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Total	40 hours	40 hours	

Section 1: Introduction to the Security Industry (2 + 2 hours)

Learning Goals:

- A. describe and compare the different jobs in the security industry (e.g. private investigation, security services, loss prevention, and patrol services)
- B. describe the occupation of a security guard with respect to the knowledge, skills, and abilities needed to perform well
- C. describe the job specifications, activities, and demands of a security guard (e.g. travel, off-hours, stress, risks, dangers, etc.)
- D. explain differences between private security and police officers

Pre-reading Material:

You must have detailed knowledge of the following Legislation:

[Canada Evidence Act](#), R.S.C. 1985, c. C-5
[Courts of Justice Act, 1990](#)
[Criminal Code](#), R.S.C. 1985, c. C-46
[Labour Relations Act, 1995](#), S.O. 1995, c. 1, Sched. A
[Liquor Licence Act](#), R.S.O. , c. L.19
[Occupational Health and Safety Act](#), R.S.O., c. O.1
[R.R.O. 1990, Reg. 860: Workplace Hazardous Materials Information System \(WHIMIS\)](#) under the [Occupational Health and Safety Act](#)
[Ontario Evidence Act](#), R.S.O. , c. E.23
[Personal Information Protection and Electronic Documents Act](#), S.C. 2000, c. 5
[O. Reg. 363/07: Code of Conduct](#) under the [Private Security and Investigative Services Act, 2005](#)
[Private Security and Investigative Services Act, 2005](#), S.O. 2005, c. 34
[Provincial Offences Act](#), R.S.O. , c. P.33
[Residential Tenancies Act, 2006](#), S.O., c. 17, s. 261.
[Rules of the Ontario Court of Justice in Criminal Proceedings](#) (SI/97-133)
[Trespass to Property Act](#), R.S.O. 1990, c. T.21

Pa
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A:

Areas of Employment in the Security Industry

As a security guard, there are at least the following 10 areas of employment open to you. Each of these positions come with unique job descriptions, roles, challenges and opportunities. You will briefly learn about each of these areas of employments.

1. Loss Prevention
2. Security Patrol
3. Mobile Patrol Services
4. Concierge/Static
5. Event Security
6. Construction Security
7. Club/Bars
8. CCTV Surveillance
9. Airport/Pre-board Security Screening

10. Private Investigator

Private Investigators

Private investigators must complete an additional 50 hours of training to become certified. The training requirements for a Private Investigator include:

- Earning a separate license
- Possibly working in plain clothes, without a uniform
- Gaining a detailed understanding of the Evidence Acts

If you are interested in becoming a private investigator there are specific attributes that you should consider. Before embarking on further qualifications as a private investigator, decide if you:

- Are very detail oriented and highly organized
- Demonstrate excellent attention to detail
- Show finely honed writing and documentation skills
- Have special knowledge of recording devices

In Ontario, private investigators play a crucial role in conducting investigations on behalf of individuals, businesses, legal firms, and other organizations. Their responsibilities and functions are regulated by the Private Security and Investigative Services Act (PSISA) and overseen by the Private Security and Investigative Services Branch (PSISB) within the Ministry of the Solicitor General.

The role of private investigators in Ontario includes:

1. **Surveillance:** Private investigators conduct covert surveillance to gather information on individuals, activities, or locations. This may involve monitoring subjects to obtain evidence for legal cases, insurance claims, or personal matters.
2. **Background Checks:** They perform comprehensive background checks on individuals or businesses to verify identities, assess credibility, and uncover any relevant history.
3. **Locating Missing Persons:** Private investigators may assist in finding missing persons, such as missing family members or debtors.
4. **Fraud Investigations:** Private investigators investigate various types of fraud, including insurance fraud, corporate fraud, and identity theft.

5. Legal Support: They gather evidence and provide support for legal cases, including civil and criminal matters. They may interview witnesses, collect statements, and document evidence.
6. Workplace Investigations: Private investigators may be hired by employers to investigate workplace misconduct, harassment, theft, or other internal issues.
7. Infidelity and Cheating Spouse Investigations: They help clients determine if their partners are engaging in infidelity or cheating, often using surveillance methods.
8. Intellectual Property Investigations: Private investigators may work on cases involving intellectual property theft, counterfeiting, or copyright infringement.
9. Computer and Cyber Investigations: Some private investigators specialize in digital forensics and cyber investigations, dealing with cybercrimes and digital evidence.
10. Personal Protection: Private investigators may provide personal protection services to individuals who require enhanced security due to threats or risks.
11. Corporate Investigations: They investigate internal matters within companies, such as employee misconduct, data breaches, or corporate espionage.

It's important to note that private investigators must adhere to strict ethical standards and follow the laws and regulations governing their profession in Ontario. They must respect individual privacy rights and conduct investigations within the boundaries of the law.

Loss Prevention

If you work in loss prevention you will generally be working for a retail corporation, employed by a shop or group of shops. Your job will be to assist in shrink reduction of product and to apprehend shop-lifters. You will possibly work in plain clothes and possibly be involved in internal employee investigations. In some cases you may act as a secret shopper to gain information "under cover".

A loss prevention security guard in Ontario is responsible for preventing theft and reducing losses related to theft or fraud within a business or organization. The primary role of a loss prevention security guard is to ensure the safety and security of the business's assets, customers, and employees. Their specific duties may include:

- o Conducting surveillance: The loss prevention security guard may monitor the business's surveillance cameras or conduct physical surveillance to identify potential theft or fraud.
- o Investigating incidents: If theft or fraud occurs, the loss prevention security guard may investigate the incident to determine what happened and who was involved.

- o Implementing security measures: The loss prevention security guard may work with management to implement security measures to prevent future theft or fraud, such as improving security procedures, installing security cameras, or increasing employee training.
- o Training employees: The loss prevention security guard may train employees on how to recognize and prevent theft or fraud.
- o Coordinating with law enforcement: If necessary, the loss prevention security guard may work with law enforcement to investigate and prosecute theft or fraud cases.

Essentially, the role of a loss prevention security guard in Ontario is to protect the business's assets, customers, and employees from theft or fraud, and to prevent future unwarranted incidents from occurring on private property.

Security Patrol

Security Patrols are uniformed security services and you will be working for a private company or public property interests. Usually this means walking patrols in or around the property. Most often this means shopping centers, office buildings, malls or corporate facilities.

The duties and responsibilities of a security patrol can vary depending on the location and specific needs of the client, but generally, the primary responsibilities of a security patrol include:

- **Conducting patrols:** Security patrols are responsible for conducting regular patrols of the area they are assigned to, typically on foot or by vehicle, to ensure that the area is secure and free from any safety hazards.
- **Monitoring and reporting:** Security patrols are responsible for monitoring the area for any unusual activity, safety hazards, or potential security breaches. They must report any incidents or concerns to their supervisor or appropriate authorities.
- **Access control:** Security patrols are responsible for controlling access to the area they are assigned to. This may involve checking identification, verifying credentials, and ensuring that only authorized personnel are allowed access.
- **Responding to emergencies:** Security patrols are responsible for responding to emergencies or security incidents, such as medical emergencies, fires, or criminal activity. They may need to provide first aid, evacuate the area, or contact emergency services as necessary.
- **Customer service:** Security patrols may also be responsible for providing customer service, such as providing directions, answering questions, and assisting visitors or tenants.
- **Maintaining equipment:** Security patrols may be responsible for maintaining and servicing security equipment, such as surveillance cameras, alarms, and access control systems.

Overall, the role of a security patrol is to maintain a safe and secure environment and to prevent security breaches or safety hazards from occurring.

Mobile Patrol Services

To act as mobile patrol services you normally must have a full class "G" driver's license with a clean driving record. You may need to be of a certain age to meet insurance company guidelines. You will probably be driving a marked security patrol vehicle. You will normally be working alone and often with mobile supervisors, so you must be fairly self-reliant. Your job will be to patrol multiple buildings within a specific area and to respond, as needed, to alarms for a client's facilities.



Figure 1x: A marked and fully equipped security patrol vehicle.

A mobile patrol security guard is a security professional who performs their duties by driving around in a vehicle to patrol different areas or properties. Their duties can vary based on the client's needs, but typically include:

- Conducting patrols: The primary duty of a mobile patrol security guard is to conduct regular patrols of the areas or properties they are assigned to. They may patrol on foot or by vehicle, depending on the client's needs.
- Checking for security breaches: Mobile patrol security guards are responsible for checking for signs of security breaches, such as unlocked doors, broken windows, or suspicious activity.
- Responding to alarms: Mobile patrol security guards are responsible for responding to alarms or emergency situations, such as fire alarms, intruder alarms, or medical emergencies.
- Monitoring surveillance equipment: Mobile patrol security guards may be responsible for monitoring surveillance equipment, such as cameras, to identify any suspicious activity.

- o Controlling access: Mobile patrol security guards may be responsible for controlling access to certain areas, such as parking lots, loading docks, or other restricted areas.
- o Reporting incidents: Mobile patrol security guards are responsible for documenting any incidents or security breaches they observe and reporting them to their supervisor or appropriate authorities.
- o Providing customer service: Mobile patrol security guards may also provide customer service to clients, such as answering questions or providing assistance.

Overall, the duties of a mobile patrol security guard are to ensure the safety and security of the areas or properties they are assigned to, to identify and respond to security breaches or emergencies, and to provide customer service as needed.

Concierge/Static

As a Concierge, you usually work in residences (condominiums or apartment complexes). You will have a high level of customer service interaction with tenants and guests. Normally the role is conducted in uniform or in a suit. You must remain standing or sitting for extended periods. Be familiar with the residential tenancy act. The job may require a candidate to qualify for the parking enforcement MLEO course.

A concierge security guard is a security professional who works at the front desk or entrance of a building, typically in a residential or commercial setting. Their role and duties include:

- o Greeting visitors: The concierge security guard is often the first point of contact for visitors, and they are responsible for greeting them in a professional and friendly manner.
- o Access control: The concierge security guard is responsible for controlling access to the building or facility. They may need to check identification, verify credentials, or issue visitor passes.
- o Monitoring surveillance equipment: The concierge security guard may monitor surveillance equipment, such as cameras, to ensure that the building is secure and to identify any suspicious activity.

- o Responding to emergencies: The concierge security guard may be responsible for responding to emergencies, such as fires or medical emergencies. They may need to evacuate the building, provide first aid, or contact emergency services.
- o Managing deliveries: The concierge security guard may be responsible for managing deliveries, such as accepting packages and notifying tenants or residents of their arrival.
- o Providing customer service: The concierge security guard may also provide customer service to residents or tenants, such as answering questions, providing directions, or assisting with maintenance requests.
- o Maintaining equipment: The concierge security guard may be responsible for maintaining and servicing security equipment, such as access control systems or intercoms.

Overall, the role of a concierge security guard is to ensure the safety and security of the building or facility, to control access, and to provide customer service to residents or tenants. They play an important role in creating a welcoming and secure environment for those who live or work in the building.

Event Security Guard

An event security guard is a professional responsible for maintaining safety, order, and security during various types of events, such as concerts, festivals, conferences, sports games, trade shows, and other gatherings. Event security guards play a critical role in ensuring that attendees, staff, and assets remain safe and that the event runs smoothly. Their roles and duties can vary depending on the nature of the event and its specific requirements, but here are some common roles and duties of event security guards:

1. **Crowd Management:** Event security guards are tasked with managing crowds to prevent overcrowding, maintain orderly lines, and ensure that attendees are moving in an organized manner. They help prevent the formation of bottlenecks and ensure that emergency exits remain clear.
2. **Access Control:** Security guards control access points to the event venue, verifying credentials, tickets, and passes to ensure that only authorized individuals are allowed entry. They may conduct bag checks and screenings to prevent prohibited items from entering the venue.
3. **Surveillance:** Guards monitor the event venue using a combination of physical

patrols and CCTV surveillance to identify any suspicious or unauthorized activities. This helps in preventing potential security breaches.

4. **Emergency Response:** Event security guards are trained to respond quickly to emergencies such as medical incidents, fights, fires, and other safety concerns. They coordinate with medical personnel, firefighters, and law enforcement to ensure a swift and effective response.
5. **Conflict Resolution:** Security guards are skilled in diffusing tense situations and resolving conflicts that may arise among attendees. They use verbal communication and de-escalation techniques to prevent confrontations from escalating.
6. **Asset Protection:** Guards protect valuable assets such as equipment, merchandise, and event infrastructure from theft, vandalism, and unauthorized access. They may also supervise load-in and load-out processes.
7. **Evacuation Planning:** Event security guards are trained to guide attendees during evacuation procedures in case of emergencies. They ensure that exits are accessible and well-marked, and they provide directions to attendees on how to exit safely.
8. **First Aid and Medical Assistance:** Some event security guards are trained in basic first aid and CPR. They can provide immediate assistance to injured or ill attendees until medical professionals arrive.
9. **Communication:** Effective communication is crucial for event security. Guards communicate with each other, event organizers, and law enforcement to coordinate responses to incidents and to share information about potential threats.
10. **Vendor and Performer Assistance:** Guards may assist vendors and performers with security-related concerns, such as escorting them to and from their designated areas and ensuring their safety throughout the event.
11. **Prevent Unauthorized Activities:** Guards prevent activities like unauthorized solicitation, ticket scalping, and distribution of promotional materials that violate event policies.
12. **Pre-Event Planning:** Before the event, security guards work closely with event organizers to develop security plans, establish emergency protocols, and determine the number of guards needed based on the event's size and potential risks.

Overall, event security guards play a crucial role in ensuring the safety and enjoyable experience of event attendees. They combine vigilance, professionalism, and the ability to remain calm under pressure to handle a wide range of situations that may arise during events.

Construction Security

Part B: General Job Description

A security guard's job description entails protecting people, property, and assets from potential risks and threats. Their primary role is to maintain a safe and secure environment by patrolling designated areas and ensuring the prevention of unauthorized access or criminal activities. Depending on the specific work setting, the job description may vary, but the core responsibilities typically include:

1. **Surveillance:** Monitoring and observing premises through various means, such as CCTV cameras, to detect any suspicious activities or potential security breaches.
2. **Access control:** Enforcing access procedures, checking identification, and ensuring that only authorized personnel or visitors are allowed entry into restricted areas.
3. **Patrolling:** Conducting regular patrols on foot or in vehicles to deter criminal behavior and respond quickly to any incidents or emergencies.
4. **Alarm response:** Reacting promptly to alarms or distress calls and taking appropriate actions, including notifying emergency services if necessary.
5. **Incident reporting:** Documenting all incidents, accidents, or any irregularities in a detailed and accurate manner for future reference and analysis.
6. **Emergency preparedness:** Familiarizing oneself with emergency protocols and taking immediate action during fire alarms, medical emergencies, or other critical situations.
7. **Conflict resolution:** De-escalating tense situations and resolving conflicts with tact and diplomacy, ensuring minimal disruption to the overall security environment.
8. **Reporting and communication:** Regularly communicating with supervisors, team members, or other relevant parties to update them on security matters and coordinate responses.
9. **First aid:** Possessing basic first aid knowledge and providing initial medical assistance when required until professional medical personnel arrive.
10. **Training and development:** Participating in ongoing training to improve security

knowledge, skills, and response capabilities.

Overall, a security guard's job is crucial in safeguarding people and property, promoting a sense of safety and security, and mitigating potential risks in various settings, such as commercial buildings, residential complexes, events, airports, hospitals, and more.

How to become a security guard in Ontario?

To become a security guard in Ontario, you must:

- Meet the minimum requirements: You must be 18 years of age or older, and be meet the standards under O. Reg. 37/08: ELIGIBILITY TO HOLD A LICENCE - CLEAN CRIMINAL RECORD and be eligible to legally work in Canada.
- Complete a mandatory basic training program: In Ontario, you must complete a 40-hour basic training program from an approved training provider. This training covers topics such as the role of a security guard, legal powers and authorities, emergency response procedures, and report writing.
- Pass a provincial exam: Once you have completed the basic training program, you must pass a provincial exam to obtain a security guard license. The exam covers the material covered in the basic training program.
- Apply for a security guard license: After passing the exam, you can apply for a security guard license through the Ministry of The Solicitor General. You will need to provide proof of completion of the basic training program and pass a background check.
- Maintain your license: To work as a security guard or private investigator in Ontario, you must have a valid licence. Your security guard or private investigator licence has an expiry date that is linked to your date of birth. The first time you apply for a licence, your licence will expire two birthdays after the day it is issued. For example, if your birthday is December 15th and your first licence was issued on October 1st, 2019, your licence will expire on December 15th, 2020. When your licence is renewed, the renewal date will always be two years in the future and linked to your date of birth.

In addition to the basic requirements, you will require additional certification for first

aid training and must be CPR certified. It is also important to have strong communication and customer service skills, as well as the ability to work in a team and handle difficult situations calmly and professionally.

Note that there are additional training and licensing requirements for security guards who carry firearms or work in other specialized areas, such as armored car services or private investigation. It's also important to keep in mind that individual employers may have their own requirements or preferences for hiring security guards.

General Qualifications

You should demonstrate organizational skills and the ability to multitask. You will need excellent communication skills, both written and verbal English. You will have to demonstrate excellent customer service qualities and the ability to prioritize responsibilities. For most positions, you must be able to work full rotational shifts.

Knowledge, Skills and Abilities required to be a Security Guard

Security guards in general must possess specific knowledge, skills and abilities in order to perform their duties to the best of their abilities and to satisfaction of their employers and their clients. These are necessary to ensure greater degree of safety and wellbeing of the security guard while enhancing their skills.

Knowledge, skills and abilities (we are going to refer to them as "KSA" going forward) are personal qualities necessary to carry out responsibilities and are mostly commonly obtained by performance, experience, training and education.

Knowledge is the acquired data or information which pertains to the operation of a task. Skill is a measurable ability to execute a task. **Ability** is the capability to execute a task.

Newly hired security professionals are required to take a 40 hour (in-class or out- class training). The qualifying exam consists of 60 multiple choice questions. The exam is to be completed in 75 minutes.

Ability

A person wishing to become employed as a security guard must demonstrate organizational skills accompanied with an ability to perform several tasks simultaneously.

Recalling the various positions you might end up working in, written & verbal

communication skills are essential as well as exceptional customer service skills.

Regardless of who you are dealing with, that person must develop a sense and a feeling that you are addressing them appropriately, as well as dealing with their concerns.

Security guards work in various roles such and the *KSA* required can vary from one position to another. A security guard working as a concierge will require similar but also a different set of *KSA* as a security guard working as a bouncer.

The knowledge, skills and abilities of a security guard working as a concierge:

When working as a concierge security guard, professionals are responsible for providing a range of security services while also fulfilling the duties of a traditional concierge. Here are some essential knowledge, skills, and abilities required for this role:

1. **Knowledge of Security Procedures:** Concierge security guards should have a solid understanding of security protocols and procedures, including access control systems, CCTV surveillance, alarm systems, and emergency response plans. They should be familiar with the layout of the premises and any specific security risks associated with the location.
2. **Customer Service:** As a concierge, providing excellent customer service is a primary responsibility. Guards must possess strong interpersonal and communication skills to greet and assist visitors, handle inquiries, provide information, and assist with various requests. Being approachable, polite, and professional is essential.
3. **Observation and Vigilance:** Maintaining a high level of vigilance is crucial for concierge security guards. They need to observe people, activities, and surroundings to identify potential security threats or suspicious behavior. This includes monitoring surveillance systems, conducting regular patrols, and reporting any unusual incidents or concerns.
4. **Emergency Response:** Concierge security guards should be prepared to respond to emergencies promptly and efficiently. They need to know how to handle situations such as fires, medical emergencies, or security breaches, and be familiar with evacuation procedures and first aid techniques.
5. **Access Control and Security Screening:** Controlling access to the premises is a

significant responsibility. Guards should be able to verify the identity of individuals, check credentials, and enforce entry and exit procedures. They may need to use metal detectors, X-ray machines, or other screening equipment to ensure the safety of visitors and prevent unauthorized items from entering the premises.

6. **Problem Solving and Decision Making:** Concierge security guards must be able to think quickly, assess situations, and make sound decisions. They should have problem-solving skills to handle conflicts, manage difficult individuals, and resolve issues that may arise during their shift.
7. **Knowledge of Local Regulations:** Familiarity with local laws, regulations, and security industry standards is essential for concierge security guards. They should be aware of legal requirements related to access control, privacy, use of force, and handling confidential information.
8. **Technology Proficiency:** Security systems and technology play a vital role in modern security operations. Concierge security guards should be comfortable using computer systems, access control software, CCTV monitoring systems, and other relevant security technology. They should also have basic troubleshooting skills to address minor technical issues.
9. **Cultural Sensitivity:** In environments that attract diverse visitors, concierge security guards should demonstrate cultural sensitivity and respect. Understanding and appreciating different customs, languages, and cultural norms can enhance customer service and help create a welcoming atmosphere for all guests.
10. **Integrity and Confidentiality:** Maintaining confidentiality and demonstrating high ethical standards are crucial for concierge security guards. They may handle sensitive information or have access to confidential areas. Guarding against breaches of privacy and maintaining the trust of visitors and colleagues is essential.

These skills and abilities help concierge security guards provide a safe and welcoming environment while ensuring the security and well-being of the premises and its occupants.

The knowledge, skills and abilities of a security guard working as a bouncer:

A bouncer, also known as a doorman or security guard, typically works in establishments like bars, nightclubs, or event venues to maintain order and ensure the safety of patrons. Here are some essential knowledge, skills, and abilities that a bouncer should possess:

1. **Knowledge of Security Procedures:** Bouncers need to be familiar with security protocols, including entry and exit procedures, emergency response plans, and crowd control techniques. They should understand the legal requirements and regulations related to their role.
2. **Physical Fitness and Strength:** Bouncers often encounter physically demanding situations and may need to handle conflicts or remove unruly individuals from premises. Physical fitness and strength are important to effectively handle such situations and maintain control.
3. **Observation and Vigilance:** Bouncers should possess excellent observation skills to identify potential security threats or suspicious behavior. They need to remain vigilant throughout their shift, monitoring the crowd and anticipating and preventing any potential problems.
4. **Conflict Resolution:** Dealing with conflicts is a common aspect of a bouncer's job. They should have the ability to defuse tense situations, mediate disputes, and resolve conflicts in a calm and professional manner. Good communication skills are crucial in this regard.
5. **Self-Defense and Restraint Techniques:** Bouncers should have a working knowledge of self-defense and restraint techniques to handle situations where physical intervention is necessary. This includes knowledge of control holds, handcuffing procedures (if allowed), and other non-lethal methods to safely manage aggressive individuals.
6. **Customer Service:** While maintaining security, bouncers also play a role in providing good customer service. They need to interact with patrons in a polite and respectful manner, answer questions, and assist with any concerns or issues that may arise.
7. **Legal Awareness:** Bouncers should be familiar with relevant laws, regulations, and licensing requirements that apply to their role. This includes understanding legal limitations, rights of patrons, and the appropriate use of force within the

boundaries of the law.

8. **First Aid and Emergency Response:** Bouncers may need to provide immediate first aid or respond to emergency situations until professional medical help arrives. Knowledge of basic first aid procedures, CPR, and emergency evacuation protocols is important.
9. **Teamwork and Collaboration:** Bouncers often work as part of a team, coordinating efforts with other security staff, management, and law enforcement if necessary. They should be able to collaborate effectively, follow instructions, and support their colleagues when needed.
10. **Professionalism and Integrity:** Bouncers represent the establishment they work for and need to demonstrate professionalism and integrity at all times. They should have a strong work ethic, maintain confidentiality, and adhere to ethical standards in their interactions with patrons and coworkers.

It's important to note that the specific requirements and skills may vary depending on the establishment, local regulations, and the nature of the events or venues where the bouncer is employed.

Security Guard and Public Safety

A security guard, in the context of public safety, is an individual employed to provide protection, maintain order, and ensure the safety of people and property in various settings. Security guards are commonly employed in a wide range of public locations such as airports, shopping malls, office buildings, hospitals, educational institutions, entertainment venues, and public events.

The primary role of a security guard is to deter and prevent security breaches, unauthorized access, theft, vandalism, and other illegal activities. They may also be responsible for monitoring surveillance systems, conducting security patrols, enforcing rules and regulations, and responding to emergencies or incidents that arise on the premises they are assigned to.

Security guards often have a visible presence, wearing identifiable uniforms and utilizing equipment such as radios, name tags, and CCTV monitoring systems to maintain a sense of security and authority. They may interact with the public, providing information, directions, and assistance as needed. In some cases, security guards may also be required to detain individuals suspected of criminal activity until law enforcement authorities

arrive.

It is important to note that the specific duties and responsibilities of security guards may vary depending on the location, employer, and the nature of the security requirements. Furthermore, the qualifications, training, and licensing requirements for security guards can also differ based on the jurisdiction and local regulations.

Observe Report and Deter

"Observe, report, and deter" is a common principle and approach followed by security guards in carrying out their duties. It refers to a set of actions and responsibilities aimed at maintaining a safe and secure environment. Let's explore each element:

Observe: Security guards are trained to be vigilant and observant. They constantly monitor their surroundings, paying close attention to people, activities, and areas under their jurisdiction. By keenly observing their environment, security guards can quickly identify potential security risks, suspicious behavior, or any signs of unauthorized access or criminal activity. They may use various tools such as surveillance cameras, patrols, and personal observation to gather information and assess situations.

Report: Once security guards observe any unusual or potentially risky behavior or incidents, they promptly report their observations to the appropriate authorities. Reporting serves as a crucial step in maintaining effective security. Guards communicate the details of the situation, including descriptions of individuals involved, the nature of the incident, and any relevant information that may aid in the assessment and response to the situation. Accurate and timely reporting helps ensure appropriate action can be taken, such as initiating emergency response protocols or involving law enforcement when necessary.

Deter: Security guards play a significant role in deterring potential security threats or criminal activities. Their presence alone can act as a deterrent, as individuals contemplating unlawful actions are less likely to proceed if they perceive a risk of being caught or identified. Additionally, security guards may enforce access control procedures, conduct regular patrols, and maintain a visible presence in order to discourage criminal behavior. By actively deterring security breaches or illegal activities, security guards help create a safer environment for both the public and property they are responsible for protecting.

The "observe, report, and deter" approach is essential for effective security management. By keenly observing their surroundings, promptly reporting incidents, and actively

detering potential threats, security guards contribute to the prevention of security breaches, the promotion of public safety, and the protection of people and assets.

Part C: Benefits and Challenges of a Security Guard

A Security Guard is highly interactive and people-oriented career. It offers a constantly changing environment. Most positions have progressive responsibility, offering a constant learning curve. The job demands a high degree of self-reliance and the ability to cope with changing situations. It's as challenging as you would like to make it.

Becoming a security guard in Ontario can offer several **benefits**, including:

1. **Job Opportunities:** The demand for security guards in Ontario is generally steady, providing a wide range of employment opportunities. Security guards are needed in various industries, including retail, healthcare, corporate, educational institutions, event management, and more. This allows individuals to explore different sectors and find a job that aligns with their interests and preferences.
2. **Entry-Level Position:** Security guard roles often serve as entry-level positions, requiring minimal prior experience or educational qualifications. This makes it an accessible career choice for individuals seeking to enter the workforce or transition into a new field. Many employers provide training to equip security guards with the necessary skills and knowledge for the job.
3. **Flexibility:** Security guard positions often offer flexible work schedules. Opportunities for full-time, part-time, and shift work are available, allowing individuals to find a schedule that fits their needs. This flexibility can be beneficial for students, those with other commitments, or individuals seeking a second job.
4. **Transferable Skills:** Working as a security guard can help develop valuable transferable skills applicable to various industries and career paths. Skills such as observation, communication, conflict resolution, problem-solving, teamwork, and critical thinking are essential in the security field and can be utilized in other professions.
5. **Professional Development:** Ontario has regulations and licensing

requirements for security guards, which often involve completing a training course and obtaining a valid security guard license. This formal training provides individuals with industry-specific knowledge and skills. Moreover, ongoing professional development opportunities, such as specialized training programs or certifications, allow security guards to enhance their skills and advance their careers within the security industry.

6. **Networking Opportunities:** Security guards often interact with a variety of individuals, including colleagues, clients, law enforcement personnel, and members of the public. This exposure can create networking opportunities and connections that may be beneficial for future career advancement or transitioning to related roles within the field.
7. **Public Safety Contribution:** As a security guard, you play a vital role in ensuring the safety and well-being of people and property. By maintaining a visible presence, enforcing rules, responding to incidents, and preventing security breaches, you contribute to the overall public safety and help create a secure environment for individuals in your care.
8. **Stepping Stone for Law Enforcement Careers:** For individuals aspiring to pursue a career in law enforcement, working as a security guard can provide valuable experience and a stepping stone towards that goal. The role allows individuals to gain practical exposure to security practices, develop relevant skills, and establish a foundation for further career progression within the law enforcement field.

It's important to note that the benefits of becoming a security guard can vary depending on the specific job, employer, and individual preferences. It's advisable to research and evaluate different opportunities to determine the best fit for your goals and interests.

The job comes with various challenges as well. It will require you to remain calm under stress and duress. You must be able to handle these pressures in an efficient and professional manner. Moreover, there are dangers associated with the job. Firstly, in certain settings such as construction sites, you will have to be equipped with personal protection equipment such as steel-toed shoes, hard-hat, high-visibility vests etc. You may also get into a verbal or physical altercations with trespassers which you must handle in a professional manner. You will learn more about this in the use of force section (Part 11).

Security guards face a variety of **challenges** on the job, including but not limited to:

1. **Safety risks:** Security guards often work in environments that can be dangerous, such as construction sites or high-crime areas. They may encounter violent or aggressive individuals and need to be prepared to respond appropriately to keep themselves and others safe.
2. **Long and irregular hours:** Security guard shifts are often long and irregular, and may include night and weekend work. This can be challenging for some people and may impact their personal lives, relationships, sleep hygiene (circadian rhythm), and overall quality of life.
3. **Monotony and boredom:** Some security guard positions involve long periods of inactivity, which can be monotonous and boring. This can make it difficult for some people to stay alert and focused.
4. **Limited career advancement:** Security guard positions may have limited opportunities for career advancement, which can be frustrating for those who are looking to grow and develop in their careers.
5. **Dealing with difficult people:** Security guards may encounter individuals who are uncooperative, confrontational, or difficult to deal with. This can be challenging and may require strong interpersonal and conflict resolution skills.
6. **Adapting to new environments:** Security guards may work in a variety of environments, such as office buildings, construction sites, or events. Adapting to new environments can be challenging and may require the ability to quickly learn and adapt to new procedures and protocols.
7. **High stress and pressure:** Being a security guard can be a highly stressful occupation, as it involves constant vigilance and the responsibility of safeguarding people and property from potential risks and dangers. Security guards may encounter various stressful situations, such as handling confrontations with aggressive individuals, responding to emergencies, and maintaining order in crowded or volatile environments.

Moreover, they face physical risks, including potential injuries during altercations or while patrolling hazardous areas. Additionally, security guards may be exposed to dangerous situations, such as dealing with armed intruders, potential terrorist threats, or natural disasters. The combination of stress, risk, and dangers in this profession requires security guards to remain alert and mindful, undergo proper training, and be well-prepared to handle challenging and potentially life-threatening scenarios.

Part D: Difference between Private Security and Police Officers

Although individuals in both occupations wear uniforms and carry equipment, their jobs and duties are drastically diverse. Private security guards and police officers in Ontario have different roles, responsibilities, and authorities.

Private security guards are hired by private companies or individuals to protect their property, assets, or personnel. They are not considered law enforcement officers and do not have the same powers as police officers. Their role is mainly to deter crime, observe and report suspicious activities, and alert the police if necessary. They also have the authority to make citizen's arrests if they witness a criminal offense.

The regulation of security guard conduct in Ontario is primarily governed by the Private Security and Investigative Services Act (PSISA) and its regulations. The PSISA sets out the standards of professional conduct that security guards and private investigators are expected to uphold and establishes the licensing and training requirements for individuals who work in these fields. The PSISA also establishes the role of the Ministry of Community Safety and Correctional Services in regulating the private security industry in Ontario, including the investigation of complaints against security guards and private investigators. Additionally, other federal and provincial laws may also apply to security guard conduct in specific situations, such as the Criminal Code of Canada or the Occupational Health and Safety Act.

Police officers in Ontario are law enforcement officers who are trained and authorized to enforce the law, maintain public order, prevent and detect crime, and protect the community. They have the power to arrest and detain individuals suspected of committing a crime, conduct investigations, and use force if necessary to protect themselves or others. They are also responsible for traffic control, accident investigations, and providing emergency response services.

The regulation of police officer conduct in Ontario is primarily governed by the

Police Services Act (PSA) of Ontario. The PSA sets out the responsibilities and duties of police officers in Ontario and outlines the standards of professional conduct that they are expected to uphold. The PSA also establishes the framework for oversight and accountability of police services in Ontario, including the role of the Office of the Independent Police Review Director (OIPRD) in receiving and investigating complaints against police officers. Additionally, the Criminal Code of Canada and other federal and provincial laws may also apply to police officer conduct in specific situations.

In summary, private security guards are hired by private companies or individuals to provide security services, while police officers are government officials who are responsible for enforcing the law and maintaining public safety. Security guards are governed by the Private Security and Investigative Services Act (PSISA) and its regulations whereas police officers are governed by Police Services Act (PSA) of Ontario.

You must have detailed knowledge of the following Legislation:

[Canada Evidence Act](#), R.S.C. 1985, c. C-5

[Courts of Justice Act, 1990](#)

[Criminal Code](#), R.S.C. 1985, c. C-46

[Labour Relations Act, 1995](#), S.O. 1995, c. 1, Sched. A

[Liquor Licence Act](#), R.S.O. , c. L.19

[Occupational Health and Safety Act](#), R.S.O., c. O.1

R.R.O. 1990, Reg. 860: [Workplace Hazardous Materials Information System \(WHIMIS\)](#) under the [Occupational Health and Safety Act](#)

[Ontario Evidence Act](#), R.S.O. , c. E.23

[Personal Information Protection and Electronic Documents Act](#), S.C. 2000, c. 5

O. Reg. 363/07: [Code of Conduct](#) under the [Private Security and Investigative Services Act, 2005](#)

[Private Security and Investigative Services Act, 2005](#), S.O. 2005, c. 34

[Provincial Offences Act](#), R.S.O. , c. P.33

[Residential Tenancies Act, 2006](#), S.O., c. 17, s. 261.

[Rules of the Ontario Court of Justice in Criminal Proceedings](#) (SI/97-133)

[Trespass to Property Act](#), R.S.O. 1990, c. T.21

[QUIZ] Section 1: Introduction to the Security Industry

1. What is required for a security guard to become a certified Private Investigator?
 - a. Completing an additional 50 hours of training
 - b. Working in uniform
 - c. Understanding the Occupational Health and Safety Act
 - d. None of the above

2. What are some of the attributes that a person should possess to become a successful private investigator?
 - a. Excellent attention to detail and finely honed writing and documentation skills
 - b. The ability to work in plain clothes
 - c. Special knowledge of recording devices
 - d. All of the above

3. What is the Municipal Parking Enforcement Officer Program?
 - a. A program for security guards to become private investigators
 - b. A program for security guards to become by-law enforcement officers
 - c. A program for by-law enforcement officers to enforce parking regulations
 - d. None of the above

4. What are some of the duties of a security guard working as a parking enforcement officer on private property?
 - a. Issuing parking citations and maintaining parking equipment
 - b. Responding to security incidents and assisting with access control
 - c. Monitoring parking areas and maintaining parking equipment
 - d. All of the above

5. What is the primary role of a loss prevention security guard?
 - a. To provide customer service to shoppers
 - b. To deter shoplifters and reduce theft
 - c. To maintain a safe and secure environment for employees
 - d. To provide surveillance for the business's assets

6. What are some specific duties of a loss prevention security guard in Ontario?
 - a. Conducting regular patrols of the premises
 - b. Monitoring cashier equipment
 - c. Investigating incidents of fraud
 - d. Providing customer service to clients

7. What is the primary responsibility of a security patrol?

- a. To maintain and service security equipment
 - b. To conduct regular patrols of the area assigned to
 - c. To coordinate with law enforcement to investigate theft or fraud cases
 - d. To train employees on how to recognize and prevent theft or fraud
8. What are some responsibilities of a security patrol?
- a. Monitoring and reporting any unusual activity or potential security breaches
 - b. Controlling access to certain areas
 - c. Responding to emergencies or security incidents
 - d. All of the above
9. What is the main duty of a mobile patrol security guard?
- a. To provide customer service to clients
 - b. To monitor and report any incidents or security breaches observed
 - c. To patrol different areas or properties assigned to
 - d. To investigate incidents of theft or fraud
10. What are some specific responsibilities of a mobile patrol security guard?
- a. Checking for signs of security breaches, such as unlocked doors or broken windows
 - b. Responding to alarms or emergency situations, such as fire alarms or medical emergencies
 - c. Monitoring surveillance equipment, such as cameras
 - d. All of the above
11. What qualifications are required to act as a mobile patrol service?
- a. A full class "G" driver's license with a clean driving record
 - b. A certain age to meet insurance company guidelines
 - c. Both A and B
 - d. None of the above
12. What is a Concierge Security Guard responsible for?
- a. Managing the building's finances
 - b. Controlling access to the building
 - c. Managing the building's maintenance
 - d. Providing entertainment to tenants
13. What is the role of a security guard?
- a. To observe, deter and report on all security related issues in regards to a client's property
 - b. To manage the finances of a building in regards to a client's property
 - c. To provide entertainment to tenants of the property
 - d. To provide legal advice to clients if they have questions

14. What are the minimum requirements to become a security guard in Ontario?
- a. Must be 21 years of age or older, have a clean criminal record, and be eligible to work in Canada
 - b. Must be 18 years of age or older, have a clean criminal record, and be eligible to work in Canada
 - c. Must be 25 years of age or older, have a clean criminal record, and be eligible to work in Canada
 - d. Must be 18 years of age or older, have a criminal record, and be eligible to work in Canada
15. How often do security guard licenses need to be renewed in Ontario?
- a. Every year
 - b. Every two years
 - c. Every three years
 - d. Every five years

Answers:

- 1. a
- 2. d
- 3. c
- 4. d
- 5. b
- 6. c
- 7. b
- 8. d
- 9. c
- 10. d
- 11. c
- 12. b
- 13. a
- 14. b
- 15. b