. Completing patrols routinely at the same time each day

**125 WHAT ARE THE FOLLOWING TYPES OF REPORTS A SECURITY GUARD MAY NORMALLY COMPLETE? \_\_\_\_\_**

- A. Shift logs, incident reports, briefing reports and use of force reports
- B. Crown briefs and private information
- C. Timetables, needs assessments and recommendations
- D. Executive summary and progress reports

**126 WHAT WORD BEST DESCRIBES WHAT IS REQUIRED REGARDING STATEMENTS? \_\_\_\_\_**

- A. Recorded
- B. Verbatim
- C. Paraphrased
- D. Hand written

**127 WHAT IS REQUIRED OF EMPLOYERS ACCORDING TO THE OCCUPATIONAL HEALTH & SAFETY ACT? \_\_\_\_\_**

- A. Provide body armour to employees
- B. Provide a reasonably safe and healthy work environment
- C. Provide higher pay rates in riskier work environments
- D. Ensure that two guards are assigned to a site at night time

**128 WHEN RESPONDING TO AN ALARM AND DETECTING A LOT OF SMOKE A GUARD SHOULD: \_\_\_\_\_**

- A. Call the fire Department and start a search for people inside
- B. Call the Fire Department and put the fire out
- C. Enter the building to check for trapped people
- D. Call the Fire Department, stay a safe distance and keep people back

**129 WHAT IS THE FIRST PRIORITY WHEN RESPONDING TO AN EMERGENCY? \_\_\_\_\_**

- A. Preserve the evidence and ensure the scene does not get contaminated
- B. Gather witnesses and take statements
- C. Assess hazards and ensure the area is safe to approach
- D. Triage injuries and treat life threatening injuries

**130 WHAT OF THE FOLLOWING IS A FAILURE TO PROVIDE DUTY OF CARE? \_\_\_\_\_**

- A. Fail to report a normal looking car in the parking lot, later found to be a crime scene
- B. Fail to confiscate a barbeque from a balcony at an apartment that later starts a fire
- C. Fail to report a broken window noticed that turns out to be the entry for a theft
- D. Fail to assess the root causes of a fire

**131 WHAT SHOULD YOU DO WHEN PRESERVING A CRIME SCENE? \_\_\_\_\_**

- A. Remove broken glass, knives, blood and other safety hazards
- B. Secure the perimeter and investigate the scene, personally
- C. Determine the centre of the scene and work your way out
- D. Secure the scene and ensure no one enters, touches or moves anything until police arrive

**132 WHAT SHOULD YOU DO WHEN RECEIVING A BOMB THREAT? \_\_\_\_\_**

- A. Remove suspicious looking packages from the area
- B. Notify people working in the building there could be a bomb
- C. Immediately call 911
- D. Contact property management, report the matter and follow their instructions

**133 WHAT IS STATUTE LAW? \_\_\_\_\_**

- A. Written law



- B. Family law
- C. Provincial Law
- D. Case Law

**134 WHICH OF THE FOLLOWING IS TRUE IN MOST CRIMINAL LAW? \_\_\_\_\_**

- A. Assumed guilty until proven innocent
- B. The onus is on the accused to prove innocence
- C. The onus is on the complainant to prove guilt
- D. The burden of proof is on both parties to the offence

**135 WHICH OF THE FOLLOWING RELATED TO THE COURT SYSTEM IS TRUE? \_\_\_\_\_**

- A. Ontario Court decisions supersede those of the Supreme Court of Canada
- B. Municipalities have the authority to make laws contradicting provincial laws
- C. Lower courts are bound by the decisions of higher courts
- D. Provincial Appeals Courts are the highest courts in the land

**136 WHEN ATTENDING COURT, WHAT SHOULD YOU BRING? \_\_\_\_\_**

- A. Your notebook and original reports you made
- B. Evidence such as the weapon seized at the time of the offence
- C. A photograph of the subject on the day they were arrested
- D. A co-worker for moral support

**137 WHAT ARE TWO ACTS GOVERNING ADMISSIBILITY OF EVIDENCE? \_\_\_\_\_**

- A. Ontario Civil Law and the Constitution Act
- B. The Criminal Code of Canada and PIPEDA
- C. Tort Law and the Employment Standards Act
- D. Canada Evidence Act and the Ontario Evidence Act

**138 WHICH OF THE FOLLOWING STATEMENTS IS TRUE FOR SECURITY GUARDS ON DUTY? \_\_\_\_\_**

- A. You can arrest a person you find committing a criminal offence on/in relation to the site
- B. You can arrest a person found committing a summary offence while off duty
- C. You can arrest a person for which there is a warrant
- D. You can arrest a person who on reasonable grounds you believe has illegal drugs

**139 WHICH OF THE FOLLOWING IS AN EXAMPLE OF AN INTENTIONAL TORT? \_\_\_\_\_**

- A. Theft
- B. False Arrest
- C. Fraudulently taking a sick day
- D. Failure to provide a reasonably safe environment by not reporting a spill on the floor

**140 WHAT IS THE DEFINITION OF NEGLIGENCE? \_\_\_\_\_**

- A. An act one does intentionally to another resulting in injury or loss
- B. An act causing personal injury to a person
- C. Failure to provide a reasonably safe and healthy work environment
- D. Failure to use reasonable care and attention

**141 WHAT IS DUTY OF CARE? \_\_\_\_\_**

- A. Anyone performing a duty must adhere to a reasonable standard of care
- B. Duty of an individual to do their best while working
- C. Duty to ensure everything is done to prevent injuries
- D. Duty to provide a 100% secure environment under Occupier's Liability

**142 WHICH OF THE FOLLOWING IS A CLOSED QUESTION? \_\_\_\_\_**



- A. Who attacked you?
- B. Describe to me what you saw?
- C. How did the accident happen?
- D. Is it true the car hit the truck after running the red light?

**143 A SECURITY GUARD IS WORKING AS A DOORPERSON AT A LICENSED ESTABLISHMENT WHEN AN OBVIOUSLY INTOXICATED PERSON TRIES TO ENTER. WHAT SHOULD THE SECURITY GUARD DO? \_\_\_\_\_**

- A. Arrest the person for drunk and disorderly in a public place
- B. Physically restrain the person and call for the police
- C. Refuse entry to the person
- D. Allow them to enter and closely monitor their behaviour

**144 A SECURITY GUARD IS WORKING AS A DOORPERSON AT A LICENSED ESTABLISHMENT. AN OBVIOUSLY INTOXICATED PERSON IS LEAVING THE BAR. WHAT SHOULD THE SECURITY GUARD DO? \_\_\_\_\_**

- A. Arrest the person for drunk and disorderly in a public place
- B. Follow them to their car and call the police
- C. Ensure they have a safe way to get home
- D. Nothing, as you have no authority under the Liquor License Act

**145 YOU ARE WORKING AS A SECURITY GUARD AND YOUR DUTY IS TO ESCORT A LARGE GROUP OF PEOPLE THROUGH A HIGH SECURITY AREA. WHERE SHOULD YOU POSITION YOURSELF IN RELATION TO THE GROUP TO BEST ACCOMPLISH YOUR JOB? \_\_\_\_\_**

- A. The front of the group
- B. The back of the group
- C. Beside the group on either side
- D. Access the group, then monitor their movements by closed circuit television

**146 WHILE WORKING AS A SECURITY GUARD YOU ARE PATROLLING THE PERIMETER OF THE PROPERTY. YOU COME ACROSS AN APPARENT CRIME SCENE. WHAT IS THE FIRST THING YOU SHOULD DO? \_\_\_\_\_**

- A. Cordon off the area, contain the scene, keep bystanders away and call for the police
- B. Call 911
- C. Identify witnesses, interview them and prevent them from leaving
- D. Put up caution tape, photograph the scene, draw diagrams and collect physical evidence

**147 WHILE WORKING AS A SECURITY GUARD YOU ARE RESPONDING TO AN EMERGENCY SCENE ON THE PROPERTY. WHAT IS YOUR BEST COURSE OF ACTION? \_\_\_\_\_**

- A. Identify witnesses and ask them what they saw
- B. Call your supervisor and enter the scene to offer assistance
- C. Take notes and return to the office to submit a report
- D. Stop and evaluate the scene is safe before approaching

**148 WHAT IS THE BEST TYPE OF EXTINGUISHER TO USE DOUSING AN ELECTRICAL FIRE? \_\_\_\_\_**

- A. Class A
- B. Class B
- C. Class C
- D. Class D

**149 YOU ARE ON BICYCLE PATROL WHEN YOU WITNESS A PERSON SMASH A CAR WINDOW. WHAT DO YOU DO? \_\_\_\_\_**

- A. Call 911 and ask for immediate assistance as there is a break and enter in progress
- B. Call for back up and wait but do not approach the person
- C. Immediately arrest the person for mischief to private property
- D. Observe and monitor the situation, take notes and submit an incident report at the end of your shift

- 150 YOU ARE ON PATROL IN THE MECHANICAL PENTHOUSE OF A BUILDING WHEN YOU NOTICE A PUDDLE FORMING FROM LIQUID LEAKING OUT OF A DRUM. WHAT DO YOU DO? \_\_\_\_\_**
- A. Call 911 and ask for the fire department to attend
  - B. Place barricades down, contain the spill and use a squeegee to push it down a drain
  - C. Make a note of the concern and submit an incident report at the end of your shift
  - D. Keep people away from the area and check WHMIS and MSDS information on site
- 151 THE ACRONYM CPTED REFERS TO :**
- A. Canadian Private Training and Education Designation.
  - B. Corporate Practices Toward Enhanced Defence.
  - C. Creating Protection Throughout Every Department.
  - D. Crime Prevention Through Environmental Design.
  - E. Crime Prevention Through Everyday Decisions.
- 152 During your patrol you received an emergency call from supervisor to come on your post.**
- 153 You are sitting in your office suddenly received an alarm and you figure out that one helium balloon are hanging right front of sensor. What action you will take.**
- 154 Which type of dogs are allowed to come into the restaurant.**

1	A	26	D	51	C	76	A	101	A	126	B	151	D
2	B	27	A	52	A	77	C	102	B	127	B		
3	C	28	C	53	B	78	A	103	C	128	D		
4	B	29	C	54	C	79	B	104	C	129	D		
5	A	30	A	55	B	80	B	105	B	130	C		
6	C	31	C	56	C	81	A	106	C	131	D		
7	C	32	D	57	A	82	B	107	A	132	D		
8	B	33	B	58	D	83	A	108	C	133	A		
9	D	34	A	59	D	84	C	109	A	134	C		
10	A	35	D	60	C	85	D	110	A	135	C		
11	C	36	A	61	C	86	C	111	A	136	A		
12	A	37	A	62	A	87	B	112	A	137	D		
13	B	38	C	63	B	88	D	113	C	138	A		
14	C	39	D	64	A	89	A	114	B	139	B		
15	A	40	B	65	C	90	A	115	A	140	D		
16	B	41	B	66	A	91	C	116	B	141	A		
17	D	42	A	67	B	92	C	117	C	142	D		
18	B	43	A	68	A	93	B	118	D	143	C		
19	A	44	A	69	C	94	A	119	A	144	C		
20	B	45	D	70	A	95	B	120	A	145	B		
21	D	46	D	71	B	96	C	121	C	146	A		
22	B	47	D	72	A	97	D	122	C	147	D		
23	D	48	C	73	C	98	B	123	A	148	C		
24	C	49	C	74	C	99	D	124	D	149	B		
25	A	50	A	75	D	100	C	125	A	150	D		

## Basic Security Guard Training Practice Quiz

### Section 1

- 1) What vital services can a security guard provide?
  - A. They provide protection of facilities, assets, and people to clients
  - B. They provide services through means of intimidation with the physical environment
  - C. They provide services like a police force can including having their powers
  - D. They provide no service and are a waste of a client resources
- 2) What type of benefits do businesses and communities receive by hiring the service of a security personnel?
  - A. They receive no benefits
  - B. They receive only physical benefits
  - C. They receive physical and financial benefits
  - D. They receive happy benefits
- 3) Why has demand for security personnel increased?
  - A. Due to lack of security company choices
  - B. Due to people more concerned of their residential and commercial properties
  - C. Due to growth of more security personnel and their services
  - D. None of the above
- 4) What is the job of a security personnel while on duty?
  - A. To conduct patrols and have a visual presence with the physical environment
  - B. To identify and prevent problems in the workplace, home and community before they happen
  - C. To provide exemplary customer service to anyone
  - D. All of the above
- 5) What does private sector security place strong emphasis on?
  - A. Arrest and detain
  - B. Protect and Serve
  - C. Crime prevention and deterrence
  - D. None of the above

6) What traits and abilities will help a security guard diffuse potential problems such as an angry patron?

- A. Responding well
- B. Recognizing cultural and psychological diversity
- C. Hold people to high standards
- D. All of the above

7) When requested to show their security licence, the security guard can:

- A. Decline showing their security licence
- B. Take out their security licence and show the front part
- C. Take out their security licence and hand it over to them to see it
- D. Ask them why

8) What has the **Shand Inquest** entailed for the security industry?

- A. It entailed the making of the Private Security and Investigate Act, 2005 (Bill 159)
- B. It entailed the making of the Private Security and Investigate Act, 2004 (Bill 159)
- C. It entailed the Private Investigators & Security Guards Act did not need any changes
- D. It entailed strict reversions of the Private Investigators & Security Guards Act

9) What two licences does a security guard need in order to work at a casino?

- A. They need a Private Investigators & Security Guards Act and a Casino Licence
- B. They need a Private Security and Investigate Act and a Casino Licence
- C. They need a Private Security and Investigate Act and a Gaming Control Act Licence
- D. They need only need a Gaming Control Act, 1992 licence as they only work in a Casino

10) What is the purpose of a security guard wearing a security uniform?

- A. It is designed to have a visual impact in order to deter crime and loss
- B. It is designed to have a visual impact in order to prevent and arrest
- C. It is designed to have a visual impact in order to promote structure and stability
- D. It is designed to have a visual impact in order to appease and look cool

11) What emergency situations could occur to a security guard while working on site?

- A. Small fires
- B. Major disasters
- C. Hazards both natural or man made



**D. All of the above**

12) What can a security guard do to reduce the risk and danger of the job?

- A. They can stay in a secure room to prevent being hurt by hostiles
- B. They can learn as much of the site as possible to detect anomalies
- C. Both B and D**
- D. They can be constantly on the lookout for threats to themselves and the property they are protecting

13) What is the Code of Conduct (Ontario Regulation 361/07)?

- A. Outlines the standards for the industry so that businesses know how to perform their duties in a professional way
- B. Outlines the standards for the security guards in how to act and what to say
- C. Outlines the standards for the industry so that business and individuals perform their duties in a professional, honest and respectful way**
- D. All of the above

14) The Code of Conduct (Ontario Regulation 361/07) has a 100% intolerance for the following:

- A. Discrimination
- B. Racism
- C. Negligence and unlawful conduct
- D. None of the above**

15) How are private investigators different from security guards?

- A. They are more hands on in deterring criminals from their site
- B. Their work consists primarily of conducting investigations in order to provide information**
- C. Their work consists primarily of conducting interrogations in order to provide information
- D. Their work consists primary of conducting surveillance just because they can

16) What can security personnel be exposed to in terms of workplace violence?

- A. Angry customers and clients
- B. Harassment and threats
- C. Suspicious packages
- D. All of the above**



17) Why are private investigators and loss prevention personnel not required to wear uniforms?

- A. It is due to the covert nature of their activities
- B. They have a security licence that allows them to not wear uniforms
- C. Their client allowed them too
- D. So they do not have to be called security guards

18) What are the strict requirements to becoming a licensed security guard?

- A. Have solid character references
- B. Comply to government legislation
- C. Not have a criminal record
- D. All of the above

19) As a security guard you have been tasked to watch over an industrial accident scene awaiting the government investigator when a member of the media approaches you for a comment. What is the best way to handle this?

- A. Say, "no comment" then tell them they are trespassing
- B. Ignore them
- C. Provide them with the contact person who is authorized to provide information
- D. Serve them with trespass notice and remove them off the property

20) What are the three things that a security guard protects?

- A. People, property, money
- B. People, information, items,
- C. Property, information, money
- D. People, property, information

21) Who is covered under the category of 'protection of people'?

- A. Clients
- B. Tenants
- C. Your partner(s)
- D. All of the above

22) What other jobs are part of a security industry?

- A. Private investigator
- B. Loss prevention

- C. A and B
- D. None of the above

23) One of the primary duties of loss prevention would be to

- A. Prevent shoplifting and packages
- B. Arrest and prosecute
- C. Deter with presence
- D. All of the above

24) An example of a fixed post would be a security guard

- A. Work at the front desk
- B. Go on foot patrol
- C. Patrol the underground parking garage with mobile
- D. All of the above

25) A security guard is being observed by the public

- A. At the beginning of their shift
- B. At the end of their shift
- C. Always
- D. Never, as people do not like security

26) Deportment is defined as

- A. The review of daily reports
- B. The behaviour or the bearing of a person
- C. Escorting a trespasser out of the venue
- D. None of the above

27) A security guard must

- A. Be courteous and friendly
- B. Be calm and composed at all times
- C. Exercise restraint
- D. All of the above

SECURITY

THE PERFECT PROTECTORS

28) While working as a security guard working on a private property, on whose authority are you enforcing the rules on the site?

- A. Federal and Provincial Law
- B. Local police forces
- C. Trespass to property act
- D. As an agent of the owner of the company

## Section 2

29) What act regulates the security industry?

- A. Criminal Code of Canada
- B. Private investigators and Security Guards Act, 1966
- C. Private Security and Investigate Services Act, 2005
- D. Labours Relations Act

30) What are some examples of a type of security work?

- A. Bouncers
- B. Bodyguards
- C. Any service to prevent the loss of property through theft or sabotage in an industrial, residential or retail environment
- D. All of the above

31) Security guards must not only carry their licence at all times, but they also must:

- A. Have their first aid at all times
- B. Have training in baton and handcuff usage
- C. Wear a security hat with logo on it
- D. Wear ID that has either their name or their licence number

32) Applicants apply for licences through:

- A. Ministry of Community and Social Services
- B. Ministry of Community Safety and Correctional Services
- C. Ministry of Government and Customer Services
- D. Ministry of Intergovernmental Affairs

SECURITY  
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33) What is not a mandatory licensing requirement applicants are needed to obtain a security licence?

- A. Must have a clean criminal record
- B. Have CPR level A before applying for a security license**
- C. Be eligible to work in Canada
- D. Must have successfully completed training and testing

34) The Registrar performs the following duties:

- A. Administers and enforces the PSISA 2005 and its regulations
- B. Maintains records on registered businesses
- C. Conducts quasi-judicial hearings to determine eligibility for licensing
- D. All of the above**

35) The registrar is appointed by:

- A. The Prime Minister of Canada
- B. Governor General
- C. Premier of Ontario
- D. Lieutenant Governor of Ontario**

36) What ways can someone get a security license application forms and instructions?

- A. Pick up a copy of the information located at Service Ontario
- B. Pick up a copy of the information located at the Private Security and Investigate Branch at 777 Bay Street 3<sup>rd</sup> floor, Toronto, Ontario
- C. You can download a copy online from the Ministry of Community Safety and Correctional Services website
- D. B and C**

37) One of the requirements during the licensing process is to submit a passport quality photograph. The photograph is good for:

- A. 4 years
- B. 5 years**
- C. 6 years
- D. 2 years

38) When you apply to the Registrar for a licence or licence renewal besides providing your Ontario mailing address and paying the required fee, you will also need to:



- A. Provide an up-to-date declaration listing
- B. Provide consent for the Registrar to collect information on any matter mentioned in the list of the declaration
- C. Your consent for the Registrar to conduct or have local police conduct a background check, including information about convictions and finding of guilt
- D. All of the above

39) Which of the following would not apply in the Registrars opinion to decline the issuing of a security licence to an applicant?

- A. The applicant has no high school diploma
- B. The applicant, an employee or agent of the applicant makes a false statement or provides a false statement in an application for a licence or for a renewal of a licence
- C. The past conduct of the applicant or of an interested person in respect of the applicant affords reasonable grounds to believe that the applicant will not carry on business in accordance with the law and with integrity and honesty
- D. A ground exists that is prescribed as a ground for which an application for the issuance or renewal of a licence may be refused

40) Every licensee under the PSISA must provide which of the following information to the Registrar within five business days following a change?

- A. Licensee's mailing address for service
- B. The mailing address of every branch office of the licensee
- C. The street address of the licensee's office and brand offices, if different from the mailing address
- D. All of the above

41) Which role does a security guard need to wear a security uniform by regulations?

- A. Acting as a bodyguard
- B. Acting as a mobile officer
- C. Acting as a loss prevention officer
- D. None of the above

42) The security licence is property of?

- A. The person who applied for the security licence
- B. Lieutenant Governor of Ontario
- C. Registrar
- D. CSIS

43) No private investigator, security guard, or person who engages in the business of selling the services of private investigators or security guards shall use the following term for variation:

- A. Officers
- B. Police
- C. Law enforcement
- D. All of the above

44) Working as a security guard without a valid security licence is a penalty of

- A. A fine of no more than \$25,000
- B. A fine of no more than \$250,000
- C. Imprisonment of not more than one year
- D. A and C

45) Security guards must notify the registrar within \_\_\_\_\_ days of being convicted or found guilty of anything prescribed under Ontario Regulations 360/07

- A. 3
- B. 8
- C. 1
- D. 5

46) Licensed agencies must carry at least \_\_\_\_\_ in general liability insurance

- A. \$2,000,000
- B. \$1,500,000
- C. \$3,000,000
- D. \$1,000,000

47) What year did the Code of Conduct come into effect?

- A. 2005
- B. 2006
- C. 2007
- D. 2008

48) Who can form a public complaint on a security guard/security company?

- A. A patron
- B. A security
- C. A police officer
- D. Anyone

49) What complaints will be received and reviewed by the Registrar?

- A. Any licensee that has breached the Code of Conduct
- B. Any licensee that has failed to comply with the Act or its regulations
- C. Any licensee that has breached a condition
- D. All of the above

50) Security guards who fail to maintain safety can be held civilly liable by the courts

- A. True
- B. False
- C. Unknown
- D. Situational

51) As a security guard if you are rude to members of the public you are in violation of?

- A. PSISA Code of Conduct
- B. Police Act
- C. Humans Rights Code
- D. Criminal Code

52) What is the minimum age to be licensed in Ontario as a Security guard?

- A. 16
- B. 18
- C. 19
- D. 21

53) If a business entity is found to be in violation of the PSISA and/or the Code of Conduct they could be subject to the following fine of:

- A. \$300,000
- B. \$250,000
- C. \$200,000
- D. \$150,000

54) New provisions under the PSISA would include:

- A. Security industry workers must be licensed, including some that were not licensed previously

- B. The security guard carries their own licence
- C. Changes to training, standards to uniforms, equipment, vehicles, licence eligibility, use of force reporting and conduct
- D. All of the above

55) Anyone wanting to work as a Security Guard needs to complete the Ministry's Basic Security Guard program which consists of

- A. 40 hours of security training
- B. 32 hours of security training and 8 hours of CPR Level A training
- C. 33.5 hours of security training and 6.5 hours of CPR Level A training
- D. None of the above

56) Your security licence is valid for

- A. 1 year
- B. 2 years
- C. 3 years
- D. 4 years

57) If a member of the public wants to file a complaint against a security guard they have \_\_\_\_\_ days to file that complaint in writing to the Registrar

- A. 5 days
- B. 31 days
- C. 90 days
- D. 365 days

58) What is the legal age of an adult in Canada?

- A. 18
- B. 19
- C. 16
- D. 21

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

- A. In front
- B. In behind
- C. In the middle of the group



D. Doesn't Matter

60) Who is allowed to see the security guards licence?

- A. Anyone who asks
- B. The client
- C. Your supervisor
- D. The police

### Section 3

61) What are some methods used to observe suspicious behavior and the physical environment for changes?

- A. In person
- B. Alarm sensors
- C. Remote (CCTV)
- D. A and C

62) The tangible, external surroundings and conditions in which something exists can be defined as

- A. Physical Reality
- B. Physical Environment
- C. Environmental Perspective
- D. Property Location

63) What is the job of security in regards to the physical environment?

- A. To observe the physical environment
- B. To detect changes and hazards
- C. To report the observable
- D. All of the above

64) Why is understanding the typical pattern in the physical environment crucial to a security guard?

- A. To being recognized by everyone
- B. To recognize changes and effectively respond to them
- C. To assume everything is well if the typical pattern is carried out
- D. None of the above

65) You are security patrolling the environment when you see a patch of ice. What condition would you consider it?

- A. An immediate condition
- B. A potential condition
- C. An acceptable condition
- D. A non-immediate condition

66) You are security patrolling when you come across leaky pipes near furniture or landscaping. What condition would you consider it?

- A. An immediate condition
- B. A potential condition
- C. An acceptable condition
- D. A non-immediate condition

67) What should you familiarize yourself with in order to be an effective security guard for your client?

- A. Understanding the visions and goals of the client
- B. Understand the clients products, service and history
- C. Be fully versed with policies, procedures, rules and regulations along with client personnel
- D. All of the above

68) What is an advantage in knowing your area well while on site?

- A. Able to respond to emergencies faster and more effectively
- B. Know how to assist public with instructions/locations
- C. Knowing where all equipment is located
- D. All of the above

69) Why should you check all equipment before beginning your shift?

- A. To see if it works
- B. To see if there is any damage so it can be reported
- C. To see if anything is missing/not accounted for
- D. All of the above

70) What is not considered an asset?

- A. Property
- B. People

- C. Ideals
- D. None of the above

71) How does a security guard prevent loss?

- A. Observing vulnerabilities, risk, and threats
- B. Lookout for weaknesses and flaws that can be exploited to bring harm or loss to a business or organization
- C. Record information in notebooks to create reports
- D. All of the above

72) What does a security guard gain by being observant?

- A. Memory of events/situations
- B. Able to recognize inconsistencies in patterns associated with their environment
- C. Safety
- D. All of the above

73) What should you be aware of when using your sense of sight during security work?

- A. Distances of objects/people relevant to your location
- B. Hazards that affect your safety/others
- C. Changes to the pattern of the physical environment
- D. All of the above

74) What should you be aware of when using your sense of hearing during security work?

- A. Loud voices which could indicate fighting, yelling etc.
- B. Alarms such as a fire alarm or a car alarm
- C. Sounds of machine and tools not consistent with the physical environment
- D. All of the above

75) What should you be aware of when using your sense of smell during security work?

- A. Gasoline
- B. Rotten eggs (natural gas)
- C. Smoke
- D. All of the above

76) What should you be aware of when using your sense of touch during security work?

- A. Textures
- B. Hazards that can cut/hurt you
- C. Temperature of an object relevant to the physical environment
- D. All of the above

77) What should you be aware of when using your sense of taste at work?

- A. Unknown liquids
- B. Unknown gases
- C. Temperature and textures
- D. You should never be using your sense of taste

78) What is an example of a security guards notes being requested?

- A. They prove and show evidence that the job was completed
- B. They will be used for official record and to handle cases involving liability
- C. They show information of witness statements and/or description of witnesses of suspicious people that might be useful
- D. All of the above

79) What is the purpose for security to conduct patrols?

- A. To detect criminal or unauthorized activity
- B. To respond to emergencies
- C. To act as a compensatory measures during system outages
- D. All of the above

80) What is a good strategy when conducting a patrol?

- A. Having a time guideline and patrolling during specific times
- B. Having a time guideline and patrolling in random intervals during those guidelines
- C. Conduct patrols whenever you feel like it
- D. All of the above

81) What is the first action you should take when you note a breach of security while on routine patrol of a site?

- A. Disregard it because was someone probably on a previous shift
- B. Immediately notify your supervisor of your location and the nature of the breach



- C. Call the police and look down the site
- D. Search the building after calling for back up

82) Which of the following would not be considered a regular access control point

- A. Door
- B. Window
- C. Turnstiles
- D. Gate

83) What are post standing orders?

- A. Written orders that set out all emergency procedures
- B. Written rules which may include but are not limited to operational, procedural, and administrative matters
- C. A list of things to do before you start your shift as a security guard
- D. They are a set of orders included in the emergency measures plan

84) What is the common form of physical access control?

- A. Lock and key
- B. Parameter control
- C. Field alarm
- D. Slide card

85) Condition Yellow refers to a state of mind in which you

- A. Have gone into survival mode
- B. Are alert and aware of your surroundings
- C. Detect possible troubles
- D. None of the above

86) Some basic fundamentals that never change regardless of the type of patrols or surveillance you are required to conduct would include

- A. Safety
- B. Observation
- C. Recorded Notes
- D. All of the above

87) Access control can be defined as

- A. The control of a person's freedom of movement through a designated area while taking away the freedom of movement of unauthorized people attempting to gain entry
- B. The allowance of access to any person entering a given premise
- C. The allowance for movement of authorized people and materials through protected areas, while detecting, delaying, and/or preventing the movement of unauthorized people or materials
- D. A system of randomly controlling the number of people entering a premise at the sole discretion of the security guard

88) What are some ways/tools we can use to control crowds?

- A. Stanchions
- B. Caution tape
- C. Retractable posts
- D. All of the above

89) Which of the following would a security guard NOT use when conducting traffic control?

- A. White gloves
- B. Whistle
- C. Reflective vest
- D. Handcuffs and baton

90) Security needs to be aware of the signs of substance abuse as well as the impact of different drugs on human behavior due to

- A. Personal safety
- B. Medical assistance
- C. Customer assistance
- D. All of the above

91) People under the influence of drugs and alcohol should be treated with

- A. Moderate caution
- B. Ease
- C. Extreme caution
- D. All of the above

SECURITY

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92) Should someone who is under the influence of drugs and/or alcohol become unconscious you are to:

- A. Start First Aid procedures
- B. Contact 911 and request for medical assistance
- C. Call out to anyone for assistance
- D. All of the above

93) Drug paraphernalia falls under which two categories?

- A. First time users and long-time users
- B. User specific and dealer specific
- C. Inhalation specific and injection specific
- D. None of the above

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

- A. Arrest them for public intoxication
- B. Call the police
- C. Leave them be
- D. Ask them if they have a safe ride home

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

- A. Let him go upstairs
- B. Escort him upstairs and wait until he retrieves his items then escort him back to the front desk and document the incident
- C. Ask him to leave return during the appropriate hours of operation
- D. Leave him alone at the front desk and go retrieve the items for him

96) You are checking the roof and find a contractor working. You were unaware that contractors would be working there today. What steps should the security guard follow?

- A. Tell him to stop working. If he continues to work, arrest him under the Trespass to Property Act
- B. Ask for identification and verify the contractor's presence with your supervisor. Have the contractor stop their work under the supervisor returns with an answer. If the contractor is allowed to work, leave the area and document the incident fully.

- C. Allow them to continue, they look to have the proper identification
- D. Continue on with your patrol but be sure to ask your supervisor about it when you get back to the security desk

97) While doing access control at a site, a crowd starts gathering at your front entrance. What should you do?

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

98) While you are working at the security desk a woman tells you that she has just been sexually assaulted by someone known to you. What should you do to help her?

- A. Listen to her patiently then suggest she call the police. Document the incident
- B. Call the police on her behalf and relay the story to them
- C. Do a search of the site until you find the person who assaulted her then assist her to make an arrest
- D. Find a private area where she can write her report, and keep her safe until the police arrive

99) A security guard receives a dispatch from a remote monitoring company that indicates an intrusion alarm was received. What steps should the security guard take?

- A. Ask the dispatcher for all relevant information. When you arrive approach cautiously and investigate the apparent cause of the alarm. Call the police if necessary. Submit a report.
- B. Call the police and wait till they arrive
- C. Do not enter as you are not insured as a security guard
- D. Send another security guard for back up.

100) What are some examples of motion sensors/detectors?

- A. Infrared, ultrasonic, microwave
- B. Keys, locks, deadbolt
- C. Dampened, mercury sensor, inertia sensor, vibration sensor
- D. Foil fine wire, glass breaker, shatter

SECURITY  
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101) What should be a security guard's first step if a criminal offense happened to them while on site?

- A. Arrest the person using only as much force as necessary
- B. Wait until the end of the shift and write a report about the incident
- C. Call your supervisor and have the supervisor arrest the subject
- D. Report the incident to the police immediately

102) What is the most important role of a security guard while performing traffic enforcement on private property?

- A. Issue traffic tickets under the Highway Traffic Act
- B. Issue parking tickets but only if the guard has received the training to become a Municipal Law Enforcement Officer on their site
- C. Directing traffic on a private roadway or parking facility and monitor pedestrian safety
- D. Ensuring that cars are road safe and that pulling over any cars that have excessive rust or dents

#### Section 4

103) What is a good trait for a well written security point?

- A. Biased
- B. Information conveyed clearly
- C. Inaccurate
- D. First person

104) What essential equipment should you have when it comes to writing a report?

- A. Two pens
- B. A notepad
- C. A watch
- D. All of the above

105) What is not an example of different types of a security reports

- A. Occurrence report
- B. Health report
- C. Daily activity report
- D. Daily log report

106) Incident reports are written when

- A. Irregular/unusual situation happens
- B. Threatening situation happens
- C. Single serious event
- D. All of the above

107) What is the purpose of a vehicle log?

- A. To maintain information of when it was taken out, taken in
- B. Maintenance issues
- C. Inspections
- D. All of the above

108) Material control passes/logs are used to

- A. Monitor and control material
- B. Record party information
- C. Authorization
- D. All of the above

109) When should a use of force report be written?

- A. When you arrest someone and place handcuffs on them
- B. When you are defending yourself from an assailant
- C. When your security dog runs off and attacks someone
- D. All of the above

110) What are some of the keys while filling out the Who, What, Where, When, Why and How of a report?

- A. Give your opinion of the events taking place you observed
- B. Give your opinion of the events taking place you did not observe
- C. Record all relevant and factual information
- D. Record all theories and speculations to the situation

111) What is not a rule in writing good notes?

- A. Be systematic, sequential and chronological
- B. Erasing errors and mistakes
- C. Write in simple, clear English

D. Do not leave spaces

112) What is a general rule for writing notes of a person's description?

- A. Never assume their gender whenever possible
- B. Always write in detail when applicable
- C. Always focus on the little details as that can set apart one individual from another
- D. All of the above

113) What requirement makes the report as evidence in a court of law not admissible?

- A. The record must be made in the usual and ordinary course of business
- B. The record must be made in pen and/or pencil at the time of the event
- C. The record must be created at or near the time of the event it is recorded
- D. The observation and recording must have been done through a business obligation

114) An incident happens when you arrive to the location and you come across a witness who advises they saw everything. How do you take their statement?

- A. Record all information from the witness word for word
- B. Make clear the statement is in your note taking is from the witness
- C. Have the witness verify the information given and then sign their statement on the memo book
- D. All of the above

115) What purpose is a security guard's notebook?

- A. To add additional information on potential suspects collected during your shift
- B. To keep track of people, stolen property, details of person you believe are future suspects
- C. A daily record of arrests and covert activities during a shift
- D. A daily record of factual events and activities during a shift

116) Security guard daily incident reports may go to several departments but ultimately the information is collected for

- A. The Police
- B. The Courts
- C. The Client
- D. The Site Supervisor

117) When a security guard is issued a notebook, who owns it?

- A. The security guard
- B. The company who issued it
- C. The provincial court
- D. No one can own a security notebook

118) When you make a mistake in your notebook how should you correct it?

- A. Tear the page out and start over
- B. Use a pen and scribble out the error until it can't be seen
- C. Draw one line through the mistake and initial it
- D. Get a new notebook from the company

119) What would NOT be a likely result of writing a detailed and concise report as a security guard?

- A. An accurate record of events would be created
- B. The police could have enough evidence to lay a charge based on the details
- C. The security guard would be reprimanded for unprofessional reporting of an incident
- D. A client could become aware of an ongoing problem relating to the site

120) What of the following would NOT be a reason to write a report as a security guard?

- A. To pass on important information
- B. To describe how much force was used in an arrest
- C. To describe details of a critical incident on site
- D. To describe why you require days off in the future

## Section 5

121) What is the Occupational Health and Safety Act (OHSA)?

- A. Ontario's legislation for federal health and safety
- B. Ontario's legislation for workplace health and safety
- C. ~~Canada's legislation for federal health and safety~~
- D. Canada's legislation for workplace health and safety

122) What is the Workplace Hazardous Materials Information System (WHMIS)?



- ~~A. It's an international hazard communication standard focusing on cautionary labelling of containers of controlled products, the provision of material safety data sheets, and worker education and training programs~~
- B. It is a system used to relay information from one company to another of hazardous material
- C. It is a comprehensive plan that provides information on the safe use of hazardous materials in the workplace
- D. None of the above

123) What is the Transportation of Dangerous Goods Act (TDG)?

- A. It is a federal act that governs the handling and transportation of dangerous goods throughout Canada
- B. It is a provincial act that governs the handling and transportation of dangerous goods throughout Ontario
- C. It is a federal act that governs the handling and transportation of goods throughout Canada
- D. It is a provincial act that specializes in the handling, transportation, distribution and danger of goods throughout Ontario

124) What is a security guard/workers right that the Occupational Health and Safety Act does not support?

- A. The right to disobey a direct order from a supervisor/superior
- B. The right to refuse unsafe work
- ~~C. The right to participate in health and safety programs~~
- D. The right to know

125) A security guard can refuse the right to work based on what following belief?

- A. Any machine, equipment or tool that the guard/worker is using or is told to use is likely to endanger himself or herself or another guard/worker
- B. The physical condition of the workplace or workstation is likely to endanger himself or herself or another guard/worker
- C. Any machine, equipment or tool that the worker is using, or the physical condition of the workplace, contravenes the Act or regulations and is likely to endanger himself or herself or another guard/worker
- D. All of the above

126) What is the Hazardous Products Act?

- A. It provides all information of hazardous products entering and exiting Canada

- B. It protects the health and safety of consumers by prohibiting or regulating the sale, advertising of hazardous consumer products
- C. It protects the health and safety of everyone by giving in great detail all known hazardous material and how to protect from it
- D. None of the above

127) Under the Occupational and Safety Act what are one of the duties and obligations security guard must not follow?

- A. Must report missing or defective equipment or protective safety devices
- B. Must report workplace hazards to the employer or supervisor
- C. Must not report any mislabeled or unlabeled containers at their sole discretion
- D. Must use and/or wear the equipment protective devices or clothing the employer requires

128) What is a Material Safety Data Sheet (MSDS)?

- A. Document that contains information on the potential health effects of exposure to chemicals, or other potential dangerous substances
- B. Document that contains information of safe working procedures when handling chemical products
- C. Document that contains information on safety procedures of the workplace
- D. A and B

129) What part of the WHMIS supplier label that security guards should be looking for?

- A. WHMIS hatched border
- B. Product identifier: name of product
- C. Supplier identifier: supplier name and address
- D. All of the above

130) When security guards check MSDS they should note that the sheets are to be updated every:

- A. 3 years
- B. 4 years
- C. 5 years
- D. 6 years

131) What factors should you not be aware of as a security guard working on site with hazardous material?

- A. Route of entry into the body
- B. Length of exposure
- C. Toxicity of the chemical
- D. None of the above**



132) What does this symbol represent?

- A. Flammable and combustible material
- B. Oxidizing material
- C. Compressed gas**
- D. Bio hazardous infectious material



133) What does this symbol represent?

- A. Poisonous and infectious material
- B. Corrosive material
- C. Dangerously reactive material
- D. Oxidizing material**



134) What does this symbol represent?

- A. Poisonous and infectious material
- B. Corrosive material**
- C. Dangerously reactive material
- D. Oxidizing material

135) Why should a security guard be aware of the hazards present within their site?

- A. In the event of an emergency
- B. In the event they need to move the material if it spills
- C. In the event they need to know which way to evacuate
- D. A and C**

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136) What does this symbol represent?

- A. Dangerously reactive material
- B. Oxidizing material
- C. Flammable and combustible material
- D. Poisonous and infectious material



137) What does this symbol represent?

- A. Materials causing immediate and serious toxic effects
- B. Compressed gas
- C. Dangerously reactive material
- D. Corrosive material



138) What does this symbol represent?

- A. Radioactive material
- B. Biohazardous infectious material
- C. Oxidizing material
- D. Dangerously reactive material

139) How do you put out a Class A fire?

- A. Water
- B. Gas
- C. Fabric
- D. All of the above

140) How do you put out a Class B fire?

- A. Water
- B. Dry chemical and halon extinguishing agents
- C. Foam
- D. B and C



141) How do you put out a Class C fire?

- A. Water
- B. Gas
- C. Foam
- D. Baking soda



142) What does this symbol represent?

- A. Oxidizing material
- B. Biohazardous infectious materials
- C. Dangerously reactive material
- D. Poisonous and infectious material

143) You are working at an industrial site that works with lots of toxic chemicals. When you are patrolling you notice a container in the warehouse that is leaking fluid. What steps should you follow?

- A. Dip your finger into it and smell it. If the smell is strong leave the area.
- B. Leave the area immediately and check the site's MSDS. Then tell the client.
- C. Cordon off the area immediately. When it is safe to do so, follow WHMIS guidelines, check the site's MSDS, and call the company who is responsible for the product for safe handling procedures
- D. Evacuate the facility. Call the police

## Section 6

144) What is the first and foremost priority when encountering any emergency situation?

- A. Preservation of your colleagues life
- B. Preservation of public lives
- C. Preservation of the sites property
- D. Your life

145) What is not an example of an emergency situation security personnel can encounter?

- A. Bomb Threat

- B. Weapons emergency
- C. Missed patrol
- D. Suspicious packages

146) The Anti-Terrorism Act defines terrorist activity as?

- A. An act of non-omission that is committed in whole part or in part for a political, religious or ideological purpose, objective or cause
- B. An act of omission inside or outside Canada in whole part with the intention of intimidating the public, or a segment of the public, with regard to its security, or compelling a person, a government or a domestic or an international organization to do or to refrain from doing any act, whether the public or the person, government or organization is inside or outside Canada
- C. An act of omission inside or outside Canada in whole part or in part for a political, religious, or ideological purpose, objective or cause
- D. B and C

147) Under Bill 159, security guards are required

- A. To respond to medical emergencies
- B. To respond to bomb threats in disarmament of the bomb
- C. ~~To respond to threats in a proactive physical response~~
- D. To conduct their job in however seems fitted

148) In responding to a fire, a security guard must first

- A. Know how to confine a fire
- B. Know how to alert occupants to a fire
- C. Know the signs to a fire
- D. All of the above

149) In order to reduce explosion risk when it comes to hazardous areas where dangerous substances are present, a security guard must

- A. Be aware of the areas of the site that house hazardous materials
- B. Be familiar with the properties of the hazardous materials
- C. Be aware of safe handling procedures
- D. All of the above

150) Security should view a suspicious package as

- A. An unknown object that should not be touched or moved
- B. An unknown object that should be scanned to know the content
- C. An unknown object that should be taken to loss and found
- D. An unknown object that should not be taken serious

151) What are the three essentials needed in order for a fire to start and grow

- A. Fuel, helium and heat
- B. Fuel, oxygen and nitrogen
- C. Oxygen, heat and carbon dioxide
- D. Oxygen, heat and fuel

152) What is not a basic fire safety tip security personnel should follow?

- ~~A. Stay upwind of fires~~
- B. Make sure to enter an unknown area to fight the fire with an extinguisher
- C. Heat rises; stay low.
- D. Check fire extinguishers are ready to be used before emergencies happen

153) What is the purpose of an improvised explosive device (IED) that all security personnel should be aware of?

- A. To prevent tampering
- B. To cause massive destruction
- C. To prevent detection
- ~~D. All of the above~~

154) What component does an improvised explosive device (IED) have to have?

- ~~A. Container (backpack, clothing, pipes)~~
- B. Explosive charge
- C. Fusing system (detonator and ignition system)
- D. All of the above

155) What is a risk factor when it comes to dealing with an emergency situation in security?

- A. The unknown factor
- B. Your safety
- ~~C. Miss-communication~~
- D. All of the above

156) You receive a call from an unknown person who states there is a bomb on site. What is your first priority as a security guard?

- A. Contacting the police
- ~~B. Asking specific questions in relations to the description, location etc.~~
- C. Keep them on the phone as long as possible
- D. All of the above

157) Upon being notified of an emergency, a security guard must make a determination on the best course of action. Why is security guard safety top priority?

- A. Emergency responders will be looking to the security guard for information and direction
- B. Security guards are the primary contact person and controller of all emergency responses
- C. They are a public figure other people will identify for needs of direction and guidance
- D. All of the above

158) If there is a fire alarm on your site, what would be your best course of action?

- ~~A. Evacuate everyone in an orderly fashion~~
- B. Call the fire department to confirm they are attending
- C. Refer to your emergency measures plan
- D. See if you can schedule your lunch break so you can watch all the fire trucks arrive

159) In most office towers and apartment buildings what would cause elevators to automatically go to the lobby?

- A. An intrusion alarm
- B. A fire alarm
- C. Smoke
- D. A terrorist attack

160) On a site, how to deal with a bomb threat would be addressed in

- A. Post standing orders
- B. Emergency measures plan
- C. Employee pension plan
- D. None of the above

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161) When using a fire extinguisher you should always aim the nozzle

- A. At the flames directly
- B. At the flames indirectly
- C. At the top of the flames
- D. At the base of the flames

162) As a security guard which of the following would NOT be covered under the sites Emergency Measures Plan?

- A. Dealing with a bomb threat
- B. Fire procedures
- C. Earthquake evacuation procedures
- D. Night time door closing procedures

163) When using a fire extinguisher a simple way is to learn the PASS system. PASS stands for

- A. Pull, aim, squeeze, sweep
- B. Pull, arm, squeeze, sweep
- C. Pull, alarm, squeeze, sweep
- D. None of the above

164) A manual fire alarm can be activated by

- A. Using a "pull station"
- B. Calling 911
- C. A large amount of smoke
- D. Breaking the glass of a fire extinguisher casing

165) Bomb threats are serious; what fundamental reason can validate this statement?

- A. Danger of human injury/death due to explosion or panic
- B. Damage to physical structure of the targeted premise or facility
- C. Total cost of a bomb threat includes idle work time, reduced productivity, uneasiness and anxiety
- D. All of the above

166) The three primary effects of an explosion are

- A. Blast, fragmentation, incendiary/thermal
- B. Blast, earthquake, incendiary/thermal

- C. Fragmentation, pulse, blast
- D. None of the above

167) Which of the following statements would be relevant when dealing with a suspicious package?

- A. Do not open the item
- B. Do turn off air handling equipment in the area of the item and possibly the building
- C. Do not place the item in water or any other liquid
- D. All of the above

168) Security guards should be \_\_\_\_\_ from engaging with an individual who has a weapon

- A. Encouraged
- B. Discouraged
- C. Excited
- D. None of the above

169) What does a security guard have to do when dealing with a crime scene?

- A. Do not touch anything
- B. Secure the area and call the police
- C. Let no one in except for the proper authorities
- D. All of the above

170) Should you need to touch and move evidence you should do which of the following?

- A. Document where it was located, and where it is located now
- B. Wear gloves
- C. None of the above
- D. All of the above

171) What should a security guard NOT do when at a crime scene?

- A. Securing the area
- B. Noting and recording everything
- C. Smoking a cigarette
- D. None of the above

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172) While doing a floor by floor patrol of the site the security guard comes across a small, controlled fire contained in a wastebasket. What should be the security guards next step?

- A. Pour a large glass or bottle of water on the fire
- B. Use a blanket or a tarp to smother the fire
- C. Use a fire extinguisher with the appropriate agent
- D. Do nothing. Security guards are not firefighters

173) A security guard is working alone and comes across an unconscious, unresponsive person. The security guard does not have a radio or a cell phone in order to call emergency services. What should the security guard do?

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

## Section 7

174) What best describes Chain of Custody

- A. Destruction of evidence
- B. Continuity of evidence
- C. Storing of old evidence
- D. A suspect taken into custody

175) The highest court in Canada is called

- A. Court of Queen's bench
- B. Supreme Court of Canada
- C. Superior Court
- D. None of the above

176) A witness who is giving testimony is giving what type of evidence

- A. Direct
- B. Trace
- C. Similar fact
- D. Circumstantial

177) What is the six core steps to containing evidence

- A. Collect, secure, preserve, identify, ensure continuity, log
- B. Collect, secure, preserve, store, ensure continuity, log
- C. Collect, secure, preserve, identify, ensure continuity, court
- D. ~~Collect, package, preserve, identify, ensure continuity, log~~

178) When giving testimony in court a security guard may, with permission

- A. Read details directly from their incident report for accuracy
- B. Refer to their notes only to refresh memory
- C. ~~Read from their notebook to make sure nothing is missed~~
- D. None of the above

179) Who determines what evidence will or will not be admitted in court

- A. Judge
- B. Prosecutor
- C. Defense council
- D. The accused

180) Canada Criminal Law is

- A. Municipal
- B. Provincial
- C. Federal
- D. None of the above

181) What is the best definition of 'admissible evidence'?

- A. Relevant evidence to a proceeding that has not been excluded by a judge
- B. Evidence that the defense wishes to have tossed
- C. Best evidence rule
- D. None of the above

182) Under the Youth Criminal Justice Act a 'Young Person' can be charged with a Criminal Offence from the ages of?

- A. 12-17 years of age
- B. 11-16 years of age
- C. 7-18 years of age



D. 5-15 years of age

183) What is documentary evidence?

- A. Phone records
- B. ~~Any document which is presented and allowed as evidence~~
- C. Any NSF cheque
- D. All of the above

184) What could be a result of, after collecting and storing evidence, the "Chain Of Custody" being broken?

- A. ~~Evidence may no longer be admissible in court~~
- B. The accused could walk free
- C. Professionalism would be in question
- D. All of the above

185) In court, the person that usually hears bail applications, arrangements, and traffic court is called a

- A. Prosecutor
- B. Court reporter
- C. Justice of the Peace
- D. ~~Judge~~

186) When a security guard appears in court to testify he/she must

- A. Always tell the truth
- B. Dress professionally
- C. Bring notes and any evidence relating to the case
- D. All of the above

187) If an accused is acquitted of a criminal offense this means

- A. He has been found not guilty of the offense
- B. Sentenced to probation
- C. A new trial date must be set
- D. ~~None of the above~~

188) Which below would be considered covert surveillance

- A. Conducting surveillance from a place hidden from view
- B. Opening following someone in plain view
- C. Sitting outside a house on the street in plain view
- D. None of the above

189) Which of the following would not be a level of court in Ontario?

- A. Ontario Court of Justice
- B. Provincial/Territorial Superior Courts
- C. Ontario Court of Appeal
- D. Court of Queen's Bench

190) Minor criminal offences are heard in

- A. Superior Court
- B. Provincial Court
- C. Court of Queen's Branch
- D. None of the above

191) The basic role of Courts in Canada is to

- A. Help people resolve disputes unfairly and with justice, whether the matter is between the individuals or between individuals and the state
- B. Help people resolve their issues so they can continue to contribute taxes to Canada
- C. Help people resolve disputes fairly and with justice, whether the matter is between the individuals or between individuals and the state
- D. None of the above

192) The four levels of court are:

- A. ~~Supreme Court of Canada, Provincial/Territorial Superior Courts, Provincial/Territorial Courts, Queen's Branch Court~~
- B. Superior Court of Canada, Provincial/Territorial Superior Courts, Provincial/Territorial Courts, Queen's Branch Court
- C. Supreme Court of Canada, Province/Territorial Superior Courts, Provincial/Territorial Courts, and Courts of Appeal
- D. None of the above

193) Which of the following is not part of the six core steps containing evidence?

- A. Secure

- B. Log
- C. Discard**
- D. Preserve

194) Which of the following would be considered a type of evidence?

- A. Real
- B. Documentary
- C. Testimonial
- D. All of the above**

195) According to the Canadian and Ontario Evidence Act, pictures, business records, and electronic records are considered

- A. Not admissible
- B. Admissible**
- C. Situational
- D. None of the above

**196) What material would a security guard need in order to prepare for court?**

- ~~A. Notebook~~
- B. Reports
- C. Bar notices and issuances
- D. All of the above**

**197) It is the defense council's job to discredit any witness including a security guard's testimony**

- A. True**
- ~~B. False~~
- C. Situational
- D. Unknown

198) What word(s) can sum up your conduct in the courtroom?

- A. Deportment
- B. Communication
- C. Preparation
- D. All of the above**

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199) Laws which municipalities are permitted to pass are called

- A. Mis-laws
- B. Provincial-Laws
- C. Bylaws
- D. All of the above

200) Why should security guards be familiar with common bylaws?

- A. They will encounter situations in their position where they will need to know the bylaws and also know where to locate this information
- B. So they can use that knowledge in a superior and advantageous way
- C. So they can feel like they are one step closer to becoming a bylaw officer
- D. All of the above

201) Where would a security guard find answers to questions regarding the correct handling of evidence?

- A. Canada Evidence Act and Ontario Evidence Act
- B. Criminal Code of Conduct
- C. Forensics Act
- D. Police Services Act

202) While working as a security guard, what authority must be given priority?

- A. Federal and Provincial Law
- B. Trespass to Property Act
- C. The security company policy and guidelines
- D. The client's demands

203) On your site, a witness comes forward to give a statement about an assault that occurred. The subject submits the report but it is written in purple ink. Can it be considered a legal document?

- A. No. Make the subject write it again in black ink and capital letters
- B. No. It must be in Blue, Black, or Red ink
- C. Yes. It can be submitted as a legal document
- D. Yes, but only if the person has signed it in the presence of a Public Officer

204) What is the MOST important reason a security guard would cordon off the scene of an emergency?

- A. ~~To protect evidence~~
- B. To control unauthorized access
- C. To protect the people in the surrounding area
- D. To stay busy while the police investigate

205) According to the Ontario Courts, what are the three types of evidence?

- A. Real, false, hearsay
- B. Contradictory, real, hearsay
- C. Real, documentary, testimony
- D. Paper, metal, plastic

## Section 8

206) Upon a person's arrest or detention section 10 (a) of the Charter Of Rights And Freedoms requires a person

- A. To be informed promptly of the reasons
- B. To retain and instruct counsel without delay and to be informed of that right
- C. Not to be compelled to be a witness
- D. To be presumed innocent until proven guilty

207) The Criminal Code is

- A. Municipal Law
- B. Provincial Law
- C. Federal Law
- D. All of the above

208) The physical acts by which a criminal offence is committed

- A. Mens Rea
- B. Actus Rea
- C. Res Judicata
- D. None of the above

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209) When a security guard makes an arrest for theft what federal law gives them the authority to make this arrest

- A. The Charter of Rights and Freedoms
- B. The Liquor Control Act
- C. The Criminal Code of Canada
- D. ~~Section 9 of the Trespass to Property Act~~

210) Under Section (1) of the Trespass to Property Act which of the following would not be a method of giving notice

- A. Posted sign
- B. In writing
- C. Verbally
- D. None of the above

211) What is the legal drinking age in Ontario?

- A. 19
- B. 18
- C. 20
- D. 21

212) If a person was charged with an indictable offense in Canada they would be entitled to

- A. Be heard by a Judge sitting alone
- B. Be heard by a Judge and Jury
- C. A preliminary hearing
- D. All of the above

213) What provincial act deals with discrimination in the workplace

- A. Canadian Charter of Rights and Freedoms
- B. Human Rights Code
- C. Occupational Health and Safety
- D. None of the above

214) Freedom of Information and Protection of Privacy is

- A. ~~Federal~~
- B. Provincial

- C. Municipal
- D. International

215) You are security on patrol and you see person smoking marijuana on the property outside the east doors. What would be the best course of action?

- A. Arrest the male, seize the marijuana and call your police
- B. Take the marijuana from the male and turn over it over the police
- C. You have no authority to arrest for or seize the drugs. You should ask the person to leave the premises for conducting prohibited activity.
- D. Contact the police and await for a search warrant

216) Under the Trespass to Property Act which are the following reasons can you remove a person off private property as a property owner, agent, or occupier

- A. ~~Failing to leave when asked to do so~~
- B. Unauthorized activity
- C. Entering the property when prohibited
- D. You can't remove anyone only arrest

217) Under the Criminal Code of Canada, to justify the use of force what would be required?

- A. ~~You must decide if the person my escape~~
- B. You must be acting on reasonable grounds
- C. A security guard can decide
- D. The person keeps using profanity

218) The Trespass to Property Act is

- A. ~~Federal~~
- B. Provincial
- C. Municipal
- D. None of the above

219) PIPEDA Personal information Protection and Electronic Documents Act

- A. Protects personal information
- B. Protects sensitive information
- C. Is federal legislation
- D. All of the above

220) Under the Criminal Code of Canada the statutes of limitation for a summary conviction from the date of the offence are?

- A. 3 months
- B. 1 year
- C. 6 months
- D. Unlimited

221) Section 494 (1) of the Criminal Code deals with

- A. Citizen arrest authority
- B. Trespass on private property
- C. Regulates conduct of a security guard
- D. None of the above

222) Principles of procedural fairness in the Canadian legal system are referred to as?

- A. Due process
- B. Legal rights
- C. Men's Rea
- D. High treason

223) Under the Trespass to Property Act an 'Occupier' includes

- A. A person who is in physical possession of premises
- B. A person who has responsibility for and control over the condition of premises or the activities there carried on
- C. A person who has control over persons allowed to enter the premises
- D. All of the above

224) Section 7 of the Charter of Rights and Freedoms deals with

- A. Search or Seizure
- B. Life liberty and security of person
- C. Detention or imprisonment
- D. Arrest or detention

225) Upon a person's arrest or detention section 10 (b) of the Charter of Rights and Freedoms requires a person

- A. To be informed of the right to retain and instruct council without delay
- B. To be tried within a reasonable time
- C. Not to be denied reasonable bail
- D. ~~None of the above~~

226) Which of the following is NOT a fundamental freedom as stated Under Section 2 of the Charter of Rights and Freedoms?

- A. Freedom of conscience and religion
- B. Freedom of thought
- C. ~~Freedom of association~~
- D. Freedom to travel

227) Under the Criminal Code of Canada, when a fire is deliberately set, what is the name of the offense called?

- A. Theft
- B. Mischief
- C. Arson
- D. None of the above

228) Upon an arrest of an individual a security guard or a citizen must

- A. Take a cautioned statement
- B. Handcuff the individual
- C. Search the individual for weapons
- D. Turn the individual over to the police

229) What is a tort?

- A. Bad evidence in a criminal proceeding
- B. Non-contractual civil wrong
- C. Hair and fiber evidence
- D. None of the above

230) What section of the criminal code protects a private person making a lawful arrest?

- A. Sec 26
- B. Sec 25
- C. Sec 27
- D. None of the above

231) Under what section of the Charter of Rights and Freedoms gives a person the right to join an organization?

- A. Section 10 (a)
- B. Section 2 (d)
- C. Section 494(1)
- D. ~~Section 9~~

232) Personal information may not be disclosed without consent unless?

- A. On reasonable grounds, it could be useful in an investigation of a crime against the Laws of Canada
- B. It is used in respect to an emergency that effects life, health, or security of an individual
- C. It is used for statistical, scholarly study or research
- D. ~~All of the above~~

233) Which of the following is not governed by the Employment Standards Act?

- A. Hours of Work
- B. Wages
- C. Uniform
- D. All of the above

234) In general the only time that Security Guards will be engaged in enforcement activities that fall under the Provincial Offenses Act is when they are licensed under specified municipalities to assist in the enforcement of parking violations

- A. True
- B. False
- C. Situational
- D. Unknown

235) What is the purpose of the Residential Tenancies Act?

- A. Provide protection for residential tenants from unlawful rent increases and unlawful evictions
- B. To establish a framework for the regulation of residential rents
- C. To balance the rights and responsibilities of residential landlords and tenants
- D. All of the above



236) Under the Liquor Licence Act no person shall keep for sale, offer for sale or sell liquor, except under the authority of a license permit to sell liquor or under the authority of a manufacturer's licence

- A. True
- B. False
- C. Situational
- D. None of the above

237) Under the Trespass to Property Act how does someone become a trespasser?

- A. Fails to leave when directed
- B. Enters where entry is prohibited
- C. Engages in prohibited activity
- D. All of the above

238) If a private citizen arrests someone without warrant they must deliver that person to a

- A. By Law Officer
- B. Peace Officer
- C. Security Guard
- D. Private Investigator

239) Tort Law is commonly referred to as

- A. Criminal Offence
- B. Common Law
- C. Lawyers Law
- D. Petty Law

240) Section 8 of the Charter of Rights and Freedoms deals with

- A. Detention
- B. Search or Seizure
- C. Arrest
- D. Freedom of the press

241) What is the difference between covert surveillance and overt security surveillance?

- A. Covert surveillance is done with a vehicle, overt surveillance is done outside.

- B. Covert surveillance is done at night and overt surveillance is done during the day
- C. Covert surveillance is where the security guard is in obvious presence in uniform while, overt surveillance is performed when the security guard isn't immediately visible to the subject or public
- D. Covert surveillance is where the security guard isn't immediately visible to the subject or public, while overt surveillance is performed when the security guard is an obvious presence in uniform

242) What is the purpose behind Smartserve?

- A. Assist the security guard to determine how much force to use on someone who appears to be intoxicated
- B. Train a security guard how to prevent incidences of intoxication on our property
- C. As a substitute for the Liquor License Act
- D. To determine which alcoholic beverage someone would prefer

243) What is the best definition of the term 'Duty of care'?

- A. Police Officers, firefighters, and paramedics have a duty to respond to all emergency situations
- B. Soldiers and reservist must do anything in their power to protect the country that they are serving
- C. Private citizens are only expected to help when they have acquired all the necessary training and are comfortable dealing with emergency situations
- D. A person must act towards others with care and thought than a reasonable person would employ in the circumstances

244) Under the Liquor License Act, as an agent of the owner, what does a security guard have the right to do if someone appears drunk or intoxicated?

- A. Use force to remove the person because they are dangerous to themselves and others
- B. Ask the person to leave and/or refuse to allow the person to enter the premises
- C. Tell the bartender to not serve them anyone and escort them to the washroom
- D. Follow them around the bar like a bodyguard and if they do anything dangerous, arrest them

245) What are the signs of someone who is intoxicated?

- A. Fumbling, Changes in speech, Slurred speech
- B. Red eyes, excessive sweating, decreased alertness
- C. Stumbling or weaving, noticeably shallow breathing, sleepiness
- D. All of the above

246) A security guard observes someone exhibiting the signs of being intoxicated as they are stumbling towards them slowly. How should they proceed?

- A. Arrest them for being intoxicated
- B. Contact the police and give them your location along with the details of the intoxicated individual
- C. Note not to assume they are intoxicated and ask them if they need any medical assistance
- D. All of the above

247) What could happen if a landlord enters a tenant's unit in violation of the Residential Tenancies Act?

- A. The landlord would have to pay for a heavy fine which would go to the tenant
- B. After filing a complaint to the board, the tenant would receive an abatement of rent
- C. A landlord is exempt from any fines or penalties and does not have to give reasons why he entered
- D. None of the above

## Section 9

248) 10 Code for back in service is

- A. 10-6
- B. ~~10-19~~
- C. 10-8
- D. 10-1

249) The purpose of tactical communication is

- A. To defuse a potential situation from escalating
- B. To have better radio communications
- C. So others can't monitor securities radio frequency
- D. None of the above

250) 10 Code to repeat message

- A. 10-9
- B. ~~10-4~~

- C. 10-5
- D. 10-7

251) 10 Code for location is

- A. 10-18
- B. 10-2
- C. 10-21
- D. 10-20

252) 10 code for transmission is poor

- A. 10-2
- B. 10-1
- C. 10-6
- D. 10-33

253) 10-code for acknowledgement

- A. 10-2
- B. 10-4
- C. 10-7
- D. 10-8

254) 10-code for back in service

- A. 10-6
- B. 10-19
- C. 10-8
- D. 10-1

255) Security is very aware that good communication takes place on which level?

- A. Verbal
- B. ~~Paralanguage~~
- C. Body language
- D. All of the above

# SECURITY

THE PERFECT PROTECTORS

256) What body part is considered the most powerful in channeling non-verbal communication?

- A. Face
- B. Hands
- C. Arms
- D. Chest

257) How should your transmission be when communicating via radio?

- A. Long and descriptive
- B. Passionate and sharp
- C. Brief and professional
- D. All of the above

258) What is the radio code for the letter E

- A. Easy
- B. Echo
- C. Eating
- D. Eel

259) What is the first procedure to follow while transmitting via radio

- A. Talk very clearly and coherently
- B. Talk very loudly
- C. Transmit immediately when you need to make a call
- D. Listen before transmitting and ensure there is no traffic in progress over the radio

260) What is the radio code for the letter A

- A. Apple
- B. Alpha
- C. August
- D. Allow

261) What is the 10-code for emergency – all units stand by?

- A. 10-52
- B. 10-14
- C. 10-39
- D. 10-33

SECURITY  
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262) What essentials should you have when answering the phone at your site?

- A. Have a pen and notebook with you at the phone
- B. Great the caller along with identifying yourself and the company
- C. Smile as you pick up the phone
- D. ~~All of the above~~

263) What does the communication acronym TACTFUL stand for?

- A. Think before you speak, apologize quickly when you blunder, converse don't compete, time your comments, focus on behavior not personality, uncover hidden feelings, listen for feedback
- B. Think before you speak, apologize except when you blunder, converse don't compete, time your comments, focus on behaviour, uncover hidden feelings, listen for feedback
- C. Think before you speak, apologize quickly when you blunder, compete don't converse, time your comments, focus on behaviour not personality, uncover hidden feelings, listen for feedback
- D. None of the above

264) What terms best describe para-verbal Communication?

- A. Intonation, intention, body language
- B. Tone, volume, cadence
- C. Tune, pitch, octave
- D. Smile, nod, wave

## Section 10

265) The Canadian Charter of Rights and Freedoms came into force on April 17 of what year?

- A. ~~1967~~
- B. 1979
- C. 1982
- D. 1983

266) What provincial act deals with discrimination in the work place?

- A. Canadian Charter of Rights and Freedoms
- B. Human Rights Code
- C. Occupational Health and Safety

D. None of the above

267) What is the best definition of the word 'prejudice'?

- A. A preconceived belief, opinion, or judgment made without ascertaining the facts of a case
- B. Calling someone names
- C. Making up lies about a person not knowing what they are really like
- D. None of the above

268) What would not be an example of 'Stereotyping'?

- A. All homeless people are dangerous
- B. Kids in school on the lunch program are poor
- C. People that get into financial trouble do so because they are irresponsible people
- D. People that drive over the speed limit are more likely to cause an accident

269) While on patrol you come across a person who is disabled having problems with their wheelchair. What action should you take?

- A. Advise the person they ought to buy a new wheelchair
- B. Push them off to the side to protect them from injury
- C. Walk the other way so that you do not get sued
- D. Offer assistance to the person

270) While on the job, one of your co-workers continuously tells sexist jokes. He only does this when men are present. You know other co-workers have told him that the jokes are inappropriate on several occasions. What is the most appropriate course of action?

- A. Quit your job immediately
- B. Inform a supervisor that the co-worker is telling sexist jokes
- C. Keep it to yourself to protect your co-worker
- D. None of the above

271) What's the best way to describe the activity of a group of people who are sympathetic to a cause and have gotten together in front of a property to voice their concerns without violence?

- A. Peaceful demonstration
- B. Political rally
- C. Violent political unrest
- D. Executive protest

272) What terms would best describe the most effective way to retain or memorize information?

- A. Look, listen, feel
- B. Sympathy, empathy, apathy
- C. Concentration, association, repetition
- D. Remove, replace, report

273) What actions are appropriate to take when dealing with a person with a mental illness?

- A. Being honest with a person
- B. Not using humour or sarcasm with the person
- C. Both of the above
- D. None of the above

274) Based on The Body Language of Proxemics, what is the best position a security guard can be in when communicating with someone for maximum communication and sensitivity?

- A. In their personal space
- B. In the public space
- C. Just outside their personal space in the social space
- D. In their intimate space

275) Under the Canadian Human Rights Act, how many grounds of discrimination are prohibited?

- ~~A. 10~~
- B. 11
- C. 15
- ~~D. 8~~

276) What are steps to take when harassment occurs?

- A. Never ignore harassment and always report incidents of harassment
- B. Tell the harasser his or her actions are unwelcome
- C. Document everything. Create a written record of the incidents, including times, places and the names of those who witnessed the incident
- D. All of the above

277) Who can be a harasser?

- A. A supervisor
- B. A security guard
- C. A client
- D. Anyone

278) What is cultural sensitivity?

- A. Begins with a recognition that there are differences between cultures
- B. The differences with cultures that are reflected in the ways that different groups communicate and relate to one another
- C. It is more than an awareness that there are differences in culture in order to interact effectively
- D. All of the above

279) Everyone should treat everyone equally based on

- A. Race
- B. Age
- C. Sex
- D. All of the above

## Section 11

280) Section 26 of the Criminal Code deals with

- A. Trespass
- B. Theft
- C. Excessive Force
- D. Breach of the Peace

281) Which of the following would not be a "Peace Officer"

- A. Police
- B. Customers Officer
- C. Special Constable
- D. Security Guard

SECURITY  
THE PERFECT PROTECTORS

282) Positional asphyxia may occur when a person is being physically restrained. The condition can cause:

- A. Injury
- B. Death
- C. Violent behavior
- D. All of the above

283) Which of the following would NOT be a way to protect yourself from allegations of excessive use of force

- A. Keep good notes
- B. Maintain a high level of professionalism
- C. When questioning persons always stand in their personal space
- D. Use techniques that are authorized by law

284) Which of the following would NOT be an example of “use of force” during an arrest

- A. Placing a suspect in a choke hold
- B. Slapping a non-compliant suspect in the head to get his attention
- C. Pushing a suspect because he is not moving fast enough
- D. None of the above

285) What is arresting?

- A. Depriving them of their freedom. When a person is arrested he/she is under the mental control of another
- B. Capturing with the intent to imprison
- C. Depriving them of their freedom. When a person is arrested he/she is under the physical control of another
- D. None of the above

286) What course of action is arresting someone?

- A. First
- B. Second
- C. Last
- D. Third

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287) What should be completed after using use of force on your site in security?

- A. Use of Force form
- B. Incident Report
- C. Notebook
- D. All of the above

288) The five stages of the use of force model are

- A. Officer Presence, Verbal Communication, Physical Control, Extreme weapons, Lethal force
- B. Verbal Communication, Physical Control, Officer Presence, Extreme weapons, Lethal force
- C. Officer Presence, Verbal Communication, Extreme physical control, Intermediate weapons, Cautioned force
- D. Officer Presence, Verbal Communication, Physical Control, Intermediate Weapons, Lethal Force

289) What is considered physical control?

- A. Any physical gesture used to control a subject that does not involve using a weapon
- B. Any physical gesture used to control a subject that involves using an intermediate weapon
- C. Procedure used when arresting someone
- D. None of the above

290) Which of the following is not a guiding principal of the National Use of Force Framework?

- A. Preserve and protect life
- B. Hold people down on the ground
- C. Ensure public safety
- D. Ensure guard safety

291) What is the Use of Force Framework?

- A. The Situational Circle, the Subject Behaviour Circle, Perception and Tactical Considerations Circle and the Use of Force Options
- B. The Situational Circle, the Perception and Tactical Consideration Circle, the Use of Force Options
- C. The Subject Behaviour Circle, Perception and Tactical Consideration Circle, the Use of Force Options, and the Arrest Circle
- D. None of the above

292) Every situation requires the guard to go through a three step process which is

- A. Decision/force/report
- B. Analyze/procrastinate/retreat
- C. Assess/plan/act
- D. Act/think/formulate Facts

293) According to the Use of Force Framework, communication is considered a

- A. Use of Force option
- B. Intimidate option
- C. Psychological option
- D. ~~Officer presence option~~

294) If security encounters a subject that refused to comply with their directions but did not do anything to physically harm you, the subject would be

- A. Assaultive
- B. Cooperative
- C. Active resistant
- D. Passive resistant

295) Excited delirium is a serious medical condition that can occur in people from either substance abuse or psychiatric illness and it can cause the body to stop

- A. True
- B. False
- C. Situational
- D. Not relevant in the security field

296) According to National Use of Force guidelines what is the first response option?

- A. Presence of a security guards
- B. Tactical communications
- C. Baton
- D. Call the police

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

- A. They are not allowed to use them as security guards
- B. To protect the guard
- C. If the security guard has made an arrest
- D. Only after the security has used their baton

298) According to the National Use of Force framework, the use of a baton would fall under what use of force option?

- A. Intermediate weapons
- B. Communications
- C. Active resistant
- D. Physical control-soft

299) What is the definition of positional asphyxia?

- A. When the position of the body interferes with its ability to breathe
- B. When someone faints and falls to the ground
- C. When the position of the body doesn't allow the subject to move freely
- D. When it becomes difficult to breathe

300) What is an impact factor?

- A. An excuse that is used to justify excessive use of force in the course of duties
- B. A condition unique to a person and situation which will affect what decision is made while responding with force
- C. A justification for any use of force under any condition
- D. All of the above

301) A provincially funded service for those who need assistance from a lawyer is called

- A. Welfare
- B. Legal aid
- C. Social Funding
- D. Legal fund of lawyers

302) When defence counsel wishes to question a crown witness on the stand this is called

- A. Examination in chief
- B. Cross examination

- C. Direct examination
- D. Re-direct

303) Employers who are aware that domestic violence may occur in the workplace must take every precaution reasonable in the circumstances to protect a worker at risk of physical injury

- A. True
- B. False

304) An Injunction is an order of the court requiring a party to perform some act or refrain from some conduct

- A. True
- B. False

305) Real evidence is

- A. Physical evidence
- B. A baseball bat
- C. A gun
- D. All of the above

306) 10 code for receiving signal poorly

- A. 10-2
- B. 10-1
- C. 10-10
- D. 10-3

307) A person is not trespassing under the Trespass to Property Act if the owner or occupier cannot give a valid reason why they should leave

- ~~A. True~~
- B. False

308) 10 code for requesting an ambulance

- A. 10-67
- B. 10-4
- C. 10-10

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D. 10-52

309) A Security guards duties can include the collection of unpaid accounts for clients

- A. True
- B. False

310) Which of the following would not be an example of a physical disability

- A. Poor vision
- B. Nerve damage
- C. Dyslexia
- D. Poor English language skills

311) What are post standing orders?

- A. Written orders that set out all emergency procedures
- B. Written rules which may include but are not limited to operational, procedural and administrative matters
- C. A list of things to do before you start your shift as a Security guard
- D. They are a set of orders included in the emergency measures plan

312) Security needs to be aware of the signs of substance abuse as well as the impact of different drugs on human behaviour due to

- A. Personal Safety
- B. Medical Assistance
- C. Customer Assistance
- D. All of the above

313) Using tactical communications can prevent situations where force may have to be used

- A. True
- B. False

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314) While patrolling a mall as a Security guard you come across an elderly woman who appears lost. As you approach the woman you realize that the woman is holding a white cane. What would this indicate to you

- A. The woman had purchased a discount cane from a store in the mall
- B. The woman may have limited vision and perhaps got disoriented
- C. The woman appears to prefer white canes
- D. None of the above

315) The offence of theft under the Criminal Code is a hybrid offence

- A. True
- B. False

316) The maximum fine, if convicted, under the PSISA for a security guard is

- A. \$2000
- B. \$10,000
- C. \$25,000
- D. \$350,000

317) WHMIS Class "B" Includes

- A. Compressible gas
- B. Flammable and combustible liquids
- C. ~~Oxidizing material~~
- D. Poisonous and infectious material

318) The maximum fine under the Trespass To Property Act is

- A. \$4000
- B. \$25,000
- C. \$2000
- D. \$100

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319) Class "C" Fires Involve

- A. Flammable liquids
- B. Poisonous and infectious material
- C. Ordinary combustibles
- D. Electronic equipment**

320) Evidence that relates to a series of facts other than the particular fact sought to be proved

- A. Circumstantial evidence**
- B. Similar fact evidence
- C. Documentary evidence
- D. None of the above

321) What is a main objective of a security guard patrolling a property or premises?

- A. To establish a presence to deter potential offenders**
- B. To get out of the Security office and avoid dozing off
- C. To comply with notebook protocol making an entry every 20 minutes
- D. To let the client see they are getting their money's worth

322) What is a main objective of a Security guard patrolling a property or premises?

- A. To establish a presence to deter potential offenders**
- B. To get out of the Security office and avoid dozing off
- C. To comply with notebook protocol making an entry every 20 minutes
- D. To let the client see they are getting their monies worth

323) Which of the following is NOT an offence under section 2 of the Trespass To Property Act

- A. Enters on premises when entry is prohibited
- B. Engages in an activity on premises when the activity is prohibited
- C. Does not leave the premises within 10 minutes after he or she is directed to do so by the occupier of the premises or a person authorized by the occupier**

324) What is the minimum age to be licensed in Ontario as a Security guard

- A. 16
- B. 18**
- C. 19
- D. 21

SECURITY  
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325) As a Security guard you are given a list of names and phone numbers by a client to call to see if you can get them to pay their outstanding bills owed to the client's company. As a Security guard is this a task you would be allowed to perform under the **P.S.I.S.A.**

A. Yes

**B. No**

326) "The Best Evidence Rule" refers to the best evidence available such as an original document over a copy

**A. True**

B. False

327) The RCMP are

A. Provincial police

**B. Federal police**

C. Municipal police

D. Regional police

328) People on certain drugs can be unpredictable and feel little or no pain in a physical confrontation.

**A. True**

B. False

329) Once you receive your security licence you will be allowed to carry both handcuffs and a baton

A. True

**B. False**

330) A witness who testifies as to the habits and reputation of another person is giving what type of evidence

A. Circumstantial evidence

**B. Character evidence**

C. Trace evidence

D. Conscripted evidence

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331) A class "B" fire involves

- A. Vegetable oils or fats
- B. Ordinary combustible materials
- C. Electrical equipment
- D. Flammable liquids

332) While searching a subject you could potentially encounter a needle that could be a threat to your life if pricked

- A. True
- B. False

333) In court, the person that usually hears bail applications, arraignments, traffic court is called a

- A. Prosecutor
- B. Court reporter
- C. Justice of the Peace
- D. Judge

334) As a Security guard what is the purpose for Patrol

- A. To keep yourself awake during an 8 hour shift
- B. To establish a presence and to deter potential offenders
- C. So the client thinks you are actually doing something
- D. To see if other Security guards are violating the PSISA code of conduct

335) Once you receive your Security License you will be allowed to carry both handcuffs and a baton

- A. True
- B. False

336) The word "stereotype" refers to a commonly held public belief about specific social groups, or types of individuals

- A. True
- B. False

SECURITY

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337) In a hybrid offence, the Crown prosecutor has the choice to proceed by summary conviction or by indictment

A. True

B. False

338) The term "in house security" means

A. The security guard will be guarding a dwelling house

~~B. The security guard is a direct employee of the business~~

C. The security company is your employer but you are loaned to the business for a period of time as a permanent post

D. It is considered a promotion in the security profession

339) 10 code for stop transmitting

A. 10-3

B. 10-6

C. 10-7

D. 10-8

340) WHMIS Class "F" Includes

A. Compressible gas

B. Dangerously reactive material

C. Oxidizing material

D. None of the above

341) Minor criminal offences are heard in

A. Superior court

B. Provincial court

C. Court Of Queen's Bench

D. None of the above

342) A security guards duties can include the collection of unpaid accounts for clients

A. True

B. False

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343) Approximately what percent of communication is verbal?

- A. 1%
- B. 14%
- C. 7%
- D. 35%

344) Non-compliance to a lawful request or direction using verbal defiance would be defined as

- A. Passive resistance
- B. Combative
- C. Cooperative
- D. Passive

345) Everyone who is authorized by law to use force is criminally responsible for any excess thereof. What section of the Criminal Code deals with "excess force"?

- A. Section 26 Criminal Code
- B. Section 34 Criminal Code
- C. Section 41 Criminal Code
- D. None of the Above

346) It is an employee's responsibility to report violations of workplace safety

- A. True
- B. False

347) Remember most fire alarms are false and should be treated as such

- A. True
- B. False

348) Placing a choke hold on an individual you have arrested because you have a feeling he may escape could be excessive use of force

- A. True
- B. False

SECURITY

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349) WHMIS Class “D” Includes

- A. Compressible gas
- B. Flammable and combustible liquids
- C. Oxidizing material
- D. Poisonous and infectious material**

350) A police officer, or the occupier of a premises, or a person authorized by the occupier may arrest without warrant any person he or she believes on reasonable and probable grounds to be on the premises in contravention of section two of the Trespass To Property Act

- A. True**
- B. False



SECURITY

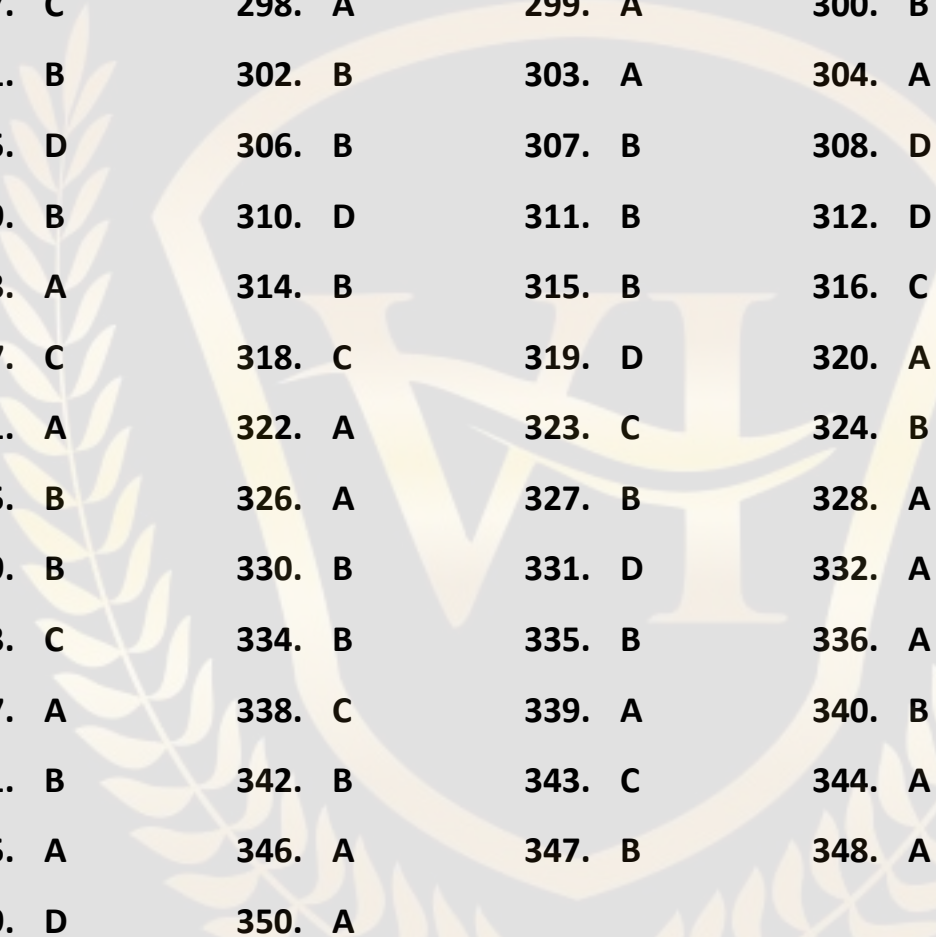
THE PERFECT PROTECTORS

- |       |       |       |       |
|-------|-------|-------|-------|
| 1. A  | 2. C  | 3. B  | 4. D  |
| 5. C  | 6. D  | 7. B  | 8. A  |
| 9. C  | 10. A | 11. D | 12. C |
| 13. C | 14. D | 15. B | 16. D |
| 17. A | 18. D | 19. C | 20. D |
| 21. D | 22. C | 23. A | 24. A |
| 25. C | 26. B | 27. D | 28. D |
| 29. C | 30. D | 31. D | 32. B |
| 33. B | 34. D | 35. D | 36. D |
| 37. B | 38. D | 39. A | 40. D |
| 41. B | 42. C | 43. D | 44. D |
| 45. D | 46. A | 47. C | 48. D |
| 49. D | 50. A | 51. A | 52. B |
| 53. B | 54. D | 55. C | 56. B |
| 57. C | 58. A | 59. B | 60. A |
| 61. D | 62. B | 63. D | 64. B |
| 65. B | 66. A | 67. D | 68. D |
| 69. D | 70. C | 71. D | 72. D |
| 73. D | 74. D | 75. D | 76. D |
| 77. D | 78. D | 79. D | 80. B |
| 81. B | 82. B | 83. B | 84. A |
| 85. B | 86. D | 87. C | 88. D |
| 89. D | 90. D | 91. C | 92. D |

93. B	94. D	95. B	96. B
97. A	98. D	99. A	100. A
101. D	102. C	103. B	104. D
105. B	106. D	107. D	108. D
109. D	110. C	111. B	112. D
113. B	114. D	115. D	116. C
117. B	118. C	119. C	120. D
121. B	122. C	123. A	124. A
125. D	126. B	127. C	128. D
129. D	130. A	131. D	132. C
133. D	134. B	135. D	136. C
137. A	138. D	139. A	140. D
141. D	142. B	143. C	144. D
145. C	146. D	147. A	148. D
149. D	150. A	151. D	152. B
153. C	154. D	155. D	156. D
157. D	158. C	159. B	160. B
161. D	162. D	163. A	164. A
165. D	166. A	167. D	168. B
169. D	170. D	171. C	172. C
173. C	174. B	175. B	176. A
177. A	178. B	179. A	180. C
181. A	182. A	183. D	184. D
185. C	186. D	187. A	188. A

189. D	190. B	191. C	192. C
193. C	194. D	195. B	196. D
197. A	198. D	199. C	200. A
201. A	202. A	203. C	204. B
205. C	206. A	207. C	208. B
209. C	210. D	211. A	212. D
213. B	214. B	215. C	216. D
217. B	218. B	219. D	220. C
221. A	222. A	223. D	224. B
225. A	226. D	227. C	228. D
229. B	230. B	231. B	232. B
233. C	234. A	235. D	236. A
237. D	238. B	239. B	240. B
241. D	242. B	243. D	244. B
245. D	246. C	247. B	248. C
249. A	250. A	251. D	252. B
253. B	254. C	255. D	256. A
257. C	258. B	259. D	260. B
261. D	262. B	263. A	264. B
265. C	266. B	267. A	268. D
269. D	270. B	271. A	272. C
273. C	274. C	275. B	276. D
277. D	278. D	279. D	280. C
281. D	282. D	283. C	284. D





285. C	286. C	287. D	288. D
289. A	290. B	291. A	292. C
293. A	294. D	295. A	296. A
297. C	298. A	299. A	300. B
301. B	302. B	303. A	304. A
305. D	306. B	307. B	308. D
309. B	310. D	311. B	312. D
313. A	314. B	315. B	316. C
317. C	318. C	319. D	320. A
321. A	322. A	323. C	324. B
325. B	326. A	327. B	328. A
329. B	330. B	331. D	332. A
333. C	334. B	335. B	336. A
337. A	338. C	339. A	340. B
341. B	342. B	343. C	344. A
345. A	346. A	347. B	348. A
349. D	350. A		

# SECURITY

THE PERFECT PROTECTORS