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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

Part 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 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 (bouncer)
8. Private Investigator

Loss Prevention Security

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's daily activities are centered around safeguarding a business or organization from theft, vandalism, and other forms of loss. They start their day with a briefing to discuss specific concerns or recent incidents. They then conduct regular patrols, paying close attention to high-risk areas and using surveillance equipment like CCTV cameras. Their visible presence serves as a deterrent to potential wrongdoers. If an incident occurs, such as a suspicious person or theft, they respond promptly, assess the situation, and take appropriate action, potentially involving law enforcement.

The guard also conducts bag checks and inspections to discourage theft and maintain a secure atmosphere. They play a critical role in emergency response, directing people to safety, providing first aid if necessary, and coordinating with emergency services. Additionally, they control access to the premises by checking IDs and verifying credentials. Thorough documentation of incidents is crucial, including details like date, time, descriptions, and actions taken. Communication with management is essential for providing updates on security conditions and discussing any necessary adjustments to security measures.

Offering customer service is another facet of their role, such as giving directions or assisting during emergencies. Keeping up with industry best practices, security technologies, and any changes in company policies is essential. Ongoing training ensures that the guard is equipped with the latest knowledge and skills in loss prevention and security.

These responsibilities are vital because they contribute significantly to the overall safety and security of the business or organization. The guard's proactive approach helps prevent potential incidents before they occur, creating a safe environment for customers, employees, and assets. Their vigilant surveillance ensures that any suspicious activity is promptly addressed, reducing the likelihood of losses. Effective communication with management and law enforcement enables swift response to emergencies, further enhancing overall security. In essence, the role of a loss prevention security guard is essential in safeguarding the well-being and assets of the business.

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:

1. Preparation and Briefing:

- The day typically starts with a briefing on any specific concerns, recent incidents, or notable events. The guard may review security protocols, receive updates on potential risks, and get assigned to specific areas or tasks.

2. Patrolling and Surveillance:

- The guard conducts regular patrols of the premises, keeping a watchful eye on high-risk areas, entrances, exits, and points of vulnerability. They may use surveillance equipment like CCTV cameras to monitor activities.

3. Maintaining Visibility:

- A visible presence can act as a deterrent to potential wrongdoers. The guard might engage in high-visibility patrols, ensuring that their presence is known and that they are available to assist customers or employees.

4. Responding to Incidents:

- If an incident occurs, such as a suspicious person or a theft, the guard responds promptly. They may approach individuals, assess the situation, and take appropriate action, which could include alerting law enforcement.

5. Conducting Bag Checks and Inspections:

- The guard may conduct random or routine checks of bags, packages, or belongings to deter theft and send a message that security measures are in place.

6. Assisting with Emergency Response:

- In the event of an emergency, such as a fire, medical issue, or other crisis, the guard plays a critical role in directing people to safety, providing first aid if trained, and coordinating with emergency services.

7. Maintaining Access Control:

- Controlling who enters and exits the premises is essential. The guard may check IDs, verify credentials, and ensure that only authorized individuals have access to restricted areas.

8. Documenting Incidents:

- Detailed documentation of any incidents or suspicious activities is crucial. This includes recording the date, time, descriptions of individuals involved, actions taken, and any other relevant information.

9. Collaborating with Management:

- Communication with supervisors and management is important. The guard may provide regular updates on security conditions, share incident reports, and discuss any necessary adjustments to security measures.

10. Offering Customer Service:

- While ensuring security, the guard may also provide assistance to customers or employees. This could involve giving directions, answering questions, or offering support during emergencies.

11. Keeping Current with Security Protocols:

- Staying up-to-date with industry best practices, security technologies, and any changes in company policies or procedures is essential for a loss prevention security guard.

12. Continuing Education and Training:

- The guard may engage in ongoing training sessions to enhance their skills and knowledge in loss prevention and security.

Overall, a loss prevention security guard's day-to-day activities revolve around proactive prevention, vigilant surveillance, and swift response to security concerns, all while

maintaining a customer-service-oriented approach. Their role is vital in creating a safe and secure environment for businesses and their patrons.

Security Patrol Guard

Security Patrollers 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 clients. A security patrol guard's day-to-day responsibilities revolve around ensuring the safety and security of a designated area or property. Here's a detailed description of their typical duties:

1. Pre-Patrol Preparation:

- The day typically starts with a thorough briefing. The guard receives updates on specific concerns, areas of focus, and any incidents that occurred during the previous shift. They may also review security protocols and receive any special instructions.

2. Regular Patrols:

- The primary duty of a patrol guard is to conduct regular rounds of the premises they are assigned to protect. They cover various areas, including entrances, exits, parking lots, and other vulnerable points. The goal is to deter potential threats and ensure a visible security presence.

3. Incident Response:

- If any suspicious activity or security breach is observed during patrols, the guard must respond promptly. This could involve investigating the situation, assessing potential risks, and taking appropriate action. In some cases, they may need to contact law enforcement or other emergency services.

4. Access Control:

- Security patrol guards often have a role in controlling access to the property. They may check IDs, verify credentials, and ensure that only authorized individuals are allowed entry. This helps prevent unauthorized personnel from entering restricted areas.

5. Surveillance and Reporting:

- Guards use surveillance equipment like CCTV cameras, monitors, and alarms to monitor the premises. They must pay close attention to any suspicious behavior or potential security threats. If an incident occurs, they document it

thoroughly, including the date, time, descriptions, and actions taken.

6. Maintaining Communication:

- Effective communication is crucial. Guards may use two-way radios, mobile phones, or other devices to stay in contact with colleagues, supervisors, and emergency services. They must be able to relay information clearly and accurately.

7. Emergency Response and First Aid:

- In the event of an emergency, such as a fire, medical issue, or other crisis, the guard plays a critical role in directing people to safety, providing first aid if trained, and coordinating with emergency services.

8. Customer Service and Assistance:

- Guards often serve as a point of contact for visitors, employees, and residents of the property. They may provide directions, answer questions, and offer assistance when needed. Maintaining a courteous and approachable demeanor is important.

9. Reporting and Documentation:

- Detailed and accurate reporting is essential. Guards document all incidents, observations, and actions taken during their shift. This information is vital for maintaining a record of security activities and for future reference.

10. Equipment and Facility Checks:

- Security patrol guards may be responsible for conducting routine checks of security equipment (such as cameras, alarms, and access control systems) and ensuring that they are in working order. They may also report any maintenance issues.

11. Maintaining a Visible Presence:

- A visible security presence can serve as a deterrent to potential wrongdoers. Guards often wear uniforms, high-visibility vests and engage in high-visibility patrols.

By performing these duties diligently, a security patrol guard helps to create a safe and secure environment for the property they are responsible for protecting. Their proactive approach and vigilance contribute significantly to deterring potential threats and maintaining the overall safety of the premises.

A security patrol guard's daily responsibilities encompass a range of tasks crucial for maintaining the safety and security of a designated area or property. Their day begins with a thorough briefing, receiving updates on specific concerns, areas of focus, and any incidents from the previous shift. They may also review security protocols and receive special instructions. The primary duty of a patrol guard is to conduct regular rounds of the

premises they are assigned to protect. This includes entrances, exits, parking lots, and other vulnerable points. The goal is to deter potential threats and ensure a visible security presence. If any suspicious activity or security breach is observed during patrols, the guard must respond promptly. This could involve investigating the situation, assessing potential risks, and taking appropriate action, which may include contacting law enforcement or other emergency services.

Access control is another vital responsibility, where guards check IDs, verify credentials, and ensure that only authorized individuals gain entry. This helps prevent unauthorized personnel from entering restricted areas. Guards use surveillance equipment like CCTV cameras, monitors, and alarms to monitor the premises closely. They must pay close attention to any suspicious behavior or potential security threats. In case of an incident, they document it thoroughly, including the date, time, descriptions, and actions taken. Effective communication is crucial, with guards using two-way radios, mobile phones, or other devices to stay in contact with colleagues, supervisors, and emergency services. They must be able to relay information clearly and accurately.

In emergencies, such as fires, medical issues, or other crises, the guard plays a critical role in directing people to safety, providing first aid if trained, and coordinating with emergency services. They also serve as a point of contact for visitors, employees, and residents of the property. Providing directions, answering questions, and offering assistance when needed are part of their responsibilities. Detailed and accurate reporting is essential. Guards document all incidents, observations, and actions taken during their shift, maintaining a record of security activities for future reference. They may also conduct routine checks of security equipment and report any maintenance issues. Additionally, maintaining a visible security presence through uniforms and high-visibility patrols serves as a deterrent to potential wrongdoers.

The role of a security patrol guard is of paramount importance because they are the first line of defense against potential security threats. Their proactive approach, vigilant surveillance, and swift response to incidents contribute significantly to deterring potential threats and maintaining the overall safety of the property they protect. Without their diligent efforts, the security and well-being of the premises and its occupants would be at greater risk.

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's day-to-day duties revolve around protecting designated areas through regular patrols conducted in a security vehicle. This role is pivotal in maintaining a secure environment. Here's an overview:

1. Pre-Patrol Inspection and Briefing:

- The guard starts by inspecting their security vehicle, ensuring it's in optimal condition for patrols. They receive a briefing, which may include specific areas of concern, recent incidents, and any special instructions.

2. Conducting Mobile Patrols:

- A significant aspect of the guard's role involves patrolling the assigned areas in their security vehicle. This allows them to cover large properties, including parking lots, entrances, exits, and other critical points efficiently.

3. Responsive Incident Handling:

- If the guard observes suspicious activity or encounters a security breach during patrols, they must respond promptly. This includes investigating the situation, evaluating potential risks, and taking appropriate action, which may involve contacting law enforcement or other emergency services.

4. Access Control and Security Checks:

- The guard is responsible for controlling access to certain areas or properties. They verify credentials, check IDs, and ensure that only authorized individuals gain entry. They may also conduct security checks on doors, windows, and other potential points of entry.

5. Surveillance and Monitoring:

- Using mobile devices, guards monitor surveillance equipment like CCTV cameras and alarms. They maintain a vigilant watch for any suspicious behavior or potential security threats. Active surveillance is instrumental in deterring potential wrongdoers.

6. Report Documentation:

- Detailed reporting of incidents, observations, and actions taken is a crucial aspect of the role. This documentation helps maintain a record of security activities, assists in investigations, and provides a historical account of security measures.

7. Emergency Response and Assistance:

- In emergencies, the mobile patrol guard is pivotal in directing people to safety, providing first aid if trained, and coordinating with emergency services. Their ability to respond swiftly is critical in critical situations.

8. Customer Interaction and Assistance:

- Guards serve as points of contact for visitors, employees, and residents of the properties they patrol. They offer directions, answer questions, and provide assistance when needed. This customer service aspect fosters a positive and secure environment.

9. Deterrence Through Vehicle Visibility:

- The security vehicle itself acts as a powerful visual deterrent to potential wrongdoers. Its presence sends a clear message that the property is actively protected. For example, a marked security vehicle with flashing lights and clear company branding is highly visible, dissuading any potential threats.

The role of a mobile patrol security guard is critically important in maintaining the safety and security of the areas they cover. Their proactive approach, vigilant surveillance, and rapid response to incidents are pivotal in deterring potential threats and preserving the overall safety of the properties. Without their dedicated efforts, the security and well-being of the areas they patrol would be at a higher risk. The use of a marked security vehicle enhances their visibility, further strengthening their deterrent effect on potential wrongdoers.

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 responsible for providing security and assistance in settings like residential complexes, hotels, office buildings, or other facilities. Their day-to-day duties and the importance of their role can be described as follows:

Day-to-Day Duties:

1. Access Control:

- The concierge guard is typically stationed at the main entrance or lobby, where they verify the identity of individuals entering the premises. They may use visitor logs, ID cards, or electronic key systems to ensure only authorized personnel gain access.

2. Greeting and Assisting Visitors:

- They greet residents, guests, and visitors in a friendly and professional manner. They may provide directions, assist with carrying luggage or packages, and offer information about the facility or surrounding area.

3. Monitoring Surveillance Systems:

- The guard keeps an eye on surveillance cameras and alarms to detect any suspicious activity or security breaches. They respond promptly to any alerts or incidents.

4. Handling Deliveries and Packages:

- Concierge security guards often receive and log incoming deliveries or packages for residents or tenants. They ensure that items are securely stored until picked up by the intended recipient.

5. Responding to Emergencies:

- In the event of an emergency, such as a fire, medical situation, or security breach, the concierge guard takes immediate action. They may coordinate with emergency services, provide basic first aid, and guide people to safety.

6. Providing Information and Assistance:

- They act as a point of contact for residents and visitors, offering information about the facility, local services, and nearby attractions. They may also help with booking reservations or arranging transportation.

7. Monitoring and Reporting:

- The guard keeps detailed logs of activities, including visitor information, deliveries, and incidents. These reports serve as valuable records for property management and security.

8. Patrolling Common Areas:

- Depending on the facility's size and layout, the concierge guard may conduct regular patrols of common areas to ensure they remain secure and free from unauthorized individuals.

Why These Tasks are Important:**1. Enhanced Security:**

- A concierge security guard provides a visible and proactive security presence, which deters potential wrongdoers and helps maintain a safe

environment for residents and visitors.

2. **Access Control and Monitoring:**

- They play a critical role in controlling who enters the premises, ensuring that only authorized individuals have access. This helps prevent unauthorized entry and enhances overall security.

3. **Emergency Response:**

- In emergencies, their immediate response and coordination with emergency services can be life-saving. They help ensure that residents and guests are guided to safety and that appropriate authorities are notified.

4. **Customer Service and Convenience:**

- The concierge guard offers assistance and information to residents and visitors, creating a positive and welcoming atmosphere. This level of service contributes to a better overall experience for everyone in the facility.

5. **Record Keeping and Reporting:**

- Their detailed logs and reports serve as essential documentation for property management, providing valuable information on activities, incidents, and deliveries.

Overall, the role of a concierge security guard is crucial in providing a secure, welcoming, and efficient environment for residents, guests, and visitors. Their presence and proactive approach contribute significantly to the overall safety and satisfaction of the facility's occupants.

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.

Event security guards are crucial to the success and safety of any event. Their presence provides a visible deterrent to potential wrongdoers and helps maintain order among attendees. They are trained to handle a wide range of situations, from crowd control and managing access points to responding swiftly in case of emergencies. In the event of unexpected incidents like medical emergencies or disturbances, their quick and professional response ensures the well-being of attendees. Their expertise in identifying and diffusing potential security risks helps create a secure environment, allowing event organizers and attendees to focus on enjoying the occasion without worry. Ultimately,

event security guards play a pivotal role in upholding the safety, security, and overall positive experience of any gathering, ensuring that it is memorable for all the right reasons.

Construction Security

A construction site security guard holds a critical role in safeguarding construction projects and their assets. Here's an overview of their day-to-day duties, roles, and responsibilities, along with the importance of their tasks:

Day-to-Day Duties:

1. Access Control:

- The security guard manages who enters and exits the construction site, ensuring that only authorized personnel and vehicles gain access. This includes verifying identification, checking credentials, and logging visitors.

2. Surveillance and Monitoring:

- They use surveillance equipment such as CCTV cameras, alarms, and access control systems to monitor the premises and detect any unauthorized activity or potential security breaches.

3. Patrolling the Site:

- Regular patrols of the construction site help maintain a visible security presence. Guards cover various areas including entrances, exits, equipment storage areas, and other vulnerable points.

4. Responding to Incidents:

- In case of security breaches, thefts, or other incidents, the guard responds promptly. They investigate the situation, assess potential risks, and take appropriate action, which may include contacting law enforcement or other emergency services.

5. Inventory and Equipment Checks:

- The guard may be responsible for conducting routine checks of equipment, tools, and materials to ensure that nothing has gone missing or been tampered with.

6. Managing Deliveries:

- They oversee incoming deliveries to the construction site, verify that they are from approved vendors, and ensure they are stored securely until needed for the project.

7. Security Documentation:

- Detailed and accurate record-keeping is crucial. The guard documents all incidents, observations, and actions taken during their shift. This documentation serves as a record of security activities and can be vital for investigations.

8. Emergency Response:

- In the event of an emergency, such as a fire, medical situation, or security breach, the guard plays a crucial role in directing people to safety, providing first aid if trained, and coordinating with emergency services.

Roles and Responsibilities:**1. Loss Prevention:**

- Guards deter theft, vandalism, and unauthorized access to the construction site, thereby safeguarding valuable materials, equipment, and assets.

2. Safety Enforcement:

- They enforce safety regulations and policies on the site, ensuring that workers and visitors comply with necessary safety protocols.

3. Traffic Management:

- Guards may direct vehicle traffic on and off the site, ensuring orderly and safe movement within the construction area.

Why This Construct Site Security Important:**1. Asset Protection:**

- Construction sites contain valuable equipment, materials, and machinery. The guard's presence and vigilance help deter theft and vandalism, safeguarding these valuable assets.

2. Risk Mitigation:

- Construction sites can be inherently hazardous. Security guards help minimize potential risks by enforcing safety measures, ensuring proper access, and responding swiftly to emergencies.

3. Liability Reduction:

- By actively managing who enters and exits the site and enforcing safety regulations, guards help reduce the potential for accidents, injuries, and subsequent legal liabilities.

4. Project Continuity:

- Any unauthorized access, theft, or vandalism can disrupt construction operations and lead to delays. The security guard's role is vital in ensuring uninterrupted progress.

5. Regulatory Compliance:

- Compliance with local regulations and industry standards is crucial for construction projects. Security guards contribute to maintaining compliance by enforcing access control and safety measures. Project Continuity:
- Any unauthorized access, theft, or vandalism can disrupt construction operations and lead to delays. The presence of security guards helps ensure uninterrupted progress and successful project completion.

6. Peace of Mind for Workers and Management:

- Knowing that a professional security team is present provides peace of mind for both construction workers and management. They can focus on their tasks without constant worry about security issues.

In summary, construction site security guards play a pivotal role in safeguarding assets, ensuring safety, and maintaining order on construction sites. Their presence is essential for the smooth progress and successful completion of construction projects.

Security Guard for Club/Bars

A Security Guard for clubs and bars plays a crucial role in ensuring the safety and security of patrons and staff. Here's an overview of their day-to-day duties, roles, and responsibilities, along with the importance of their tasks:

1. Access Control:

- Access control is essential to ensure that only individuals of legal drinking age and those who meet the establishment's entry criteria are allowed inside. The security guard checks identification documents like driver's licenses or ID cards to verify the age and eligibility of patrons. They may also check for any bans or restrictions that could prevent entry.

2. Crowd Control:

- Crowd control is crucial, especially during busy periods or events. Security guards monitor the flow of patrons to prevent overcrowding, which can lead to discomfort, potential conflicts, and even safety hazards. They manage queues, control entry points, and ensure that occupancy limits are not exceeded.

3. Surveillance and Monitoring:

- Security guards use a combination of surveillance equipment like CCTV cameras and physical patrols to monitor the premises. This helps them identify potential disturbances, suspicious behavior, or security breaches. By maintaining a vigilant watch, they can respond swiftly to any developing situations.

4. Preventing Altercations:

- Security guards are trained to recognize early signs of potential conflicts or aggressive behavior among patrons. They use their presence and communication skills to intervene and mediate, aiming to de-escalate tensions before they escalate into physical altercations. Their goal is to maintain a peaceful atmosphere.

5. Responding to Incidents:

- In the event of altercations, fights, or other incidents, security guards are the first responders. They are trained to act swiftly and assertively to ensure the safety of patrons and staff. This may involve separating parties involved, providing assistance, and, if necessary, contacting law enforcement or medical services.

6. Emergency Response:

- Security guards are trained to handle various types of emergencies, including medical situations, fires, or other crises. They take charge of the situation, providing first aid if trained, and coordinating with emergency services. Their quick response can be life-saving in critical situations.

7. Maintaining Orderly Conduct:

- Security guards enforce the establishment's policies and rules. This may include guidelines on behavior, dress code, and adherence to alcohol consumption limits. By ensuring that patrons adhere to these rules, security guards contribute to a positive and enjoyable atmosphere.

8. Intoxication Management:

- Recognizing signs of excessive intoxication is a crucial skill for security guards. They are responsible for preventing further alcohol consumption by intoxicated individuals. In some cases, they may assist in safely removing them from the premises to prevent potential harm to themselves or others.

9. **Weapon and Contraband Detection:**

- Security guards are tasked with ensuring that prohibited items like weapons or contraband are not brought into the establishment. They conduct thorough checks at entry points to prevent potentially dangerous situations.

Importance of Security in Clubs and Bars:

1. **Preventing Violence and Disorder:**

- Incidents like fights, altercations, or disturbances can disrupt the atmosphere of a club or bar and even lead to injuries. Security guards play a crucial role in preventing and managing such situations, maintaining a safe and enjoyable environment.

2. **Reducing Liability and Legal Risks:**

- In case of incidents, having trained security personnel on-site can reduce the liability of the establishment. They can provide crucial witness accounts and demonstrate that proactive measures were taken to maintain security.

3. **Creating a Safe Environment:**

- The presence of security guards helps establish a sense of safety for patrons, encouraging them to relax and enjoy their time without constant worry about potential threats. This enhances the overall experience.

4. **Avoiding Underage Drinking:**

- Ensuring that only individuals of legal drinking age are allowed into the establishment helps prevent legal complications and maintains compliance with alcohol licensing laws. This is essential for the establishment's reputation and legal standing.

5. **Mitigating Health Risks:**

- Intoxication management by security guards helps prevent overconsumption of alcohol, reducing the risk of alcohol-related health issues or accidents. This promotes a safer and healthier environment for patrons.

In conclusion, security guards in clubs and bars play a vital role in maintaining a safe, orderly, and enjoyable atmosphere. Their presence and proactive approach contribute significantly to the overall success and reputation of the establishment.

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.

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.

The day-to-day tasks vary depending on the type of organization they are working for. A concierge and a loss prevention guard serve similar and as well as different roles. For example, both types of jobs require access control but a concierge is generally static at the entrance of a residential building while a loss prevention guard is expected to be dynamic; moving around and highlighting their presence in the store for instance.

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.
11. **Offering Customer Service:** While ensuring security, the guard may also provide assistance to customers or employees. This could involve giving directions, answering questions, or offering support during emergencies.

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 in loss prevention in retail:

A security guard working in loss prevention in a retail setting requires a specific set of knowledge, skills, and abilities to effectively protect the store's assets and minimize theft. Here's a breakdown of what's typically expected:

Knowledge:**1. Understanding of Retail Operations:**

- Knowledge of the layout, floor plan, and various sections of the retail store.
- Familiarity with the types of merchandise sold, high-value items, and areas prone to theft.

2. Loss Prevention Techniques:

- Proficiency in employing various strategies to prevent theft, such as surveillance, access control, and customer service approaches.

3. Legal Regulations:

- Thorough knowledge of relevant laws and regulations pertaining to apprehension, detention, and the rights of individuals suspected of theft.

- Understanding of legal limits and the importance of following proper procedures during apprehension.
- 4. Criminal Behavior Patterns:**
 - Awareness of common tactics used by shoplifters, such as bag-switching, concealing items, or working in groups.
 - Ability to recognize suspicious behavior and adapt strategies accordingly.
 - 5. Store Policies and Procedures:**
 - Familiarity with specific store policies related to loss prevention, including inventory control, return policies, and employee conduct.
 - Knowledge of how to handle situations involving employee theft or policy violations.
 - 6. Use of Surveillance Equipment:**
 - Expertise in operating and utilizing security cameras, alarms, electronic article surveillance (EAS) systems, and other loss prevention technology.

Skills:

- 1. Observation and Attention to Detail:**
 - Sharp observational skills to monitor customer behavior and identify potential theft indicators.
 - Ability to pay close attention to detail to notice unusual or suspicious activity.
- 2. Customer Service:**
 - Balancing the roles of providing excellent customer service while maintaining a vigilant security presence.
 - Skill in approaching and interacting with customers in a non-confrontational manner.
- 3. Conflict Resolution:**
 - Ability to de-escalate potentially confrontational situations with customers or individuals suspected of theft.

- Skills in effective communication to resolve disputes or diffuse tense situations.

4. **Report Writing:**

- Proficiency in accurately documenting incidents, including descriptions of individuals involved, actions taken, and any relevant details.
- Clarity in report writing to ensure accurate record-keeping.

5. **Communication:**

- Strong verbal and written communication skills to effectively liaise with store management, fellow security personnel, and, when necessary, law enforcement.
- Clear and concise communication to relay information during incidents or emergencies.

Abilities:

1. **Adaptability:**

- Ability to adapt strategies and tactics based on changing circumstances or emerging threats within the retail environment.
- Flexibility to respond to unexpected situations or developments.

2. **Discretion and Integrity:**

- Demonstrating a high level of trustworthiness, ethical conduct, and respect for confidentiality when handling sensitive situations or information.

3. **Physical Fitness:**

- Adequate physical condition to respond promptly and appropriately to situations that may require physical intervention, though this may not be as demanding as some other security roles.

4. **Teamwork and Collaboration:**

- Capacity to work harmoniously with store employees, fellow security staff, and potentially law enforcement agencies to address and prevent theft effectively.

5. **Decision-Making:**

- Quick and sound judgment in situations that require immediate action, such as deciding whether to apprehend a suspected shoplifter or involve law enforcement.

By possessing this comprehensive set of knowledge, skills, and abilities, security guards specializing in loss prevention in a retail setting play a crucial role in safeguarding the store's assets and maintaining a secure shopping environment.

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.

The knowledge, skills and abilities of a security guard working in Construction Security:

A security guard working in construction security should possess a combination of knowledge, skills, and abilities to effectively carry out their duties. Here's a breakdown of what's typically expected:

Knowledge:

1. **Construction Site Regulations and Policies:** Understanding local and federal regulations related to construction sites, including safety protocols, access control requirements, and any specific rules or bylaws governing construction security.
2. **Emergency Response Procedures:** Knowledge of how to respond to various emergencies, such as fires, medical incidents, or security breaches, and familiarity with evacuation protocols.
3. **Risk Assessment:** The ability to identify potential security risks and vulnerabilities on a construction site and take appropriate measures to mitigate them.

4. **Communication Systems:** Familiarity with communication tools used on construction sites, which may include two-way radios, security cameras, and alarm systems.
5. **Legal Responsibilities:** Knowledge of the legal rights and responsibilities of security personnel, as well as the limitations of their authority.
6. **Conflict Resolution:** Understanding techniques for diffusing conflicts or confrontations that may arise on the construction site.
7. **Report Writing:** The ability to accurately document incidents, observations, and any other relevant information in written reports.

Skills:

1. **Access Control:** Proficiency in monitoring and controlling entry and exit points, verifying the identity of individuals, and ensuring that only authorized personnel gain access to the site.
2. **Surveillance and Monitoring:** The capability to use surveillance equipment, such as cameras and monitoring systems, to maintain a watchful eye over the construction site.
3. **Patrolling:** The ability to conduct regular patrols of the site to detect any unusual activity or security breaches.
4. **First Aid and CPR:** Basic knowledge of first aid and cardiopulmonary resuscitation (CPR) techniques to provide immediate assistance in case of medical emergencies.
5. **Crisis Management:** Skills in responding calmly and effectively in high-stress situations, such as accidents, fires, or security incidents.

Abilities:

1. **Physical Fitness:** Construction sites can be physically demanding environments, so having the stamina and physical fitness to handle the job's requirements is important.
2. **Observational Skills:** The ability to pay close attention to detail and notice any irregularities or potential security threats.

3. **Adaptability:** Construction sites can be dynamic environments with changing conditions, so being able to adapt quickly to new situations is essential.
4. **Teamwork and Collaboration:** Working closely with other security personnel, as well as construction site staff, contractors, and visitors, requires effective communication and collaboration skills.
5. **Decision-Making:** The capacity to make quick, sound judgments in situations that require immediate action.

By possessing this combination of knowledge, skills, and abilities, security guards in construction security can help maintain a safe and secure environment for workers, equipment, and property on the construction site.

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 deterring 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. **Job Availability and Stability:** The demand for security guards is typically steady, as security is a critical concern for various industries and settings. This provides a level of job stability and reduces the risk of unemployment.
4. **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.
5. **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.

6. **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.
7. **Sense of Purpose and Responsibility:** Security guards play a crucial role in maintaining safety and security in various settings. This sense of responsibility and the knowledge that they are contributing to public safety can be personally rewarding and highly fulfilling.
8. **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.
9. **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.
10. **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.

Another common challenge security guards commonly face and they will tell you is **abuse** from the general public or unwanted persons. For example, in November 25th, 2019, a security guard in Guelph, ON was left with a broken jaw after being punched in the face. A 21-year-old belligerent male was arrested for assault causing bodily harm for the incident.

Moreover, on October 22nd, 2023 a 50 year old security guard was stabbed after a security guard refused entry to a 23 year old patron into a hotel in North of Etobicoke, ON. The 23-year-old suspect, who has not been identified by police, allegedly fled the scene and was pursued by witnesses to the stabbing. He was eventually arrested and the suspect with one count of aggravated assault and three counts of weapons dangerous in connection with the investigation.

Security guards in Ontario, like their counterparts in other regions, can face various forms of abuse while on duty. This can include verbal abuse, threats, physical assault, and even situations involving weapons or dangerous objects. The nature and frequency of abuse can vary based on factors such as the specific industry, location, and type of security assignment. Here are some common forms of abuse faced by security guards in Ontario:

1. **Verbal Abuse and Threats:**

- Security guards may encounter individuals who become verbally aggressive, use offensive language, or make threats. This can happen in a range of settings, from retail establishments to public events.

2. **Physical Assault:**

- In more severe cases, security guards may face physical assault. This can involve pushing, hitting, or more serious forms of violence. High-risk environments, such as nightclubs or bars, may be more prone to physical altercations.

3. Intoxicated or Impaired Individuals:

- Security guards in establishments that serve alcohol are at higher risk of encountering patrons who are intoxicated or under the influence of substances. Dealing with impaired individuals can be challenging and may lead to confrontations.

4. Refusal of Compliance:

- Some individuals may refuse to comply with security measures or directives provided by security guards. This can escalate into confrontations, particularly if the individual is agitated or uncooperative.

5. Handling of Ejected Patrons:

- Security guards tasked with removing unruly or disruptive individuals from a premises may face resistance, which can lead to confrontations.

6. Handling of Stolen Items:

- In roles involving loss prevention or asset protection, security guards may face confrontations with individuals attempting to steal or remove items from a premises.

7. Handling of Suspicious Packages or Items:

- Security guards may encounter situations involving suspicious packages or items, which can be potentially dangerous. Proper training and protocols are crucial in handling such situations.

8. Dealing with Trespassers or Intruders:

- Security guards responsible for access control may encounter individuals attempting to trespass or gain unauthorized entry. Confrontations may arise in such situations.

9. Emergency Response and First Aid:

- Security guards responding to medical emergencies or other crises may face challenging situations, particularly if the affected individuals are uncooperative or combative.

It's important to note that employers and establishments have a responsibility to provide security guards with adequate training, support, and resources to handle potentially abusive situations. Additionally, security guards should be encouraged to report incidents of abuse and provided with resources for support and assistance.

While facing abuse is a risk associated with the profession, appropriate training, effective communication skills, and adherence to security protocols can help mitigate these risks and ensure the safety and well-being of security guards in Ontario.

Mitigating abuse on the job:

Preventing abuse as a security guard involves a combination of proactive measures, effective communication, and adherence to established protocols. Here are some strategies to help prevent abuse:

1. **Comprehensive Training:**
 - Ensure that security guards receive thorough training in conflict resolution, de-escalation techniques, and self-defense. This equips them with the skills needed to handle difficult situations effectively.
2. **Clear Communication:**
 - Maintain open and clear communication with patrons, colleagues, and clients. Effective communication can help prevent misunderstandings and diffuse potentially tense situations.
3. **Professional Demeanor:**
 - Presenting a professional and approachable demeanor can help deter aggressive behavior. Demonstrating respect and courtesy towards others sets a positive tone for interactions.
4. **Observation and Awareness:**
 - Stay vigilant and be observant of your surroundings. Identifying early signs of potential conflict allows for proactive intervention before a situation escalates.
5. **Assertive, Not Aggressive Approach:**
 - Use an assertive approach when addressing challenging situations. Being firm and confident in enforcing rules and policies can help maintain order without resorting to aggression.
6. **Active Listening:**
 - Listen carefully to concerns or grievances raised by patrons. Acknowledging their concerns and showing empathy can de-escalate tensions.
7. **Avoiding Personalization:**
 - Refrain from taking personal offense to aggressive behavior. Recognize that it may not be directed at you personally, but rather a reaction to the situation.
8. **Maintain Professional Boundaries:**
 - Avoid engaging in confrontations that are not within the scope of your duties. Seek assistance from law enforcement or supervisors if a situation becomes unmanageable.
9. **Seek Backup When Necessary:**

- If a situation escalates or becomes potentially dangerous, don't hesitate to request backup from colleagues or contact law enforcement for assistance.

10. Utilize Surveillance Technology:

- CCTV cameras and other surveillance equipment can serve as a deterrent and provide valuable evidence in case of incidents.

11. Follow Established Protocols:

- Adhere to the established procedures and protocols of your employer or the client. These guidelines are in place to ensure safety and security.

12. De-escalation Techniques:

- Learn and apply de-escalation techniques, which involve calming and redirecting agitated individuals to defuse potential confrontations.

13. Maintain Personal Safety:

- Prioritize your own safety. If a situation becomes dangerous, consider your own well-being and take appropriate measures to remove yourself from harm's way.

14. Documentation and Reporting:

- Thoroughly document incidents, including details of what transpired and any actions taken. This serves as an official record and can be crucial for investigations or legal purposes.

15. Seek Support and Counseling:

- Encourage security guards to seek support or counseling if they experience stress or emotional strain from their work. It's important to prioritize mental well-being.

Remember, the primary goal of a security guard is to ensure safety and security. While proactive measures can help prevent abuse, there may be situations where seeking assistance from law enforcement or supervisors is necessary.

That said, not everyone is cut out to become a security guard. You may complete this training, then get your security guard license and even be hired as a security guard. However, not everyone is suitable to manage the challenges: both psychological and physiological associated with this career.

Certain personality traits are well-suited for individuals considering a career as a security guard. Here are some traits that can be beneficial:

1. **Alertness:** Security guards need to be highly alert and attentive to their surroundings. They should be able to quickly notice any unusual or suspicious activity.

2. **Confidence:** Having confidence in one's abilities and decision-making is important for handling potentially challenging situations with authority and composure.
3. **Integrity:** Security guards must be trustworthy and act with high ethical standards. They are often entrusted with the safety of people and valuable assets.
4. **Empathy:** While security guards must enforce rules, they should also have empathy and be able to understand and address the concerns and needs of individuals on the premises.
5. **Resilience:** The job of a security guard can be demanding, and they may encounter stressful or challenging situations. Resilience allows them to bounce back and continue performing their duties effectively.
6. **Assertiveness:** Security guards need to assert themselves when necessary, especially when dealing with potential threats or difficult individuals. They must be able to take charge of a situation.
7. **Professionalism:** Maintaining a professional demeanor, appearance, and behavior is crucial. This includes being punctual, respectful, and following established protocols.
8. **Communication:** Clear and effective communication, both verbal and written, is essential. This includes conveying information to colleagues, superiors, and the public.
9. **Adaptability:** Security guards may face a variety of situations and environments. Being able to adapt to changing circumstances and respond appropriately is important.
10. **Teamwork:** Security guards often work in teams, so the ability to collaborate effectively with colleagues, law enforcement, and other stakeholders is important.
11. **Physical Fitness:** Depending on the specific role, security guards may need to be in good physical condition to handle the demands of the job, which can

include standing for long periods, patrolling, and potentially restraining individuals.

Remember, while these traits can be beneficial, they are not exclusive requirements. Different security roles may prioritize different traits, and individuals may bring their unique strengths to the profession. Training and experience can also help develop and refine these traits in security personnel.

Certain personality traits are not well-suited for a career as a security guard, as they can potentially hinder job performance or create challenges in certain situations. Here are some traits that may be considered less suitable for a security guard role:

1. **Aggressiveness:** Excessive aggressiveness can lead to confrontations and may escalate situations unnecessarily. A balanced assertiveness is important, but outright aggression can be counterproductive.
2. **Impulsiveness:** Making rash decisions without careful consideration can lead to poor judgment and potentially dangerous situations, which is not desirable for a security guard.
3. **Overconfidence:** While confidence is important, an excessive belief in one's own abilities without considering potential risks or seeking advice from colleagues can be a liability.
4. **Excessive Anxiety or Nervousness:** Security guards need to remain calm under pressure. Excessive anxiety or nervousness may impair decision-making and the ability to handle stressful situations effectively.
5. **Lack of Empathy:** While security guards must enforce rules, a complete lack of empathy can lead to difficulties in dealing with people in a respectful and effective manner.
6. **Lack of Professionalism:** Failing to maintain a professional demeanor, including punctuality, appropriate appearance, and adherence to protocols, can undermine the credibility and effectiveness of a security guard.
7. **Inattention to Detail:** Failing to notice important details can lead to security breaches or missed opportunities to prevent incidents.
8. **Unreliability:** Being inconsistent or unreliable in fulfilling duties and

responsibilities can jeopardize the safety and security of a location.

9. **Inflexibility:** Insecurity guards may need to adapt to changing situations or environments. Being resistant to change or unable to adjust to new circumstances can be a hindrance.
10. **Lack of Communication Skills:** Effective communication is crucial in the role of a security guard. A deficiency in verbal or written communication abilities can hinder the ability to relay information or instructions clearly.
11. **Disregard for Rules and Procedures:** Failing to follow established protocols and procedures can compromise the safety and security of a location.
12. **Lack of Physical Fitness:** Depending on the specific role, inadequate physical fitness can hinder a security guard's ability to perform tasks that require strength or endurance.
13. **Overly Sensitive or Defensive:** In a security role, it's important to be open to feedback and constructive criticism. Being overly sensitive or defensive may impede professional growth and development.

It's important to note that while certain traits may not be ideal for a security guard role, individuals can often develop and improve their skills through training, experience, and self-awareness. Additionally, different security roles may require different sets of traits, so suitability can vary depending on the specific responsibilities of the position.

Part D: Difference between Private Security and Police Officers

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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 protect, deter crime, observe and report suspicious activities, and alert the police if necessary. They have the authority to make citizen's arrests only 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.

Further, you will learn the PSISA, 2005 and the Ministry Code of Conduct for security guards. There you will learn about the forbidden terms in the security guard industry. For example, section 40 of the PSISA dictates:

Certain terms prohibited

40 *No private investigator, security guard or person who engages in the business of selling the services of private investigators or security guards shall use the following terms or variations of them:*

- 1. Detective or Private Detective.*
- 2. Law enforcement.*
- 3. Police.*
- 4. Officer. 2005, c. 34, s. 40.*

If a security guard uses the aforementioned terms, they maybe impersonating a police officer. Impersonating a police officer refers to the act of pretending to be a law enforcement officer when one is not. This is a criminal offense and is taken very seriously by Canadian authorities.

Under the Criminal Code of Canada, Section 130 makes it an offense to falsely represent oneself as a peace officer, which includes police officers, constables, and other law enforcement personnel. This offense can encompass a range of activities, from wearing a uniform or badge to verbally claiming to be a police officer when one is not.

Penalties for impersonating a police officer can vary depending on the specific circumstances and jurisdiction, but they may include fines, imprisonment, or both. Under Canada's Criminal Code, anyone convicted of impersonating a peace officer can face up to two years in jail and a \$5,000 fine. The severity of the punishment can be influenced by factors such as the intent behind the impersonation and whether any harm or disruption resulted from the actions.

It's important to note that legitimate law enforcement officers in Canada are required to carry identification, and members of the public have the right to request and verify this identification if they have concerns about the authenticity of an officer. If you suspect someone is impersonating a police officer, it is important to contact local law enforcement authorities so they can investigate the matter.

In summary, security guards are not police officers. They are individuals hired by private companies or organizations to provide security services, such as protecting property, monitoring surveillance equipment, and ensuring the safety of people on the premises. Security guards do not have the same powers and authority as police officers, and their roles and responsibilities are limited to the specific tasks outlined in their job descriptions and the regulations governing security services in the province.

Police officers, on the other hand, are members of law enforcement agencies with the authority to enforce the law, conduct investigations, make arrests, and carry out various other law enforcement duties. They undergo extensive training and are granted legal powers and authority by the government to maintain public order and safety.

It's important for security guards to understand and abide by the legal boundaries of their role, and to work in conjunction with law enforcement agencies when necessary to ensure the safety and security of the public.

AT-HOME LEARNING:

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?
- Must be 21 years of age or older, have a clean criminal record, and be eligible to work in Canada
 - Must be 18 years of age or older, have a clean criminal record, and be eligible to work in Canada
 - Must be 25 years of age or older, have a clean criminal record, and be eligible to work in Canada
 - 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?
- Every year
 - Every two years
 - Every three years
 - Every five years

Answers:

- a
- d
- c
- d
- b
- c
- b
- d
- c
- d
- c
- b
- a
- b
- b