

2014

Ontario Security Guard Training

Participant's Manual



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Marshal Security

3/1/2014

Revision

1.0

MARSHAL SECURITY

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working as a guard, you will gain your own important on-the-job experience.

These materials will describe, in general terms, the duties and responsibilities of a Security Guard. It is expected that students will become familiar enough with the materials that they will not only be able to write (and pass) an examination, but will also be able to keep the content of these pages in mind as they are called upon from day to day in the performance of their duties.

The minimum length of in-class time for the basic security guard training program is no less than 40 hours. The following table suggests the duration for each training section and includes both in-class and pre-reading (outside class) hours. These hours are estimates and may need to be adjusted based on student learning abilities and trainer preference.

No.	Training Content	Suggested Duration	
		In-class Hours	Pre-reading Hours
1	Introduction to the Security Industry	2	2
2	The PSISA, 2005 & Ministry Code of Conduct	2	3
3	Basic Security Procedures	3	5
4	Report Writing	2	2
5	Health and Safety	1	1
6	Emergency Response Preparation	4	4
7	Canadian Legal System	3	6
8	Legal Authorities	7.5	10
9	Effective Communications	4	3
10	Sensitivity Training	3	2
11	Use of Force Theory	2	2
12	Emergency Level First Aid Certification	6.5	-
	Total	40	40

In order to write the Ontario security guard exam, you must attend all sessions of this training. You are required to provide evidence that you have completed forty (40) hours of training in order to be eligible to write the provincial licensing exam.

Introduction to the Security Industry

There are two primary divisions of the security function in Canada which are public and private security. While traditionally they have both served different functions, today they are working in a corporative environment protecting people and assets across the country.

Public Security

Public security agencies are those groups that perform a security function but are funded exclusively by governments in the interest of public service. These agencies include municipal, provincial and federal police forces as well as the other services noted above. Legislation in each jurisdiction initiates and empowers these agencies, mandates specific training, and creates an objective complaint review process.

Police forces are granted wide-sweeping powers that are generally recognized by the public.

Examples of these roles include:

- Preserving the peace
- Preventing crimes and other offences
- Assisting victims of crime
- Arresting criminals or those suspected of criminal involvement



Figure 1: Public Security

Private Security

Private security is similar to public security yet different in several significant ways. Contract private security is provided to clients for a fee, and except in special circumstances, has authority limited to the property owned by the client. Rather than service provided in the interests of the public, security is provided to protect the interests of the client. Private Security may be deployed in a variety of settings, each with a common and unique set of responsibilities.



Figure 2: Private Security

Examples of these roles include:

- Commercial Office
- Retail Shopping Centres
- Condominiums
- Apartment complexes
- Publicly funded housing
- Hotels
- Hospital
- Industrial settings

The Security Industry

The *Private Security and Investigative Services Act, 2005* (PSISA) regulates the private security industry in Ontario. 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 qualified to provide protective services. The Training and Testing Regulation made under the PSISA came into force on April 15, 2010. All security guards must fulfill the mandatory requirements of the Training and Testing Regulation in order to be eligible to apply for a licence.

The PSISA, 2005 and Ministry Code of Conduct

The Private Security and Investigation Services Act, 2005 regulates the private security industry in Ontario. As such, security guards must be familiar with the PSISA to ensure they follow the regulations and prohibitions, including the Code of Conduct. The PSISA, 2005 specifies the security guard job in section 4 and section 5 as follows:

Section 4 and 5 of Private Security and Investigative Services Act, 2005

Security guards

(4) A security guard is a person who performs work, for remuneration, that consists primarily of guarding or patrolling for the purpose of protecting persons or property. 2005, c. 34, s. 2 (4).

Same

(5) Examples of the types of work referred to in subsection (4) include,

- (a) acting as a bouncer;
- (b) acting as a bodyguard; and
- (c) performing services to prevent the loss of property through theft or sabotage in an industrial, commercial, residential or retail environment. 2005, c. 34, s. 2 (5).

The PSISA Licence

In PSISA, 2005, the “licensee” means an individual or business entity that holds a licence under this Act, and “licensed” has a corresponding meaning. The Act applies to private investigators within the meaning of subsection (2) and to security guards within the meaning of subsection (4).

Types of Licences

The following are the types of licences that may be issued under this Act:

1. A licence to act as a private investigator.
2. A licence to act as a security guard.
3. A licence to engage in the business of selling the services of private investigators.
4. A licence to engage in the business of selling the services of security guards.
5. A licence to act as both a private investigator and a security guard.
6. A licence to engage in the business of selling the services of both private investigators and security guards.



Figure 9: PSISA Licence (Sample)

Licence Requirements (Section 10)

In order to be eligible for a security guard licence, PSISA, 2005 section 10 (1) specifies the requirements as follows:

Section 10 (1) of Private Security and Investigative Services Act, 2005

Mandatory requirements

- 10. (1)** No person is eligible to hold a licence under this Act unless,
- (a) the person possesses a clean criminal record; and
 - (b) in the case of an individual,
 - i. the person is 18 years old or older,
 - ii. the person is entitled to work in Canada, and
 - iii. the person has successfully completed all prescribed training and testing. 2005, c. 34, s. 10 (1).A

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.

Patrolling

Security guards are expected to perform specific duties at an assigned location at a particular time. Some guards are assigned to "stand post" at a particular location for their entire work shift; this is known as "fixed post static duty". Other guards are assigned to spend their entire shift travelling around from one point to another; this is known as "patrol duty".



Figure 18: Foot Patrol

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 first 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-off 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, first aid kits, fire 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.

Table 3: Advantages and Disadvantages of Non-mobile Patrol

Advantages	Disadvantages
<ul style="list-style-type: none"> • Access and egress (entry and exit) of the site readily controlled • Difficult 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 	<ul style="list-style-type: none"> • 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 different location

Access Control

Access control refers to various processes that are used to control the movement of people, vehicles, movable goods, and information on and off of a property. There are four levels of access control:

1. Perimeter protection – controls access to a property itself.
2. Building protection – controls access to a particular building or group of buildings on a property.
3. Area protection – controls access to a particular area of a property, or an area inside of a building.
4. Object protection – controls access to a particular object (equipment, document, vehicle, etc.) or a group of objects.



Figure 19: Access Control

Report Writing

The main job of any security guard is to “observe, record and report”. Security guards may record and then report on the things that they observe and the things that they do during their duty. Because of this, the security guards are required to complete written reports of occurrences (incidents), shift logs, duties performed and comprehensive descriptions of their tasks/observances. Every record or report created by a security guard has the potential to be read by a wide range of people, so they should have an understanding of how to write reports that are objective and standardized. Additionally, the contents of any report can potentially play an important role in the investigation of a set of circumstances, so all records and reports must always be completely truthful and accurate in their content, and professional in their tone.

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. Security guards should carry notebooks at all times while on duty, and use them to take notes on everything they do and observe while on duty. A notebook is used for the following purposes:



Figure 23: Note Taking

- As a memory aid – Guards can refer to their notebooks whenever they need to recall what they did or observed at a particular time on a particular day.

- Who witnessed the event?
- Who was the accused/suspect?

The “who” of the report describes anyone involved in the event like: a person who initiated the event; a person who reacted to the event; a person who owned property affected by the event, and so on.



Figure 25: Questions to be answered

What?

- What actually happened?
- What evidence is available?

This portion will likely provide the majority of the substance of a good report. It includes things like: a description of the events that occurred; what actions were taken by the people involved (including the security guard); what evidence is available; and what was done with the evidence.

When?

- When did the event occur?

The time and date are essential parts of the report. The events should be laid out in sequential order. Record things like: when you last observed the area prior to the occurrence; when the event began; when it ended; when you had contact with a witness; and when police, the fire department, or the ambulance arrived.

Where?

- Where did the event occur?
- Describe the environment and where you and the other individuals were at the time.

This area of the report states the location of the incident; where the witnesses were located; where the evidence was discovered; where the accused was found, and so on.

Why?

- Why did what happened, happen?

Workplace Labels:

A workplace label is designed to provide the basic information a worker needs to identify and safely handle a controlled product in the workplace. An example of when a workplace label becomes necessary is when a controlled product is transferred from its original container into an unmarked container. After all, it is easy to understand the additional dangers associated with having unmarked hazardous materials in any workplace.

The format for a workplace label can vary but it must contain the following three components:

1. Product identifier
2. Information for the safe handling of the controlled product
3. A statement advising of the availability of a Material Safety Data Sheet (MSDS)

2. Material Safety Data Sheets (MSDSs)

A Material Safety Data Sheet (MSDS) is a technical document that provides the information everybody needs to know about a controlled product. The MSDS is the main source of information for obtaining knowledge on a controlled product.

An MSDS contains all of the information found on supplier labels, but it also includes a large amount of detailed data that is useful to everyone involved - for example, the MSDS contains technical information which would also be very useful to lab technicians or emergency personnel.

Certain sections of the MSDS will be more important to some than others. However, everyone should know the name of the chemicals they are

ECOLAB

Material Safety Data Sheet
HC-32 KLEER KLENZ

Section 1. Chemical product and company identification	
Trade name	: HC-32 KLEER KLENZ
Product use	: Cleaning product
Supplier	: Ecolab Food and Beverage 5155 Treen Road Mississauga ON L4W 2X5 1-800-352-5329
Code	: 944730
Date of issue	: 21-October-2008
EMERGENCY HEALTH INFORMATION: 1-800-328-0006 Outside United States and Canada CALL 1-651-222-5352 (in USA)	
Section 2. Composition, information on ingredients	
Name	CAS number % by weight
triphosphoric acid, pentasodium salt	7758-29-4 15 - 40
sodium hydroxide	1310-73-2 15 - 40
sodium carbonate	497-19-8 10 - 30
disodium metasilicate	684-02-0 7 - 15
tricosene sodium, dryhydrate	51560-86-0 5 - 7
Section 3. Hazards identification	
Physical state	: Solid, [Powder]
Emergency overview	: DANGER 1
CAUSES RESPIRATORY TRACT, DIGESTIVE TRACT, EYE AND SKIN BURNS. MAY BE HARMFUL IF SWALLOWED. Do not ingest. Do not get in eyes, on skin or on clothing. Do not breathe dust. Use only with adequate ventilation. Keep container closed. Wash thoroughly after handling.	
Routes of entry : Skin contact, Eye contact, Ingestion	
Potential acute health effects	
Eyes	: Corrosive to eyes.
Skin	: Corrosive to the skin.
Inhalation	: Corrosive to the respiratory system.
Ingestion	: Causes burns to mouth, throat and stomach. May be harmful if swallowed.
See toxicological information (section 11)	
Section 4. First-aid measures	
Eye contact	: In case of contact, immediately flush eyes with cool running water. Remove contact lenses and continue flushing with plenty of water for at least 15 minutes. Get medical attention immediately.
Skin contact	: In case of contact, immediately flush skin with plenty of water for at least 15 minutes while removing contaminated clothing and shoes. Get medical attention immediately. Wash clothing before reuse. Clean shoes thoroughly before reuse.
Inhalation	: If inhaled, remove to fresh air. If exposed person is not breathing, give artificial respiration or oxygen applied by trained personnel. Get medical attention immediately.
Ingestion	: If material has been swallowed and the exposed person is conscious, give small quantities of water to drink. Do not induce vomiting. Never give anything by mouth to an unconscious person. Get medical attention immediately.

Figure 31: MSDS Sample

Class A – Compressed Gas

This symbol indicates that the contents of the container are under pressure - anything done to weaken the structure of the container could result in an explosion or a dramatic release of pressure. A compressed gas is a material which is a gas at normal room temperature and pressure, and is packaged under compression. Helium and propane are common examples of materials that are supplied as a compressed gas.

**Class B – Flammable & Combustible Materials**

Flammable & Combustible materials are solids, liquids or gases that will ignite and continue to burn if exposed to a flame or source of ignition. These materials may also be explosive in certain situations or react with other materials to produce a flammable material. Diesel and gasoline are examples of commonly used flammable materials.

**Class C – Oxidizing Materials**

These materials produce oxygen or another oxidizing substance which can cause or contribute to the combustion of another substance. Chlorine is an example of an oxidizing material.

**Class D – Poisonous and Infectious Materials**

These refer to materials which are known to be poisonous and/or infectious. These materials are further separated into three categories D1, D2, and D3. Let's have a closer look at each of these Poisonous and Infectious material symbols.

Class D1 – Materials Causing Immediate and Serious Toxic Effects

The effects of Class D1 materials are very harmful based on short-term exposures. Very little exposure can produce serious toxic effects or possibly death. These materials are classified for toxicity based on information such as the lethal dose and the lethal concentration.



occurs when the elements are present and combined in the right mixture, and a fire can be prevented or extinguished by removing any one of the elements in the fire triangle. For example, covering a fire with a fire blanket removes the “oxygen” part of the triangle and can extinguish a fire.

The Fire Tetrahedron

The fire tetrahedron represents the addition of a component, the chemical chain reaction, to the three already present in the fire triangle. Once a fire has started, the resulting exothermic chain reaction sustains the fire and allows it to continue until or unless at least one of the elements of the fire is blocked. Foam can

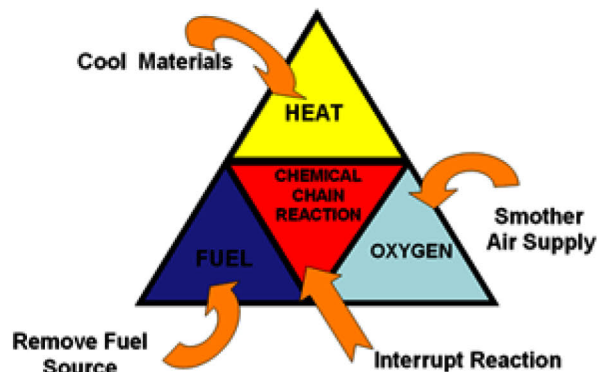


Figure 35: Fire Tetrahedron

be used to deny the fire the oxygen it needs. Water can be used to lower the temperature of the fuel below the ignition point or to remove or disperse the fuel. Halon can be used to remove free radicals and create a barrier of inert gas in a direct attack on the chemical reaction responsible for the fire.

Combustion is the chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, titanium, etc. (known as a class-D fire), inert agents (e.g. dry sand) must be used to break the chain reaction of metallic combustion.

In the same way as in Fire Triangle, as soon as one of the four elements of the tetrahedron is removed, combustion stops.

Extinguisher Labels

The older labelling system uses simple icons with an A, B or C designation to show which class or classes of fire it is safe to use a given extinguisher to fight.

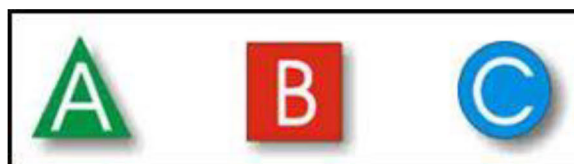


Figure 36: Extinguisher Labels



Squeeze the Lever: Squeeze the lever to discharge the extinguishing agent. Releasing the lever will stop the discharge. Some models may have a button instead of a lever.



Sweep the Nozzle: Keep the extinguisher aimed at the base of the fire and sweep the nozzle from side to side, pushing the fire away from you. Never turn your back on a fire; watch the fire area in case the fire re-ignites, and repeat use of the extinguisher if necessary.

If You Discover a Fire – remember the acronym **RACE!**

Rescue anyone in immediate danger of the fire, if you can do so safely.

Alert others and emergency services to the fire. Activate the building's fire alarm, if equipped. Yell "Fire" to warn occupants to evacuate. Call 911 to alert the fire department; always call from a safe location away from the fire.

Contain the spread of fire by closing windows and doors as you evacuate the area and building.

Evacuate to a safe place outside; preferably a pre-arranged meeting place.

Always have the fire department inspect the fire site, even if you're sure you've extinguished the fire. The fire department will check to ensure there has not been any spread of fire beyond the original ignition site.

Safety Precautions

Keep in mind the following safety precautions if attempting to extinguish a fire:

- Evacuate all people from the area of the fire.
- Ensure that someone has called 911 to alert the fire department. An extinguisher is no substitute for the fire department.
- The fire is small and not spreading.

gives them a feeling of power over the organization and its leadership, and over those in the building.

Not all bombings are preceded by bomb threats, and not all bomb threats actually involve a real bomb – most of them are usually pranks (tricks). However, anything that can explode can kill people and destroy property, so all bomb threats need to be taken seriously. The organizations that receive bomb threats, the security guards, as well as the police, must treat all bomb threats very seriously.



Figure 47: Bomb Threats

Never ignore a threat, always treat a bomb threat as if it were serious. Even if you believe it to be a prank, you may be held responsible for your actions if you do not take the matter seriously.

Bomb threats may be communicated in a number of ways, including by mail, email, or even graffiti on the walls of a building. However, it is still very common for bomb threats to come by telephone. Because security guards may sometimes answer bomb threat calls, they must know what to do in the event that they receive one. If a security guard receive a bomb threat over the phone, he or she should observe the following basic principles when answering a bomb threat call:

- **Remain calm.** The most important thing to remember in responding to a threat is to remain calm. The person receiving the threat should attempt to obtain as much information from the person making the threat as possible.
- **Do not put the caller on hold.** Do not put the caller on hold or attempt to pass the call off to someone else.
- **Be polite.** Be polite and respectful to the caller.
- **Do not interrupt the caller** when he or she is speaking.
- **Get a second person involved.** It is always more desirable to have another person listen in on the call.

Building Evacuation

There are a number of circumstances under which an emergency measures plan will call for a building to be evacuated, including fires, bomb threats, and hazardous material spills. When conducting building evacuations, security guards should follow the specific procedures for building evacuation. Some of the basic principles that they should follow are:



Figure 49: Building Evacuation

- remain as calm and as professional as they can;
- give instructions in a clear, calm, confident voice;
- stop people from panicking and rushing towards the exits;
- strictly discourage people from running rather than walking while exiting the building; and
- if possible, evacuate the building in stages rather than having everyone attempt to leave at once.

One of the keys to preventing panic is to treat all building evacuations, drills as well as real evacuations, in the same way. On many sites, the role of security guards during an evacuation is to:

- give the necessary evacuation notices;
- proceed to exit stairwells and exits and supervise the evacuation;
- search different parts of the building after they have been evacuated to ensure that everyone has left; and
- secure the entrances to the building once the evacuation has begun to ensure that no one who is unauthorized enters or re-enters the building until after the “all clear” has been given.

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

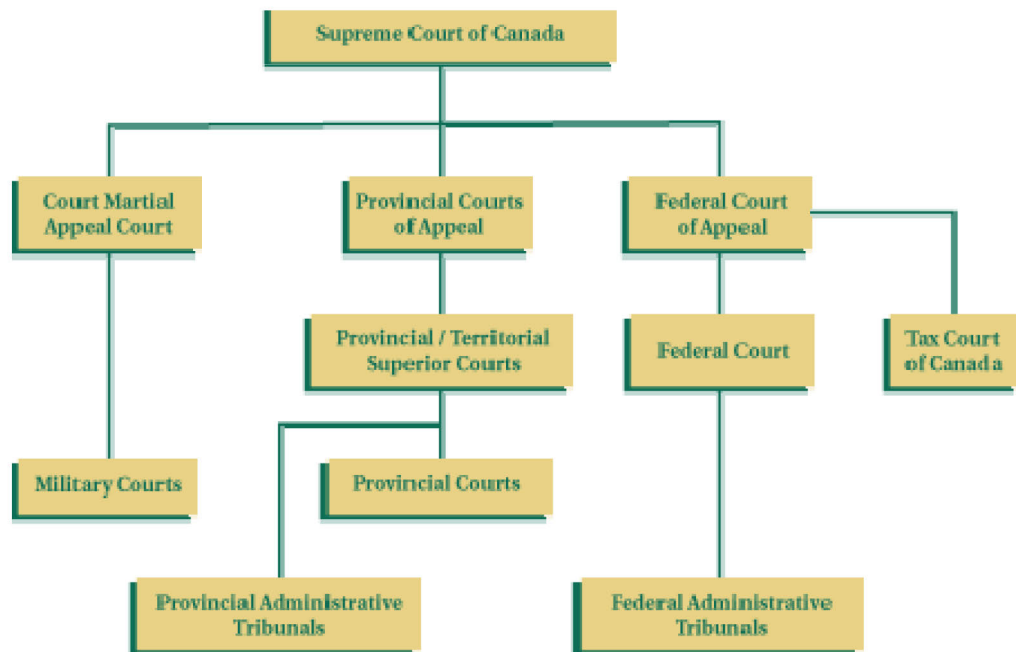


Figure 51: Outline of Canada's Court System

- most criminal prosecutions involving young persons;
- provincial Offences Act appeals from decisions of justices of the peace;
- child protection applications, and family law disputes involving custody, access, support and adoption applications.

If a security guard has interaction with a court it will most likely be in the Ontario Court of Justice. For example, if a security guard arrests a shoplifter, the security guard will be subpoenaed to give evidence in a criminal matter before a Judge of the Ontario Court of Justice. If a security guard arrests a subject for trespassing, the cases will be heard in the Ontario Court of Justice before a Justice of the Peace as a provincial offence.

Superior Court

Superior court hears the more serious cases, including trials for the most serious criminal offences, civil lawsuits involving large sums of money, and divorce cases in family law. Provincial superior courts are either referred to as the Superior Court of Justice or the Supreme Court for that province, and these are presided over by Judges. In Ontario, the Ontario Superior Court of Justice hear cases like:

Evidence in Court

Criminal courts weigh evidence based on beyond a reasonable doubt while civil cases weigh evidence based on a balance of probabilities. When collecting evidence to submit to court, the security guard should understand there are procedures for admitting evidence into court. In a criminal case, the first factor that would be taken into account would be the Canadian Charter of Rights and Freedoms Section 24. Section 24 states that if evidence was collected in a manner that violated an individual's rights, it must be excluded.

For both Provincial and Federal courts there are evidence Acts that outline what evidence is admissible and how it is presented before the court. On the Federal side there is the Canada Evidence Act and on the Provincial side there is Ontario Evidence Act.

Giving Testimony

Security guards are usually witnesses for the prosecution, providing evidence for the purpose of establishing the accused person's guilt. In many cases, the Crown prosecutor will meet with the guard ahead of time and go over the testimony that the guard will provide. When going to court to give testimony, a guard should:

- wear clean, business-like "civilian" clothing, not his or her uniform;
- make sure to arrive on time; and
- bring his or her notebook, as well as any other documents that he or she has been instructed to bring.



Figure 53: Taking Oath

Giving testimony is a very straightforward process. When the court is ready, the guard is called to the witness stand and required to swear to tell the truth. The Crown prosecutor asks the guard a series of direct questions, which the guard should answer honestly and directly. When the Crown is finished, the defence lawyer may question the guard as well. Again, the guard should give straightforward, honest answers.

Trespass to Property Act

In most Canadian provinces, many of the rights of property owners with respect to dealing with trespassers are set out in provincial trespass to property legislation. In Ontario, section 2 of the Trespass to Property Act makes trespassing an offence.



Figure 55: No Trespassing

This 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 fill this role, as it is usually their responsibility to control access to a specific location.

Section 2 of Trespass to Property Act, R.S.O. 1990

Trespass to Property

2. (1) Every person who is not acting under a right or authority conferred by law and who,

- (a) without the express permission of the occupier, the proof of which rests on the defendant,
 - i. enters on premises when entry is prohibited under this Act, or
 - ii. engages in an activity on premises when the activity is prohibited under this Act; or
- (b) does not leave the premises immediately after he or she is directed to do so by the occupier of the premises or a person authorized by the occupier,
- (c) is guilty of an offence and on conviction is liable to a fine of not more than \$2,000. R.S.O. 1990, c. T.21, s. 2 (1)

According to this Act, a person may be found guilty of a trespass offence 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).

Section 494 of The Criminal Code provides the general authority for a citizen's arrest, available to security guards or anyone not appointed as a peace officer.



A citizen's arrest is an arrest by an ordinary person without a warrant. A security guard has neither more nor less authority to make a citizen's arrest than an ordinary person.

Section 494 of Criminal Code of Canada

Arrest without warrant by any person

494. (1) Any one may arrest without warrant

- (a) a person whom he finds committing an indictable offence; or
- (b) a person who, on reasonable grounds, he believes
 - i. has committed a criminal offence, and
 - ii. is escaping from and freshly pursued by persons who have lawful authority to arrest that person

Arrest by owner, etc., of property

(2) Any one who is

- (a) the owner or a person in lawful possession of property, or
- (b) a person authorized by the owner or by a person in lawful possession of property, may arrest without warrant a person whom he finds committing a criminal offence on or in relation to that property.

(3) Any one other than a peace officer who arrests a person without warrant shall forthwith deliver the person to a peace officer.

R.S., c. C-34, s. 449; R.S., c. 2(2nd Supp.), s. 5.

The key part of the law 494(1)(a) that authorizes citizen's arrests is the term "finds committing." This means, to have the authority to make a citizen's arrest, the person making the arrest must witness a crime being committed with his or her own eyes. Guards cannot arrest a person based on someone else's claim that they saw the person committing an offence.

According to Section 494(1)(a), you are permitted to arrest individuals you have reason to believe are guilty of committing an "indictable offence." From the discussion earlier, the most common offences a security guard can expect to encounter as a security professional are

- Assault

Effective Communications

Security guards encounter a wide range of situations and are required to act professionally under all circumstances. A lot of the work that is done by them involves regular contact and communication with a people, staff and co-workers. The way that guards communicate with others greatly affects how well they do their jobs. Therefore, effective communication is an essential skill for security guards in order to adapt to different scenarios and defuse situations when required.

Communication is effective when the person to whom a guard is speaking clearly understands what the guard is trying to communicate and the guard clearly understands what that person is trying to communicate. Effective communication will help guards:

- gather complete, clear, and accurate information from people;
- communicate important information in a way that allows others to understand it; and
- diffuse potentially hostile or confrontational situations.

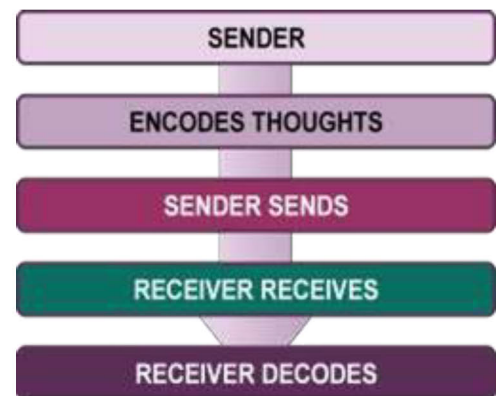


Figure 60: Principle of Communication

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.

want a trespasser or intruder to perceive you, as they may not take you and your role seriously. On the other hand, using a loud voice or shouting is often perceived as threatening or aggressive behaviour. It is not professional for you to raise your voice above a conversational volume. Use your confident, assertive tone of voice to convey the message that you mean business rather than escalating to screaming and yelling.

Non-Verbal Communication

Non-verbal communication is everything else that we do when we communicate with another person on a face-to-face basis. How we stand, what we are wearing, how close we are to the other person, eye contact, how we use our hands, other body gestures – these all help us to convey our message.



Figure 63: Non-Verbal Communication

Studies into the way humans communicate have suggested that as much as 93% of the meaning we derive from our communication with others comes through non-verbal means. Some other studies suggest this to be around 90% (Wertheim, 2008). In addition, the studies also show that it is easier to control what one says than to control one's non-verbal communication.

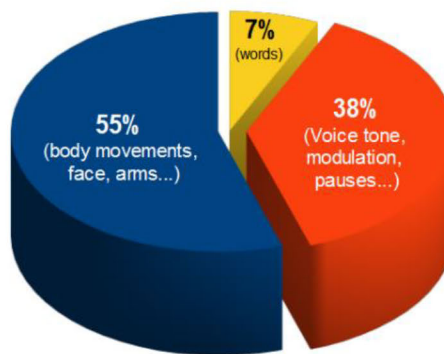


Figure 64: Communication Analysis

Sensitivity Training

Security guards interact with the public on a daily basis. To be able to interact with these people in a consistently professional manner, security guards must be aware of people's differences, and know how to interact with a wide range of people in a culturally sensitive manner.

Security guards should have an understanding of the different types of behaviour that exist as a result of differences between people; and they should learn to identify their own biases in order to prevent them from affecting the way they interact professionally with members of the public.

Treating People Fairly and Equally

The 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 fairly and equally, and without discrimination. The OHRC is a provincial law that gives everybody equal rights and opportunities without discrimination.



Figure 66: Discrimination

Discrimination, Prejudice and Stereotyping are the three basic components for one's personal biases.

- When cultural differences exist
- When a cognitive challenge is present
- When there are physical differences
- When there are sexual differences

The security guards should also understand the ways in which miscommunication and misinterpretation can take place between two people who come from different backgrounds, and should therefore be sensitive to differences when dealing with a person. It is important for a security guard that he or she approach every individual with respect. To prepare themselves to interact with people from diverse backgrounds in a sensitive and appropriate manner, security guards should:

- be polite, respectful, and professional at all times;
- be particularly clear in what they say and how they say it, and actively seek confirmation that the other person understands what is being communicated; and
- remain open minded, and avoid making hasty conclusions that may be based on misunderstanding.

Dealing to People with Special Needs

When security guards are dealing to people who have special needs due to physical disabilities or mental disabilities, they must show professionalism in their interactions with them. They should also be aware of the requirements and standards in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) in order to ensure they provide appropriate service to those with disabilities.



Figure 67: People with Special Needs

There are a wide range of physical and mental illnesses and conditions that can affect the way a person looks, speaks, and acts. People with such conditions or illnesses may behave in ways that make them seem rude,

Use of Force Theory

Security guards may find themselves in a situation where they need to use force. It is important that security guards have an understanding of use of force theory, the components of the use of force model and how to maintain composure during potentially stressful situations in order to avoid using excessive force.



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.

Security guards have the legal authority to use force against another person in four circumstances:

1. To protect themselves or someone else from an assault (Section 37 of the Criminal Code)
2. To stop a crime that is about to be committed (Section 27 of the Criminal Code)
3. To remove a trespasser or keep a trespasser from coming onto a property (Section 41 of the Criminal Code)
4. To effect a citizen's arrest (Section 25 of the Criminal Code)

In any situation where a guard is justified in using force, there is a limit to how much force the guard may use. Guards must use “reasonable force”, or the smallest amount of force necessary for them to be able to achieve their lawful purpose. For example, if a guard's legal justification for using force is self-defence, the guard can only use as much force as is necessary to get away from and stay away from his or her attacker.

Section 25 of Criminal Code of Canada

Protection of persons acting under authority

25. (1) Every one who is required or authorized by law to do anything in the administration or enforcement of the law

- (a) as a private person,
- (b) as a peace officer or public officer,
- (c) in aid of a peace officer or public officer, or
- (d) by virtue of his office,

is, if he acts on reasonable grounds, justified in doing what he is required or authorized to do and in using as much force as is necessary for that purpose.

Idem

(2) Where a person is required or authorized by law to execute a process or to carry out a sentence, that person or any person who assists him is, if that person acts in good faith, justified in executing the process or in carrying out the sentence notwithstanding that the process or sentence is defective or that it was issued or imposed without jurisdiction or in excess of jurisdiction.

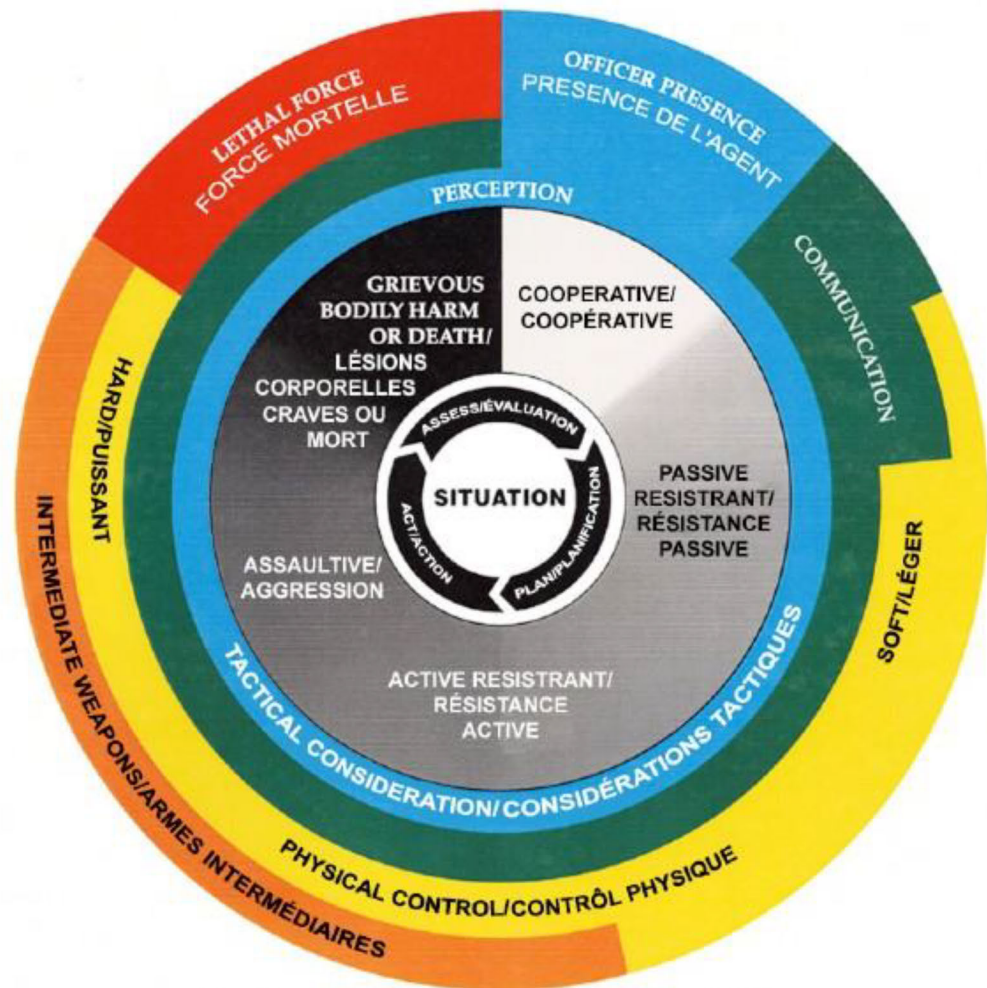
When not protected

(3) Subject to subsections (4) and (5), a person is not justified for the purposes of subsection (1) in using force that is intended or is likely to cause death or grievous bodily harm unless the person believes on reasonable grounds that it is necessary for the self-preservation of the person or the preservation of any one under that person's protection from death or grievous bodily harm.

When protected

(4) A peace officer, and every person lawfully assisting the peace officer, is justified in using force that is intended or is likely to cause death or grievous bodily harm to a person to be arrested, if

- (a) the peace officer is proceeding lawfully to arrest, with or without warrant, the person to be arrested;
- (b) the offence for which the person is to be arrested is one for which that person may be arrested without warrant;
- (c) the person to be arrested takes flight to avoid arrest;
- (d) the peace officer or other person using the force believes on reasonable grounds that the force is necessary for the purpose of protecting the peace officer, the person lawfully assisting the peace officer or any other person from imminent or future death or grievous bodily harm; and
- (e) the flight cannot be prevented by reasonable means in a less violent manner.



The officer continuously assesses the situation and acts in a reasonable manner to ensure officer and public safety.

Figure 69: National Use of Force Framework

Emergency Level First Aid

Emergency Level First Aid training and certification 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 first 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 certification.*

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 qualified 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.

APPENDIX B: APCO "10" CODES

10-34 Riot	10-84 If meeting... Advise Estimated Time
10-35 Major Crime Alert	10-85 Arrival Delayed
10-36 Correct Time	10-86 Operator On Duty
10-37 Suspicious Vehicle	10-87 Pick Up
10-38 Stop Suspicious Vehicle	10-88 Advise Telephone Number
10-39 Respond With Siren and Flashers	10-89 Bomb Threat
10-40 Do not use Siren and Flashers	10-90 Bank Alarm
10-41 Beginning Shift	10-91 Pick Up Subject
10-42 End Shift	10-92 Illegally Parked Vehicle
10-43 Information	10-93 Blockage
10-44 Permission to Leave	10-94 Drag Racing
10-45 Dead Animal	10-95 Subject In Custody
10-46 Assist Motorist	10-96 Detain Subject
10-47 Emergency Road Repair	10-97 Test Signal
10-48 Traffic Control	10-98 Prisoner Escape
10-49 Traffic Signal Out	10-99 Wanted Or Stolen

Appendix C: Fire Extinguisher Classification

Classes Of Fires	Types Of Fires	Picture Symbol	Extinguisher
	Wood, paper, cloth, trash and other ordinary materials.		 Water  Foam Spray  ABC Powder  Wet Chemical
	Gasoline, oil, paint and other flammable liquids		 Foam Spray  ABC Powder  Carbon Dioxide
	May be used on fires involving live electrical equipment without danger to the operator		 ABC Powder
	Combustible metals and combustible metal alloys		 ABC Powder  Carbon Dioxide
	Cooking media (Vegetable or Animal Oils and Fats)		 Wet Chemical

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