



ONTARIO SECURITY GUARD TRAINING

Marshal Security



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1. Introduction to Security Industry

- Public Security
- Private Security
- The Security Industry
- Different Jobs in the Security Industry
- The Role of a Security Guard
- Duties of Security Guards
- Demands of a Security Guards Job
- Security Guard Job Requirements



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Public and Private Security

Public Security

- The agencies 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.
- Legislation in each jurisdiction initiates and empowers these agencies.
- Examples of roles performed:
 - Preventing crimes and other offences
 - Arresting criminals or those suspected of criminal involvement
 - Assisting victims of crime
 - Preserving the peace



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1. Introduction to the Security Industry

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.

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

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.

Examples of these roles include, Commercial Office, Retail Shopping Centres, Condominiums, Apartment complexes, 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 Licence

Licence Requirements

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,
- the person possesses a clean criminal record; and
 - in the case of an individual,
 - the person is 18 years old or older,
 - the person is entitled to work in Canada, and
 - the person has successfully completed all prescribed training and testing. 2005, c. 34, s. 10 (1).A



Rules and Standards of Practice

General Rules (Section 35 to 40)

- Security guards must always carry their licence with them when they are working.
- They must identify themselves as security guards.
- They must 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.
- 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 officers, or performing police-related duties.
- Security guards are prohibited from using the words like Detective or Private Detective, Law Enforcement, Police or Officer, when referring to their work as security guards.



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.

All applicants are required to undergo a criminal record check prior to being granted a licence and upon annual renewal. Individuals convicted of offences, as set out in the Clean Criminal Record regulation, will be prevented from obtaining a licence if a pardon has not been granted.

Surveillance (Non-mobile Patrol)

- Also known as visual or fixed patrols.
- surveillance enables a guard to remain stationary but keep a constant watch over a specific area.
- For example,
 - an entrance/exit point may be kept under continuous observation
 - an entire complex could be kept under guard with the assistance of mirrors, security cameras and fences



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



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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 specific 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 specific areas are made inaccessible due to an emergency such as a fire, 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.

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.

Surveillance (Non-mobile Patrol)

Also known as visual or fixed patrols, with the assistance of technology, surveillance enables a guard to remain stationary but keep a constant watch over a specific 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.

Effective Report Writing

A security guard must make sure that these basics are covered in a report:

- Who?
- What?
- When?
- Where?
- Why?
- How?



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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 occurrence by the witness.
- Statement should be taken freely with no threat or promise made to the witness.
- Statement protocols vary from company to company.

Witness Statement		
DATE: 01/01/2008	TIME: 10:00 AM	LOCATION: 1234 Main St.
WITNESS: John Doe, 1234 Main St., Toronto, ON M1A 1A1		
What did you see/hear?		
A broken window as it was falling from the road.		
Describe the incident:		
I was driving down the road and saw a broken window as it fell to the other side of the road. I saw a person walking away from the house where the window fell.		
What was said by the person who called you to the scene?		
There wasn't any conversation. The person didn't see me, we didn't talk.		



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Effective Report Writing

Incident reports are mainly written to be read by the security supervisors, managers and the agents of the property owners. However, these reports may also be read by the investigators, police officers, prosecutors, lawyers, judges and the juries. The job of a security guard is, therefore, to tell the story of what happened to someone who knows nothing about the incident. Therefore, a good incident report requires attention to detail, an understanding of the reasons why a report is required, and whom the audience of the report will be. The incident reports should always be:

Complete: A report should answer all possible questions based on Who, What, Where, When, Why, and How.

Correct: All facts in the report must be accurate, and a security guard must avoid guessing, speculating, making assumptions, and adding anything that he/she do not know happened.

Clear and Concise: The report should be written in language that is simple, straightforward, without using any abbreviations or slang, and that can be easily understood by any reader. It should be long enough to convey all of the necessary information without being overly long or “wordy”.

Chronological: The report should always present the sequence of events that made up an incident in the exact order that they occurred.

Duties of Supervisor

A supervisor shall ensure that a worker

1. works in the manner and with the protective devices, measures and procedures required by this Act and the regulations; and
2. uses or wears the equipment, protective devices or clothing that the worker's employer requires to be used or worn.

A supervisor shall

3. advise a worker of the existence of any potential or actual danger to the health or safety of the worker;
4. where so prescribed, provide a worker with written instructions as to the measures and procedures to be taken for protection of the worker; and
5. take every precaution reasonable in the circumstances for the protection of a worker.

(R.S.O. 1990, Section 27)



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Duties of Workers

A worker shall

1. use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn;
2. report to his or her employer or supervisor the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and
3. report to his or her employer or supervisor any contravention of this Act or the regulations or the existence of any hazard of which he or she knows.



(R.S.O. 1990, Section 28)



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Refusal to Work where Health or Safety is in Danger

A worker may refuse to work or do particular work where he or she has reason to believe that,

1. any equipment, machine, device or thing the worker is to use or operate is likely to endanger himself, herself or another worker;
2. the physical condition of the workplace or the part thereof in which he or she works or is to work is likely to endanger himself or herself; or workplace violence is likely to endanger himself or herself; or
3. any equipment, machine, device or thing he or she is to use or operate or the physical condition of the workplace or the part thereof in which he or she works or is to work is in contravention of this Act or the regulations.

Upon refusing to work or do particular work, the worker shall promptly report the circumstances of the refusal to the worker's employer or supervisor who shall forthwith investigate the report in the presence of the worker and, if there is such, in the presence of one of,

1. a committee member who represents workers, if any;
2. a health and safety representative, if any; or
3. a worker who because of knowledge, experience and training is selected by a trade union that represents the worker, or if there is no trade union, is selected by the workers to represent them, who shall be made available and who shall attend without delay.
4. Until the investigation is completed, the worker shall remain in a safe place near his or her work station.

Hazardous Material Symbols

- Hazard symbols are useful as a visual aid in identifying hazardous materials.
- All hazardous materials must be labeled with at least one of the eight classes of symbols.
- Each "class" of hazardous materials has its own hazard symbol.
- Hazard symbols are easily recognizable due to its round border.



Hazardous Material Symbols

The eight classes of hazard symbols are:

- Class A – Compressed Gas
- Class B – Flammable & Combustible Materials
- Class C – Oxidizing Materials
- Class D1 – Materials Causing Immediate and Serious Toxic Effects
- Class D2 – Materials Causing Other Toxic Effects
- Class D3 – Bio-hazardous Infectious Materials
- Class E – Corrosive Materials
- Class F – Dangerously Reactive Materials



Relevant Legislation

The WHMIS regulations apply to all workplaces that use, store, or handle controlled products. There are a few circumstances involving potentially hazardous products where the WHMIS regulations do NOT apply. They are as follows:

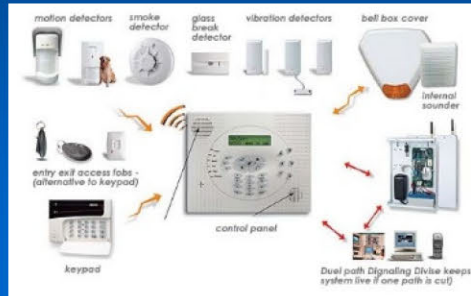
WHMIS Exemptions: WHMIS legislation, both federally and provincially, does not apply to wood or products made of wood; tobacco or any product made of tobacco; and manufactured articles like items that are formed to a specific shape or design during its manufacture; and products which are being transported.

Restricted Applications: Restricted applications include partially exempt products that are subject to labeling and information requirements under other federal legislation such as explosives, blasting agents, cosmetics, drugs, pesticides, radioactive substances, and consumer products.

Hazardous Wastes: Where any hazardous waste is generated or stored in the workplace, the employer is expected to identify all containers containing hazardous waste, develop a method of hazardous waste container identification that is understood by all workers, and train any worker who may be exposed to hazardous waste regarding the materials safe handling and storage.

Alarm Systems

- Alarm systems vary in complexity, but they all are made up of three main parts
 - the sensor,
 - the transmitter and
 - the annunciator (control panel).



Alarm Systems

Sensor

- The sensor is like the senses, such as sight, hearing, and touch.
- These are the eyes and ears of the alarm system and indicate the presence of a particular condition based on movement, interruption of a light beam, presence of smoke or toxic chemicals, or change in temperature, pressure or humidity.



Alarm Monitoring & Response

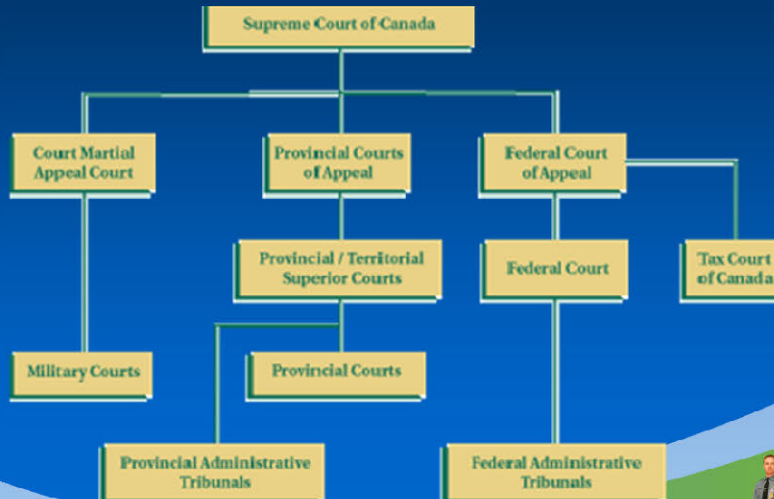
Alarm Systems

An alarm system may be described as any mechanism designed or intended to provide immediate notification of a condition requiring urgent attention or response. The purpose of an alarm system is to detect some change in a particular environment and then announce the fact of that change in some manner. Different types of alarm systems that security guards may encounter include:

- Fire, smoke, or heat alarms, which are intended to warn of a fire
- Intrusion alarms, which are intended to warn of an unauthorized intrusion or entry
- Equipment failure alarms, which go off when an equipment malfunctions, or stops working
- Temperature/humidity alarms, which go off when the temperature and/or humidity in a particular area rises above or falls below a prescribed range
- Alarms that detect the presence of harmful or toxic gases in the air

The types of alarm systems vary in complexity, but they all are made up of three main parts; the sensor, the transmitter and the annunciator (control panel).

Canadian Court System



Canadian Criminal Court System

Provincial Court

- The provincial court handle a wide range of cases, including
 - less serious criminal cases,
 - provincial offences,
 - family matters and
 - prosecution of all minor criminal offences.
- This court is usually referred as Court of Justice, and is presided over by Judges and Justices of the Peace.
- A Judge will hear cases involving criminal and family matters, while a Justice of the Peace will hear cases involving bail, search warrants and provincial offences.
- In many provinces, the provincial court is divided into different divisions that deal with cases related to different areas of law, such as family court or small claims court.



Federal Courts

Sometimes, an individual or group may sue the federal government or the federal government may sue an individual or group. Because it is not appropriate for a provincial court to hear a case involving the federal government, a court called the federal court exists to hear matters where the federal government is a party. The federal court hear the cases involving only federal matters like citizenship, tax and military. The decisions of the federal court are appealed to the Federal Court of Appeal and then to the Supreme Court.

Military Courts

The Military Courts hears the cases involving only military personals, or related to military affairs.

Procedures of the Courts

A security guard who is subpoenaed to court will arrive at court looking professional (shirt and tie). They will have all relevant material (notes) with them and immediately report to the Crown Prosecutor to let them know they are present.

When the guard is asked to give evidence, the guard will be requested to sit in the witness box. The court clerk will then swear in the guard (to tell the truth). The guard will then answer the questions of the lawyers. If the guard would like to refer to their notes, they will ask for permission before referring to them.

People who are charged with provincial offences do not go to jail. They are charged a fine. Most provincial offences have a set fine and the maximum fine is indicated in the legislation.

When a subject is arrested on a criminal matter they must attend a bail hearing to see if they will be released from custody until their case is tried. If the subject is not released they will be remanded into custody in a provincial correctional facility. Once the subject has been through the courts and is sentenced, they will serve their sentence as home, in a provincial facility or a federal correctional facility. If a subject is sentenced to 2 years less 1 day they will serve their time in a provincial correctional facility.

Search and Seizure

- A guard can, however, request that a person give his or her consent and voluntarily submit to a search.
- If the person is unwilling to voluntarily submit to a search, a guard has the authority to deny a person access to a particular property, building, or area.
- Individuals may grant permission for the search, and then change their mind. At such point as they advise a guard they would like him to stop searching, a security guard must stop immediately.



Search and Seizure

Pat-down Search

- Security guards normally carry out a pat-down search on individuals.
- A pat-down search involves gently patting down the person's clothing all over his or her body to determine whether the kind of object that is being searched for (for example, a weapon) might be concealed under the clothing.
- Conducting a pat-down search of another person can leave a guard vulnerable to allegations of improper conduct.
- Therefore, wherever possible, pat-down searches should be done by a guard who is of the same sex as the person who is being patted down.



Search and Seizure

Section 8 of the Charter Rights and Freedoms protects individuals from “unreasonable search or seizure.” This means that a security guard cannot search a person or seize anything from a person without clear legal authority to do so.

Under the law, a security guard cannot search a person or a person's belongings (vehicle, bags, and backpacks) without the person's consent. A guard can, however, request that a person give his or her consent and voluntarily submit to a search. If the person is unwilling to voluntarily submit to a search, a guard has the authority to deny a person access to a particular property, building, or area.

Conducting a pat-down search of another person can leave a guard vulnerable to allegations of improper conduct. Therefore, wherever possible, pat-down searches should be done by a guard who is of the same sex as the person who is being patted down.

There is only one circumstance in which a security guard may legally search a person without the person's consent. This is where a guard has placed a person under arrest for some lawful reason and the guard has reasonable grounds to believe that the person may be in possession of a weapon. If weapons are found, the guard has the authority to seize them in order to ensure that they cannot be used to harm the guard.

The only objects that guards can lawfully seize from a person are objects that it is illegal for that person to have in his or her possession; such as stolen merchandise, or illegal drugs, or a concealed weapon. Items that are seized should always be treated as evidence, and the police should always be notified that they have been seized.

Powers of Arrest

- Arrest is the process of detaining an individual for the purposes of investigating the individual's possible involvement in a criminal activity.
- It is important to realize that an individual who has been arrested still has rights, and a security guard must be respectful of those rights.



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Powers of Arrest

- A security guard should never confuse his position as a security professional with the powers granted to a police officer, or any other individual appointed to enforce the law by the office of the Solicitor General and Ministry of Public Safety. Remember,



Security guards have neither police nor peace officer powers. They have the same powers as any member of the public under the *Criminal Code of Canada*.



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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
- Theft
- Break and enter
- Possession of stolen property
- Mischief

Section 494(1)(b) describes the only circumstances under which a security guard might be authorized to arrest a person without having witnessed the person committing a criminal indictable offence. According to this section, anyone may arrest without a warrant a person who is running away from, and being pursued by, the police or someone else who witnessed the person committing an offence and who has the lawful authority to arrest the person.

Section 494(2) sets out a "special" authority for property owners to make arrests. A person who owns or is in lawful possession of property, or a person authorized by the owner or by a person in lawful possession of property, may arrest without a warrant a person he or she "finds committing a criminal offence on or in relation to that property."

Section 494(3) states that anyone who makes a citizen's arrest must notify the police as soon as possible and turn the person over to the police as soon as the police arrive on scene.

Section 10(a) of the Charter of Rights and Freedom guarantees everyone the right to be informed of the reasons for their arrest upon arrest or detention. When arresting a person, guards should therefore clearly communicate to the person that he or she is being arrested and should explain why.

Section 10(b) of the Charter of Rights and Freedom establishes that an arrested person has the right to talk to a lawyer without delay and to be informed of this right.

Challenges to Communication

- The first rule in overcoming communication challenges is avoiding communication which is biased; discriminating, or harassing.
 - **Bias:** Having a preference either for or against some characteristic, such as an individual's gender, ethnicity, religion, or sexual orientation.
 - **Discrimination:** Treating another individual differently because they belong to a class or group, for example their ethnicity or religion. It is also possible to show favouritism to someone for the same reasons.
 - **Harassment:** Treating an individual or group of individuals in a negative manner due to circumstances which are not related to the situation at hand; this could also be termed "bullying." An example would be constantly bothering a group of loud teenagers to leave a particular area.



Phonetic Alphabet

A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Fox-Trot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whiskey
K	Kilo	X	X-Ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu



Challenges to Communication

Sometimes, you will need to address challenges which may impact your ability to communicate with another individual. Examples of barriers to effective communication may include differences in language, cultural practices, and physical or cognitive (mental) disability. Do not assume your communication challenges are the result of deliberate behaviour on the part of the person you are attempting to communicate with; the individual may want to cooperate with you and you should give him or her benefit of the doubt before making a judgment about the situation.

The first rule in overcoming communication challenges is avoiding communication which is biased; discriminating, or harassing. Your own attitudes and beliefs about the preferences and behaviours of others have no place in professional communication. The bias, discrimination and harassment are defined as under.

- **Bias:** Having a preference either for or against some characteristic, such as an individual's gender, ethnicity, religion, or sexual orientation.
- **Discrimination:** Treating another individual differently because they belong to a class or group, for example their ethnicity or religion. It is also possible to show favouritism to someone for the same reasons. These behaviours are not acceptable in your role as a security professional.

Harassment: Treating an individual or group of individuals in a negative manner due to circumstances which are not related to the situation at hand; this could also be termed "bullying." An example would be constantly bothering a group of loud teenagers to leave a particular area even though other groups are occupying the same space and the noise does not appear to be causing a problem.

Treating People Fairly & Equally

Stereotyping

- Stereotyping is an oversimplified idea about the characteristics shared by individuals who belong to a particular group.
- Stereotyping can lead to inappropriate profiling of people based on their membership in various groups.
- A lot of discriminatory behaviour is caused by the tendency, common to many people, to apply stereotypes to groups of people.



Treating People Fairly & Equally

- Security guards must not use prejudices and stereotyping to discriminate.
- It is important for them to remain impartial at all times.
- To protect against the possibility of being guilty of discrimination, security guards should:
 - be aware of their own inappropriate biases, prejudices, and preconceived ideas about what different groups of people are.
 - constantly evaluate their decisions and choices to ensure that none of their actions or remarks are discriminatory;
 - look for and take advantage of opportunities to learn more about people who are different from them; and
 - actively seek direct contact with individuals of varying backgrounds.



Prejudice

Prejudice is a hostile attitude towards someone because they belong to a certain group.

Security guards should also have an understanding of the different types of prejudice that exist as a result of differences between people, including:

- ethnic background,
- education,
- religion,
- gender,
- sexual orientation, and
- physical or mental disabilities.

Stereotyping

Stereotyping is an oversimplified idea about the characteristics shared by individuals who belong to a particular group.

For security guards, stereotyping can lead to inappropriate profiling of people based on their membership in various groups. A lot of discriminatory behaviour is caused by the tendency, common to many people, to apply stereotypes to groups of people. For example, a stereotype of black youth that says that most black youth are involved in crime could lead a security guard to approach a black youth in a shopping mall and challenge the legitimacy of his or her presence there, but not to approach and challenge any of the other non-black youths in the mall.

Security guards must not use prejudices and stereotyping to discriminate. It is important for them to remain impartial and reasonable at all times.

Use of Force

Section 26 of Criminal Code of Canada

Excessive force

- **26.** Every one who is authorized by law to use force is criminally responsible for any excess thereof according to the nature and quality of the act that constitutes the excess.



Use of Force

Section 27 of Criminal Code of Canada

Use of force to prevent commission of offence

- **27.** Every one is justified in using as much force as is reasonably necessary
 - a) to prevent the commission of an offence
 - i. for which, if it were committed, the person who committed it might be arrested without warrant, and
 - ii. that would be likely to cause immediate and serious injury to the person or property of anyone; or
 - b) to prevent anything being done that, on reasonable grounds, he believes would, if it were done, be an offence mentioned in paragraph (a).



Section 26 of Criminal Code of Canada

Excessive force

26. Every one who is authorized by law to use force is criminally responsible for any excess thereof according to the nature and quality of the act that constitutes the excess.

Section 27 of Criminal Code of Canada

Use of force to prevent commission of offence

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- (b) to prevent anything being done that, on reasonable grounds, he believes would, if it were done, be an offence mentioned in paragraph (a).

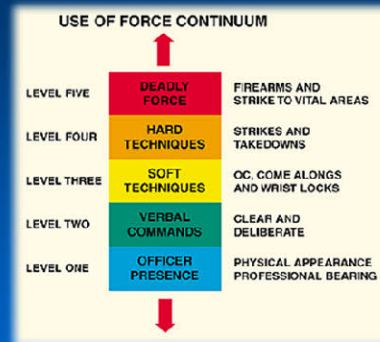
In most situations a security guard encounter can be handled through skilled communication. Escalating an incident to one requiring the application of force is risky, both for his or her physical well-being, as well as his or her professional reputation.

The most important rule about the use of force in your role as a security professional is to avoid it as much as possible.

It cannot be stated often enough, as a security professional, you have no more or no fewer rights than any other citizen.

National Use of Force Model

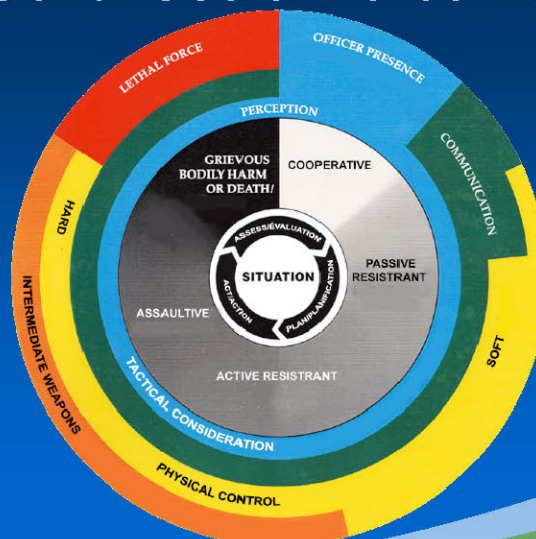
- The National Use of Force Model is a situational model which may help security guards understand the appropriate level of force to use in a given situation.
- The model was endorsed in 2000 by the Canadian Association of Chiefs of Police (CACCP) for police departments and other law enforcement and security agencies.



- Six levels of control exist, and have been developed where the guard is allowed as much force as is necessary.
- Generally, levels 1 to 6 of the guard's control match levels 1 to 6 of the subject's level of resistance.

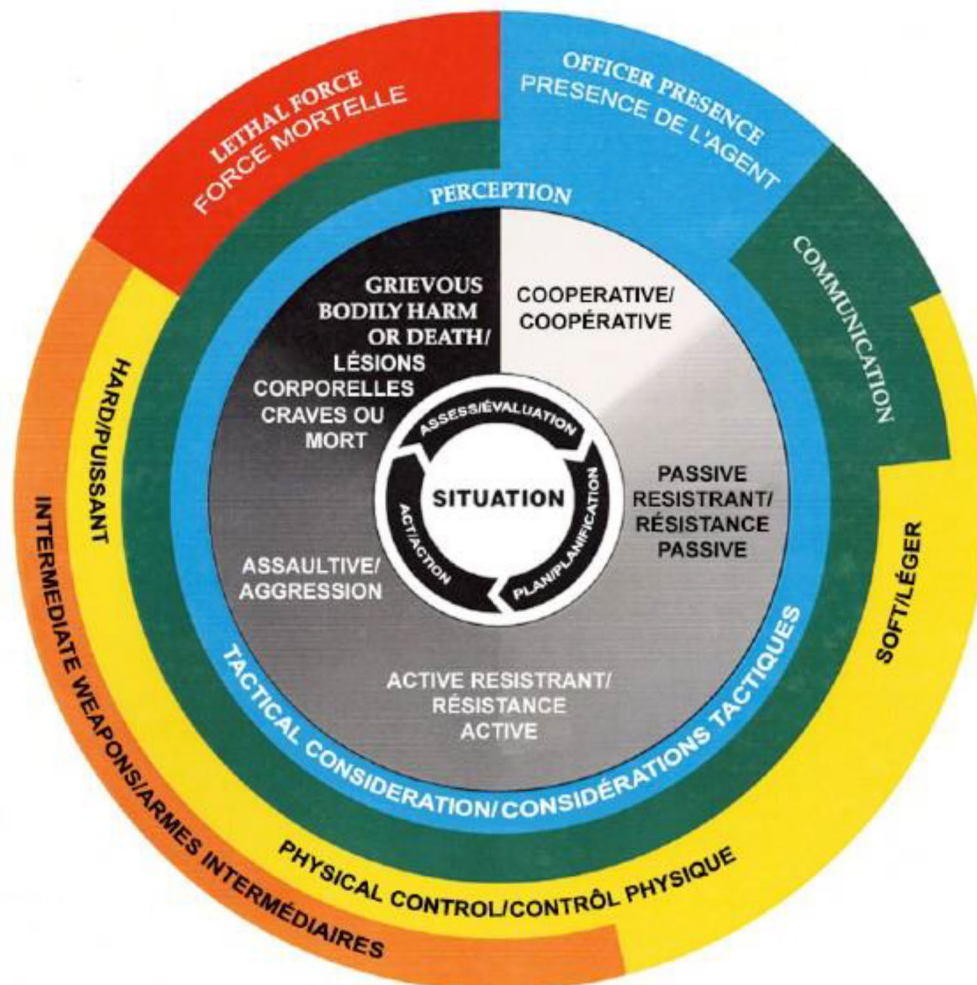


National Use of Force Model



In the model, some of the force options are represented in a way such that they “overlap” with others. For example, a guard’s presence will continue to influence a situation regardless of the other force options to which he or she resorts. Also, while using other options, a guard should still be attempting to get the situation under control using communication.

At the “centre” of the model is the continuous assessment process. 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 (5 coloured/outer circles). For example, a security guard would not use hard physical force against a subject who is being cooperative.



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