**Security guard study guide**

Use this study guide to prepare for basic testing to become a security guard in

Ontario.

**Introduction**

This test preparation guide is designed to assist security guards in preparing for the ministry’s

mandatory test. The guide will outline key areas that security guards should be familiar with to

ensure they perform their duties in accordance with the *Private Security and Investigative Services*

*Act, 2005* (http://www.e-laws.gov.on.ca/html/statutes/english/elaws\_statutes\_05p34\_e.htm)

(PSISA) and its regulations.

The subjects covered align with the ministry’s Training Syllabus for Security Guards. Although the

guide is meant to assist candidates in preparing for and writing the test, it does not constitute a

training manual, and is not a substitute for an in-person training course.

At the end of each section of this test preparation guide, you will 􀀂nd links to external resources

that may be of further assistance to you. Many of these will bring you to various laws and

regulations; it is recommended that you have an overall understanding of these and how they

relate to key topics covered in the test.

Other links will bring you to existing training materials available to the public. While these

materials may contain valuable information, please keep in mind that they were not speci􀀂cally

designed for Ontario’s security guard and private investigator training and testing program.

**About the test**

The ministry’s tests were developed by subject matter experts (SMEs) in the private security and

investigative services industry who worked with the ministry’s test development consultant,

CASTLE Worldwide Inc. The SMEs developed the test questions using a protocol of writing and

review that conforms to the best practices of psychological and test development standards. They

comprehensively reviewed and validated each question for appropriateness of the answers and

correct answer keys. A panel of SMEs also reviewed and tested the questions and participated in

setting the cut scores (pass marks) for the tests.

The security guard test is in a written, 60-question, multiple choice format. Test appointments are

two hours in duration, 75 minutes of which is the allotted test completion time.

(https://www.ontario.ca/page/government-ontario)

The licence test fee is $66.50 plus 13 per cent HST for a total of $75.15.

Test results will be made available within 􀀂ve business days of completion of the test. The cut

score for the security guard test is 62%.

All tests must be booked in advance either online, or through a call centre agent.

**Eligibility rule**

You may only register and complete an examination if you hold a currently valid individual Ontario

security guard licence, or if you have completed mandatory training that meets the ministry’s

requirements.

Candidates who are not licensed by Private Security and Investigative Services Branch must

complete ministry prescribed basic training before they become eligible to register for and

complete an examination.

If you are already licensed, you may only take the test for which you are licensed, or for which you

have taken a ministry approved training course. It is important to take the test well in advance of

your licence expiry to ensure there is adequate time to process the reissued licence.

**Contact us**

For information on the ministry’s training and testing regulation, on the topics covered in the

training syllabi and the tests, you must contact the Private Security and Investigative Services

Branch:

**Phone**: 416-212-1650 or toll-free at 1-866-767-7454

**E-mail**: PSIS.PrivateSecurity@ontario.ca (mailto:PSIS.PrivateSecurity@ontario.ca)

To book a test, and for any information regarding test scheduling and payment, you must contact

the ministry’s test delivery agent, Serco DES Inc.:

**Phone**: Toll-free: 1-866-248-2555

**E-mail**: sgt@serco-des.ca (mailto:sgt@serco-des.ca)

**Website**: www.ontariosecuritytesting.com (http://www.ontariosecuritytesting.com/)

**Section 1 - Introduction to the Security Industry**

The *Private Security and Investigative Services Act, 2005*) regulates the private security industry. The

PSISA was proclaimed into force on August 23, 2007 to help professionalize the security industry,

increase public safety and ensure practitioners receive proper training and are quali􀀂ed to provide

protective services. The PSISA and its regulations govern the way the private security industry

operates in Ontario.

The Training and Testing Regulation made under the PSISA came into force on April 15, 2010. All

security guards must ful􀀂ll the mandatory requirements of the Training and Testing Regulation in

order to be eligible to apply for a licence.

Individuals are required to have a security guard licence if they perform work, for remuneration,

that consists primarily of protecting persons or property. This includes but is not limited to

bodyguards, bouncers and loss prevention personnel, and more generally speaking, individuals

who patrol premises.

**Section 2 - The Private Security and Investigative**

**Services Act, 2005 and ministry Code of Conduct**

**Private Security and Investigative Services Act, 2005 and regulations**

**Section overview**

The PSISA regulates the security industry. As such, security guards must be familiar with the PSISA

to ensure they follow the regulations and prohibitions, including the Code of Conduct.

Here are some of the key points that a􀀃ect individual licensees directly.

**Licensing requirements**

In order to be eligible for a security guard licence, all individuals must:

• have completed the required training and/or testing

• be at least 18 years old

• possess a clean criminal record, according to the Clean Criminal Record regulation (note: not

all criminal charges or convictions will prevent a person from obtaining a security guard

licence. See below for more information on the Clean Criminal Record regulation)

• be legally entitled to work in Canada

People who apply for a security guard licence will be required to show proof that they meet all of

these requirements. If they are not eligible for a security guard licence, their application will not be

processed. For more information about the identi􀀂cation requirements consult the ministry

website.

**General rules and standards of practice**

These are some of the rules that security guards must be mindful of during their day-to-day

activities. They can be found between sections 35 and 40 of the PSISA.

• Security guards must always carry their licence with them when they are working (including

“plain-clothes” security guards, e.g. loss prevention personnel or bodyguards). They must also

identify themselves as security guards, and show their licence, if a member of the public asks

them to do so.

• With the exception of bodyguards and loss prevention personnel, security guards must wear

a uniform while working. See below for further information on the Uniforms regulation.

• Security guards are prohibited from carrying any symbol of authority, other than their licence

and uniform (for example, a metal badge is prohibited).

• Security guards are prohibited from holding themselves out as police o􀀄cers, or performing

police-related duties. For this reason, they are also prohibited from using the following words

when referring to their work as security guards:

◦ detective or private detective

◦ law enforcement

◦ police

◦ o􀀄cer

For example, security guards are prohibited from referring to themselves as “security o􀀄cers”.

**Regulations**

In addition to the PSISA, there are several regulations which govern security guards. Many of these

regulations apply only to employers. However, individual licensees should be familiar with the

regulations, particularly those that a􀀃ect them directly:

**Code of Conduct**

This regulation de􀀂nes what kind of behavior is appropriate or inappropriate for security guards

to display while they are working. Security guards will 􀀂nd that respecting the Code of Conduct is,

in most cases, a matter of common sense – security guards are expected to treat members of the

public in a respectful and professional manner. For instance, security guards must:

• act with honesty and integrity

• comply with all federal, provincial and municipal laws

• treat all persons equally (without discrimination)

• avoid using profanity or abusive language

• avoid using excessive force

• not be under the in􀀅uence of alcohol or drugs while on duty

**Uniforms**

With the exception of bodyguards and loss prevention personnel, all security guards must wear a

uniform that complies with the Uniforms regulation. If a guard works for a licensed security

agency, his or her employer is responsible for ensuring that the uniform meets all the

requirements. Please note, security guards must also be familiar with the regulation, as it is their

responsibility to wear the proper uniform on a daily basis. Some key points to look out for:

• The term “SECURITY” or “SECURITY GUARD” must be displayed on the uniform in speci􀀂c

places and speci􀀂c dimensions.

• The uniform must include an identi􀀂cation tag, which shows the licensee’s name, or licence

number or both.

• A security guard uniform should not bear any traits that resemble a police uniform, such as

rank chevrons, a police-style forage cap, or stripes down the side of the trousers.

**Eligibility to hold a licence – clean criminal record**

This regulation lists a series of criminal o􀀃ences which are prescribed under the PSISA. Persons

who have been convicted of any of these o􀀃ences and have not received a pardon are not eligible

for a security guard licence, and any application they submit cannot be processed.

Persons who have been convicted of or charged with an o􀀃ence that does not appear in this

regulation may be eligible for a licence. The Private Security and Investigative Services Branch

(PSISB) will need to review their 􀀂le to determine if any restrictions should apply. The applicant

may be given an opportunity to be heard in order to discuss their case.

**Public complaints**

Members of the public may 􀀂le a public complaint against any licensed individual or licensed

company if they feel that a violation of the PSISA or its regulations has been committed.

Public complaints can lead to facilitation. As well, the PSISB may investigate the matter and as a

result, charges may be laid against the licensee, a warning may be issued, or the licence may be

revoked.

**Penalties for contravening the act**

Individuals found guilty of o􀀃ences under the PSISA could face a 􀀂ne of up to $25,000,

imprisonment for up to one year or both. As such, it is crucial that security guards comply with all

aspects of the PSISA and its regulations to avoid the possibility of being named in a complaint or

facing charges.

**Section 3 - Basic security procedures**

Security guards need to respond to changes in their environment, which includes actions such as

tra􀀄c movement, ensuring the safety of persons between and within locations, monitoring and

managing the access and departure of persons and vehicles and observing and monitoring

people. Security guards need to be aware of the correct way to deal with these situations. They

should have the knowledge and skills required to assess the security of physical environments, to

apply basic aspects of security in their roles and to assess the impact of drug use in the context of

safety for oneself and others. **This section represents generally accepted practices**

**throughout the security guard industry.**

**Important note:** In this section a number of activities are discussed which are generally accepted

as good practices for someone working as a security guard. Practices may vary from one security

company to the next so in addition to understanding the requirements of the legislation and

regulations it is important the security guard is also familiar with the policies of their employer

and not to rely solely on subjects covered in this guide or the ministry syllabus.

**Duties of a security guard**

The duties and responsibilities of a guard vary from site to site. Guards must be well attuned to

changes and developments within the industry and the expectations and obligations that are

owed to the client, the public, and/or their employer.

It is the role of a security guard to protect people, property and information.

This may involve but is not limited to:

• Ensuring premises and property are protected in an appropriate and e􀀃ective fashion against

a variety of natural and man-made threats.

• Preventing, detecting and reacting appropriately to the commission of criminal and quasicriminal

actions on or against the property of the client.

• Interacting with law enforcement o􀀄cials and the justice system, where necessary, such as

apprehending and detaining someone who has committed a criminal o􀀃ence. Security may

be able to supplement the e􀀃orts of police by securing crime scenes until the police can

arrive. Security personnel may also be a valuable source of information to the police.

• Providing leadership and direction in emergencies and assisting emergency personnel in

times of crisis, e.g. directing 􀀂re 􀀂ghters to the easiest/best way to get to the scene of the 􀀂re.

• Controlling access to a site, including monitoring entrance & gate passage, escorting people

and valuables, inspecting bags.

• Controlling or restoring order to a crowd.

• Preventing work accidents by being aware of potential dangers, reporting safety hazards and

following directions to minimize the risk posed to others.

While there can be no doubt that some situations will involve physical intervention, the majority of

tasks assigned require a security guard to **observe, deter, record and report** only.

**Access control**

Access control policies vary from company to company.

Security guards may be required to observe and record who enters and exits a site. A completed

log sheet should record the individual’s name and the time of entrance to, and exit from the site.

The information obtained will permit guards to locate visitors, either while on the property in the

event of an emergency, or at a later time after they have left.

A visitor’s pass also contains information which helps the guards to determine whether a visitor

has to be escorted, the name of the person who has authorized the visit, the status of the visitor

and their business while on the site.

**Material access**

One of the most sensitive tasks that a security guard will have to deal with is the issue of the

removal of materials from a work site. People routinely leave a site with things like computers,

computer disks, and briefcases full of materials.

The client (for example, a warehouse owner) must determine what steps are necessary to protect

his/her property. Security should follow these instructions carefully. The guard should comply with

the rules of access and protocols which should be provided by the security guard’s supervisor

when introducing employees to a new site.

**Crowd control**

On private property, a security guard may have a role in maintaining crowd control and if it

escalates, there may be a necessity to call the police. When crowd control is necessary, e􀀃orts to

restore the peace or to control the crowd should be made with several things in mind:

1. the risk to life and/or property whether or not action is taken

2. the personal risk to the security guard

3. instructions of the guard’s supervisor or the client

4. risks posed by leaving the post

5. availability of support or backup

6. urgency

7. development of tactics or plans for dealing with the situation

After considering these factors and if the crowd threatens to get out of control the security guard

may wish to contact the police.

**Traffic control and parking**

A security guard may be called upon to control tra􀀄c on private property at gated entrances to

buildings or in parking lots, to ensure tra􀀄c safety and to assist in the movement of vehicles. It is

important for the guard to use conventional signals and movements in order to be understood

and seen by the drivers. Guards should be dressed comfortably according to weather conditions.

Proper re􀀅ective vests or cu􀀃s must be worn to ensure visibility. This control should be done in a

courteous and persuasive manner, trying to make people understand the reasons for the control.

**Patrolling**

The main purpose of a patrol is to maintain the security of the premises under the security

guard’s authority. Preparation for a patrol should always begin with an understanding regarding

the purpose of the patrol. For example, is the security guard:

• expected to keep intruders away?

• assist members of the public who appear confused or in need of assistance?

• check boilers and other equipment, to make sure they are still functioning safely?

The purpose of a patrol can change from time to time, even within a single shift. The 􀀂rst time that

a patrol is made, security may focus on breaches of the property by an intruder; the second time,

to make sure that the safety equipment on machinery in the area is functioning properly; the third

time, to check again for intruders and breaches of the work site, and so on.

A thorough knowledge of the geography of the area to be patrolled is essential. The security guard

should determine in advance where telephones, water shut-o􀀃 valves, electrical and alarm panels

and light switches are located, and where emergency lighting is provided. The guard should also

know where emergency equipment, such as back-up generators, 􀀂rst aid kits, 􀀂re alarms,

hydrants, and extinguishers, is located. The guard should know the best routes to follow in an

emergency, selecting the simplest, most direct route with the least number of safety hazards.

The guard should make a list of activities that need to be done while on a speci􀀂c patrol and

devise the route in advance, including a map of the major check points, passageways, rooms,

stairwells, doors and windows, and so on. Alternate routes should be planned in case speci􀀂c

areas are made inaccessible due to an emergency such as a 􀀂re, explosion, or chemical leak. The

timing and route of the patrol should be varied to ensure that it does not become too routine or

too predictable. The guard should make sure he or she possesses the proper equipment,

including appropriate clothing.

**Foot patrol**

Foot patrol is the most common method of patrol in the security industry. It is normally utilized

where it is not possible to provide the same protective coverage through other methods such as

motorized patrol or electronic surveillance. Virtually all of the senses of the security guard (sight,

hearing, smell, and touch) may conceivably be used during foot patrol.

Advantages:

• highly visible

• knowledge of patterns and characteristics of an area may help to anticipate an incident

before it becomes more di􀀄cult to control

• all senses may be used

• ability to access smaller spaces such as stairwells

Disadvantages:

• restricted mobility and area of coverage

• length of time to patrol

• inclement weather prevents or curtails some activities

• di􀀄culty in carrying equipment such as reports, forms, and 􀀂rst-aid kits

• communication may present a problem, unless portable radio or telephone equipment is

used

• supervision of foot patrols is di􀀄cult

**Vehicle patrol**

This type of patrol normally covers areas that are too great to be covered on foot. The vehicles

may be equipped with radios or mobile telephones and commonly are in constant

communication with the dispatcher. Precise instructions are given about the type of patrol

required. The patrols will often include parking lots, storage yards, perimeter fence lines, outer

perimeters and areas that are impractical to patrol on foot.

When a vehicle is used for patrol, security guards have the added responsibility to check that the

vehicle is functioning properly and will not become a hindrance before taking the vehicle for

patrol.

Advantages:

• motor patrol is highly visible

• larger areas can be covered in a shorter period of time

• speed in responding to other areas of the site increased

• additional equipment may be carried

• protection from inclement weather – rain, snow, temperature extremes

Disadvantages:

• the vehicle may be restricted to particular areas, such as roads or paths

• vision may be partially restricted inside a vehicle

• inclement weather may prevent or curtail some activities

• the engine noise made by a motor vehicle may mask some noises or alert others of the

presence of security

• sealed cabs on some vehicles may prevent the detection of some dangerous situations (for

example, the potentially hazardous fumes that a guard on foot would smell might not be

noticed by someone inside a vehicle)

**Surveillance (non-mobile patrol)**

Also known as visual or 􀀂xed patrols, with the assistance of technology, surveillance enables a

guard to remain stationary but keep a constant watch over a speci􀀂c area. For example, an

entrance/exit point may be kept under continuous observation, or an entire complex could be

kept under guard with the assistance of mirrors, security cameras and fences.

Advantages:

• access and egress (entry and exit) of the site readily controlled

• di􀀄cult for individuals to enter the premises and physically attack the guard

• guard station or highly-visible camera placement act to deter would-be perpetrators

• lower number of guards required to contain the area

Disadvantages:

• cameras and fences may be circumvented or defeated

• all areas cannot be kept under continuous observation – blind spots will exist despite careful

planning

• reliance on equipment that may fail, especially in adverse weather conditions

• personnel must concentrate on one area for long periods of time

• reliance on only one sense – vision

• response may be restricted to calling police or internal personnel, especially if the guard is

not on site but is monitoring from a di􀀃erent location

**Drug effects**

Security guards may encounter individuals under the in􀀅uence of drugs or alcohol. They need to

be aware of the signs of substance abuse as well as the impact of di􀀃erent drugs on human

behaviour (e.g. suspect going through withdrawal) in order to deal with these individuals in a

manner that will ensure personal safety as well as that of the suspect. Guards should have an

overall understanding of di􀀃erent types of drugs and paraphernalia, the impact of using drugs on

human behaviour and how to address individual behaviour depending on the type of substance.

**Section 4 - Report writing**

Security guards are required to complete written reports of occurrences, duties performed and

comprehensive descriptions of their tasks/observances. They should have an understanding of

how to write reports that are objective and standardized.

**Note-taking**

A notebook is arguably a security guard’s most important tool – it is used on a daily basis to

provide an account of the events that unfolded on that day.

A notebook should be kept as neat as possible, be organized chronologically, and should not be

tampered with (for example, no pages should be torn out, as it may give the impression that the

security guard was trying to remove information). Overall, the accuracy and the transparency of

the notebook will re􀀅ect the integrity and reliability of the security guard.

It is the security guard’s responsibility to make sure that their notebook is secure (for example, the

guard must not leave a notebook unattended in a place where a member of the public could

access it). However, the notebook is ultimately the property of the security guard’s employer, so

entries should be as legible as possible, with an emphasis on accurate spelling of names and

locations.

Reports should stick to factual information and observations, rather than opinions and

assumptions, and should contain answers to the following questions:

• **who?** (names of suspects, victims, complainants, witnesses, etc.)

• **what?** (description of what happened, what each person involved did, what evidence is

available, etc.)

• **when?** (time, date, sequential account of what happened from start to 􀀂nish)

• **where?** (location where the incident took place, where each person involved was situated,

where evidence was found, etc.)

• **why?** (describe the motives for what happened, if they are evident)

• **how?** (how the incident happened, how each person involved was acting, etc.)

**Reports as evidence**

Security guards may receive a subpoena and be called upon to testify in court in relation to a

situation they dealt with. They may be asked to recall speci􀀂c details about the situation, so it is

imperative for the security guard to keep thorough and accurate notes. When on the witness

stand, the security guard may be permitted to refer to his or her notes. However, the notes should

serve as a memory aid only: if the notes are clear, they will help the security guard recall details

about a situation, but the security guard should not have to read directly from the notes. As such,

prior to appearing in court, the guard should carefully review all notes and try to remember as

many details about the situation as possible.

**Statements**

A security guard may on occasion be required to take a statement to secure the information

provided by a witness. The key purpose of taking a statement is to ensure an accurate record of

the recollection of an event or occurrence by the witness. A statement should be taken freely with

no threat or promise made to the witness.

Statement protocols vary from company to company. General good practice is for statements to

include the following:

• full name of the witness, date of birth, identi􀀂cation

• employment of the witness and contact information

• address of the witness, location of statement

• date of interview

• time commenced and concluded

• name of security guard and company who took the statement

• an introduction paragraph including day’s events and observations

• verbatim (word for word) transcription of the witness’ recollection of the events

• closing paragraph that ends the statement

For example, the closing statement can read:

“I, (witness name), have read the above six-page statement and 􀀂nd it to be accurate to the best of

my recollection. I have been advised that I could omit, delete or change any part of the statement

prior to signing it.”

As this example indicates, the security guard should give the witness the opportunity to review the

statement and ask for changes to be made before they agree to sign it. If a change is requested, a

line should be drawn through the item being removed, with the initials of both the witness and

the security guard at the beginning of the correction and the end.

**Section 5 - Health and safety**

The requirements of the *Occupational Health and Safety Act* and the Workplace Hazardous

Materials Information System (WHMIS) ensure the occupational safety of security guards and

those with whom they interact.

**Workplace Hazardous Materials Information System (WHMIS)**

WHMIS is a national system that provides information about dangers and safe handling of

materials in the workplace, including biological and chemical substances. The goal is to ensure

that workers have the knowledge and skills to protect their health in the workplace. Security

guards may not work directly with hazardous materials, but may be exposed to them at work.

Security guards should be familiar with the WHMIS symbols and how to respond to hazardous

situations.

WHMIS sets out the responsibilities of suppliers, workers, and employers. Information about

hazardous products should be readily available in the workplace. The employer must have

procedures in place that are appropriate for the workplace and conditions of use of a product.

Security guards should have training to understand workplace hazards and know what controls

are in place to protect them from such materials, including operational policies or personal

protective equipment. Security guards should also be informed by their employer about

procedures to follow in case of an emergency with hazardous materials.

Security guards should be prepared to deal with an emergency situation. This includes reviewing

any available Material Safety Data Sheets (MSDS) for potentially hazardous materials. Security

guards should evaluate the hazards they may be exposed to and consider the tools and

equipment needed in an emergency. Emergency response contact numbers should also be

posted in a visible location.

When there is a health and safety risk that requires emergency response, security guards should:

• know when to initiate the emergency response plan

• evacuate the area and restrict access

• contact the employer’s WHMIS response team or emergency services

Some examples of situations that may require emergency response include chemical spills or

leaks, 􀀂res or explosions, or improper exposure to a dangerous substance.

**Section 6 - Emergency response preparation**

Security guards are expected to respond to emergency situations and to minimize the impact

caused where the security guard is working. They may be required to perform a variety of duties

during emergency procedures and should understand the importance of scene management.

**Emergency situations**

It is important for security guards to know how to identify potential emergencies and what

procedures to follow.

Emergencies may involve 􀀂re, bombs, weapons, suspicious packages or explosive devices. The

extent of personal injury or property damage that arises from an emergency situation can vary.

**Emergency response procedures**

Security guards should be familiar with any emergency response procedures shared with them by

their employer to ensure an e􀀃ective response during an emergency. These procedures provide a

course of action for preparing and responding to an emergency.

Security guards should be aware of any plans that are in place to respond to any sudden,

unexpected action that may cause personal injury or property damage. Plans would be based on

the best available information as to the type of emergencies that may arise and the extent of

personal injury and property damage that may occur. These plans would determine what

equipment should be acquired and what training should be provided in order to respond

e􀀃ectively and quickly to any emergency.

**Potential roles of a security guard during an emergency**

A security guard’s role in certain emergency situations is determined by the employer or client

and should be documented before the security guard begins to work on the site.

For example, the expected response to an intrusion alarm will vary depending on the employer. In

some cases, the security guard will be expected to call the clients and the police and await their

arrival. In other cases, security guards may be asked to investigate the cause of the alarm and

secure the scene.

In the case of a 􀀂re, the security guard may be expected to activate the 􀀂re alarm and contact the

􀀂re department. The security guard may also be expected to assist with the evacuation of the

premises, including crowd control, and provide direction to emergency personnel when they

arrive.

**Prevention and detection of fires**

The detection and prevention of 􀀂res is an essential part of the duties of a security guard.

Whether on patrol or operating a 􀀂xed point, a security guard should be constantly on the lookout

for 􀀂re hazards. Watching for the common things that are likely to generate a 􀀂re (for example,

electrical equipment that produces heat or sparks when it shouldn’t, combustibles placed near

sources of heat, or routinely scanning for evidence that a 􀀂re has already started such as alarms

that have been activated or smoke and heat in places where they shouldn’t be found) is likely to

assist security guards in the performance of their duties.

Some basic things to watch for:

• explosives or 􀀅ammables should not be stored near potential sources of ignition

• corridors, particularly those that are likely to be used in an emergency evacuation, should

always remain free of obstructions or impediments, and combustible or 􀀅ammable materials

should not be stored there

• exit doors, including the 􀀅oor area on both sides of the exit door, should be kept clear and

accessible at all times

• damage or deterioration of 􀀂re suppressors

• 􀀂re alarm systems must be operative

**Alarm response**

Security guards respond to alarms, and should have a basic understanding of the principles of

protective and 􀀂re alarm systems that they are likely to encounter, with some information on the

functioning of such systems.

There are several types of alarm systems:

• infrared (most common) - detects motion in large areas by picking up infrared (heat) changes

• physical contact - detects a door or window being opened when the two parts of a sensor

come apart

• photo-electric beams - detects a visible or infrared beam being broken, like garage doors use

• seismic - detects physical shocks in certain frequency ranges like glass breaking

• vibration - detects movement using very sensitive sensors mounted on fences or other

structures

• ultrasonic (rare) - detects motion like bats, using bouncing sound waves we can't hear

• microwave (rare) - detects motion using bouncing microwaves

• electric 􀀂elds (rare) - detects presence using electrical wires, measuring changes in amplitude

• trip wires (rare) - detects intrusion when someone physically bumps a tightly strung wire

During alarm response, guards should stay in touch with the dispatcher, a supervisor, or another

guard when possible. The guard’s own safety is the priority. If a crime is witnessed or con􀀂rmed

from the 􀀂ndings, the guard should call police immediately and back o􀀃, observing the area from

a safe distance.

**Duty of care**

Security guards need to be familiar with the concept of duty of care (what a reasonable person

should do in a particular situation) and be capable of securing and protecting a crime scene until

the appropriate personnel arrive.

**Section 7 – Canadian legal system**

Security guards work within the Canadian legal system. They need to be familiar with the Criminal

Court System, the Ontario Evidence Act, the Canada Evidence Act and how these apply to their

positions to ensure the information they obtain is admissible in court. They should have an

understanding of the di􀀃erences between federal, provincial and municipal law and the

di􀀃erences between criminal and civil law. They should have an understanding of the hierarchy of

the court system and the requirements for the admissibility of evidence.

**Canada's court system**

Security guards may be required to prepare for legal proceedings, present evidence, prepare

themselves and/or witnesses for testimony and follow up on the outcome of court proceedings.

Security guards need a general understanding that all investigations should be concluded as if the

case could potentially go to trial and therefore handle themselves accordingly to ensure that no

procedural or administrative mistakes are made.

This chart provides an overview of the hierarchy of Canada's court system. It is arranged as

follows:

**Courts**

**Administrative Boards and Tribunals**

• Provincial/Territorial Administrative Tribunals

• Federal Administrative Tribunals

**Evidence handling techniques**

Where police are not immediately available, security guards may be called to secure evidence that

may be used in court. They should know how to collect and preserve evidence while preventing it

from becoming contaminated. They should also know how to present admissible evidence in

court. The six core steps for containing evidence are **collect, secure, preserve, identify, ensure**

**continuity, and log.**

**Care and control of evidence**

In the event of an incident security guards should treat all evidence as though it could potentially

be used in a trial. When physical evidence is presented at a trial, a chain of custody of the

uninterrupted control of evidence must be clearly shown; the evidence must be properly

**Supreme Court of Canada**

**Court Martial Appeal Court**

**Military Courts**

**Provincial/Territorial Courts of Appeals**

**Provincial/Territorial Superior Courts**

**Provincial/Territorial Courts**

**Federal Court of Appeal**

**Federal Court**

**Tax Court of Canada**

identi􀀂ed and must be relevant to the case before the court. If the security guard must collect the

evidence, the bag in which it is contained should be marked with the security guard’s initials and

the time and date when gathered. It is important to limit the number of individuals who handle

the evidence to the smallest number possible and properly document each transfer in order to

maintain the chain of custody.

**Criminal law**

Criminal law is the standard of behaviour that governs all people in our society. Its main purpose

is to protect all citizens, keeping communities peaceful and safe by regulating our conduct. A

person accused of committing a criminal o􀀃ence is entitled to appear in a court of law to answer

to the accusation. The Court must be satis􀀂ed that the person is guilty of the conduct – that is, an

o􀀃ence detailed in the *Criminal Code* has been committed – before punishing the person. The

Court can be satis􀀂ed of this in one of two ways: by the accused person admitting guilt (a guilty

plea), or by 􀀂nding the person guilty after trial. The federal government has the responsibility of

creating criminal laws and has placed the bulk of them in a comprehensive piece of legislation

called the *Criminal Code*.

**Provincial law**

Provinces have passed acts which create provincial o􀀃ences. Provincial o􀀃ences in Ontario are

prosecuted under the Provincial O􀀃ences Act and are processed much like summary conviction

o􀀃ences under the *Criminal Code*.

**Municipal by-laws**

By de􀀂nition, these laws are speci􀀂c to each municipality. Security guards need to be aware of the

by-laws that are speci􀀂c to their area. Typically, each municipality will have by-laws in place to

regulate things such as noise limits, occupancy limits, tra􀀄c rules, etc.

Security guards can access the list of by-laws in their area by contacting their municipality’s town

or city hall, or by visiting its website.

*Canada Evidence Act (http://laws.justice.gc.ca/en/C-5/)*

*Ontario Evidence Act (http://www.e-laws.gov.on.ca/html/statutes/english/elaws\_statutes\_90e23\_e.htm)*

**Section 8 – Legal authorities**

The section focuses on the broader legal context of private security including the rights and

limitations when performing duties as a security guard. This includes understanding where a

security guard derives his/her authority to carry out job functions. An understanding of legislation

in addition to the PSISA that impacts on the job of a security guard is recommended.

**Handling information and the Personal Information Protection and Electronic Documents**

**Act**

The *Personal Information Protection and Electronic Documents Act* (PIPEDA) is a law designed to

protect personal information. If while performing duties as a security guard you are handling

personal information, you should not use or disclose it. There may be other privacy legislation

that relates to the handling of information by a security guard, such as the Freedom of

Information and Protection of Privacy Act (FIPPA) and the Municipal Freedom of Information and

Protection of Privacy Act (MFIPPA).

**Additional legislation**

*Trespass to Property Act*

This Ontario law allows occupiers of private premises to determine who is or isn’t allowed on

these premises. An occupier may also designate individuals who are authorized to act on the

occupier’s behalf when it comes to allowing individuals on their premises. By nature, security

guards often 􀀂ll this role, as it is usually their responsibility to control access to a speci􀀂c location.

According to subsection 2(1) of the act, a person may be found guilty of a trespass o􀀃ence if:

• they enter a location where entry is prohibited

• they engage in an activity that is forbidden on the premises

• they refuse to leave when asked to do so by the occupier or an authorized person (e.g. a

security guard)

If entry is prohibited or restricted, notice must be given to the individual, either verbally, in writing,

or with the aid of signs or markings.

Persons in violation of section 2 of the Act may be arrested without a warrant. A security guard

who arrests a person under the authority of the Trespass to Property Act must contact the police

as soon as possible and deliver the individual to a police o􀀄cer.

Security guards may also want to familiarize themselves with the following legislation:

• *Employment Standards Act, 2000*

• *Labour Relations Act, 1995*

• *Liquor Licence Act*

• *Provincial O􀀁ences Act*

• *Residential Tenancies Act, 2006*

**Criminal Code**

Security guards may encounter situations in which they need to deal with indictable or summary

o􀀃ences. They need to be able to accurately identify and categorize o􀀃ences when on duty and

understand when they are able to conduct a citizen’s arrest according to the Criminal Code.

**Powers of arrest**

Security guards have neither police nor peace o􀀄cer powers. They have the same powers as any

member of the public under the Criminal Code. Speci􀀂cally, section 494 of the Criminal

Code describes when it is appropriate for a member of the public to make an arrest.

If a security guard is guarding property and is authorized by the owner of the property or the

person in lawful possession of the property, they may make an arrest for any criminal o􀀃ence that

is committed on or in relation to the property, as long as the security guard witnessed the o􀀃ence

being committed.

If the o􀀃ence is an indictable o􀀃ence, they may make the arrest, even if the o􀀃ence is not

committed on or in relation to the property they are guarding, so long as the security guard has

witnessed the o􀀃ence. Security guards should therefore understand the distinction between an

indictable o􀀃ence and a summary o􀀃ence. Typically, indictable o􀀃ences are more serious; a lot of

the o􀀃ences that security guards normally encounter are indictable, e.g. theft.

Once an arrest has been performed, the security guard must deliver the individual to a peace

o􀀄cer as soon as possible.

**Section 9 - Effective communications**

Security guards encounter a wide range of situations and are required to act professionally under

all circumstances. E􀀃ective communication is an essential skill for security guards in order to

adapt to di􀀃erent scenarios and defuse situations when required.

**Communication skills**

There are many di􀀃erent mediums for communication, including writing (reports, company

policies), in-person, by phone, by e-mail, through two-way radios, and by video recording.

Security guards must be able to communicate with a wide array of individuals both orally and in

writing to obtain information. Information provided by a security guard, presented orally or in

writing, should always be clear and concise, and use appropriate language. Information should be

conveyed accurately and without personal bias or opinion.

Communication also uses non-verbal cues, such as body language. A security guard’s posture,

gestures, facial expression and eye contact can all convey information.

Security guards should check with their employers about communication protocols for speci􀀂c

situations, such as 􀀂re alarms, and the use of special communications equipment like two-way

radios (See Appendix B for Association of Public Safety Communication "10" Codes).

Some general rules applicable to all communications are:

• be brief

• be explicit

• be concise

• make sure you are understood

• do not be antagonistic

**Tactical communication**

It is important to adjust a communication style to accommodate a situation or an audience.

Security guards should be able to adjust their behaviour and demeanour accordingly. Assisting an

injured individual will not require the same communication tactics as controlling a rowdy crowd.

E􀀃ective communication also ensures that security guards can be assertive without being

confrontational.

In any situation, it is important to communicate in a clear and concise manner. The tone, volume,

and cadence with which a message is presented can have a signi􀀂cant outcome in how it is

received by its audience. Tone, volume, and cadence are especially important when dealing with

people over the telephone where nonverbal cues are not available to help them interpret your

reaction to the situation.

**Interpersonal skills**

Security guards must frequently interact with others, whether it is their employers, peers, clients,

or the public. Being courteous and professional are always essential and help to establish

rapports and build trusting relationships. Strong interpersonal skills also allow security guards to

relate well to others and prevent or defuse di􀀄cult situations.

**References/resources**

See Appendix B: Association of Public Safety Communications O􀀄cials (APCO) "10" Codes.

**Section 10 - Sensitivity training**

Security guards interact with the public on a daily basis. It is important that individuals are

approached with respect.

Security guards should have an understanding of the di􀀃erent types of prejudice that exist as a

result of di􀀃erences between people, including (but not limited to):

• ethnic background

• education

• religion

• gender

Security guards should learn to identify their own biases in order to prevent them from a􀀃ecting

the way they interact professionally with members of the public. They should also understand the

ways in which miscommunication and misinterpretation can take place between two people who

come from di􀀃erent backgrounds, and should therefore be sensitive to di􀀃erences when dealing

with a person.

Legally, security guards must comply with the Code of Conduct Regulation under the PSISA as well

as the Ontario Human Rights Code (OHRC), and are therefore obliged to treat all persons equally

and without discrimination.

The OHRC is a provincial law that gives everybody equal rights and opportunities without

discrimination.

Security guards should also be order to ensure they provide appropriate service to those with

disabilities.

**Section 11 - Use of force theory**

Security guards may 􀀂nd themselves in a situation where they need to use force. An

understanding of use of force theory, the components of the use of force model and how to

maintain composure during potentially stressful situations is required.

Where a security guard is required or authorized by law to do anything in the administration or

enforcement of the law, section 25 of the Criminal Code is applicable. In these circumstances,

section 25 allows a security guard (like all members of the public) to use as much force as is

necessary as long as they act on reasonable grounds. However, section 26 states that individuals

who use force are also criminally responsible for any excess of force in these circumstances.

It is important that security guards have an understanding of use of force theory in order to avoid

using excessive force. Security guards should also be familiar with the concepts of excited delirium

syndrome and positional asphyxia; these may occur when a person is being physically restrained,

and may lead to sudden or unexpected death.

Typically, a person su􀀃ering from excited delirium will display signs of severe mental disturbance,

and may act violently and aggressively. If a person appears to be delirious, the security guard

should avoid agitating or exciting them. Excited delirium can be caused by a variety of factors (or a

combination of them), such as drug use, mental illness, brain injuries or tumors, heart disease,

high blood pressure, high or low blood sugar, respiratory problems, or fever.

Positional asphyxia could happen to any person being physically restrained, but the risk of it is

much higher for individuals su􀀃ering from excited delirium. When being restrained, a person

should not be placed in a position that may prevent them from breathing properly – they should

not be held face down, and there should be no pressure on their chest.

The National Use of Force Model is a situational model which may help security guards

understand the appropriate level of force to use in a given situation. Based on the situation and

the behaviour of the subject (black and white/inner circles), the security guard should assess the

situation and determine what type of response is appropriate (coloured/outer circles). For

example, a security guard would not use hard physical force against a subject who is being

cooperative.

**Section 12- Emergency level first aid**

Emergency Level First Aid training and certi􀀂cation is a requirement of the basic training program

for security guards. The equivalent to St. John Ambulance course Emergency Level First Aid is the

standard.

Upon completion of an emergency level 􀀂rst aid course, security guards should be familiar with:

• emergency scene management

• treatment of shock, unconsciousness and fainting

• choking – adults

• severe bleeding

• one rescuer CPR – adult

**Note:** This section is not a substitution for in-course training and certi􀀂cation.

First Aid is made up of both knowledge and skills. Some of that knowledge can be found in this

study guide, and it can be learned by studying it. The best way to acquire First Aid skills is to take a

recognized First Aid course from a quali􀀂ed instructor. Emergency Level First Aid is a mandatory

component of the training program for new security guards. For more information consult the

“Training and Testing” section of the ministry website.

**What is first aid?**

First Aid is emergency care or treatment to an injured or ill person using readily available

materials before regular medical attention can be obtained. First Aid is intended to preserve life,

prevent further injury and promote recovery.

Anyone can take charge of an emergency scene and provide 􀀂rst aid. Ambulance personnel, police

o􀀄cers, and 􀀂re􀀂ghters may be called to the scene of an emergency and are known as “􀀂rst

responders”. It is their job to respond to an emergency. They are trained to take charge of a scene

as soon as they arrive. You can expect them to ask direct questions about the scene, the casualty

and your involvement. If a security guard is trained in First Aid, they may tell them ‘I am a First-

Aider’; give the history of the scene and the condition of the casualty.

In addition to providing 􀀂rst aid, a security guard on an emergency scene may also:

• protect the casualty’s belongings

• keep unnecessary people away

• reassure family or friends of the casualty

Security guards should familiarize themselves with their employers’ First Aid policies, including

accident reporting, in order to respond to emergency situations as e􀀃ectively and quickly as

possible.

Typically, a recognized First Aid course would include training on:

• emergency scene management

• treatment of shock, unconsciousness or fainting

• treatment for choking – adults

• one rescuer CPR – adult