

Government of Alberta ■

**Alberta Solicitor
General and
Ministry of Public
Security**

**Alberta Basic
Security
Training**

**Participant
Manual**



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Alberta Basic Security Training

Introduction

Welcome to the Alberta Basic Security Training course. Over the next five days, you will develop the knowledge and skills required of a security professional and, upon successful completion of this course, you will be well-prepared to write the provincial licensing exam. You will also be ready to take on a role in the security field.

This course has been designed to provide you with an interactive learning experience. Studies show that individuals learn best when a variety of instructional methods are used. Therefore, in this course, you will participate in classroom lectures, guided discussions, practical exercises, and scenarios. The more you engage with the instructional process, the more you will gain.

During this course, you will become proficient in the skills required of a security professional, including:

- Understanding of the law
- Basic patrol duties
- Communications
- Documentation
- Emergency scene management

The goals of this course are to help you gain confidence in your abilities and to prepare you to meet the challenges of working in security. The instructional materials and activities have been designed to increase your knowledge of the daily duties and responsibilities of a security professional. To that end, learning activities have been structured to resemble elements of the performance which will be expected of you in the field. Use the opportunities for practice and feedback in this course to develop your skills well before you need to use them.

Learning Outcomes

At the end of this course, you will be able to

1. Describe the components of dress, deportment, and behaviour required of a security professional
2. Explain federal and provincial legislation relevant to the work of a security professional
3. List the knowledge and skills required to perform basic patrol duties

4. Apply a professional and effective communication style for managing and controlling incidents
5. Demonstrate proficiency and accuracy in note-taking and report writing
6. Explain how to manage an emergency situation
7. Maintain personal safety and wellness while working as a security professional

This course is delivered in seven modules; each module deals with specific topic areas and there are learning outcomes associated with each. The modules which make up the Alberta Basic Security Training course are:

- Module 1: Introduction to the Security Industry
- Module 2: The Canadian Legal System and Security Professionals
- Module 3: Basic Security Procedures
- Module 4: Communication for Security Professionals
- Module 5: Documentation and Evidence
- Module 6: Emergency Response Procedures for Security Professionals
- Module 7: Health & Safety for Security Professionals

In order to receive a certificate indicating successful completion of this course, you must attend all sessions of this training. You are required to provide evidence that you have completed forty (40) hours of training in basic security procedures in order to be eligible to write the provincial licensing exam.

In addition to this course participant manual, you will need the following items:

- Notebook
- Pen
- Copy of Security Services and Investigators Act S-4.7 2008

Come prepared for class each day; you will be able to participate more actively and gain more from your attendance if you have the required materials ready and waiting.

In addition to being prepared for each class, please make note of the following:

- Arrive on time and plan to be in class until the designated finish time each day
- Get plenty of sleep each night; having adequate rest will help you learn and retain the materials
- Turn your cell phone off during class time; it is disruptive for you and disrespectful of the facilitator when you frequently check your phone for messages
- Get to know your classmates; they will be your colleagues in the field and great study buddies as the course progresses

- Ask questions! The facilitator wants you to be successful; don't hesitate to seek clarification or additional explanation when you need it. It is YOUR course; make sure it is meeting your needs.
- Review after each class; go over the day's materials while the information is still fresh in your mind, and make notes in case you have questions you'd like to clear up with the facilitator.
- Relax! This is very important material, and it may look like a lot to cover in five days, but this course has been designed to be interactive; not intimidating. Dive in with your questions, your answers, and your ideas – active participation is a key principle in successful, adult learning.

Icons in this manual

Throughout this manual, you will see the following icons. Each time you see one of these symbols, you will know a particular type of activity is going to take place.



Check Your Knowledge

Test your knowledge about topic areas at the start of each new module.



Activity

This will be a hands-on activity for you to complete.



Discussion Activity

This will be a group discussion based on some aspect of the topic you are studying.



Take a Moment to Reflect

This will be an activity designed to stimulate your critical thinking ability.



Video

You will watch a video as part of an instructional activity.



Post-Test

This will help you assess your progress through the course.

You've made the first step to a career as a security professional by enrolling in this course. Over the next five days of instruction, you can expect to be informed, engaged, and challenged by the material in this course. Consider this practice for your entry into the ever-changing and always interesting role of a licensed security professional.

Module One: Introduction to the Security Industry

When you decided to enroll in this course, you presumably did so because you have a desire or need to work in the security industry in Alberta. You may already be familiar with the roles of security professionals, or you may be new to the field altogether. Whether you have worked in the field in the past, the present, or not at all, you can benefit from the information provided in this module.

Learning Outcomes

Upon completion of this module, you will be able to

1. Describe the various roles and responsibilities of security professionals
2. Identify circumstances and explain how security professionals protect persons
3. Identify circumstances and explain how security professionals protect property
4. Define the process through which security professionals are licensed in the province of Alberta
5. State the main provisions of the Security Services and Investigators Act
6. Describe the main provisions of the Security Services and Investigators Regulations
7. State the responsibilities and restrictions of a security professional under the Act
8. Describe the complaints process as identified under the Security Services and Investigators Act
9. Define and demonstrate professional conduct for security professionals
10. Define and demonstrate professional appearance and deportment for security professionals

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Check Your Knowledge

Test your knowledge of the topic before starting this module.

1. Only security professionals working in public buildings require a licence.
 - a. True
 - b. False
2. Security professionals protect persons, property, and information.
 - a. True
 - b. False
3. The main duties of a security professional are to observe, arrest, and report.
 - a. True
 - b. False
4. The public has the right to file a complaint against a security guard without telling the guard they are doing so.
 - a. True
 - b. False
5. A security licence may be transferred to another employee at your company.
 - a. True
 - b. False
6. You may identify yourself as a peace officer if you hold a security licence.
 - a. True
 - b. False

Roles and Responsibilities of Security Professionals

The *Security Services and Investigators Act* defines a security guard as an individual who will “protect an organization's property, personnel and information against fire, theft, vandalism and illegal entry.” You will notice we use the broader term “security professional” throughout this course; in doing so, we are acknowledging the wide variety of duties and responsibilities associated with security work; however, the definition provided above is appropriate to the audience and content served by this course. Other terms you might see that are closely related include security guard, loss prevention, executive security, private investigator, in-house investigator, locksmiths and many others. Regardless of industry sector, the Act is designed to ensure minimum standards of training, accountability, and professionalism.

Regardless of job title, all security professionals perform similar kinds of tasks. Some of the activities you will be expected to do in the course of your duties are

- Patrolling of premises and/or grounds
- Monitoring alarm systems and responding when appropriate
- Limiting access to individuals or locations
- Observing and reporting criminal activity or signs of a crime
- Directing traffic
- Responding to emergencies
- Documenting interactions and events
- Presenting a professional image
- Arresting those found committing a crime

The primary role of a security professional is to:

OBSERVE – DETER - REPORT

Protection of Persons

Being responsible for the safety and well-being of individuals may involve physically protecting the person, such as serving as a bodyguard, or looking out for hazards when a group of people are present, for example at a large concert.



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Protection of Property

When you are responsible for protecting property, you are primarily concerned with the actions of individuals or of nature. Examples of behaviours you will guard against include criminal acts such as vandalism, theft, disturbances and fights. Natural phenomenon you may need to respond to are events such as flooding or fire.



Discussion Activity

As a class, come up with examples where security personnel are called upon to protect persons, property, or both. Record your answers in the table below.

Persons	Property	Both

Protection of Information

It may be the case where you are called upon to physically guard a location where information, such as computer data, is stored. More likely, the kind of information you will need to safeguard falls into the category of confidential. You may have knowledge as to the whereabouts of a person, an item, or event, and your role is to withhold that information you have been entrusted with.

As computers play a bigger role in our everyday lives and in the world of business, there are increasing efforts to protect the data stored on hard drives and servers. While you might be specifically assigned to protect workers or a business location, you are in a position to notice when people are accessing computers or similar information storage devices. As mentioned above, one of your main responsibilities as a security professional is to observe and report possible criminal activity. If, in the course of your duties, you notice an individual or group of individuals accessing a computer in a manner or at a time that seems out of place, it could be a situation where unauthorized access to information is occurring. You will be learning how to respond in this type of situation later in this course when we discuss patrol procedures; for now, commit to becoming a skilled and consistent observer when carrying out your responsibilities as a security professional.

Legislation and the Licensing of Security Professionals in Alberta

Alberta introduced the Security Services and Investigators Act (SSIA) on June 1, 2010 to reflect changes in the security industry in recent years, and to provide an industry-wide standard across the province. The Act is the law which is to be followed by individuals and businesses working in the security industry. The Security Services and Investigators Regulation and Security Services and Investigators (Ministerial) Regulation are the accompanying documents which prescribe how the law will be administered and enforced.

This new legislation is likely one of the reasons you are participating in this course; under the new Act, security professionals must be licensed as follows:

Section 3, Security Services and Investigators Act (SSIA)

Security services

3(1) No person may, without a licence to do so, for remuneration,

- (a) patrol, guard or provide security for another person or for the property or premises of another person, or
- (b) detect loss of or damage to the property or premises of another person.

(2) No person may advertise, hold out or offer to provide a service or perform an activity described in subsection (1) unless the person has a licence to provide the service or perform the activity.

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The legislation also defines licensing requirements for loss prevention workers as follows:

Section 6, Security Services and Investigators Act (SSIA)

Loss prevention workers

6(1) No person may, without a licence to do so, for remuneration, in plain clothes,

- (a) prevent loss of or damage to the commercial, industrial or retail property or premises of another person, or
- (b) detect loss of or damage to the commercial, industrial or retail property or premises of another person.

(2) No person may advertise, hold out or offer to provide a service or to perform an activity described in subsection (1) unless the person has a licence to provide the service or to perform the activity.

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Executive Security

Executive security refers to individuals who guard or provide protection to a specific individual requiring personal protection. This licence class is exempt from wearing a uniform if desired. If a uniform is worn, it must be compliant with legislation.

To support the requirement for licensing, Alberta has implemented application procedures for both individuals and businesses. Any individual wishing to apply for a security professional licence in Alberta must meet the following requirements:

- 18 years of age at the time of application
- Canadian citizen or legally entitled to work in Canada
- Competent, and of good character
- No serious criminal record for which no pardon has been received
- No outstanding criminal charges, and must not be the subject of an ongoing criminal investigation
- Must be fluent in English*
- Successful completion of approved training course for class of licence being sought. The Alberta Basic Security Training course applies to the following classes of licence:
 - Security Services
 - Loss Prevention
 - Executive Protection
 - Patrol Dog Handler
 - Alarm Responder
- Successful completion of approved training course for baton, if permission to carry a baton is being sought

**A note about English language requirements:*

The Security Services and Investigators (ministerial) Regulation require licensees to communicate effectively with emergency services personnel and with the public while carrying out the duties of a security professional. Where an applicant's English language skills are in question, language proficiency testing may be required. Contact the Security Programs' staff if you have concerns about a student's language skills.

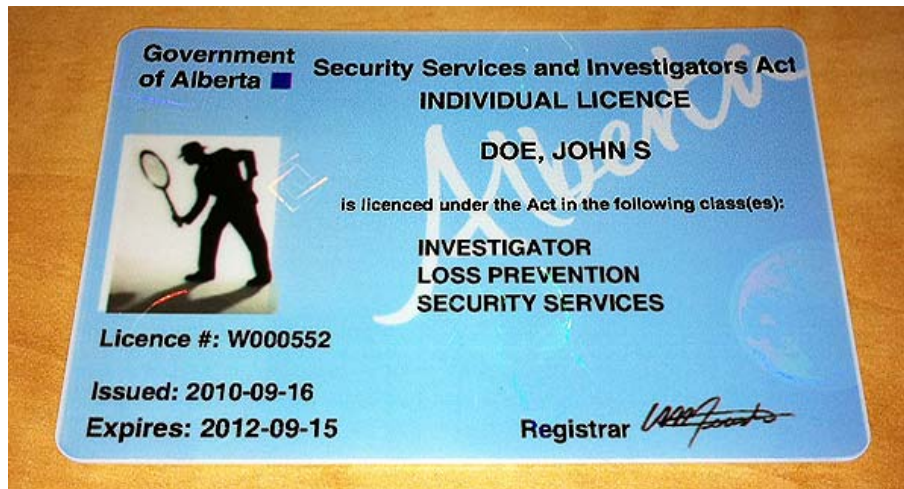
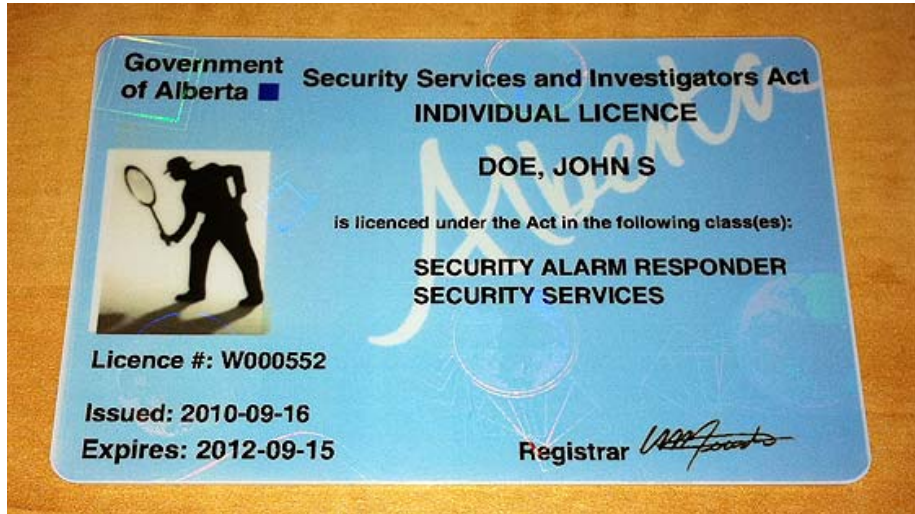


Figure 1. 1
Alberta Security Licences

An *individual* wishing to become licensed as a security professional in the province of Alberta within the following license classes: Security Services, Loss Prevention, Executive Protection, Patrol Dog Handler and Alarm Responder must take the following steps:

1. Complete the application form for *Individual* licence.
2. Provide copies of approved ID with application form.
3. Provide proof of approved training with application form.
4. Provide *Police Information and Criminal Record Check (including CPIC, Vulnerable Sector, Local Database searches)* document with application.
5. Provide one photograph – signed by local police service – with application.
6. Mail, or courier, the application package and the appropriate fee to the Security Programs office.

Your employer will require a copy of both the front and back of your licence when you begin your employment.

Visit www.securityprograms.alberta.ca for application forms and information on licensing.

IMPORTANT:

You are not permitted to work until you have received your licence.

The SSIA also provides the criteria under which an application for licensure may be refused.



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Section 16, Security Services and Investigators Act (SSIA)

Refusal of licence application

16(1) The Registrar may refuse to issue a licence or refuse to renew a licence if the Registrar is satisfied that the applicant

- (a) has contravened or is contravening this Act or the regulations,
- (b) has not met the requirements of this Act or the regulations,
- (c) has provided false or misleading information in the application for a licence or renewal of a licence or in any report or information required to be provided under this Act or the regulations,
- (d) in the case of an application for renewal of a licence,
 - (i) has not complied with the terms or conditions of a licence, or
 - (ii) has not provided a report or information required by this Act, the regulations or the Registrar,
- (e) in the opinion of the Registrar, is not a fit and proper person to be issued or to continue to hold a licence, or
- (f) has been charged with a criminal offence.

(2) If the Registrar, on reasonable grounds, believes that it is not in the public interest to issue or renew a licence, the Registrar may refuse to do so.

(3) For the purpose of determining whether to issue or renew a licence, the Registrar may collect personal information as defined in the *Freedom of Information and Protection of Privacy Act* or personal employee information as defined in the *Personal Information Protection Act* from the applicant or, if the applicant's employer is a business licensee, from the applicant's employer.

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Section 17 of the Act states the licence is not transferrable and S. 18 describes the obligations of individuals who are granted a licence. These obligations include reporting to the Registrar, in writing, if you

- change your address; or,
- have a change in any of the information you provided to the Registrar when you made application for your licence (e.g., updated criminal record information, renewed work permit).

You are also obligated to provide information as requested by the Registrar, and, in accordance with the Regulations, you must abide by the following:

Section 3, Security Services and Investigators Regulation (AR 52/2010)

Individual licensee reporting requirements

3(1) An individual licensee who is arrested or charged with an offence under the *Criminal Code* (Canada) or the *Controlled Drugs and Substances Act* (Canada) or any other enactment of Canada must, within 24 hours, provide a report to the Registrar in writing of the arrest or charge laid.

(2) If an individual licensee loses his or her licence, the individual licensee must, within 24 hours, report the loss to the Registrar in writing.

(3) An individual licensee must report a change in information described under section 18(a) or (b) of the Act to the Registrar in writing within 30 days of the change.

(4) If an individual licensee fails to comply with this section, the Registrar may cancel or suspend the individual licensee's licence or impose additional terms and conditions on the individual licensee's licence.

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Activity

Refer to your copy of the SSIA. According to Section 20, what are the conditions under which an *Individual* licence may be suspended?

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

The Security Services and Investigators Act and Regulations also contain information with respect to

- wearing of uniforms;
- carrying of weapons; and,
- the public complaint process under the Act.

Each of these topic areas will be addressed during this course.

Finally, the SSIA contains prohibitions regarding how you may refer to yourself, or your duties. An individual holding a security professional licence may not refer to themselves as a

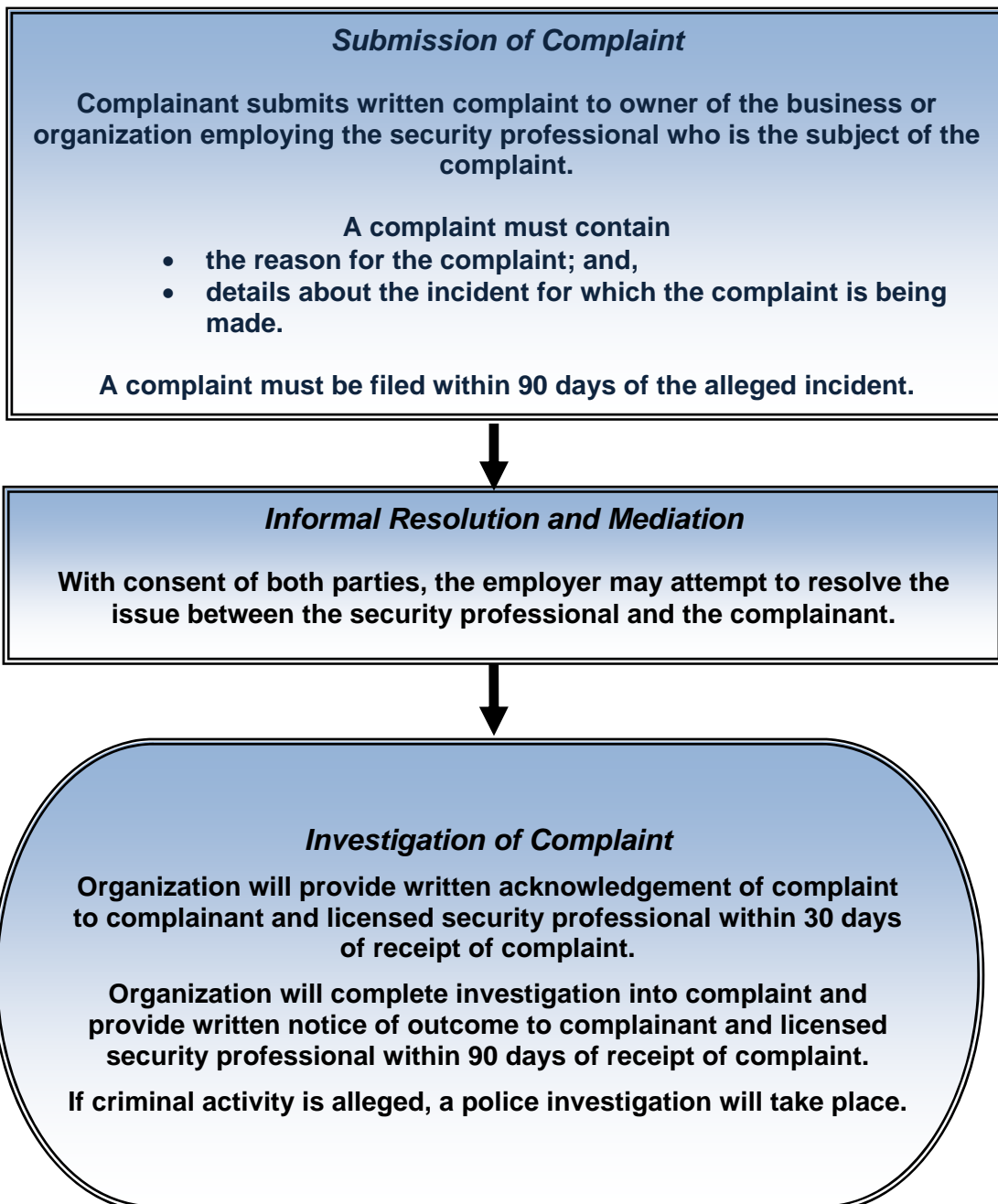
- private detective;
- law enforcement officer;
- protection officer; or,
- security officer.



Public Complaints

The Security Services and Investigators Act allows for complaints against security professionals. A complaint against an individual holding a security licence must be made within 90 days of the occurrence of the alleged incident and in accordance with the following process.

Complaint Process Under the Security Services and Investigators Act



The complaint process under the SSIA also permits review in the case where the decision of the organization or business owner is not satisfactory to the complainant. A complainant who wishes to appeal the decision made by the employer of the subject security professional may request the Registrar to review the decision. The complainant must make a written request to the office of the Registrar within 30 days of receiving written notice of the employer/organization's decision in the matter.

Complainants who remain unsatisfied after review and decision by the Registrar may submit, in writing, a request for review by the Director of Law Enforcement at the office of the Solicitor General and Ministry of Public Security. The Director will advise the complainant, in writing, of the process and timeline associated with the review. The decision of the Director regarding the outcome of the complaint is final.

Appearance and Conduct for Security Professionals

Appearance

You never get a second chance to make a first impression – how many times have you heard that expression? It is often true, and is something you should consider as you enter into the security profession. The public will immediately recognize and respect – or not respect - you in your role based on your appearance, and how you conduct yourself. If your appearance is unkempt and your manner casual, or inappropriate, then likely the people around will think you hold equal disregard for the job you are tasked to do. Putting on a professional attitude, communicating with courtesy and taking care that your uniform is clean and neat helps you to feel better about yourself, and inspires confidence in the people who are looking to you for guidance and protection.



**THE BOTTOM LINE IS, IF YOU TAKE YOURSELF SERIOUSLY,
OTHERS WILL TAKE YOU SERIOUSLY.**

Your apparel while working as a security professional will be designated by your employer in accordance with the provisions of Part 7, Security Services and Investigators Act.

Section 34, Security Services and Investigators Act (SSIA)

Uniforms and weapons

34(1) An individual licensee must wear the uniform and insignia specified in the regulations for that class of licensees.

(2) An individual licensee shall not have in the licensee's possession any weapons or equipment except those specified in the regulations or authorized by the Registrar.

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Your employer will have a dress code for your organization; your required uniform may vary depending on the type of assignment you are given. For example, additional, safety-oriented clothing may be in order if you are working a large event, or directing traffic. You may be required to wear business attire for executive protection or loss prevention work. You may also be asked to cover up piercings or tattoos, which some clients may feel are unprofessional in appearance. Even if your company does not provide specific guidelines, it is in your best interest to portray a professional appearance as follows:



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- Uniform clean, in good repair (e.g., no rips or missing buttons) and pressed
- Hair clean and neatly combed; you should securely tie long hair back for neatness, and for safety purposes
- Shoes should be clean and shined; comfortable shoes will go a long way to keeping an unprofessional frown off your face
- Jewellery should be simple, and not excessive; long necklaces or dangling earrings are hazards in situations where you must protect yourself or others.

It goes without saying that getting the right amount of sleep, eating well, and regular exercise are good for your mental and physical health. Many times, security professionals are called upon to work late-night shifts, or long hours. Taking care of your mind and your body are the best defence against fatigue, and have the added benefit of providing you the strength you need in case you are called upon to defend yourself, or your client(s).

Conduct

A word which has been associated with the military, law enforcement, and the security industry is deportment. Deportment describes the conduct and behaviour of an individual. Another word associated with deportment is demeanour, which describes how an individual responds to other people, or his/her environment. Good deportment is necessary in your interactions with the public, as well as your relationships with your colleagues, supervisor, and other members of your organization. Remember, you are part of a team; helping your team be the best they can will ultimately make you successful and keep you safe on the job.

6.1 Code of Conduct

To ensure program integrity all participants are held to a common standard as it relates to a code of conduct. In developing a common standard that encompasses all aspects of licensee conduct, the legislation will ensure consistency in service delivery and strengthen the integrity of the program.

Business licensees are directly responsible for ensuring internal human resource documentation incorporates the Code of Conduct required by section 20 of the *Ministerial Regulation*.

The Code of Conduct found in section 20 of the *Ministerial Regulation* is designed to ensure minimum standards and is not exhaustive. Business licensees are encouraged to add to this Code of Conduct to meet agency or corporate needs.

While on duty, every licensee (business or individual) shall abide by the following code of conduct:

A licensee will:

- Act with honesty and integrity,
- Comply with all federal, provincial and municipal laws,
- Respect the privacy of others by treating all information received while working as a licensee as confidential, except where disclosure is required as part of such work, by law, or under the *Personal Information Protection Act*,
- Abide by their employer's code of conduct in addition to the provisions of this code of conduct.

A licensee will not:

- Engage in disorderly or inappropriate conduct,
- Use unnecessary force,
- Withhold or suppress information, complaints or reports about any other licensee,
- Wilfully or negligently make or sign false, misleading or inaccurate statements,
- Consume alcohol,
- Consume controlled drugs or controlled substances under the Controlled Drugs and Substances Act (Canada),
- Possess controlled drugs or controlled substances the possession of which is prohibited by the Controlled Drugs and Substances Act (Canada).

SSIA Policy Manual © Solicitor General of Alberta



Discussion Activity

What types of things would you consider to be good deportment for a security professional? What kind of behaviours should you avoid?

Do's	Don'ts



Post-Test

Check your progress. How much do you recall?

1. You may work as a security professional if you have completed this course but not yet received your licence.
 - a. True
 - b. False
2. The Registrar may refuse a licence application if the individual has been charged with a criminal offence.
 - a. True
 - b. False
3. A written complaint about a security professional is directed to _____
_____.
4. Section _____ of the SSIA addresses the wearing of uniforms and carrying of weapons by security professionals.
5. _____ is the word used to describe the conduct of a security professional.

Conclusion

You should now have a good idea of what is expected of a security professional and the ways in which you can best strive to meet those expectations. The legislation provides the legal framework in which you must perform your duties. Your employer defines where you do your work and under what circumstances it should be performed. But the choice to be an exemplary in your field is yours alone. Your commitment to seeking a security professional licence is the first of many decisions you will be asked to make in your career. By demonstrating professionalism and respect for the law and your organization, you are setting an example for the clients and community you will serve. As a uniformed security professional, you are distinct amongst the crowd; keep the best practices you have just studied in mind so that you will be noticed for all the right reasons.

References

- Alberta Learning Information Services. (2010). *Alberta occupational profiles: Security guard*. Retrieved September 8, 2010 from http://alis.alberta.ca/occinfo/Content/RequestAction.asp?aspAction=GetHTMLProfile&format=html&occPro_ID=71003219&SNT_ID=25.
- Security Services and Investigators Act, S.A. 2008, c. S-4.7.
- Security Services and Investigators Act Policy Manual
- Security Services and Investigators Regulation (AR 52/2010).

Module Two: The Canadian Legal System and Security Professionals

Security professionals are governed by Canada's legal system in the same manner as everyone else; the rights you have as an individual are the same rights you are expected to protect when watching out for other persons and their property. This module will examine those rights, as well as the legal authorities and limitations which apply to you in your work as a security professional. You will also look at the application of force in your regular duties and your responsibilities and accountabilities when you do so. Finally, you will study various pieces of legislation under which security professionals must frequently act.

Learning Outcomes

Upon completion of this module, you will be able to

1. Describe how the Criminal Code of Canada and the Canadian Charter of Rights and Freedoms relate to the work of a security professional
2. Identify the legal authorities, rights, and limitations of an on-duty security professional
3. Discuss and provide examples of a citizen's power of arrest under the Criminal Code
4. Identify the types of offenses in the Criminal Code of Canada and provide examples of each
5. Discuss and provide examples of the following:
 - a. Use of force in the line of duty
 - b. Provisions for search and seizure in the performance of duties
 - c. Legal powers of security professionals in situations of trespassing or vandalism
 - d. Legal powers of security professionals in loss prevention and theft
6. Describe the consequences when a security professional exceeds his/her authority
7. Identify and explain additional legislation with respect to security professionals, including:
 - a. Gaming and Liquor Act and Regulation
 - b. Trespass to Premises Act
 - c. Petty Trespass Act
 - d. Employment Standards Code and Regulation

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Check Your Knowledge

Test your knowledge of the topic before starting this module.

1. The Canadian Charter of Rights and Freedoms does not pertain to a security professional.
 - a. True
 - b. False
2. A licensed security professional has the authority of a peace officer.
 - a. True
 - b. False
3. Security professionals are permitted to perform an arrest.
 - a. True
 - b. False
4. You may arrest an individual who you believe has committed on a previous date.
 - a. True
 - b. False
5. If you arrest an individual, you must turn the person over to your supervisor.
 - a. True
 - b. False
6. You can be held criminally responsible if you use excessive force.
 - a. True
 - b. False

Charter of Rights and the Criminal Code of Canada

The Canadian Charter of Rights and Freedoms

The Rights and Freedoms for all Canadians are set out in the 34 sections which form the Charter. Of particular instance to you, as a security professional, are the rights defined in sections 7 through 14. They are as follows:

Section 7, Section 8, Section 9, Section 10, Section 11, Section 12, Section 13, Section 14 Charter of Rights and Freedoms

Life, liberty and security of person

7. Everyone has the right to life, liberty and security of the person and the right not to be deprived thereof except in accordance with the principles of fundamental justice.

Search or seizure

8. Everyone has the right to be secure against unreasonable search or seizure.

Detention or imprisonment

9. Everyone has the right not to be arbitrarily detained or imprisoned.

Arrest or detention

10. Everyone has the right on arrest or detention

- (a) to be informed promptly of the reasons therefor;
- (b) to retain and instruct counsel without delay and to be informed of that right; and
- (c) to have the validity of the detention determined by way of habeas corpus and to be released if the detention is not lawful.

Proceedings in criminal and penal matters

11. Any person charged with an offence has the right

- (a) to be informed without unreasonable delay of the specific offence;
- (b) to be tried within a reasonable time;
- (c) not to be compelled to be a witness in proceedings against that person in respect of the offence;
- (d) to be presumed innocent until proven guilty according to law in a fair and public hearing by an independent and impartial tribunal;
- (e) not to be denied reasonable bail without just cause;
- (f) except in the case of an offence under military law tried before a military tribunal, to the benefit of trial by jury where the maximum punishment for the offence is imprisonment for five years or a more severe punishment;
- (g) not to be found guilty on account of any act or omission unless, at the time of the act or omission, it constituted an offence under Canadian or international law or was criminal according to the general principles of law recognized by the community of nations;
- (h) if finally acquitted of the offence, not to be tried for it again and, if finally found guilty and punished for the offence, not to be tried or punished for it again; and
- (i) if found guilty of the offence and if the punishment for the offence has been varied between the time of commission and the time of sentencing, to the benefit of the lesser punishment.

Treatment or punishment

12. Everyone has the right not to be subjected to any cruel and unusual treatment or punishment.

Self-crimination

13. A witness who testifies in any proceedings has the right not to have any incriminating evidence so given used to incriminate that witness in any other proceedings, except in a prosecution for perjury or for the giving of contradictory evidence.

Interpreter

14. A party or witness in any proceedings who does not understand or speak the language in which the proceedings are conducted or who is deaf has the right to the assistance of an interpreter.

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As a security professional, you should be especially concerned with sections 7 thru 9, which can be paraphrased as:

7. *Everyone has the right to life, freedom, and safety and the right to not have those things taken away.*
8. *Individuals are protected from unreasonable search leading to seizure of their property.*
9. *Everyone has the right not to be held against their will, either for a period of time or indefinitely, without adequate reason.*

You should not view this as a limitation on your ability to do your job as a security professional, but rather, it is a protection. By familiarizing yourself with what is permissible behaviour (and, therefore, what is not), and performing in accordance with that knowledge, you limit your vulnerability to legal action and civil suits which harm your reputation, the reputation of your employer, and which consume resources such as time and money.

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

As stated at the outset of this module, a security professional has the same right to take action as other citizens. You will most likely need to be concerned with the power to arrest and with searching, either with permission, or following arrest.

Remember, however, that in your role as a security professional, your primary duty is to safeguard the people and property you have been assigned to protect. For the most part, you should plan to be **observing and reporting criminal activity, leaving the job of enforcing the law to the police.**

Arrest

Arrest is the process of detaining an individual for the purposes of investigating the individual's possible involvement in a criminal activity. It is important to realize that an individual who has been arrested still has rights, and you must be respectful of those rights. Our justice system calls for criminal suspects to be given a fair trial and until they have been convicted of an offence, we must presume their innocence.

Under the Criminal Code of Canada, an individual not designated as a peace or police officer, may arrest a person or persons as follows:

Section 494, Criminal Code

Arrest without warrant by any person

494. (1) Any one may arrest without warrant

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

Arrest by owner, etc., of property

(2) The owner or a person in lawful possession of property, or a person authorized by the owner or by a person in lawful possession of property, may arrest a person without a warrant if they find them committing a criminal offence on or in relation to that property and

- (a) they make the arrest at that time, or
- (b) they make the arrest within a reasonable time after the offence is committed and they believe on reasonable grounds that it is not feasible in the circumstances for a peace officer to make the arrest.

Delivery to peace officer

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

Use of force

(4) For greater certainty, a person who is authorized to make an arrest under this section is a person who is authorized by law to do so for the purposes of section 25.

R.S., 1985, c. C-46, s. 494; 2012, c. 9, s. 3.

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Let's look at this using examples related to your role as a security guard.

Arrest without warrant

To arrest someone means to take away their freedom. Section 9 of the Canadian Charter of Rights and Freedoms states that everyone has the right not to be arbitrarily detained or imprisoned.

Be very certain as to when you are – or are not – permitted to arrest an individual while you are carrying out your duties as a security professional.

Section 494(2) was amended in 2012 permitting citizens to make an arrest within a reasonable amount of time after an offence has been committed. But what is considered a “reasonable amount of time”? Until this new provision of the Criminal Code is tested in court this will be difficult to determine. It is highly recommended that security professionals discuss section 494 with employers to determine what the employer’s policy is on arrest.

Best practices will apply when dealing with arrest and the decision to arrest. Employer policy may prohibit staff from making arrests.

Wherever possible do not make the arrest yourself; call the police and **be a good witness**. Be observant and take clear and detailed notes. Observation skills and note taking will be addressed later in this course.

<p>Indictable Offence Arrest (found committing)</p> <p>i.e., Assault, Theft over \$5000.00, etc.</p> <p>You should understand the difference between a ‘Summary Conviction,’ ‘Hybrid,’ and ‘Indictable’ offence, in order to be able to apply this section correctly in the field.</p>	<p>Section 494(1)(a)</p> <p>An indictable offence is one which is considered a serious offence, such as break and enter, or theft of property over \$5,000; you will have a closer look at various Criminal Code offences in the next section of this module.</p> <p>To “find someone committing an indictable offence” means you must catch them in the act. It is not enough to see the start of the criminal act or the end result - you must witness the act itself. If you witness an individual committing a serious offence, you are within your right to arrest that person at that moment and place in time.</p>
<p>Assisting in an Arrest of a person (while being pursued)</p>	<p>Section 494(1)(b)</p> <p>If you have reasonable grounds to believe an offence has been committed, you are permitted to arrest an individual who is running away from a person who is lawfully able to make the arrest.</p> <p>Reasonable grounds describe an instance where the facts and information available in a given situation would lead the average person to conclude a criminal act has occurred.</p> <p>For instance, you hear a burglar alarm going off in a nearby building and notice a police officer or building employee pursuing an individual who is running away from that same building. The police officer or store employee is yelling, "STOP, you are under arrest!" Given what you can see and hear, you have reasonable grounds to assist in arresting the individual.</p> <p>Another example: if a loss prevention worker you know is chasing someone in the mall in which you are working as a security guard, you are able to assist the loss prevention worker in arresting that person under this section.</p>

<p>Property Owner or Agent of Property owner arrest authority.</p> <p>The owner or agent may arrest any person who is found committing a criminal offence on or in relation to that property.</p> <p>Lower threshold than section 494(1)(a) as it references any criminal offence on or in relation to the property.</p> <p>You should understand what a 'criminal offence' is to apply this section properly in the field.</p>	<p>Section 494(2)(b)</p> <p>As a security professional, you are acting on behalf of the property owner; therefore, you are lawfully authorized to act on the owner's behalf to arrest an individual you witness committing a criminal offence on the property or against the owner's property.</p> <p>Example 1: you are employed as a loss prevention worker in a retail store. You witness a person take goods from the store shelf and exit the store without paying for the goods. You may arrest the individual on behalf of the store owner, as this is both a criminal offence committed on the property and in relation to the property.</p> <p>Example 2: You are employed to guard an office building and witness an individual in the food court steal a laptop from another person. This is a criminal offence committed on the property that was witness by yourself and you can make an arrest.</p>
<p>Arresting of a person witnessed committing a criminal offence within a reasonable amount of time after the offence was committed.</p> <p>The owner or agent may only arrest if a person was witnessed committing a criminal offence on or in relation to that property and where it is not possible for a peace or police officer to make the arrest.</p>	<p>Section 494(2)(b)</p> <p>Example 1: On Monday, you saw a customer steal a \$6,000 ring from a jewellery store but they got away before you could arrest them. It is now Wednesday and you see the same person back at the store but they start to leave the store before the police arrive. You MAY make an arrest - s. 494(2)(b) applies because you witnessed the original offence being committed and are making an arrest in a reasonable amount of time after the offence was committed. You must call the police and report what happened on Monday. Always have a police officer make the arrest if possible.</p>
<p>NOTE: Any arrest made under s. 494 requires you to deliver the arrested person to a peace officer forthwith.</p>	
<p>You may not make citizen arrests where you personally did not witness the offence.</p>	<p>Example 1: You work at a mall and a patron comes up and tells you they think they saw a person shoplift. As you did not see the offence being committed, section 494 does not permit you to make an arrest.</p>

Section 494(3) CC

When you have arrested an individual in accordance with any of the provisions explained above, you are obligated to hand custody of that person over to the police as soon as possible. Call for the police to come to your location. Be prepared to provide a statement and answer any questions the officer(s) may have.

How to Make an Arrest

Identify yourself.

“My name is John. I am the loss prevention worker for Mega Mart”

Tell the person why you are arresting them.

“I am arresting you for theft of a video game.”

Check for understanding.

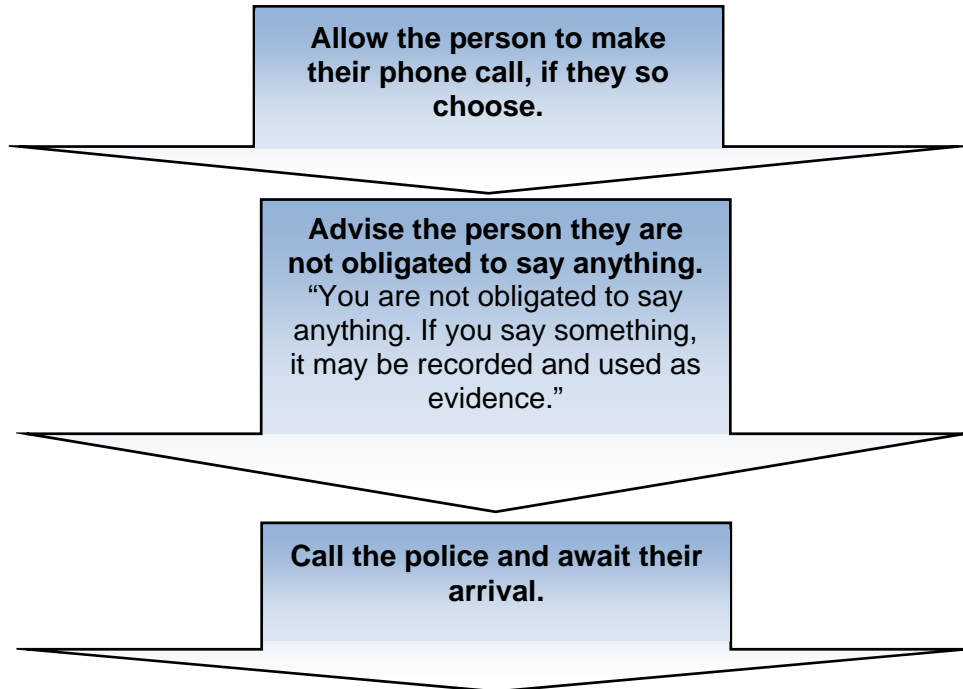
“Do you understand what I have just told you?”

Remove the person to a private area, if possible.

“Please come with me.”

Advise the person of their rights.

OPTIONAL – there is no legal requirement for a security professional to read rights and provide access to a lawyer; check with your supervisor for additional guidance.



You should record all events and information about the individual in your notebook as soon as time permits. You will learn how to properly record information in a later module within this course.

Search and Seizure



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Some security professionals are tasked with providing access control and crowd protection services in the course of their duties. A common example of this is when persons are assigned to control access at large venues, such as a concert or sporting event. It has become increasingly common to be asked to submit your purse or backpack to a security professional for search prior to entering the facility. A security professional has no power in law to search persons or their property.

This kind of search is considered "search with consent." While it is mandatory for the individuals to have their belongings (or even their person, in some cases) searched prior to gaining access, the person retains the right to choose not to enter the building and, therefore, the right to not submit to the search. In return, you have the right to deny them access should they be unwilling to allow the search.

Individuals may grant permission for the search, and then change their mind. At such point as they advise you they would like you to stop searching, you must stop immediately.

If you have arrested an individual in accordance with section 494, you may search the individual if you have reason to believe they are carrying a weapon, have evidence of the offence you witnessed (e.g., if you are working in loss prevention and you witnessed the individual stealing an item from the store), have items suggesting a means of escape, or have stolen property on them. When possible, do not search an individual; instead, wait for the police to arrive, advising them of your concerns and requesting them to perform the search.

Trespassing and Vandalism

Being posted to guard a construction site or other location usually means you are there to protect the property from incidents of trespassing and vandalism, among others. As such, it is important for you to know your rights and responsibilities in responding to these kinds of incidents.

Generally, trespassers should be asked to leave the premises; if the trespasser complies with your request you have achieved your goal of controlling access to the site. If the individual(s) will not comply, you should call the police to come and remove the trespasser(s) from the property. You have the authority to arrest the individuals if the police response is anticipated to take too long; however, consider your options before acting. If the individual is simply loitering on the premises and appears to be causing no harm, you should continue to observe and record his/her behaviour until the police arrive. If the behaviour escalates to criminal activity such as breaking and entering, and the police have yet to arrive, you may need to take action and arrest the individual(s) following the procedure outlined above. Call the police to advise the behaviour has escalated and make your decision whether or not to proceed with arrest based on the anticipated police response time.

Vandalism is different in that damages to property are occurring. While a trespasser may enter and leave a premises without causing harm, vandals leave behind destruction which is costly to the owner of the property and could potentially cause a hazard to users of the site. Again, the best action to take is to call the police, provide the information and await their arrival. You are within your rights to arrest the responsible person(s), but consider that vandalism is an act of violence, to some degree, and make your decisions with the safety of yourself and others in mind. Sometimes, the best course of action is to continue observing, making comprehensive notes which will later aid the police in catching the individuals responsible for the act.

Criminal Code of Canada

The Criminal Code of Canada is an extensive document which defines behaviours considered to be illegal or unlawful acts. The Criminal Code also defines how these illegal behaviours are processed through the criminal court system.

There are three classifications of offence identified in the Criminal Code:

- summary conviction
- indictable
- hybrid (dual)

A basic description of these offences and some common examples of each are provided in the table below.

Summary Conviction	Indictable	Hybrid (dual)
<p>Description:</p> <p>Considered to be a “less serious offence,” punishable by jail time, fine, or both.</p>	<p>Description:</p> <p>Serious offences defined in federal law, with punishments more serious than for summary conviction offences.</p>	<p>Description:</p> <p>Offences which include both a summary conviction offence and an indictable offence; the individual will be prosecuted for only one type of offence.</p>
<p>Examples:</p> <ul style="list-style-type: none"> • Unlawful assembly • Weapon at public meeting • Indecent acts • Causing a disturbance • Loitering • Trespassing at night • Vagrancy • Take motor vehicle without consent • Obtain food or lodging by fraud • Obtain transportation by fraud 	<p>Examples:</p> <ul style="list-style-type: none"> • Weapon or imitation for dangerous purpose • Aggravated assault • Theft over \$5,000 • Robbery, with firearm • Robbery, other • Break and enter with intent of committing indictable offence in a dwelling house • Possession of property over \$5,000 • Fraud over \$5,000 • Mischief endangering life • Arson, disregard for human life • Arson, damage to property of others • Possession of counterfeit money 	<p>Examples:</p> <ul style="list-style-type: none"> • Possession of prohibited weapon • Public mischief • Failure to stop at the scene of an accident • Criminal harassment • Assault (common) • Assault causing bodily harm or with a weapon • Sexual assault • Theft \$5,000 or less • Possession of housebreaking instruments • Break and enter with intent of committing an indictable offence in a non-dwelling house • Possession of property under \$5,000 • Forgery • Utter forged document • Fraud, \$5,000 or less • Mischief testamentary instrument or property over \$5,000 • Mischief, other property • Mischief, data • False alarm of fire

A list of these offences with further explanation is provided at the back of this manual as Appendix B: Criminal Code.

Section 494 of the Criminal Code describes the power of any person to arrest another person without a warrant.

Subsection (1) grants to every person the authority to arrest without a warrant another person in two sets of circumstances.

1. If a person is found committing an indictable offence, he or she may be arrested without warrant by any other person. These are the offences listed in the table (above) as **Indictable Offences** or **Hybrid Offences**; it does NOT include any of the offences listed as Summary Conviction Offences.
2. A person who is not a Peace Officer may arrest without a warrant a person whom he has reasonable grounds to believe has committed a criminal offence **AND** has escaped from, **AND** is being freshly pursued by any person, peace officer or security professional. This means someone has committed **ANY** of the offences listed in the table above **AND** is actively being pursued by a peace officer or security professional at the time of arrest.

Subsection (2) allows the owner of a property **OR** their agent (e.g., a security professional) to arrest without a warrant any person found committing a criminal offence (**ANY** of the offences listed in the table above) in relation to or on that property at the time the offence occurs or within a reasonable amount of time after the offence occurs if a peace officer is not available to make the arrest.

You will recall in the previous section, you learned about powers of arrest; according to Section 494(1)(a), you are permitted to arrest individuals you have reason to believe are guilty of committing an indictable offence. From the table above, the most common offences you can expect to encounter as a security professional are

1. Defence of Property
2. Assault
3. Theft
4. Break and enter
5. Possession of stolen property
6. Mischief

1. Defense of Property

Section 35 Criminal Code the role of a security worker in defending or protection an owner's property. As a security worker authorized by the owner or lawful possessor of the property the security worker is authorized to make an arrest if he or she believes on reasonable grounds that an individual is about to enter, take, damage or destroy property without the permission of the owner or lawful possessor of the property. Reasonable grounds will be defined in a later section.

Defence — property

35. (1) A person is not guilty of an offence if

- (a) they either believe on reasonable grounds that they are in peaceable possession of property or are acting under the authority of, or lawfully assisting, a person whom they believe on reasonable grounds is in peaceable possession of property;
- (b) they believe on reasonable grounds that another person
 - (i) is about to enter, is entering or has entered the property without being entitled by law to do so,
 - (ii) is about to take the property, is doing so or has just done so, or
 - (iii) is about to damage or destroy the property, or make it inoperative, or is doing so;
- (c) the act that constitutes the offence is committed for the purpose of
 - (i) preventing the other person from entering the property, or removing that person from the property, or
 - (ii) preventing the other person from taking, damaging or destroying the property or from making it inoperative, or retaking the property from that person; and
- (d) the act committed is reasonable in the circumstances.

R.S., 1985, c. C-46, s. 35;2012, c. 9, s. 2.

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2. Assault

Section 265 Criminal Code concerns assault. Assault occurs when one individual uses force on another individual against their wishes. Examples of force include the following:

- hitting, punching
- kicking
- spitting
- pushing/shoving
- grabbing

The Criminal Code (section 265, shown below) also indicates an assault occurs when one individual threatens another or causes the victim to believe they have the means and/or intent of carrying out the threat.

As a security professional, you may encounter assaults which occur at venues where large amounts of people are gathered, or a victim of assault may approach you when you are conducting your patrol of a property at night. These are just two examples; assault can occur at any time of day and under many different types of circumstances. The Criminal Code defines assault as follows:

Section 265 CC

Assault

265. (1) A person commits an assault when

- (a) without the consent of another person, he applies force intentionally to that other person, directly or indirectly;
- (b) he attempts or threatens, by an act or a gesture, to apply force to another person, if he has, or causes that other person to believe on reasonable grounds that he has, present ability to effect his purpose; or
- (c) while openly wearing or carrying a weapon or an imitation thereof, he accosts or impedes another person or begs.

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3. Theft

As a security professional, one of your main roles is to protect property. In many cases, you are protecting the property from potential theft. Theft of property may refer to the specific property you are being asked to guard (e.g., taking of building materials from a construction site) or, it may refer to the taking of items from a premises you are tasked to protect (e.g., theft of items from a car parked in a lot you are guarding). Theft is defined in Section 322 of the Criminal Code as follows:

Section 322(1) and 322(2) CC

Theft

322. (1) Every one commits theft who fraudulently and without colour of right takes, or fraudulently and without colour of right converts to his use or to the use of another person, anything, whether animate or inanimate, with intent

- (a) to deprive, temporarily or absolutely, the owner of it, or a person who has a special property or interest in it, of the thing or of his property or interest in it;
- (b) to pledge it or deposit it as security;
- (c) to part with it under a condition with respect to its return that the person who parts with it may be unable to perform; or
- (d) to deal with it in such a manner that it cannot be restored in the condition in which it was at the time it was taken or converted.

Time when theft completed

(2) A person commits theft when, with intent to steal anything, he moves it or causes it to move or to be moved, or begins to cause it to become movable.

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Retail Theft

In the case of retail theft (or shoplifting as it is often called), it is recommended that the offence of theft not be considered complete until the subject taking the property has passed any checkout or till area and has left the store. If a loss prevention worker detains a suspected thief before the individual has left the store, it allows the suspect individual to say he or she was looking for other items and intended to pay for everything once all the items had been found. In this case, any arrest without warrant may be regarded as unlawful.

If an individual is known to have committed a crime and returns to the store, section 494(2) allows a loss prevention worker to make an arrest within a reasonable amount of time following the original incident and if a peace officer is not available to make the arrest. Proper documentation of the previous crimes will be required to support the validity of the arrest and it is highly recommended that the crime be reported to the police to avoid a misinterpretation of the definition of "reasonable amount of time". Check with your employer to determine if corporate policy will allow arrests by loss prevention workers under these circumstances.

4. Break and Enter

Individuals who break into a premises with the intent of committing an indictable offence are committing a break and enter as defined by the Criminal Code in section 348. Breaking refers to physically damaging a premises in order to enter (e.g., smashing an exterior window), or opening something which is used to cover an external or internal opening (e.g., picking the lock on a secure office).

Section 348 CC

Breaking and entering with intent, committing offence or breaking out

348. (1) Every one who

- (a) breaks and enters a place with intent to commit an indictable offence therein,
- (b) breaks and enters a place and commits an indictable offence therein, or
- (c) breaks out of a place after
 - (i) committing an indictable offence therein, or
 - (ii) entering the place with intent to commit an indictable offence therein,

is guilty

- (d) if the offence is committed in relation to a dwelling-house, of an indictable offence and liable to imprisonment for life, and
- (e) if the offence is committed in relation to a place other than a dwelling-house, of an indictable offence and liable to imprisonment for a term not exceeding ten years or of an offence punishable on summary conviction.

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5. Possession of Stolen Property

You may encounter individuals in possession of stolen property while carrying out your duties as a security professional. According to the Criminal Code, possession of stolen property is

Section 354 CC

Possession of property obtained by crime

354. (1) Every one commits an offence who has in his possession any property or thing or any proceeds of any property or thing knowing that all or part of the property or thing or of the proceeds was obtained by or derived directly or indirectly from

- (a) the commission in Canada of an offence punishable by indictment; or
- (b) an act or omission anywhere that, if it had occurred in Canada, would have constituted an offence punishable by indictment.

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6. Mischief

Mischief occurs when property is damaged, altered, or destroyed so that it may not be utilized or enjoyed for the purposes it was intended. Behaviours such as vandalism are included in the category of offences known as mischief. The Criminal Code also defines mischief in relation to data. For example, an individual tampering with the data stored on a computer may be committing mischief or an individual breaking into a parked vehicle may be committing mischief. As defined by the Criminal Code, mischief is

Section 430 CC

Mischief

430. (1) Every one commits mischief who wilfully

- (a) destroys or damages property;
- (b) renders property dangerous, useless, inoperative or ineffective;
- (c) obstructs, interrupts or interferes with the lawful use, enjoyment or operation of property; or
- (d) obstructs, interrupts or interferes with any person in the lawful use, enjoyment or operation of property.

Mischief in relation to data

(1.1) Every one commits mischief who wilfully

- (a) destroys or alters data;
- (b) renders data meaningless, useless or ineffective;
- (c) obstructs, interrupts or interferes with the lawful use of data; or
- (d) obstructs, interrupts or interferes with any person in the lawful use of data or denies access to data to any person who is entitled to access thereto.

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Use of Force

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

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

Most situations you encounter can be handled through skilled communication. Escalating an incident to one requiring the application of force is risky, both for your physical well-being, as well as your professional reputation. Module Three will look at use of force tactics which you may need to call upon to protect your own safety, and the safety of others. At this point, we are concerned with what the Criminal Code has to say about the use of force, and how this will apply to you as a security professional.

Section 25 of the Criminal Code outlines who is permitted to use force, and under what circumstances they are permitted to do so. As you will read, the rules are the same regardless if you are a private citizen, a law enforcement officer, or a security professional.

Section 25 CC

Protection of persons acting under authority

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

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

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

Idem **

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

When not protected

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

When protected

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

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

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****Idem: Referring to Protection of Persons acting under authority.**

In simpler terms, you may use reasonable force when

- Aiding a police or peace officer to stop the flight of a suspected criminal, to settle a disturbance, or at the officer's request
- Protecting yourself or others from harm or injury (self-defence)
- Stopping an individual from committing a criminal act (e.g., you see an individual attempting to crawl into a home through a broken window and you pull them back)



Section 26 of the Criminal Code is especially important; *you can be charged with a criminal act* if you use force in an inappropriate way. Even if you are not criminally charged, you may be subject to discipline or dismissal by your employer, and, you may be charged in a civil case.

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Section 26 CC

Excessive force

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

R.S., c. C-34, s. 26.

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What is Excessive Force?

“Reasonable force” is determined by the situation in which it is to be applied. The amount of force used must be consistent with the physical and mental characteristics of the subject, and must be appropriate to the situation at hand.

For example, your subject is a small female whom you witnessed putting several cosmetic items into her bag before walking out of the store without paying. When you approach her outside the store, she looks afraid and begins to run.

In this case, it will likely be sufficient to grab the suspect by the wrist or elbow to stop her flight. The fact she appeared fearful suggests she is more afraid than violent. Her small stature will not require you to struggle excessively. Furthermore, you are in a public setting. A demonstration of brute force will only draw unwanted attention to the subject and to your actions.

In a different setting, you have been posted to the entrance doors to a large soccer stadium. A disturbance breaks out between two apparently intoxicated individuals. A police officer directs you to assist in putting an end to the fight. In this case, it would be appropriate to apply enough force to pull the individuals apart from one another and restrain one of them, pending further instructions from the officer. The individuals involved in the fight are emotionally heated and affected by the alcohol in their system. They may wish to keep fighting, even with you. Don't let their lack of judgment impact your decision making; use enough appropriate force (in this case, restraining the individuals) to maintain control of the subject. Resorting to hitting, kicking, and inappropriate language will make it difficult for the police to differentiate between the “good guys” and the “bad guys.” You are there to help, not to add to the police officers' workload.

Use of force techniques are not covered in this course; it is recommended you take an appropriate course which focuses on use of force and personal safety.



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Section 27 of the Criminal Code defines how force may be used in the prevention of a criminal act. Again, the force must be reasonable and appropriate to the circumstances.

Section 27 CC

Use of force to prevent commission of offence

27. Every one is justified in using as much force as is reasonably necessary

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

R.S., c. C-34, s. 27.

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Additional Legislation

As you have learned, the job description for a security professional can be quite varied, and opportunities to apply your skills and knowledge are found in many different settings. Some of the duties you can be called upon to perform are rooted in other pieces of legislation. Throughout your career as a security professional, it will not be uncommon for you to be called upon to deal with issues arising from

- Gaming and Liquor Act and Regulation
- Trespass to Premises Act
- Petty Trespass Act
- Employment Standards Code and Regulation

Let's look at the common ways in which you will encounter the legislation listed above.

Gaming and Liquor Act

A security professional does not have authority under the Gaming and Liquor Act; however, you may be dispatched to a post where either may be present and tasked with associated duties. Examples are

- Sports stadiums
- Private functions

ProServe: As of January 1st, 2010, if your job involves liquor sales, service, or security in Alberta, you must have ProServe training.

ProTect: Training will help security staff improve their observation and communication skills to prepare them better to prevent, defuse, and manage customer disturbances before violence escalates.

ProServe and ProTect are requirements put in place by the Alberta Gaming and Liquor Commission (AGLC). In most cases, it is not the employer who requires this training, but it is an AGLC licensing requirement. Bouncers are not required to licence under SSIA; however, there may be overlap where gaming and liquor activities are carried out in mixed-use facilities such as convention centres, hotels, and other similar venues.

While guarding access to a sports venue, you may be directed to deny entrance to any individual in the possession of alcohol. In this instance, you can refuse to allow them to enter the premises, but you are not authorized to seize the liquor. It is very important for you to communicate to the individual that they do, indeed, have a choice in the matter; however, if they *choose* not to dispose of the liquor, they are *choosing* not to enter the venue.

Trespass to Premises Act

As you have probably noticed, the potential for you to encounter trespassers while working as a security professional is quite likely. The Act clearly provides authorization for you – as a representative of the owner – to enforce the provisions made under the Act.

Section 2, Trespass to Premises Act

Trespass

2(1) No person shall trespass on premises with respect to which that person has had notice not to trespass.

(2) For the purposes of subsection (1), notice not to trespass may be given to a person

- (a) orally or in writing by the owner or an authorized representative of the owner, or
- (b) by signs visibly displayed
 - (i) at each of the entrances normally used by persons to enter the premises, and
 - (ii) in the case of premises referred to in section 1(c)(ii), at all fence corners or, if there is no fence, at each corner of the premises.

(3) For the purposes of subsection (1), a person is deemed to have had notice not to trespass when signs are displayed in accordance with subsection (2)(b).

1997 cT-8.5 s2

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Section 4 of the Act relates to a driver who trespasses on the premises by way of motor vehicle.

Section 4, Trespass to Premises Act

Liability of driver

4 When a trespass is committed by means of a motor vehicle, the driver of the vehicle is guilty of the contravention of this Act and liable to the fine.

1997 cT-8.5 s4

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And, as you have already learned, you have authority to arrest a trespasser as follows:

Section 5, Trespass to Premises Act

Arrest without warrant

5(1) A trespasser may be apprehended without warrant by

- (a) any peace officer, or
- (b) the owner or an authorized representative of the owner of the premises in respect of which the trespass is committed.

(2) Where a person other than a peace officer apprehends a trespasser, that person shall deliver that trespasser to a peace officer as soon as practicable.

1997 cT-8.5 s5

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Petty Trespass Act

As a security professional, you will also need to be familiar with the offences as defined in the Petty Trespass Act.

Section 2(1), Petty Trespass Act

Prohibition

2(1) Every person who

- (a) without the permission of the owner or occupier of land enters on land when entry is prohibited under section 2.1, or
- (b) does not leave land immediately after he or she is directed to do so by the owner or occupier of the land or a person authorized by the owner or occupier

is guilty of an offence.

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The Petty Trespass Act defines how the public may be notified as to the location of private property, or areas where trespassers are prohibited from entering. As you can see in the section below, notice may be provided orally; as a security professional, you may tell persons they are not permitted to enter a certain area. If the persons ignore the oral notice you have provided and enter the area, they are guilty of an offence under the Act.

Section 2.1, Petty Trespass Act

Notice

2.1(1) Entry on land may be prohibited by notice to that effect, and entry is prohibited without any notice on land

- (a) that is a lawn, garden or land that is under cultivation,
- (b) that is surrounded by a fence, a natural boundary or a combination of a fence and a natural boundary, or
- (c) that is enclosed in a manner that indicates the owner's or occupier's intention to keep persons off the land or to keep animals on the land.

(2) For the purposes of subsection (1), notice may be given

- (a) orally,
- (b) in writing, or
- (c) by posters or signboards visibly displayed
 - (i) at all places where normal access is obtained to the land, and
 - (ii) at all fence corners or, if there is no fence, at each corner of the land.

(3) Substantial compliance with subsection (2)(a), (b) or (c) is sufficient notice.

(4) No person shall tear down, remove, damage, deface or cover up a poster or signboard that prohibits trespass that has been posted by an owner or occupier of the land.

(5) A person who contravenes subsection (4) is guilty of an offence and is liable to a fine not exceeding \$2000.

2003 c41 s2

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Employment Standards Code and Regulation

The Employment Standards Code is the standard by which employers in Alberta must administer their employee relationships. The information presented in this section is geared toward your employment as a security professional rather than as legislation you may be called upon to help enforce.

As an employee, you are entitled to certain provisions, such as being paid at least minimum wage and compensation for overtime hours worked. In essence, the Code establishes the rights of workers within the province of Alberta. Portions of the Code with which you should familiarize yourself are contained in this manual under the heading Appendix A.



Post-Test

Check your progress. How much do you recall?

1. Section _____ of the Canadian Charter of Rights and Freedoms refers to being detained or imprisoned.
2. Section 494 states you may arrest an individual who commits an indictable offence.
 - a. True
 - b. False
3. When you arrest an individual, you have the option to tell the person to call _____.
4. Aggravated assault is an example of a _____ offence.
5. Picking the lock on a secured office and removing items without permission is an example of _____.
6. The _____ is legislation which protects workers in the province of Alberta.

Conclusion

You are now able to explain the basic legal rights which individuals are entitled to under the Canadian Charter of Rights and Freedoms. Your study of the Criminal Code has shown you what you may or may not do with respect to arresting persons, searching persons or property, and using force to control a situation. More importantly, you should have a better understanding of what is not permitted and the consequences of choosing to exceed those limitations.

References

Canadian Charter of Rights and Freedoms, 1982, ss 9

Criminal Code, R.S. 1985, c. C-46

Employment Standards Code, R.S.A. 2000, c. E-9

Petty Trespass Act, R.S.A. 2000, c. P-11

Security Services and Investigators Act, S.A. 2008, c. S-4.7

Trespass to Premises Act, R.S.A. 2000, c. T-7

Module Three: Basic Security Procedures

Now that you have been introduced to the security industry, and the various pieces of legislation which affect your work, it is time to look at how you will carry out your duties on a day-to-day basis.

Learning Outcomes

Upon completion of this module, you will be able to

1. Explain and demonstrate the observation skills utilized by a security professional
2. Explain and demonstrate the various techniques used to
 - a. Control access to sites or venues, and areas within
 - b. Carry out surveillance
 - c. Control crowds
 - d. Describe the signs and behaviours associated with substance abuse
 - e. Identify drug paraphernalia
 - f. Interact with media personnel
 - g. Control traffic in emergency and non-emergency situations
3. Describe shift-related responsibilities, such as
 - a. Interpreting shift posting orders
 - b. Starting a new shift
 - c. Transferring responsibility at the end of a shift
4. Explain best practices when working with a partner
5. Explain and provide examples of an appropriate use of force response for a security professional

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Check Your Knowledge

Test your knowledge of the topic before starting this module.

1. Observing is the skill of telling others when they are in danger.
 - a. True
 - b. False
2. A post order explains your duties for a particular shift.
 - a. True
 - b. False
3. Vehicle patrol allows you to get a closer look at your site than foot patrol.
 - a. True
 - b. False
4. Individuals with an ID card may access all areas of the premises.
 - a. True
 - b. False
5. A crowd will only become a problem if there are many leaders present.
 - a. True
 - b. False
6. You should provide information to the media so they will stop asking questions.
 - a. True
 - b. False

Observation

As a security professional, you will most likely work for a company who in turn, has been hired to protect people and property which the organization deems valuable. Essentially, your employer's business is being paid to watch over those individuals and assets, paying the same amount of care and attention to them as the owner would. When the assignment is passed along to you, it becomes your responsibility to safeguard persons and property as though they held great meaning for you.

One of the best skills for you to develop as a security professional will be that of being a competent observer. Your main goal, as we have already stated, is to protect persons and property. One way to tell if they have been harmed is to know what they look like, or what they should look like. Only then is it possible for you to assess whether any damage or injury has occurred. While that may seem obvious, and not at all difficult, think about the amount of data you take in each day. Do you remember everything you look at? Could you describe every person you interacted within a given day? As you go about your day, start taking note of things you see and at the end of your day, see how much you are able to recall.



Activity

Over the next few minutes, we are going to play an observation game which will test your skills to view and remember 24 objects. The objects will be projected on the screen for one minute after which the image will be removed. You will then have two minutes to write down, with a brief description, every item you recall.

1.		13.	
2.		14.	
3.		15.	
4.		16.	
5.		17.	
6.		18.	
7.		19.	
8.		20.	
9.		21.	
10.		22.	
11.		23.	
12.		24.	

How well did you do on the activity? Did you remember most, or all of the objects? How much detail did you recall about each object, such as the material it may be made of, or the colour?

Observation is actually a series of activities. When you observe you are

- noticing
- interpreting
- recalling

Each step of the process is critical to making a good observation. What would happen if you noticed something, interpreted the information, but could not recall it when you needed to? Putting the three steps together is something we do automatically; doing a good job of noticing (e.g., paying attention to detail) and increasing your knowledge so you can do a good job of interpreting information are skills you can practice and improve upon. Let's look at each of these skills in a bit more detail.

Noticing

When you notice things, you probably use at least two of your senses to process the information. You might think that noticing involves only the vision, but think about a time when you may have entered a kitchen where something was cooking. You might notice the light inside the oven is on; but when you touch the stove, you feel it is warm so you know something is inside, and using your sense of smell helps you narrow it down to apple pie. In this example, you are actually noticing (picking up information through your senses) and interpreting (putting the information together).



Discussion Activity

As a class, brainstorm the information you can gather through your senses which will help you in your duties as a security professional. Try to come up with as many ideas as possible, and don't forget your job is to protect both persons and property.

Sight	Sound	Smell	Touch	Taste

Use your senses to

Continually scan the area while on patrol.

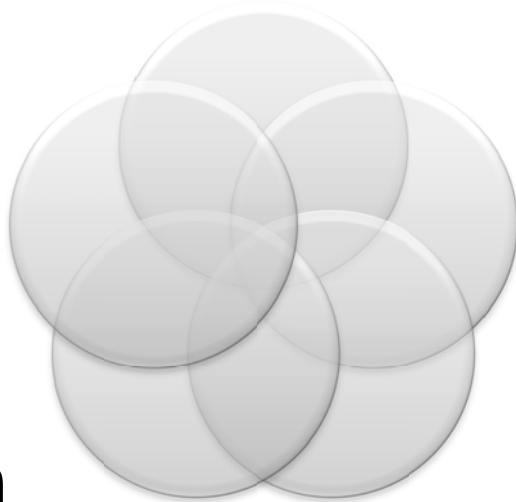
Commit details to memory.

Be watchful for change, or things that look different than before.

Sight

Taste

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Sound

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Observing Persons



Hair - colour, length, style, grooming

Skin - colour, scars, moles

Eyes - colour, shape

Glasses - yes or no, type and colour of frame

Facial hair - yes or no, what type?

Makeup - anything unusual? none

Piercings - ears or other?

Jewellery - type, description, where is it worn?

Watch - yes or no, type, which arm?

Tattoos - any noticeable tattoos?

Height - estimated height, in comparison to your own

Build - small, stocky, large

Figure 3.1
Observation of persons

Interpretation

Noticing things is vital to your role as a security professional, but alone it is insufficient in performing your job well. You must be able to apply the information you take in and respond accordingly. For example, when you see flames and smell smoke, you think about those things and determine there is fire, and you begin making decisions as a response to that information. Likewise, when you are carrying out your duties as a security professional, you must act based on what the information is telling you. Remember that, sometimes, your next action may be no action. For example, you are patrolling an office building after hours. You make a routine walk through the parking garage and everything appears as it did the hour prior. Based on what you are seeing and what you recall from your earlier visit, you don't need to take any further action at this time.

Sometimes, the information may lead you to jump to a conclusion about what is going on. In some cases - for example, you see someone smashing out a window in a parked car - it is safe to assume they are up to no good. In other cases, where there could be more than one explanation for their behaviour, you will need to use your senses to gather additional information.



Take a Moment to Reflect

A man enters the office tower late in the evening, appearing quite anxious and apparently in a hurry. He barely acknowledges you when he passes your desk. You recognize him as an employee for a software company located in the building and normally, he says a few friendly words to you on his way by.

Does this seem a bit odd? What are the possible explanations?

- He is coming in after hours to access something he shouldn't
- Someone is forcing him to do something he does not want to
- He was at his wife's birthday party and realizes he left her gift in his desk drawer. Now he feels bad, and is in a hurry to get the package and return to the celebration.

This shows how our interpretation of the circumstances could possibly change based on the information we have available. If you were the security guard witnessing this man enter the building as described above, what action could you take to gather the additional information you need for your interpretation?

“Good evening sir, you seem to be in a bit of a hurry, is there something I can help you with tonight?”

Based on his response, you may have a clearer understanding of the situation, which would help to guide your decision to take action or not.

There are other instances when your ability to accurately interpret information will be distorted by other factors. For example, individuals who have had strokes or other types of brain injury may have slurred speech and uncoordinated movement. They may appear intoxicated, but the reality is their physical impairment causes them to act and move in such a manner. In cases where you just aren't sure, it is always wisest to gather additional information to help you make your decisions. Just ensure that while you are doing so you remain watchful, always keeping your safety in mind.

Recalling

During your regular patrol of a warehouse, you notice a trail of muddy footprints leading from the loading dock; the footprints were not there 30 minutes prior. You follow the mud prints around a corner to a corridor of offices. You notice one of the doors is slightly ajar and you can see light coming out from underneath. You hear a banging noise and the sound of things being broken. Based on things you have noticed, you interpret somebody has entered the warehouse without permission and is breaking into the office. As you are making your call to the police, an individual runs out of the office carrying a laptop computer and a backpack. You are able to notice what the person looks like and the type of clothes they are wearing. The individual runs toward the back door; you follow, and see him get into a pickup truck and drive away. The pickup truck was parked in a dark area, but you recognize the make and model by the body shape.

You noticed a great deal of information during this exchange and you likely made the correct interpretation about what was going on. The police are on the way. Are you finished with your duties now?

No.

The final step in good observation is to be able to use the information; you need to be able to recall the details at a later point in time. One of the methods you will use is your notebook, in which you will record details from your various postings. But in order to make good notes, you still need to be able to remember the information correctly, and in sufficient detail to make it useful.

Being able to recall information is a skill that you can practice to become better at. The steps to getting better at recalling those details are

Concentrate

Associate

Repeat

Concentrate on a particular piece of information and try to block out everything else. For example, if you hear an engine running, focus on only that sound. Pay attention to changes in the volume or pitch; does it sound different when it idles? Notice when the motor stops.

Associating information means to try to relate the detail to something you already know. For example, if an individual tells you they work at a certain business you might relate that to someone else you know who works for the same company. So if Rob says, “I work at Mega Mart,” you might remember that better by thinking, “Rob works at the same place as my brother.”

Repeat the information slowly and deliberately; the more you practice, the easier it will become to do. If you work security at the mall, you might come to know the managers of each store. As you walk down the corridors, you could repeat the name of the manager of each store (in your mind) as you walk by. By doing this every shift, you will soon be able to identify each manager without having to give it much thought.



Activity

What did you observe?

Without leaving the training room, write down as many things as you can recall about the building entrance you came through in order to attend this class. When everybody has finished, you will compare answers as a group.

Patrol Skills

Patrolling is making an active survey of the persons or property you are tasked with protecting. When you patrol, you are making your presence known; in many cases, the sight of a uniformed guard is sufficient to keep potential troublemakers away.

However, patrolling is more than just walking around your assigned area or site; it involves being actively aware of your surroundings and of changes to persons and property within those surroundings. You must be continually observant and mindful of the presence of individuals who should – or should not – be there.

Be prepared!

Before starting your shift, make sure you are physically and mentally prepared to carry out your duties. Everybody has distractions in their life and, sometimes, getting to work seems a bit of a challenge. In order for you to be effective in protecting persons and property, you need to be able to protect yourself first. You give yourself the best chance of being ready for an incident when you have made sure you are ready to perform your duties before your shift begins.

<p>Physical preparedness</p>	<p>Take stock of the following prior to starting your shift:</p> <ul style="list-style-type: none"> • Are you feeling well? <ul style="list-style-type: none"> ○ Take care of your health by eating right and exercising regularly ○ Make sure you get enough sleep ○ Going to work when you are ill is a hazard to yourself and to those you work with; if you are sick, call your supervisor • Uniform and duty belt? <ul style="list-style-type: none"> ○ Ensure your clothing is clean, pressed, and properly mended ○ Make sure your uniform is complete; don't forget anything, such as your name badge or licence ○ Check that items on your duty belt are securely fastened, in good working order, and that no items are missing • Keys, notebook, pen, radio, or phone – have them ready • If you have a radio, test to ensure it is working • Post orders – review, discuss with supervisor if required
<p>Mental preparedness</p>	<ul style="list-style-type: none"> • Deal with distractions prior to starting your shift, or set a time to deal with them after your shift ends, allowing you to concentrate on your duties • Get focused on the task at hand • Review your assignment, making a mental list of what you must accomplish and how you will do so

When you receive your orders from your employer, you will likely be given instructions as to specific persons or events to watch for. You may be provided with a list of individuals who are permitted to enter, or you may be asked to report certain events, even though they do not appear (to you) to be worrisome. It is also not your job to monitor the specific activities of persons permitted to work on the site. For example, you may be on a construction site where a sub-contractor's crew is performing an installation. Your job is to be aware of their presence and be observant that their activities are not harming the persons and property you are there to protect, but it is not your job to monitor the length of their breaks or how much work is being done by each individual. Nor is it your job to monitor the quality of their work, *unless* their activity is causing harm to the people or goods you are there to protect. In that instance, you communicate to them about the damage being done and not about their skills or methods in completing the work.

Upon arriving at your post, take time to survey the area; after all, how will you be able to determine when things have changed if you don't know what they look like to begin with? Familiarize yourself with any persons on the site and any anticipated arrivals, either of persons or property. Find out if there are any extra events anticipated, such as a scheduled fire drill, or a site inspection. Knowing what to expect during your shift is part of being a well-prepared security professional.



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Develop a pattern for your patrol duties; once you have memorized it you will have one less thing to think about which means you can concentrate better on your actual patrolling duties. For example, you might make it your habit to move from the ground floor up through the top floor in your regular patrol of a multi-storey building. Or, if your duties involve checking in with specific persons, you might contact those individuals in the same order each time. No matter what kind of system you work out, be sure to guard against complacency. Being complacent means you make a lot of assumptions based on prior experience, such as “everything looks pretty much the same as last time, so all is well,” or, “the wind has blown that door open a bunch of times in the past, that’s all it is tonight.” It might be that yet again, the wind has caused the door to open, but at least you can move on with the assurance you have done right by your employer and the client.

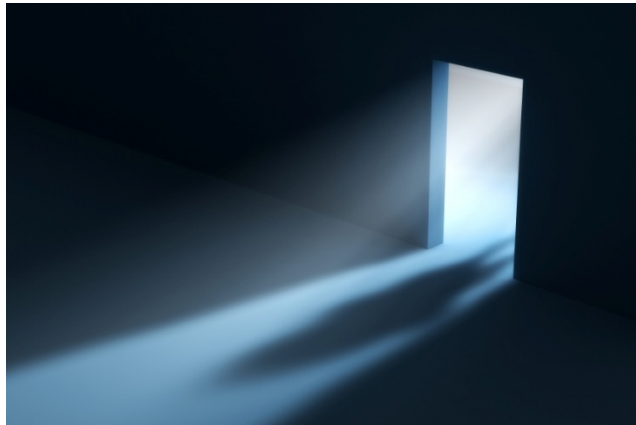
Patrol by Foot

At some point in your career as a security professional, you will most likely carry out foot patrol. It is the most common method of patrolling, and is the most appropriate method for many of the settings you can expect to work in. Office buildings, retail settings, sport or concert venues, and airports are more suited to patrol by foot than by vehicle.

Foot patrol allows you to not be distracted by the operation of the vehicle and the mental processes required for safe and proper driving. From a vehicle, it is more difficult to hear the sound of a window breaking, or to notice the smell of smoke. Conducting your patrol on foot allows you to use all of your senses, and makes it easier for you to stay close to the persons or property you are tasked with protecting. When on foot, you are able to access secluded areas, such as stairwells, and you have more opportunity to interact with the people you may be helping protect. Having a chance to chat or find out about things that are going on helps you to be more aware of the setting and even more aware of when things aren't quite right.

Some points to consider when carrying out foot patrol:

- If you are able to see into areas before physically stepping into them (via CCTV), do so
- When patrolling in a parking lot or parkade, walk on the side of the roadway, as you may not see or hear a car approaching
- Do not use a portable stereo system (e.g., MP3 player) while on duty; it will interfere with your sense of hearing, particularly at night or in dimly lit areas
- Smoking while on duty will affect your sense of smell and, therefore, your ability to detect unusual odours. In the day, it will take away from your appearance as a professional. At night, a lit cigarette is an indicator of your presence – the lit end of your cigarette and the smell of smoke both serve as warnings to potential intruders.
- When approaching an unknown situation at night, consider your stance with respect to the light; try not to create a silhouette of yourself, as it will make you readily visible. This is especially true near windows and doors.
- At night, walk quietly so as not to announce your presence; startling a potential intruder may put you in an unsafe position



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Carrying Out a Basic Patrol

#1.

Bring your radio, notebook, pen, and any other equipment you would normally carry. The purpose of patrol is to look for signs of trouble; you want to be as prepared as possible in case you find what you are looking for.

#2.

Walk confidently about the property or premises. Be professional as others are watching you. Engage in exchanging quick bits of conversation (e.g., say hello in return if someone greets you) or answering simple questions (e.g., if someone asks where it is okay to park) but do not become engrossed in lengthy conversations. First of all, you are paid to be protecting persons and property as directed by your employer and second, an ongoing conversation could serve as a distraction to keep you from noticing other activity taking place.

#3.

Follow a consistent route through or around the premises; you should make a routine to ensure you have covered all areas you are responsible for. Be careful, however, not to become so familiar with your route that you stop looking closely enough to notice when things are amiss.

#4.

Check doors and windows as you walk by; if they should normally be locked, ensure they are with each pass of the location.

#5.

Look for signs that something is amiss. People involved in odd behaviour are worth a second glance (e.g., an individual trying to open car doors, moving from one vehicle to the next). Objects or items which appear out of place should be investigated. Use your senses to let you know when something is “not quite right.”

#6.

In conditions of poor lighting, shine your light into the room or space before entering so that you may see what is there (or not there); it is easy for somebody to hide in the dark and take you by surprise.

#7.

Record anything unusual in your notebook.

#8.

Contact the police if you find evidence suggesting a criminal act has taken place.

Patrolling for Loss Prevention

Loss prevention is the industry term for security professionals tasked with protecting the saleable goods in a retail setting. Stores will utilize different approaches to loss prevention based on their resources and needs; for example, large department stores usually have more revenue to allocate to security whereas a smaller, independent family business may be more limited. The amount of protection should be in keeping with the value of the goods, the ease of access, and the likelihood of theft. Goods which are relatively inexpensive and difficult to access may not require the same level of protection as expensive merchandise displayed in an easily accessed area of the store and may, therefore, be more vulnerable to shoplifting.

Security professionals working in loss prevention should seek clear direction from their supervisor (and ultimately, the client) regarding merchandise considered to be “priorities” when it comes to protection. You may want to discuss the types of goods which are typically stolen and set up your patrols to ensure particular attention to the areas where theft frequently occurs. If you are working in a loss prevention role and notice certain goods or areas of the store appear to be frequent targets of shoplifters, you should bring it to your supervisor’s attention; this will help the client to make a better informed decision as to how goods are displayed which may help to reduce the losses.

Loss prevention workers typically conduct their duties through surveillance; several different methods are used, including:

- Security cameras (CCTV)
- Plain-clothes loss prevention workers

Regardless of the manner in which the shoplifter is detected, it is important to remember that the offence of theft **should not be considered to have occurred** until the subject passes all cashiers and has left the store.

Loss prevention workers should pay close attention to individuals

- Appearing “furtive,” or looking around at fellow shoppers or staff
- Looking in the direction of security cameras
- Wearing unusually bulky clothes (e.g., a large winter coat on a very warm day)
- Carrying large bags or backpacks

Patrol Using a Vehicle



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Some employers will provide a vehicle (e.g., car, SUV, bicycle) for you to carry out your patrols. This is more common where a large site is involved, such as a construction site, or perhaps in the parking lot of a large venue. Where the site to be protected is very large, a vehicle brings the advantage of being able to cover a large amount of area quicker than if you were on foot. You are also able to respond to events faster when traveling by vehicle and you may be able to carry more equipment, such as a first aid kit.

Controlling Access

As a security professional, you are acting on the owner's behalf to monitor and control access to persons or property as directed by your employer. You should receive clear instructions as to who is permitted access and what is granted by allowing that access. Depending upon the setting, the permissions may change from individual to individual. One common example is a concert; in some venues, people wishing to access the seating areas on the floor must be in possession of a ticket for a seat specifically in that area. Individuals who have tickets for the raised seating are not permitted access. Another example may be on a construction site or a remote location, where access to certain areas may only be given to those who are wearing appropriate safety equipment, such as a hardhat and steel-toed boots.

One thing to remember is it is not your job to question why access is different between persons; do not let an individual persuade you to enter a restricted area through their use of a good argument or an emotional plea. You may, if time and circumstances allow, wish to make note of the request and advise the person you will bring it up to your supervisor at a later point. If the individual is persistent and keeps you from properly carrying out your duties, you should call your supervisor, or your designated contact at the site, if applicable, to seek direction. If no such contact is available, you must stand your ground and continue to deny access. If the individual continues to be bothersome, you should ask them to leave. If they do not leave, advise them you will have to treat the incident as one of trespassing. If they still refuse to leave, you will need to deal with the person as you would with any other trespasser.

Access Control Areas

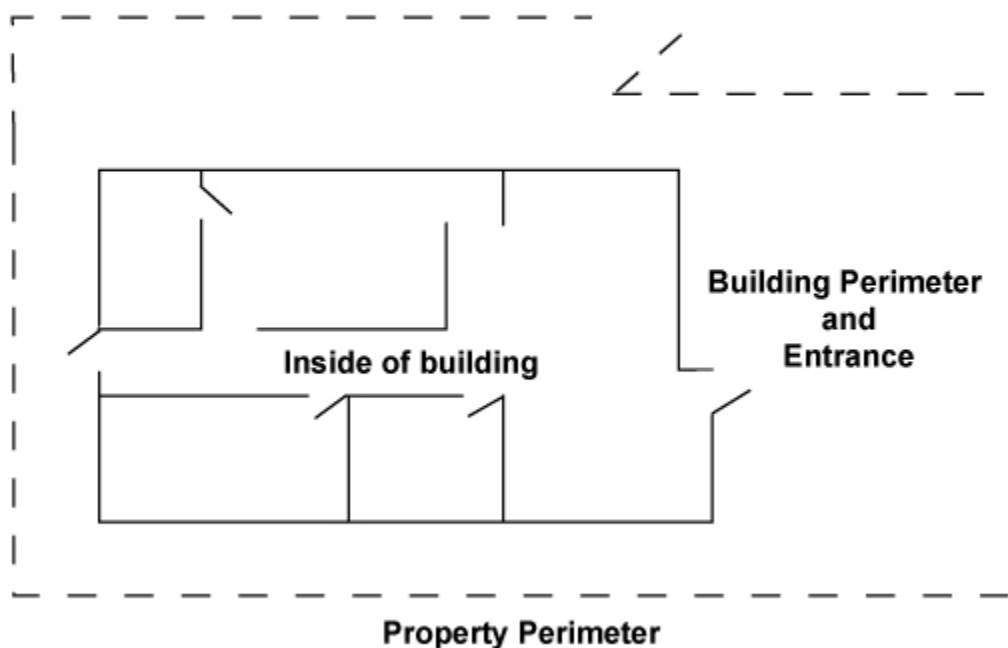


Figure 3.2
Choose points where a security guard would typically deal with access

Access to persons or property generally decreases near individuals of status, for example the president of an organization, or, near critical locations within the property. This could include the mechanical systems room, vaults, or areas near items of great value, such as a prized piece of art, or the expensive pieces of jewellery in a retail setting. Individuals who are permitted to enter areas of controlled access are usually provided with a means by which to enter. This could include a key, swipe card, ticket, or ID card. At certain functions, an individual trying to gain access may be required to present you with an invitation. Some sites maintain a document listing the names of individuals who are permitted access to the location. In some small settings, you may be introduced to the individuals who work or live there and grant access based on recognizing them as they enter. In a setting like that, be sure to find out from your supervisor what the access policy is when those individuals bring another person with them.

Important point

Take care when looking at ID; make sure the photo on the card matches the individual standing before you.

In some cases, you will be concerned with individuals who are leaving the premises. Some organizations require individuals to sign out when they leave the building, or to turn in certain equipment, or items such as keys, at the end of their shift. If you are required to collect items from departing persons, make sure to find out what those items are and what to do with them once they are in your possession.

Surveillance

Surveillance is another way of saying you are carrying out patrol duties from a fixed position. In some cases, you may have assistance of closed-circuit television (CCTV) monitors. Examples where this type of technology is used include banks, office towers, retail stores, and hotels. In some cases, the security professional is posted in a lobby and watches the monitors from that position, while in other settings the monitors are housed in a separate room where a security guard may be posted to keep constant watch. A CCTV system may be helpful when there is a large area to be covered; many times, security monitors are used along with mobile foot or vehicle patrols.



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You should use the same processes and safety considerations when carrying out surveillance as you would use on a standard foot patrol.

Video Footage from Labour Disputes

You may be required, at some point, to perform surveillance duties which include gathering video footage at a labour dispute. Some picket lines which form as a result of a labour dispute have erupted into violence and conflict between the two sides involved in the bargaining process. Business owners suffer losses when such conflicts escalate to acts of vandalism and individuals may be injured as a result of assault. Video footage of such events is helpful for the investigation and subsequent court proceedings. Images gathered through video-taping should be secured and turned over to your supervisor as soon as possible; keep in mind images taken without an individual's consent should be used only for the purposes of the investigation. Under no circumstances should you release photos or video footage to the media, or use such material in any other manner (e.g., social networking sites, the Internet).

Alarms

Another form of surveillance is the monitoring of alarms. Most premises have fire alarms on site, and an increasing number of locations have "burglar" or security alarm systems in place. When assuming your post, take time to find out what alarm system(s) might be in place and what procedures must be followed should an alarm be sounded. You should determine the location of the alarm panel and be able to understand any lights, sounds, or other indicators which may be triggered. You should also familiarize yourself with the basic operation of the panel if you are required to operate the system.

Some alarm systems trigger an automatic request for help while others require a manual notification to emergency services. In addition to calling in the alarm, you may be required to perform additional duties, such as performing a check for occupants and subsequently ensuring individuals leave the premises in a safe, orderly manner. Remember, you have been hired by your employer to protect designated persons or property; this remains true even during an alarm situation.



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In some cases, you may be instructed to investigate the cause of an alarm; for example, some alarms are routed through a security monitoring company – perhaps even the company you work for! A

dispatcher in the office may call to advise you a report of an alarm has been received, and you may be asked to follow up on the situation.

Many large facilities have alarm systems in place to monitor building operation functions, such as the heating/cooling system or water. You may be required to monitor these types of alarms; make sure you have a clear understanding of the procedure you must follow in the event an alarm is activated.

Alarm Responders

Many organizations and home owners contract security firms to handle after-hours alarm responses. When an alarm monitoring firm receives notification of an alarm, the call to respond is dispatched to the security company. Your employer may be contracted to respond to alarm calls within a certain time limit; if you are dispatched in response to an alarm, you should:

- Obey all traffic laws when traveling to the location of the alarm; as a security professional you have no special authority to travel at a higher rate of speed or ignore traffic signal devices
- Upon arrival at the scene check to see if doors and windows are secure; make note of any which appear to be open, unlocked, or otherwise unsecured
- If you see evidence of a break in or other criminal activity, notify the police immediately; document your findings and take care not to displace or destroy evidence
- Be continually observant while attending at the premises
- In cases where you find the premises not to be secure (e.g., an open or unlocked door or window), notify the police who will advise you if they will attend the scene
- Follow protocol for advising the alarm key-holder (usually an employee of the company where the alarm is located) to reset the system
- Document events in your notebook and prepare any reports as required

Control Crowds

Groups of people can quickly become crowds when some central feature or activity becomes the focus of everyone's attention. Even places which are not normally associated with crowds can become congested with people under certain circumstances. Places where you might encounter crowds in the course of your security duties include

- Sporting events or concerts
- Retail stores (e.g., Boxing Day shopping events or new product release)
- Demonstrations or protest rallies
- Labour disputes
- Emergency scenes

Crowd behaviour can be influenced by a multitude of factors, with two of the most common being the emotional status of the crowd, and the presence of leaders.

Sporting Events or Concerts

Events such as these attract large numbers of spectators. Most attendees will generally follow the rules; however, the sheer volume of individuals present at such an event can cause a disturbance amongst the crowd to escalate quite quickly. In addition to the large number of people, other factors which can cause this type of crowd to get out of hand include the availability of alcohol at the venue, and the potential for rivalry (e.g., a sporting event attended by fans of both teams). These types of crowds are generally unorganized, with no formal leader at the outset.



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Retail Stores

In recent years, it has become common for lines to form outside of retail stores in anticipation of a new product release, such as a specific cell phone or video game console. When supplies of the product are anticipated to be limited, hype is often generated causing consumers to line up a day or more in advance so they may be first in line when the product hits the shelves. While the atmosphere usually starts out as somewhat festive, fatigue resulting from the long wait combined with discomfort in the form of hunger or cold (depending on weather) can deflate the spirits of shoppers, potentially leading to altercations with the potential to involve the larger crowd. However, the line outside the store is not usually as concerning as the mob which gathers upon

the opening of the main doors. This situation is also true of certain shopping days, such as Boxing Day, where large numbers of shoppers come in anticipation of finding deeply discounted merchandise. Retail stores are not well-designed for large crowds; anxious shoppers in close proximity to one another combined with limited supply of goods can lead to commotion, misunderstanding, and an uncontrolled free-for-all.

Demonstrations or Protest Rallies

Humanitarian and political causes often draw people to come together to show their support or opposition to what is generally perceived (at least by one side of the debate) to be a controversial issue. Individuals in attendance at such events usually have strong feelings which lead them to participate in this type of public gathering, causing the participants to be charged with an emotional energy. Most often, there are representatives of “the other side” of the issue in attendance; while they may be there to simply make their side of the story heard, they may also be there to heckle those who are gathered. While the number of people in attendance may not be significant, the potential for disturbance to occur when emotionally charged individuals are provoked must be considered. It is usually possible to identify leaders in the crowd for both sides of the issue.

Labour Disputes

Striking workers are spouses, parents, students, and other responsible individuals who find themselves in a position where they are unable to work and support their family. Emotion generally runs high among such a crowd. Collective agreements often call for worker participation in picket lines; employers often hire non-union labour to meet production demands during a strike, and conflict may occur when the two parties come in contact with one another at the job-site. The term “organized labour” should provide a clue that an individual or group of individuals is rallying the troops to make their case heard.

Emergency Scenes

People are, by nature, rather curious, which leads them to check out accident scenes and other locations where emergency personnel are present. For the most part, observers gathered at the scene are just inquisitive and generally not there to make trouble. It can, however, be quite problematic for emergency services workers to deal with the situation at hand when they are overrun with curious onlookers. Appealing to their need for safety and the requirement for emergency crews to have room to work will generally be sufficient in getting the crowd to leave. Sometimes though, persons gathered at the scene may do so because they believe a loved one is at the location of the event, such as a parent responding to a report of a fire at their child’s school. This type of response is generally accompanied by strong emotion, such as fear, making it more challenging to deal with moving the individual away from the scene. They may respond emotionally to your request to leave which could spark additional emotion and the attention of other, similar observers. While no leader is generally apparent, the potential for this type of crowd situation to escalate is very real, and must be considered.

Strategies for Dealing with a Crowd

Dealing with a crowd as a lone security professional will be a challenge, and you will likely not be able to contain an out-of-control crowd on your own. Remain focused on your objective, which is to protect persons and property. This will be easier said than done in some situations. Call for back-up at the first sign of an incident as it can turn from something minor into something quite large.

Remove the Leaders

One strategy you should keep in mind is to always try to de-escalate (calm down) a crowd situation before it happens. If you notice a crowd beginning to form or you see an individual or individuals encouraging others to join in inappropriate behaviour, step in quickly to remove the leader(s) from the group. Take the individual(s) aside and ask them to stop the behaviour. If they are compliant, take a couple of minutes to thank them for their cooperation and let them return to the group. If they are not compliant, or if they return to the group and resume the problem behaviour, you will need to speak with the individual(s) again. You will need to advise them their behaviour cannot continue and if they choose to do so, they will need to leave the premises. It may not be easy gaining compliance or removing the individual(s) at the root of the problem, but it will be a simpler task than trying to end a fully developed crowd control problem. As always, you will need to use professional communication (which we will discuss in a later module) even if the individual(s) are not cooperative. Resort to non-verbal measures only after exhausting your other options. Be sure to make the appropriate entries into your notebook following the incident.

Break the Crowd into Smaller Groups

Crowds draw their energy and intensity from their numbers; a large group of people worked into an emotional frenzy is a powerful force. If you are able to persuade people to wander off or become interested in something else, you will break down the momentum of the crowd which may keep the incident from escalating into something more serious. You will likely need assistance to deal with a large group; if you are working a large event, chances are there are other security professionals who may be able to help.

Seek Help from a Sympathetic Leader in the Crowd

In some cases, you may be able to ask an individual in the crowd for assistance in gaining control. It may be the case where there is a respected leader or community figure present who may be able to influence the activity of the crowd. If the individual is willing to assist, allow them a chance to influence the group into a calmer state. Make sure you “have their back” while they are trying to help out.

Panic Situations

In the case of an emergency, crowds will typically “stampede” as they try to escape the venue. It is extremely difficult to control individuals when this happens; people are primarily concerned with reaching safety and focused primarily on their own well-being. This type of crowd is extremely dangerous and can lead to individuals’ tripping, falling, and being trampled. You may find yourself being quite anxious in this type of situation but you will need to do your best to remain calm and composed, despite the chaos surrounding you. Address the crowd confidently and assertively with enough volume to be heard but without yelling. Yelling and screaming are signs of losing control and you must do your best to convince the crowd that you are confidently facing the situation. Threats and use of force will only increase the level of fear and panic in the crowd.

Dealing with Substance Abusers

Unfortunately, substance abuse occurs in all our communities and in the course of your work, you will most likely encounter an individual with a drug or alcohol abuse problem. An individual is considered to be addicted to a substance when they

- Give up activities, hobbies, friends, and relationships they formerly enjoyed in order to spend time using/abusing a substance
- Will continue to use/abuse the substance even if doing so has negative effects on their well-being (e.g., health, financial, relationships)
- Experience physical symptoms when they stop drinking or using drugs (withdrawal)

As a security professional, you will encounter drug and alcohol abusers in situations such as these:

- Loitering - hanging around with fellow users, or waiting to buy more drugs
- Shoplifting - stealing items to sell in exchange for drugs, stealing necessities because they no longer have a job or the finances to purchase what they need
- Creating a disturbance - being drunk or high, and not in control
- Trespassing - entering a premises looking for drugs or alcohol, or the money to purchase things
- Break and enter (with the intent to steal money or items to use to obtain more drugs or alcohol)

Signs and Behaviours

There are many indicators which may suggest an individual is abusing drugs or alcohol. The signs and behaviours shown below may indicate an individual has a substance abuse problem, or, they may be symptoms of another problem. You will need to observe and ask questions, analyze your information, and make the best decision you can. It is not your responsibility to diagnose or treat a drug or alcohol abuse problem; however, recognizing some of the common signs may help you in your interactions with addicted individuals.

Physical	Behavioural	Psychological
<ul style="list-style-type: none"> • Blood shot eyes • Pupils larger or smaller than usual • Changes in appetite or sleep patterns; sudden weight loss or gain • Deteriorated physical appearance, poor grooming • Unusual smells on breath, body, or clothing • Tremors (shaking), slurred speech, poor coordination 	<ul style="list-style-type: none"> • Poor attendance at work or school • Unexplained need for money; may borrow or steal • Secretive or suspicious behaviour • Sudden change in friends, favourite hangouts, hobbies • Getting into fights, accidents, or illegal activities 	<ul style="list-style-type: none"> • Sudden change in personality or attitude • Mood swings, irritability, angry outbursts • Hyperactivity, agitation, giddiness • Lack of motivation • Lethargic • “Spaced out” • Fearful, anxious • Paranoid for no reason

Adapted from Helpguide (2010)

You can see from the table above that dealing with an individual who abuses a substance may not be easy, especially if they are drunk or high. It may not be possible to reason with them, and they may be incapable of understanding or following your instructions. If the person refuses to stop a particular behaviour or leave the premises after you have asked them to, you will need to call the police to intervene. If you come across an individual who appears to be having a health emergency as a result of their drug or alcohol use, call for EMS immediately.

Identify Drug Paraphernalia

Drug paraphernalia refers to items which are used to package, make, use, or conceal illegal drugs (Sunshine Coast Health Centre, 2009).

Illegal drugs may be packaged in small plastic bags, glass vials, small flaps of shiny paper, and tiny plastic sacks (sometimes called “8-balls”). Prescription drugs which are being abused can come as tablets, capsules, or liquid and may be in the original packaging. “Club drugs” are sold as tablets and made to look like candy.

Items for using drugs can include metal foil, “roach” clips, smoking pipes made of glass or metal, other metal or glass objects such as broken light bulbs, bottle caps, or pop cans. Users of injection drugs will have syringes, spoons (to hold the drug while being heated), and elastics, rubber ties, or surgical tubing which is used to tie the arm and inflate the vein to prepare it for inserting the syringe. Cocaine users will have items such as razor blades, small mirrors or pieces of glass, tiny “coke” spoons, and thin straws (for snorting the drug).



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Interacting with the Media

As you are reminded several times throughout this course, your primary duty is to safeguard the persons or property as directed by your employer. On occasion, incidents which attract media attention may occur at your premises. For example, an executive working in an office which is housed in the office building you perform security duties for may be a person of interest during a very public lawsuit. The media may be persistent in their attempts to secure an interview with the individual. Unless you receive instructions stating otherwise from your employer, your job is to treat the media the same as you would any other visitor to the building. Access may only be granted as per the directive given to you by your employer. Failure to gain access to the subject of their intended interview may lead the media to ask you questions. They may want to know if you are familiar with the person they are looking for, or what you may be able to say about that individual. It is not your place to comment, regardless of what you may know. You are being paid to protect the executive from intrusions such as the unsolicited media attention; it is not appropriate, nor is it professional for you to engage in a discussion with the media about this individual.

Best practices for handling the media include:

1. Referring the media to a media contact, if there is one.
2. Refraining from participating in any interviews, or answering questions which are not related to your duties.
3. Do not be rude; remain courteous and ask the unwanted media personnel to leave the premises, reminding them they are on private property but remaining professional at all times.
4. Do not use “no comment” as an answer; media will take this to mean you have an opinion on the matter and possibly use it against you or the client for whom you are working.

Traffic Control

Security professionals may be required to direct traffic on private property as directed by their employer and the client; you should not be directing traffic on public roads, unless directed to do so by a police officer. You should advise your supervisor if you are asked to leave your post in order to assist a police officer with traffic control; someone will need to assume your duties.

Manual traffic control is generally required at large venues, such as sporting arenas or shopping malls, or on busy construction sites. Traffic can refer to vehicles (including bicycles), pedestrians, or both. When directing traffic, keep in mind

- Your own personal safety
- The safety of motorists and pedestrians
- Professional deportment
- Providing clear direction to both motorist and pedestrian traffic

Staying Safe

Being safe should start with your appearance and your preparedness for weather conditions. Wearing a reflective vest, carrying a lighted baton or flashlight, and the use of a whistle will help ensure you are seen by motorists and pedestrians. You must also take into consideration the air temperature; if you will be directing traffic for an extended period of time, ensure you are dressed warm enough during winter conditions, including wearing a hat and gloves. In hot weather, you should arrange for a hat to protect you from the sun and ensure you have access to plenty of water to remain hydrated.

Your position relevant to traffic flow is very important. You need to be visible to traffic from all directions in order to remain safe, and to be effective in your duties. In an intersection, you may be safest in the middle, where all lanes of traffic can see you. If you are directing traffic in or out of a parking lot, stand near the middle of the roadway where inbound and outbound traffic are moving, so that you are noticeable to traffic from both directions. Use traffic cones or barricades to help funnel traffic to where you are able to direct it.

Establish eye contact with drivers before signaling them through the intersection. If the area is congested or traffic patterns are confusing, drivers may be busy trying to orient themselves and avoid collisions. You cannot assume you have been seen. By establishing eye contact, you confirm the driver has seen you, and it is safe to direct the driver where you want them to go.

Using Signals

Most drivers will understand the following traffic direction signals:

<h3>STOP</h3>  <p>h</p>	<h3>Go</h3>  <p>i</p>
<ol style="list-style-type: none">1. Identify the vehicle you need to stop2. Make eye contact with the driver3. Extend your arm, point to the driver, then lift your palm, facing it toward the driver (indicating stop)	<ol style="list-style-type: none">1. Identify the vehicle you want to proceed2. Make eye contact with the driver3. Extend your arm toward the driver, bend your arm at the elbow, bringing

4. Hold your palm toward the driver for as long as you wish them to remain stopped

your palm toward you (to signal come forward)

4. Maintain palm extended (indicating stop) to drivers coming from directions which would cross paths with the car you have directed to move forward

TURN RIGHT OR LEFT



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PEDESTRIAN TRAFFIC



1. Identify the vehicle you want to make a right or left turn
2. Make eye contact with the driver
3. Point arm in the direction you want the driver to turn, bending slightly at the elbow
4. Maintain palm up and outward to traffic approaching from other directions (indicating they should stop while the driver makes the turn)

1. Make eye contact with pedestrian
2. Keep pedestrians off road until traffic has moved, or is stopped
3. Use the same hand signals to direct pedestrians as you use for vehicles

Whistle Signals

- One long blast – used to tell the driver or pedestrian to stop
- Two short blasts – used to tell the driver or pedestrians to proceed
- Short, rapid blasts – warning signal
- One final note regarding traffic control; emergency vehicles have right of way over all other vehicular and pedestrian traffic. Assist their arrival by bringing all other traffic to a stop and maintain until all emergency vehicles have passed.

Post Orders

A post order is a document which outlines your duties and responsibilities during your shift. Your employer will provide you with the post order information at the outset of your shift; read them through each time, as there may be changes or updated information which you will need to know in order to carry out your duties as required. As you read through the document, you should note any questions you have or areas where information may be missing or outdated; contact your supervisor to clarify any of these issues at the start of your shift.

Post orders serve as a policy and procedure guide; it is your job to familiarize yourself with the information contained therein as you are expected to be in compliance with those standards and ensure others (e.g., the public, guests of the premises) adhere to the rules as well.

Some of the information typically contained within post orders include the following:

- Contact names and numbers for emergency services and personnel
- A list of other security personnel located on the site and their respective locations and duties
- A description of where the post is located
- The hours and duration of the shift
- List of individuals/personnel who are permitted access to the site, or areas within the site
- How to handle certain tasks, such as receiving deliveries or admitting repair/maintenance personnel
- Procedures for patrol, including where patrols are to be conducted and the frequency
- Instructions for locking/unlocking doors (e.g., a public building may require all exterior doors to be locked after a certain time)
- Instructions in case of a building emergency, such as power outages or equipment failure
- Instructions in case of a hazard or threat, such as a fire, flood, accident, or bomb threat
- Reporting requirements for incidents, emergencies, and shift end

Starting a Shift

Ensure you are physically and mentally prepared to carry out your duties before you arrive at your job site. This means you should make sure you have had proper rest, that you are feeling well, and that you have cleared your mind of non-work related distractions; staying focused and safe on the job will help ensure you are able to deal with life outside of work when your shift is done. Check that your uniform is clean and neat and that you have the appropriate and authorized equipment. Make sure you have your notebook and a pen, and test that your radio (if you use one) or cell phone is charged and in working order.

The post orders you learned about above provide a way to transfer information amongst personnel in a consistent and organized manner; start by reviewing the orders with the individual whom you are relieving. Ask if there were any incidents in the previous shift or whether or not there is anything specific to be watching for (e.g., inclement weather which may lead to flooding in a particular area of the site or a broken window lock for which a repair order has been placed, but not yet completed). The outgoing guard may advise you of personnel changes, for example, when someone has gone home sick, or when a new employee has been posted to the site.

Once you have clarified the expectations for your shift, you should plan your course of action. Note the frequency of patrols (if required) and determine when you will conduct each one. Plan your route for each patrol, making a mental list of the items you will check on each. It is not necessarily the best practice to use the same route/order for each patrol; changing up your routine makes your actions less predictable to potential intruders. Familiarize yourself with the site by using a map or by walking around (where permitted by your post order); determine where exits are located and note possible escape routes in case of a fire or other emergency. In a building where elevators are in use make sure you locate the stairs, which can be used as an alternate route to exit the premises. If you are new to a site, you should arrange a tour prior to beginning your first shift. It may be possible to accompany another security professional on their patrol during the shift prior to your own. Be sure to arrange this ahead of time so as not to leave a post or site unprotected.

Make yourself aware of the location of important fixtures such as water supply valves and emergency equipment, including first aid kits. Determine where “high risk” locations such as vaults, petty cash boxes, filing rooms, or computer server rooms exist. Keep in mind these items may not be considered high risk in all settings (e.g., not all file cabinets contain secure information); your post orders will explain what your priorities should be.

If required, check in with the central dispatch office or your supervisor. Advise them you are on duty at your post and provide any information (e.g., outdated post orders) they may need as well as asking any questions you have regarding the expectations for your shift. Make entries in your notebook as appropriate.

Ending a shift

When the time comes for your shift to end you will want to review your notes for information which requires passing on to the individual who will relieve you at your post. This may include details about incidents which occurred in the course of your shift or information pertaining to the premises (e.g., a burned out light which has yet to be replaced). Advise the individual about any special events which may be occurring (e.g., late night gathering in an office building) or anticipated personnel arrivals (e.g., a contractor expected to come fix a broken cooler unit). This information may be contained in the post orders but sometimes (as in the case of equipment breakdown) it is not always possible to update the post orders prior to the arrival of new shift personnel.

Prior to leaving, check that your replacement is ready for work (e.g., make sure they are at their post prior to leaving) and that they have no further questions for you, and advise them when you are leaving the post.

Working with a Partner

You may have the opportunity to work with a partner in your role as a security professional. This is more likely to occur at large sites or venues, or locations where there is a higher than average incidence of criminal activity. Working with a partner is advantageous, particularly where large groups of people are present or when it is likely you will have an interaction with a person suspected of a criminal act. Large crowds can be difficult to control on your own and you are greater risk of not being able to watch each person; a partner may be able to “watch your back” while you interact with the group in front of you. In cases where there is a high potential for crime to occur, having a partner with you provides additional safety should you surprise someone “in the act” of committing a crime.

Ensuring effective, ongoing communication between you and your partner is a key to a successful working relationship. When working as a team, you should

- Always advise your partner when you are leaving your post (e.g., using the washroom or going to get a coffee); let them know when you have returned to duty status
- When you are not together, ensure you have a means of communicating with one another (e.g., radio or cell phone); pre-determine how frequently you will check in with each other, or under what circumstances.
- Establish a protocol for situations of risk or danger; for example, you may identify a particular phrase to use in radio or phone communications which tells your partner there is a problem. For example, if an individual with a weapon enters your station at an office building and at the same time, your partner calls in, you may want to communicate the danger of the situation without tipping off the intruder that you have done so.
- Develop a plan with your partner when entering a building or location where you suspect criminal activity is taking place. For example, make it clear between the two of you who will be first through the door, or decide who will call for help so that both of you do not call or, worse yet, neither of you place the call.
- Assess one another’s skill sets; one of you may have extensive first aid experience or be able to speak a language other than English which could be beneficial during an interaction.

Your partner is your back-up when things don’t go as expected; take the time to communicate so that when the time comes you are dependent upon one another you are as prepared as possible to deal with the situation.

Use of Force Response

A key ability for any security professional is to be able to apply critical thinking to situations as they arise. As stated before, your job is to observe and report; carefully consider whether or not a call for the police to intervene will suffice. Consider the seriousness of the situation before stepping in on your own.

In Module Two, you examined where the Criminal Code permits you to use force in your role as a security professional. As this is a very important topic, we will take a second look at what the Code says:

Section 25(1), CC

Protection of persons acting under authority

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

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

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

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As a security professional you are addressed in s. 25(1)(a) and s. 25(1)(c) as above, **provided** you act on reasonable grounds “using as much force as is necessary for that purpose.”

Ideally, you will not resort to using force to resolve a situation. Most times, utilizing effective verbal and non-verbal communication strategies will be sufficient to bring an individual into compliance with your request. In Module Four “Communication for Security Professionals,” you will learn various types of communication methods which can help you accomplish your goal. It is commonly said that 80% of situations can be addressed without using force; this means that the majority of the time, you will not need to escalate to the use of physical force in your interaction.

Choosing to use force depends upon several factors, including your own preparedness, the situation at hand, and the individual to whom you will apply the force. Let’s look at how each of these should be considered in your decision making process.

How Prepared are You?

Before choosing to use force, consider the following about yourself:

- **Age, level of fitness, and strength** – how does this compare to the individual you are dealing with?
- **Injuries or health concerns** – how will these affect your ability to apply force? What risks do these conditions pose to your own well-being in the event of a struggle?
- **Fatigue** – are you nearing the end of an overnight shift? Are you mentally alert and physically strong enough to prevail?
- **Skills** – do you have the appropriate skills? Have you completed use of force training? NOTE: if you are required to carry equipment such as a baton, you must take the appropriate training in order to become certified to do so. **YOUR EMPLOYER MUST APPROVE YOU TO CARRY THE EQUIPMENT. This course does not provide that training.**
- **Confidence** – how confident are you in your ability to use force in the situation at hand?

What is the Situation You are Facing?

- **Threats to safety of others** – in situations where an individual is a threat to the safety of others or yourself, you should attempt to stop the problem behaviour. You will need to ensure that your actions do not pose further threat to the well-being and safety of nearby persons.
- **Urgency** – you may not have time to properly assess the situation, as in the case where there is an immediate threat to safety; as you gain more experience, you will be better able to make this call.
- **Environment** – how will the lighting conditions, weather, surface (e.g., slippery ground, being at height), or the presence of bystanders affect a decision to use force?

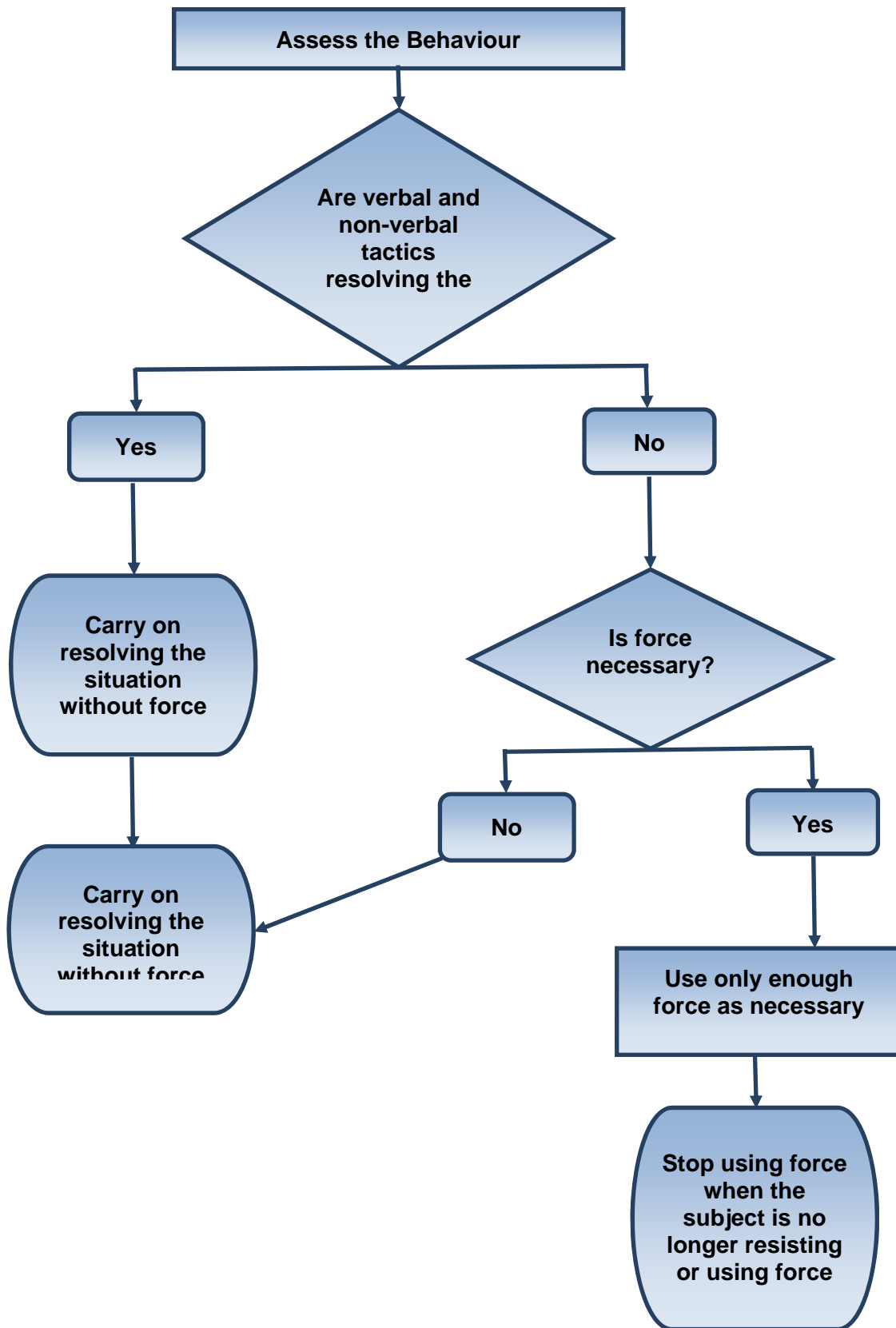
What do You Know About the Subject?

- **Weapons** – is he in possession of a weapon, or of an object which could be used as a weapon?
- **Age, fitness, strength** – what can you tell about the individual? Is he half your age and twice as big? Are you much larger and stronger than the subject?
- **Mental state** – does the subject appear to be affected by an altered mental state? How will this affect his decision making or perceived strength?
- **Under the influence** – does the subject appear to be impaired by drugs or alcohol?

Using force is a very serious matter; you will need to be able to justify your actions, document the events, and respond to questions and challenges which may arise as a result. Utilize the following process to aid you in making your decision:



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Excited Delirium

There is a rare medical condition which causes individuals to behave in a manner that is very disorderly and violent. The condition is known as excited delirium and is known to occur as a result of the affected individual being restrained, as happens when a person is arrested or detained. While it is likely you will never encounter an individual in a state of excited delirium, it is important for you to be able to recognize the condition as it is an emergency situation and can lead to death. **Call for emergency assistance immediately if you believe an individual is in a state of excited delirium.**

Indicators that an individual may be experiencing excited delirium include the following:

- Unusual physical strength
- Bizarre or aggressive behaviour, violence
- Overheating
- Sweating
- Aggression
- Shouting (nonsense)
- Paranoia

Excited delirium can be caused by

- Illegal drug use, particularly cocaine
- Heart-related disease and conditions
- Anti-psychotic medication
- Metabolic acidosis (a medical condition)

Death as a result of excited delirium has, in some cases, been associated with the way an individual is positioned when being restrained. To prevent this, ensure you do not position the restrained individual in such a way as to put pressure on their chest (which interferes with breathing) or push their face down in such a way their airways (mouth and nose) become blocked. If you find yourself in a position where you must restrain an individual, you should have them seated in a chair or propped up against a wall or other appropriate object/surface. **Remember that if you have arrested an individual, you are obligated to turn them over to the custody of police or a peace officer as soon as possible.**



Post-Test

Check your progress. How much do you recall?

1. Observing consists of the following three activities:

_____, _____, and
_____.

2. You should use all your senses to continually _____ the area while on patrol.

3. _____,
_____, and
_____ are
three strategies to try when dealing with a worked-up crowd.

4. Three key considerations before using force should be _____,
_____, and _____.

Conclusion

The work of a security professional is diverse and challenging; no two shifts will be the same. Developing your observation and reporting skill sets will help you be effective in your duties. You will need to apply these skills to practical situations which occur in the course of your patrol, and to more complicated problems involving traffic, or large crowds. Finally, you will need to use critical thinking and problem solving to determine when – or if – use of force is the best option for a given situation. The best compliment to well-developed observation and reporting skills will be effective communication which you will use throughout your security career. In Module Four, you will learn methods of verbal and non-verbal communication which will allow you to interact effectively with the public, clients, and your peers.

References

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Module Four: Communication for Security Professionals

Your ability to successfully perform the responsibilities of a security professional depends, in part, on your communication skills. Working with the public and gaining their cooperation will require you to develop effective verbal and non-verbal communication strategies and subsequently adapt them to the various situations you will encounter. Communication is critical to your success as a security professional.

Learning Outcomes

Upon completion of this module, you will be able to

1. Describe effective verbal and non-verbal communication strategies for security professionals
2. Identify and demonstrate methods of communication which are free from bias, discrimination, or harassment
3. Identify strategies for effective verbal and non-verbal communication in situations where communication barriers exist
4. Explain and demonstrate verbal and non-verbal communication skills when interacting with individuals who show signs of being
 - a. uncooperative
 - b. violent
 - c. impaired
5. Identify and develop strategies to control your personal triggers in situations of conflict or anxiety
6. Conduct an effective interview

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Check Your Knowledge

Test your knowledge of the topic before starting this module.

1. A security professional uses only verbal communication.
 - a. True
 - b. False
2. You should shout so that individuals will realize you have authority.
 - a. True
 - b. False
3. A clean, pressed uniform communicates a message.
 - a. True
 - b. False
4. Being an active listener means you are standing up as the other person is talking.
 - a. True
 - b. False
5. You are permitted to show anger when a person repeatedly insults you.
 - a. True
 - b. False
6. Do not tell an individual they are being interviewed or they may stop telling the truth.
 - a. True
 - b. False

Verbal and Non-Verbal Communication

As you have started to learn, being an effective security professional requires you to interact with members of the public at times when what you have to say may not be what they want to hear. Good thing there are other ways of communicating your message!

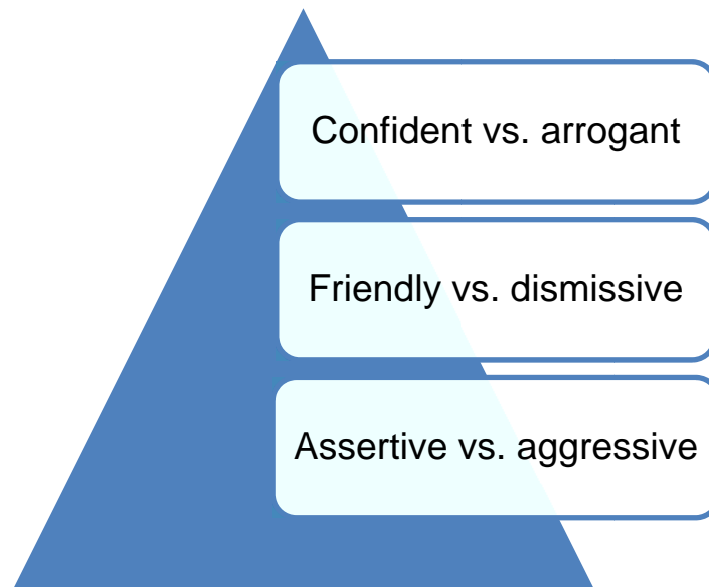
You will have many opportunities for verbal communication while on the job. Typically, you will engage in conversations

- in person
- by telephone
- over the radio

You may speak with your supervisor, other employees at your organization, your employer's client, personnel located on the site, the general public, and members of the law enforcement community. You are easily identifiable in your uniform and your responsibilities are generally understood by most. Your behaviour – which includes your verbal communication style – should be a positive reflection on the company and industry you represent. Professional verbal communication is:

- Clearly understood; this includes speaking at a rate at which you can be understood, and being careful to enunciate your words
- Courteous and respectful; remember to say please and thank you when appropriate
- Free from slang, racial slurs, and profanity
- Direct and to the point
- In plain language, free from complicated words or unique acronyms

A key to your success in verbal communication is your voice. Your tone of voice and the volume of your voice send a message to the person(s) you are speaking to. Use a tone of voice which is



What does each of these mean?

Confident Is calm and collected; it assures the listener you know what you are talking about. In emergencies, a confident tone will be helpful in convincing others to follow your direction.

Arrogant Is trying to show you are in a position of power over the individual because you possess more knowledge or influence over a situation; it is not a useful technique when trying to gain cooperation and can cause the listener to be resentful or disrespectful of your actions.

Friendly Is being approachable; if people feel they can come to you with their questions they are more likely to bring concerns or other information to your attention as situations arise.

Dismissive Is showing you are disinterested in what is being said; it is the same as “brushing off” the individual. They will take this as a sign you do not care, and will be less likely to come to you in the event something happens.

Assertive Is when you make your requests in a confident, straightforward manner.

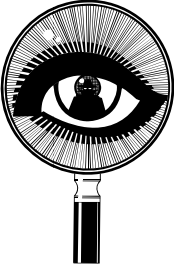
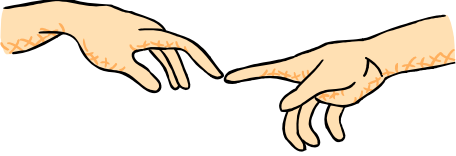


Aggressive Is forcing your request, opinion, or agenda on another party. It is often viewed as forceful behaviour and will generally not result in a positive interaction.



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The volume of your voice also sends a message in addition to the words being said. Try to use a normal, conversational voice in your interactions on the job. Speaking too quietly suggests you are timid; this is not how you want a trespasser or intruder to perceive you, as they may not take you and your role seriously. On the other hand, using a loud voice or shouting is often perceived as threatening or aggressive behaviour. This may be appropriate in some circumstances, for example, when you are speaking to an individual from a distance, or when environmental noise levels require you to raise your voice so you can be heard. It is, however, not professional for you to raise your voice above a conversational volume when having a face-to-face interaction in a setting where you are not competing with other sources of noise. Use your confident, assertive tone of voice to convey the message that you mean business rather than escalating to screaming and yelling; you will appear more professional and, therefore, more worthy of respect.

Studies into the way humans communicate have suggested that as much as 90% of the meaning we derive from our communication with others comes through non-verbal means (Wertheim, 2008). Our non-verbal communication is made up of four different components:

	<p>Visual</p> <p>Visual communication is another word for body language, and includes</p> <ul style="list-style-type: none"> • Facial expressions • Posture • Eye contact/movement • Gestures
	<p>Tactile</p> <p>Refers to using touch to help convey meaning, and includes</p> <ul style="list-style-type: none"> • Handshakes • Pat on the back • Hugs
	<p>Vocal</p> <p>Mainly concerns tone of voice, which can be changed to suggest</p> <ul style="list-style-type: none"> • A question • Disbelief • Seriousness • Excitement • Anger
	<p>Use of time, space, and image</p> <p>We communicate through our respect for time, space, and through the way we present ourselves</p> <ul style="list-style-type: none"> • Being on time vs. being late • Standing in another person's "bubble" • The way we dress

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You will most likely engage in non-verbal communication with other individuals before you ever say a word.

Most people will recognize your role as a security professional as a result of the uniform you wear, the equipment (e.g., radio) you carry, or both. In some cases, the message communicated by your appearance is all that will need to be said; most people will respect your presence and generally not engage in any inappropriate behaviour. However, the strength of this message depends upon you. A clean, neatly pressed uniform worn properly (including appropriate footwear and outerwear), good posture, and an engaged (meaning you are aware of your surroundings and show interest) facial expression send a message that you are at your post and actively on duty.

A security professional has a very public role; after all, the client would not hire your employer's company if they were not concerned about unauthorized individuals gaining access to the persons and property you are tasked with protecting. Although you may work a post where the public are accepting of the boundaries, it is not uncommon for individuals to approach security professionals for the purposes of

gaining information, or for assistance when they have a problem. For example, a mother may come to you when she has lost sight of her child, or patrons at a sporting venue may ask you where to find the restrooms. While these types of incidents may not be the duties you are specifically assigned to carry out, you are required to provide a professional response. Remember that most people will view you as a professional who is able to assist; even if you are unable to leave your post or offer help, you can still respond in a courteous, helpful manner. Be careful that when doing so, your non-verbal communication is complimentary to your role as a professional. In other words, when approached for help – even when the question is clearly beyond the scope of your duties – provide a polite response. Do not roll your eyes, sigh, allow your shoulders to droop, or use an annoyed tone of voice. All of these non-verbal communicative behaviours will send a negative message to the individual you are interacting with and they, in turn, will use that to form their opinion about you and about security professionals in general.

Then there are the times when you will deal with an individual who is trying to challenge your authority and the boundaries which have been established by your client. Your first tactic should be to use your verbal communication skills (enhanced by appropriate non-verbal communication) to resolve the situation. A method known as LEAPS comes from a communication style known as Verbal Judo (Thompson, 2004) and is intended to be used for gaining cooperation and compliance.



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Listen

Empathize

Ask

Paraphrase

Summarize

When using LEAPS, you take all of the action steps above, using them in the order they are listed. It may seem like a time-consuming process, but you can practice LEAPS in your everyday life and after doing so for some time, it will become an instinctive process for you. Taking a little extra time to use the LEAPS method in your communication may save you the amount of time it takes to resolve a situation which escalates further out of control.



LISTEN

Be an “active listener” while the individual is talking to you. Active listening is, quite simply, paying full attention to the speaker. This means you are hearing each word being spoken in addition to paying attention to any non-verbal communication. When you are actively listening, it is obvious to the speaker you are paying attention and, therefore, respected. In some cases, respectfully listening while the speaker presents his or her case may be enough to gain the compliance you seek. Here are some tips for active listening:

- Make eye contact with the speaker
- Nod or acknowledge certain points, when appropriate, to show you are paying attention
- Do not “tune the speaker out” by looking around or by paying attention to other distractions (e.g., flipping through your notebook, saying hi to other passersby, or looking at your watch)
- Do not interrupt; if you did not understand something, wait for the speaker to pause, then ask for clarification



Activity

Active listening exercise

You will work on this activity with a partner. One of you will read the first paragraph below while the other listens; the listener should NOT be looking at this manual while the speaker is talking.

The speaker will read through Active Listening Paragraph #1; when the speaker has finished, the listener will repeat it back, word for word. If the listener is unable to repeat it back, the speaker should read the paragraph again, but stop at the second last sentence. The listener will then try to repeat the shorter paragraph back, word for word. Continue this pattern (the speaker should shorten the paragraph by one sentence with each read through) until the listener is able to repeat back the paragraph, word for word. After the listener has been successful in repeating back the information, the speaker and listener should switch roles, and repeat the exercise using Active Listening Paragraph #2.

Active Listening Paragraph #1:

I need to get into my office on the third floor. I work in the accounting department and I do not have my staff ID with me. I just need to pick up some files which I forgot to take home. The security guard who used to work here would let me in at night all the time. I have worked here for several years and I don't understand why you need to see my ID. I don't want to drive home just to get my stupid ID. It would be a lot easier if you would just let me in.

Active Listening Paragraph #2:

The site manager called and asked me to come over here and check out the broken air conditioner. He said I didn't need to stop at the guard shack. I have another job to get to and I don't have time to waste waiting for you to call. The guy's name was Mike so just blame him if you get in trouble. Look, can I get going now? It's not my fault if nobody told you I would be here. You're going to get a bill from my company for my time so why not just let me do my job?

EMPATHIZE

To empathize with other people is to try to understand the situation from their perspective. This is not the same as being persuaded to feel the same way they do. For example, you may be on duty at a scene where a fire is occurring inside a public building. An individual may try crossing the perimeter barrier because they believe a close friend may be inside and in danger. Your orders are to keep all non-emergency personnel from entering. You may tell this to the individual who is trying to gain access and they may ignore you, or become upset when you prevent them from entering. To empathize with this individual, you

may try to imagine how afraid they are feeling about the situation and it might help you understand how his or her judgment is being affected by fear. You would not change your mind about permitting access, nor allow the individual to enter. Instead, you would show empathy by saying “I understand you are probably very worried about your friend and you want to find out if everything is okay. If I let you go inside, I could be putting you in a place of danger, or, I could be putting you in the way of the people who are here to help. Neither of these situations will help your friend. I know it is very hard for you to wait and wonder, but the best way you can help is to wait out here, where it is safe.”

It stands to reason, however, that it may be difficult for you to empathize with the speaker. You may encounter an individual who is stealing items for the purpose of selling the goods in exchange for money to buy drugs. This may be very offensive to you and you may struggle to find a way to see the situation from the other person’s perspective. Try not to focus on the motivation (drugs) and instead, view the individual as a person who sees no other options and feels they are in a desperate position. You may find it easier to relate in that way. Again, empathy is not the same as feeling sorry for someone; it is simply trying to figure out why the person is behaving in a certain way so that you can use that understanding to develop an effective communication plan.



ASK

Make sure you understand what the other person is saying to you. There is nothing wrong with asking the individual to repeat something you could not hear or to clarify something you do not fully understand. Be polite; the person may already be aggravated by the circumstances and you do not want your questions to add to the individual’s level of frustration. When asking for clarification:

- Do not make the person feel stupid or inept; try saying “Will you please say that again? I was unable to understand you clearly.”
- Be clear as to what you need clarification for; the individual may question whether or not you were even listening if you are not specific as to what information you are asking for.

PARAPHRASE

When you paraphrase, you are taking what the speaker said and repeating it back using your own words. There are two advantages to doing so; it shows the speaker you were listening, and you are able to double check you have understood correctly. Many times, misunderstandings which occur during communication can lead to greater conflict. Paraphrasing will help minimize this risk.

SUMMARIZE

At the end of the conversation you should summarize what has been discussed, including repeating any action steps which you or the speaker will be taking. For example, if you have denied access to an individual who failed to produce the right ticket to an event, you may summarize as follows:

“Just so we are both clear, I am not able to allow you entrance to the floor seating because you do not have the proper ticket. You have told me you have the right ticket but it is with your girlfriend, who is already in the seating area. You are going to move to the side and call your girlfriend on her cell phone and she will meet you here, with your ticket. Once I am able to confirm you have the right ticket, I will admit you to the seating area. Do you understand?”

By summarizing, you have made your expectations clear and you have provided options (e.g., get the ticket back from the girlfriend or sit in another area) to the individual. It also provides a polite signal that the matter is no longer up for discussion.

Challenges to Communication

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

You should also be mindful of the challenges you may bring to communication. English is a tricky language and if it is not your first language, or if you learned English outside of North America, it is likely you use some different vocabulary and speak with an “accent” with which Canadians are not familiar. Simple differences in how our English language skills are learned can become challenges to communication. If you recognize these challenges in your own communication, you should consider the following:

- Speaking slowly, as accents can make verbal communication difficult to understand when speaking at a quick pace.
- Pronouncing words carefully and deliberately.
- Avoiding the use of non-Canadian slang/terms; for example, Canadians generally refer to their home as a house, a condo, or an apartment and not a “flat,” as would commonly be used in England.
- Checking that the listener has understood, particularly if you have given instructions or made a request concerning the listener’s behaviour.

The first rule in overcoming any of these challenges is avoiding communication which is biased, discriminating, or harassing. Your own attitudes and beliefs about the preferences and behaviours of others have no place in professional communication.

- **Bias** – having a preference either for or against some characteristic, such as an individual’s gender, ethnicity, religion, or sexual orientation.
- **Discrimination** – treating another individual differently because they belong to a class or group, for example their ethnicity or religion. It is also possible to show favouritism to someone for the same reasons. These behaviours are not acceptable in your role as a security professional.
- **Harassment** – treating an individual or group of individuals in a negative manner due to circumstances which are not related to the situation at hand; this could also be termed “bullying.” An example would be constantly bothering a group of loud teenagers to leave a particular area even though other groups are occupying the same space and the noise does not appear to be causing a problem.

Removing inappropriate ideas and attitudes is the first step to overcoming communication barriers.

Even still, you will encounter communication challenges throughout your career. It is not likely you will learn several foreign languages or have access to a translator when dealing with an individual who speaks a language different from your own. There are, however, some simple steps you can take regardless of what is causing the communication barrier.

- Watch your non-verbal language. If barriers prevent you and another individual from communicating through words, body language will become very critical. You need to be mindful of your own non-verbal communication, as well as the messages being sent by the other individual. Here are some basic tips for doing so:

- Maintain good posture; this shows respect for yourself, and for the other individual.
- Be attentive; ensure your facial gestures demonstrate you are paying attention.
- Refrain from showing frustration, impatience, or anger; this will only cause the speaker to be flustered or upset, which will make effective communication even more difficult.
- Use plain language; avoid using complicated words or slang.
- Stay focused on the conversation.
- Ask one question at a time; allow the person to answer and ensure you are both clear as to what was said before moving to your next question.
- Use alternative means of communication, where possible.
 - In some cases, it may help to use written communication. For example, an individual with a hearing impairment may be able to communicate with you using written notes.
 - Use gestures to help explain; sometimes gestures may help you get your message across. Holding your palm outward toward the individual is generally accepted as a signal to not proceed further. Point at your own ID card then gesture toward the individual to tell them you need to see their ID in order to allow them access.
- Check for understanding; it is okay to respectfully ask, “Do you understand?” at various points during your conversation.
- Remain patient; this may be difficult if you begin to get frustrated. Try to empathize with the other individual who is probably even more frustrated than you are. Allow the person time to think about what you have asked and formulate an answer.

Communicating with Uncooperative Persons

Despite your best attempts to utilize respectful, effective communication, it is inevitable you will encounter an individual who does not wish to comply with your direction. Dealing with uncooperative individuals is certainly not pleasant, and will challenge your ability to remain calm and professional. Before you ever encounter such a situation, it will be helpful for you to know your own



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personal “triggers.” Triggers are attitudes or behaviours which frustrate you the most and cause you to become impatient.

In situations (such as dealing with an uncooperative individual) where there is potential for escalation, controlling your response to personal triggers may make the difference between a successful resolution and a messy outcome. Some examples of personal triggers include the following:

- Disrespect
- Sarcasm
- Refusal to take responsibility for actions
- Bullying
- Profanity
- Getting in your “personal space”

Plan for someone, at some point, to “set off” one of your triggers. Individuals who are comfortable challenging authority have probably done so in the past and know how to manipulate people and circumstances in order to further their own agenda. Prepare, at some point, to be in a position where you need to control your response to a personal trigger.

How will you recognize your trigger? Next time you find yourself getting upset, or even angry, you should ask

- What was I doing right before this happened?
- Who was I talking to before this happened? What were we talking about?
- Where was I before this happened?
- When did this happen? (location, time of day)

Strategies for managing your trigger(s) may include putting an end to conversations or situations which would typically trigger your frustration, or changing the subject/topic back to the matter at hand. For example if you are asking an individual to leave a particular premises and they start a verbal attack with foul language, you may want to redirect their speech by asking them questions which they should want to answer. You may ask them “have you come here before?” and “what happened the last time you tried to enter without your ID?” This might be enough to get them refocused away from using profanity and gives you a moment to settle your own frustration.

In general, you should deal with an uncooperative individual as you would anyone else – professionally. There are times, however, when an interaction with an uncooperative individual escalates into something more serious.

Hostile or Violent Persons

Sometimes, despite your best efforts to communicate professionally, the situation escalates into something more serious. You should always be observant; paying attention to the individual(s) you are interacting with is important at all times. Signs that a situation may be escalating include:

- Increasing volume of conversation
- Non-verbal body language suggesting the individual is becoming agitated or angry
- Threat-making
- Inappropriate behaviour, such as pounding on a door or trying to remove a barrier

You should monitor this type of behaviour, being mindful of other persons in the area. Do not take your attention away from an individual demonstrating hostile behaviour. Call for immediate assistance.

You might try the following:

- Remain calm; do not raise your voice. Maintaining your composure may have a calming effect on the upset individual.
- Remove the person from a public area; if possible, ask the individual to come with you to an area where they are less likely to make a spectacle of themselves (perhaps an office, or moving outdoors). Be cautious, however, about moving to a secluded area with an individual who is behaving violently, as you need to remain mindful of your own safety.
- Offer the individual choices; people often get angry when they feel they have been stripped of their power. You may be able to offer a choice, such as “would you like the number to call the site supervisor so you can explain your situation?” or “visitors will be permitted in after 8 AM tomorrow morning; I can get a message to your friend and let him know you will return tomorrow.”

If you are unable to work out a resolution, you may have no choice but to wait for assistance or the police to arrive. While waiting for help, monitor the situation keeping an eye out for the safety of other persons as well as your own.

Intoxicated Persons

The first step in being able to deal effectively with an intoxicated person is to be able to recognize the signs of alcohol or drug intoxication. Individuals under the influence of a substance may:

- Appear clumsy, or uncoordinated; may have difficulty maintaining balance
- Mumble, slur their words, or be otherwise difficult to understand when speaking
- Have bloodshot or watery eyes
- Speak louder than appropriate, given the situation
- Appear dishevelled or unkempt
- Be unable to understand or follow direction
- Be in possession of materials suggesting substance use (e.g., empty bottle, drug paraphernalia)
- Have the smell of alcohol on the breath (do not assume intoxication based on this alone – individuals having a diabetic emergency may have breath which smells of alcohol)

Once you have observed and assessed you are dealing with an individual you believe to be intoxicated, proceed keeping the following in mind:

- Intoxicated persons are unpredictable; continue monitoring to ensure safety for the individual, the public, and yourself
- When possible, call for assistance if an intoxicated individual behaves in an unruly manner
- Do not antagonize, ridicule, or otherwise harass the individual; speak to them calmly, and without bias, providing clear instructions
- Give short, clear directions; give the individual time to respond to your requests
- Do not try to reason with the individual; if necessary, call for assistance or police intervention to aid in resolving the situation

Remember, it is not your job to enforce the law; your primary duty is to observe and report incidents which occur in the course of your duties. If you do not need to engage uncooperative persons – don't. But when the time comes when you do need to interact, utilize LEAPS, the best practices you have just read about, and your professional common sense to deal with the situation and bring about the best possible resolution.

Conducting an Interview

If an incident occurs while you are on duty, you will need to document the events in your notebook as well as on reporting forms as instructed by your employer. In addition to your own notes, it may be necessary for you to obtain information from witnesses or other persons at the scene. Typically, you will interview the individual(s) to obtain the information you require. In this section, you will learn best practices and techniques to be used when conducting an interview.

An interview is a respectfully conducted exchange of information between parties. When you conduct an interview as a security professional, your goal should be to obtain accurate, bias-free information about the incident in question. Before you begin the process of interviewing, you should have a clear idea in your mind as to who you need to speak with and what questions you are going to ask. If you are interviewing multiple persons, conduct the interviews with one individual at a time, and ask the same questions of each interviewee.

When you interview

- Do not forget to tend to your duties. If you are able to call in assistance to cover your post, you should do so.
- Ask permission to interview someone. They are under no obligation to speak to you so you must respect their rights if they say no. If they are unwilling to speak with you, ask if they will provide you contact information which you could turn over to the investigators, if required.
- When possible, move to a quiet location to conduct the interview. Fewer distractions will allow the individual you are interviewing to concentrate on what you are asking and respond without interruption. It will also make it easier for you to hear and understand the interviewee's responses.
- Tell the person you will be interviewing them to gather information about the incident and that you will be recording their answers. Ask if they are comfortable before proceeding.
- Take down contact information for the witness, which should include their name, address, and at least one telephone number. Advise them you will only share the information with those who require it, such as the police investigators.
- Ask one question at a time and allow the individual to finish their response before going on to ask another question.
- Use active listening and focus on what the interviewee is telling you.
- Keep the interviewee focused on the questions at hand; if they go off topic, respectfully remind them to focus on the subject at hand.
- At the end of the interview, ask if they have any questions. They may want to know where the rest of their party has gone, or another general question. Do not get into further discussion about the incident.
- Thank the individual for providing the information and ensure the person is alright to leave (they may be upset or shocked as a result of the events). Provide your business card, if you have one, and let the person leave.

When conducting an interview, certain types of questions are appropriate. Your goal is to gather information, not to assess blame or perform the role of the police. Certain types of questions are useful when you are looking for specific types of information.

At the beginning of the interview, it is appropriate to ask "open ended questions." An open-ended question is one for which it is possible to have a variety of answers.

Examples of the type of open-ended question you might use for an interview are:

- Can you please tell me what you saw?
- Can you please describe the incident?
- Can you please tell me what happened, starting at the beginning?

Sometimes, you need to get specific answers or pieces of information; you should use a close-ended question to draw out the details. You may wish to ask:

- What time did you first hear the alarm?
- Do you know the name of the person who knocked you down?
- Were you able to see which way the prowlers went after they went out the front door?

It is important that you do not:

- ask questions which support your opinion about what happened (be impartial).
- lead the witness on or make suggestions; people are, by nature, anxious to please. The witness views you as an individual in a position of authority and may want to provide the answers he or she thinks you are looking for.
- pressure the witness; if the individual tells you there is no additional information, do not continue to press. The individual may become upset, which could interfere with their ability to recall accurate details.
- question the actions of the individual; it is not your place to scold them for not calling police, or to make a judgment about their behaviour (e.g., if they admit they were drinking in a public area). You should remain focused only on gathering the necessary information.

Take your time during the interview process. Review the answers and if necessary, seek clarification from the interviewee. As the interview progresses, you may think of additional questions, based on the responses you receive. Make sure you frame your questions (open- or closed-ended) so the interviewee is clear on what you are asking. If the interviewee appears confused, or tells you they do not understand, you should paraphrase (re-word) your question until the meaning is clear to the individual. Be patient; the person may be upset by what has transpired and is likely trying to be as accurate as possible in answering your questions.

Interviewing is a skill which you will develop over time, but you can practice in your day to day activities. Think about the types of questions you use on a daily basis and think about whether or not they are open or closed-ended. When you are looking for information, perhaps at a store, think about what you will ask the customer service representative ahead of time. Do you need to know where something is in the store? That is a closed-ended question. Are you curious about which models of television will meet your specific requirements? That is an example of an open-ended question. You don't have to be in your uniform and on duty to work on your skills!



Post-Test

Check your progress. How much do you recall?

1. What does the acronym LEAPS stand for?

2. Ask for _____ before interviewing someone.

3. _____ is when you have preferences based upon an individual's religion, or ethnicity.

4. Maintaining good posture while speaking with an individual is a sign of _____ toward that person.

5. Up to _____ % of the meaning in conversations comes from non-verbal communication.

6. Effective communication is _____ vs. arrogant, _____ vs. dismissive, and _____ vs. aggressive.

Conclusion

Your communication style is reflective of your performance as a security professional; ensure you are presenting yourself in a manner which holds yourself – and your profession – in high esteem. Communication may be verbal or non-verbal; our gestures, expressions, and actions often speak louder than our words. Utilizing a systematic approach to communicating in difficult circumstances enhances your professional image and provides the best opportunity to bring about a successful resolution to a situation. Address barriers to communication with plain language and patience. Always be watchful for situations which may escalate; when dealing with uncooperative or otherwise disagreeable persons, remain calm, monitoring for the safety of the individual, the public, and you. Finally, be professional when conducting interviews. In the next module, you will learn how to document routine occurrences in addition to specific types of incidents you respond to during your shift of duty.

References

Thompson, G. (2004). *Verbal judo*. New York, NY: Harper Collins.

Module Five: Documentation and Evidence

You should now be familiar with the role and responsibilities of a security professional and you have been introduced to a variety of situations which you can expect to encounter throughout your career. So far, you have learned how you will use both verbal and non-verbal communication, and you have been introduced to the skill of interviewing. In this module, you will learn how to document various types of interactions and incidents; keeping a notebook which is both accurate and complete is a must for any security professional. Documenting and reporting are important ways in which you contribute to the success of investigations and ultimately, the success of your employer. In addition to learning how to prepare various reports and documents, you will learn about your responsibilities when it comes to collecting and preserving evidence to be used during the investigative process.

Learning Outcomes

Upon completion of this module, you will be able to

1. Describe the importance and legal implications of maintaining an accurate and complete notebook
2. Describe the correct use of a notebook
3. Maintain an accurate and complete notebook
4. Obtain and record an accurate and complete statement
5. Prepare accurate and complete written reports
6. Preserve and protect evidence and a potential crime scene
7. Prepare for the process of giving testimony in court

Topics

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Check Your Knowledge

Test your knowledge of the topic before starting this module.

1. A security professional does not need to carry a notebook if the employer provides a computer.
 - a. True
 - b. False
2. It is okay to tear out a notebook page to use for another purpose.
 - a. True
 - b. False
3. When writing time in a notebook the 24 hr clock should be used.
 - a. True
 - b. False
4. Leave space between entries so you can come back and add details later when you remember them.
 - a. True
 - b. False
5. Statements are an individual's explanation of what took place.
 - a. True
 - b. False
6. A security professional will not need to give testimony in court if the notebook is accurate.
 - a. True
 - b. False

Notebooks

As already stated in Module Three, you should have your notebook with you at all times when you are on duty. There are several reasons you should do so but some of the most important are that a notebook allows you to record events and related information at the time they occur and, your notes will be available in the future where your memory may fade. The notes you write may eventually be used in court. You must ensure your notes are accurate, complete, and uncompromised.

When you write in your notebook use a pen, not a pencil, and make sure your writing is legible. If you have sloppy penmanship, practice improving your handwriting or printing outside of work hours. An inability to read your notes in the future may lead to a delay in an investigation or, worse yet, impact your ability to give testimony in court.

So how do you know what to write in your notebook? You should record in your notes details which will help you to:

- Write routine reports for your employer, the client, or both.
- Recall circumstances surrounding interactions or incidents which you will debrief at a later time.
- Provide accurate information to investigators, when required.
- Prepare you to give testimony in court.

Writing in your notebook is similar to the way reporters create a news story; you should be including the details about WHO, WHAT, WHERE, WHEN, WHY and HOW?

Who?	<ul style="list-style-type: none">• Who made the complaint?• Who are the victims?• Who are the witnesses?• Who are the suspects?• Who is the owner of the property? <p>Record the full name, address, telephone number(s) for all.</p>
What?	<ul style="list-style-type: none">• What happened?• What is left to show? (damage, evidence)• What action was taken?• What did you do about it?
Where?	<ul style="list-style-type: none">• Where did it happen?• Where is the damage or evidence?• Where were all the people who witnessed it?• Where is the suspect now? <p>Provide exact address and other location-related details (e.g., “in the men’s washroom” or “the NW corner of the parking lot”).</p>

When?	<ul style="list-style-type: none"> • When did you hear about the incident? • What time did this happen? • When (during the incident) did you arrive? (e.g., before the window was broken) • When did help arrive? • When did the other suspects arrive?
Why?	<ul style="list-style-type: none"> • Why did it happen? (e.g., what caused the fight to start?) <p>Do not assume you know why something happened. If you do not know and the witness information cannot explain, write nothing.</p>
How?	<ul style="list-style-type: none"> • How did you find out about the incident? • How did this incident happen? • How were people behaving when you arrived? • How many people are on the scene, or involved?

Information which is appropriate for recording in your notebook includes the following:

- Start and end time of shifts, timing of breaks
- Complaints or requests for assistance
- Unusual persons or vehicles loitering at your location
- Breaches of security, including unlocked windows and doors, and access by unauthorized individuals
- Maintenance issues (e.g., burned out lights) or safety hazards
- Alarms – intruder, fire, or building systems
- Threats, unusual phone calls
- Indicators of criminal activity

When writing your notes, record the details you observe; this might include a description of a person and their clothing, or the license plate number of a vehicle parked in an unauthorized area. If a detail is important in your observation then it is important enough to be recorded in your notebook.

Your notes should be reflective of facts only and not your opinion about what took place. This is called being objective. Being objective means you accept the facts and evidence as you find them, without drawing your own conclusion. For example, you interview an individual who witnessed an act of vandalism. The individual tells you they know who committed the act because they heard a rumour about the incident at school earlier in the week. The witness gives you a name and tells you that individual is responsible. It would not be an objective response for you to write down that name and a statement saying that individual committed the act of vandalism. You could write down the name as part of the information you gather in the interview, but do not make the assumption the witness is correct. You will share your information with the police and they will conduct an investigation which will likely include follow up with the named individual.

This is not to say you should not write down the name of an individual associated with an incident if it is appropriate to do so. If you witness an employee tampering with the security system and you recognize the individual, it would be appropriate for you to record that information in your notebook and on an incident report.

Remember that your notebook may be used to assist in an investigation; do not write anything in your notebook which you would not want your employer, the police, or even representatives of the court system to read. Do not use any slang, profanity, or slurs in your description. An exception to this rule is if you are recording the exact words spoken by another individual. If you are quoting someone else's words, be sure you indicate as much by using quotation marks at the start and end of the quote. For example, you may write down something said to you by an angry patron:

Patron – "I'll bring my goddamned dog in here if I want and you ain't gonna stop me."

This would be an example where the use of inappropriate language in your notebook is acceptable.

Formatting Your Notes

Employers will generally provide you with a notebook you must use to keep your notes. You should use the notebook only for your work related note-taking and not for personal information, such as keeping track of appointments or making a grocery list. Your notebook will be small (to make it easy to carry) and have numbered pages and a durable cover. Some notebooks contain additional information, such as radio codes (sometimes referred to as "10-codes").

You should record your name at the front of the notebook as well as the date you start using the notebook. You should number your notebooks, as you will fill several over the course of your career. Number your first notebook as "1" and all subsequent notebooks as "2, 3, 4" etc. When you have completely filled a notebook, write down the last date for which information is recorded in the front. Keep old (finished) notebooks in a safe place as you may be called to give testimony up to several years after an incident occurs. The front of your notebook should look as follows:

Jane J. Officer
Start: 15SEP2010
End:
Notebook #: 1

Start each new notebook in exactly the same manner.

You will make your first notes at the beginning of each shift. Your opening entry each day should include:

- The date
- The time (use the 24 hour clock)
- Your location
- The name of your partner (if applicable)
- Weather conditions
- Special circumstances as advised by the outgoing shift or your supervisor

Using the 24 Hour Clock

The 24 hour clock (sometimes referred to as military time) is the preferred format for recording time in your notebook and reports. A 24 hour time clock starts at 0000 for midnight and ends at 2359. The first two digits represent the hour on a 24 hour clock and the last two digits represent the minutes in the hour. Times prior to noon (1200) follow the same pattern as non-military time; times after noon continue number from the 1200 hour. 1:00 PM is 1300, 2:00 PM is 1400, and so on. The 24 hour clock allows for clear differentiation between events in the AM and PM.

The table below shows the conversion between time noted in 12 hr clock format, and the corresponding notation for 24 hr clock format.

12 hr	24 hr	12 hr	24 hr	12 hr	24 hr	12 hr	24 hr
12 AM	0000	6 AM	0600	12 PM	1200	6 PM	1800
1 AM	0100	7 AM	0700	1 PM	1300	7 PM	1900
2 AM	0200	8 AM	0800	2 PM	1400	8 PM	2000
3 AM	0300	9 AM	0900	3 PM	1500	9 PM	2100
4 AM	0400	10 AM	1000	4 PM	1600	10 PM	2200
5 AM	0500	11 AM	1100	5 PM	1700	11 PM	2300



Activity

Practice

Convert each of the following times shown in 12 hour clock notation to 24 hour clock format. The first entry has been completed for you.

1:30 PM	1330	5:41 PM	
2:14 AM		11:28 PM	
12:15 PM		9:35 PM	
4:05 AM		10:20 AM	

Here is what a typical notebook page might look like for a security professional.

	21
Thurs 7OCT2010	
0800 - 1630	
Campus centre construction site	
Raining, 12°	
Partner – MASON, R.	
0805	Site supervisor advises to expect delivery of roofing materials no later than 1100
0815	Patrol fenced perimeter
0837	Noted household garbage dumped in bins located at SW corner of site;
0910	ABC Mechanical request opening of back gate to bring trailer in
0951	Labourer ATKINS requests first aid kit; takes Bandages to labourer HOWARD (minor cut)
1003	Patrol fenced perimeter
1046	Individual HARMON approaches seeking work; advised to call general contractor
1130	Lunch break; MASON advised to cover
1228	Resume post
1249	Call; advised smoke in SW garbage bin

A few things you will note about the entries:

- Every line of the page is filled; try not to skip lines when filling out your notebook. A notebook may become documentation in support of an investigation; blank lines leave room for information to be added after the fact. This compromises the integrity of your entries. If you leave a space between your entries, or have a blank line at the end of a page, draw a line through the space with your pen and initial.
- If you make an error in your entry, draw a single line through the incorrect information, initial the change, then record the correct details.

The example below demonstrates how to format an empty space and how to enter a correction in your notebook.

1130	Lunch break; MASON advised to cover	
		<i>J.O.</i>
1228	Resume post	
1249	Call; advised smoke in SW garbage bin	<i>J.O.</i>
	SE garbage bin	



Activity

Notebook entries

Practice #1

In the blank notebook template provided (below), create a notebook entry based upon the following account of events.

- Use today's date and the current weather
- The shift time is 3:00 PM – 11:00 PM

You are working the evening shift at Commerce Office Tower; you are not working with a partner. You are posted at a security desk located in the front lobby. At 3:25, an administrative assistant working on the 7th floor calls to let you know a co-worker appears to be having a heart attack and 9-1-1 has been called. At 3:28, a package arrives; you sign for the delivery and set it aside. At 3:31, you notice emergency services arriving at the front of the building; you meet them at the door and give them access to the service elevator. You call back to the administrative assistant to advise her to meet the paramedics at the service elevator entrance. At 3:45, an authorized contractor arrives to work on the fire alarm system; he advises you may see indicator lights while he is working on the system. At 3:48, the emergency crew emerges from the elevator; they do not have anyone with them. They advise the individual is not having a serious health emergency and will seek medical treatment on their own. At 4:10, you notice the fire alarm panel is lit up; you call the contractor who advises the lights are part of his routine maintenance and no fire alarm has been tripped. At 4:27 the alarm contractor leaves and an individual you recognize from one of the offices on the second floor comes to your desk complaining of two individuals wandering around in the parking structure, peering in vehicle windows. At 4:29 you radio your supervisor to advise about the persons in the parkade; your supervisor tells you another officer will be dispatched to check on the situation.

The Phonetic Alphabet

Chances are good you have watched a police or military-themed television show or movie where the phonetic alphabet has been used, even if you didn't realize what it was at the time. The phonetic alphabet is a verbal (spoken) tool which can help you transmit information clearly, particularly when there are other noise distractions, or over the radio or telephone. Using the phonetic alphabet is useful in differentiating between letters which sound the same, such as "m" and "n," or "b," "d," "p," "t," and "v." The idea behind the phonetic alphabet is the identification of a specific word which starts with the appropriate letter and for which there is no other word with which it can be easily confused. For example, the phonetic alphabet expression for the letter "f" is "foxtrot." It is unlikely the hearer will confuse the word foxtrot with any other word. Knowing that, the hearer interprets the information to mean the letter "f."

While it may seem a bit unusual to include a verbal device in the middle of a discussion about written notes, it is important to cover this topic at the same time as reporting methods are being discussed. In many instances, you will need to call the police to provide information, and you may need to use the phonetic alphabet to ensure your message is understood correctly. An example of where the phonetic alphabet is commonly employed is in the transmission of license plate data. You may have recorded a vehicle plate number as follows:

A9B 8C7

When you relay the information to your supervisor, or the police, use the phonetic alphabet to describe the information as follows:

Alpha-9-Bravo 8-Charlie-7

The table below shows each of the 26 letters and their phonetic alphabet counterparts.

A	ALPHA	J	JULIETT	S	SIERRA
B	BRAVO	K	KILO	T	TANGO
C	CHARLIE	L	LIMA	U	UNIFORM
D	DELTA	M	MIKE	V	VICTOR
E	ECHO	N	NOVEMBER	W	WHISKEY
F	FOXTROT	O	OSCAR	X	X-RAY
G	GOLF	P	PAPA	Y	YANKEE
H	HOTEL	Q	QUEBEC	Z	ZULU
I	INDIA	R	ROMEO		

Statements

Getting the information required for a statement usually occurs as part of the interview process; you should be familiar with the proper method for conducting an interview as explained in Module Four. A statement is an explanation of what an individual observed or recalls about a specific event as told to you through either a formal or informal interview. A statement may be as simple as,

“I saw a person kicking in the back door of the building as I was driving by.”

Or much more elaborate, such as a detailed explanation about the events surrounding an emergency, such as a gas line explosion on a construction site.

Statements may be given by anyone who has information about an event; this can include witnesses, employees, or even persons suspected of engaging in a criminal activity. The police collect statements when conducting their investigation; you must be clear your role as a security professional is to observe and report; however, as you are often the first person on a scene, it is appropriate for you to make notes about what happened. When gathering information from persons, do not suggest or infer you are a police officer; be clear about your role and your reasons for collecting the information. You may not wish to use the word “statement” as it generally refers to a police report; it would be acceptable for you to say, “I will need to prepare a report about this incident; will you please tell me what happened?”

Remember earlier in this module when you looked at the types of information you should include in your notebook; do you recall you were instructed to find out who, what, where, when, why, and how? These are the same questions you will want to ask when you are interviewing a person about a particular incident. And, as you learned earlier in the notebook section, be sure you write down facts, not opinions or conclusions which you or the person providing the statement cannot prove.

Reports

As you are continually reminded, a security professional is required to observe and report. It should not come as a surprise to you at this point that you will indeed be responsible for the completion of reports for your employer, the Solicitor General and the Ministry of Public Security, or other users.

A report may refer to anything from a routine form filled out for every shift to a lengthy document detailing the events of a particular incident. Some types of reports which you may encounter are:

- Sign-in/sign-out sheets
- List of deliveries
- Maintenance requests
- Shift reports
- Incident reports

Some employers require you to complete specific reports at the end of each shift, or to report problems with the facility (e.g., water leak) or safety hazards (e.g., lifting floor tile). You will need to complete a report when criminal activity occurs; your report may be used by the police in support of their investigation.

As with your notebook, reports should be accurate reflections of what took place and free from personal opinion and irrelevant detail. Another person should be able to read your report and have a clear understanding of what transpired. Reports should be written using correct grammar and handwriting or printing which is neat and easily read. Complete reports include information as to the date, location, and source from which information was gathered.

Additional pointers for a well-written report:

- Use the past tense – this means using words like “called, ran, shouted, looked” which indicate the action took place in the past.
- Think about your senses – when writing details, remember to include what you saw, heard, smelled, etc. if it is relevant to the incident you are writing about.
- Use short sentences and uncomplicated language.
- Organize your writing by reporting the events in the order they occurred.
- Refer to your notebook to ensure you have captured all the relevant details in your report.
- If it is helpful, include a diagram.
- Give your report to your partner or a co-worker; ask them to read it over, checking that it is clear and appears complete.



Discussion Activity

Group discussion

The instructor will divide the class into three groups and assign one of the incident reports (below) to each group. As a group, read your assigned incident report and discuss how well the report follows the guidelines you have been given in this module. Then, discuss the following:

- Does it cover the “who, what, where, when, why and how” information?
- Is the report detailed enough? Too detailed?
- Is the report complete?
- How useful will the report be for the investigation?
- Is any important information missing from the report?
- Is the report well organized? Is it easy to understand what took place?

Report #1

Incident Report

Prairie Mall

Date: October

3000 River Avenue

Time: 11 AM

Simpletown, AB

Prepared by: Jane J. Officer

Around lunch on Tuesday I was checking out some new coats at the boutique when a lady came up to me saying something about her purse being taken. They didn't have any blue coats in my size. Her outfit didn't match and she was wearing a weird hat with a flower on it. She was a bit kooky looking and I thought she might cry. She was wearing black and white stripe pants, a top with yellow flowers, brown shoes and a floppy hat that had the flower on it like I said. I didn't see her with a purse. She was about 5'2" which I know because that is how tall my sister is and she had light brown hair like the lady who works in the lotto booth. She had a quiet voice and it was hard to hear so I hoped she wouldn't cry like it looked like she was gonna because it would be hard to make her talk then. She said some young people came along in the parking lot and asked her for directions to the hamburger place. I think she meant the one where they only have drive-thru which I ate at last weekend. It was early for lunch so I don't know why the kids wanted to know that. The lady said the boy was asking for directions and a girl came beside her and pulled on her purse and took it away. Then the boy and girl ran away and she thinks they got into a red truck. I don't know if it was a Ford or a GM because she never said but it was probably a GM because they are pretty popular here. Especially the ones with big wheels. My cousin has one.

I told her to wait in the store where I was and I used my cell phone to call police. They said they would send some guy over so I told the lady to just hang out with me until the police came. I kept checking out the store and looking at my watch and after about 15 minutes I figured the cops would be here so I told the lady to follow me back to the security office. The cops still never came for 10 more minutes. I don't get why it takes them so long. After forever when they got there I just told them to talk to the lady about the purse and then I went to get a coffee to go with my lunch because break was coming right away and I didn't want to miss it because I needed to get back to my post.

Jane J. Officer

Report #2

Incident Report

Prairie Mall

Date: Tues 5OCT2010

3000 River Avenue

Time: 1116

Simpletown, AB

Prepared by: Jane J. Officer

I was approached by Mrs. MEREDITH at 1116 Tuesday morning. She reported her purse had been stolen. I called for the police to attend. The police arrived at 1151 and spoke with Mrs. MEREDITH in the security office.

Mrs. MEREDITH gave her address as 123 Pine Avenue in Simpletown and her phone number is 480-555-1234.

Jane J. Officer

Report #3

Incident Report

Prairie Mall

Date: Tuesday 5OCT2010

3000 River Avenue

Time: 1116 approx

Simpletown, AB

Prepared by: Jane J. Officer

I was on my patrol of the mall on Tuesday and was approached by Mrs. MEREDITH at approximately 1116. She had been entering the mall through the south doors at approximately 1105 and was approached by two youths, one male and one female. The male youth asked her a question. As she was answering, the female youth grabbed the purse from Mrs. MEREDITH's arm. Mrs. MEREDITH said she was caught off guard and was not able to hold on to her purse. The youth ran away into the parking lot. Mrs. MEREDITH said she thought they got into a red truck. Mrs. MEREDITH said the male was wearing a black hoodie and jeans and had a pierced eyebrow. She indicated he is very slim and guessed him to be 6' tall. Mrs. MEREDITH said the female youth was wearing a denim jacket, black pants, and army style boots. The female was wearing a black cap and had long red hair. She said both youth were wearing sunglasses. Mrs. MEREDITH said she did not think anyone else witnessed the incident.

Mrs. MEREDITH was shaken up by the incident. I called the police from my cell phone and then asked Mrs. MEREDITH to follow me to the security office. I asked Mrs. MEREDITH if could call anyone for her but she said she would be okay. I waited with her until the police arrived at 1151. I stayed in the office while Cst. TAYLOR spoke with Mrs. MEREDITH. When Cst. TAYLOR left I let Mrs. MEREDITH use the office phone so she could call her husband to come pick her up. Mrs. MEREDITH's husband arrived at the security office at 1223 and they both left immediately. I called Supervisor PENNEY to report the incident. PENNEY instructed me to complete the incident report immediately and fax it to him at his office.

Contact information:

Mrs. Margaret MEREDITH
123 Pine Avenue
Simpletown, AB
480-555-1234

Cst. D. TAYLOR
Simpletown Police Service
789 Center Street
Simpletown, AB
480-777-1234 (office)
480-777-4321 (cell)

Jane J. Officer

When you first begin working for an organization, make sure you understand the reports that are required of you, as well as the frequency, format, and number of copies. Some organizations will ask you to report at the end of every shift; other types of reports may only need to be submitted on a periodic basis. You will need to know which reports must be handed in at which time and how they are to be submitted. Is there a mailbox for you to put your reports in, or should they be faxed or emailed? The report format may refer to handwritten vs. computer generated reports. If your organization makes computers available, the expectation may be you will create your reports using word processing software, or by filling out pre-generated forms which are accessed through the computer. You will also need to know whom the reports should be submitted to. Does your organization want you to turn all reports in to your direct supervisor? Do you need to provide copies of certain reports (e.g., maintenance requests) to the client's designate? It is probably a good idea for you to retain a copy of your final report. If you have written your report on a computer there is likely a folder in which you may store an electronic copy. For handwritten reports, there may be a carbon copy that you are to keep or, you may need to make a photocopy for your own records. Having a copy to refer back to at a later date may be valuable if the original gets lost, or if you need to refresh your memory about a particular incident.

Traffic Collision Reports

Traffic collisions should, generally, be investigated by the police or a peace officer.

However, it may be the case where you are present at the scene of a collision during the course of your duties; you should be prepared to record appropriate information for later use during the investigation. In cases where it is not required for the driver to report the accident to police (vehicle damage less than \$1,000) it is still a good idea to make notes in case you are called upon to provide information at a later date. Even if the collision does not appear to be serious, it is good practice to collect information and note it in your records.



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Your employer may have requirements for accident reporting and may also provide the forms to record the information on. If you are not provided with forms, you should record the information in your notebook. You should collect the following information with respect to a vehicle collision:

- Name, address, telephone numbers (home and work) for each driver involved
- Driver licence number and insurance information for each driver involved
- Time, date, and exact location of the collision
- Licence plate numbers, make, model, year, and colour of involved vehicles

- Description of damage to vehicles
- Description of injuries to persons
- Name, address, and telephone numbers for witnesses to the accident

It is also helpful to create a simple diagram showing the direction each vehicle was traveling with respect to other features (e.g., intersection, stop sign) of the accident scene. You should also note the weather conditions at the time of the accident, as they may have been a factor in the collision. If you notice anything else which seems unusual or out of place (e.g., an open liquor container in the vehicle), make sure to include this information in your notes as well.

You should provide your name and contact number to the drivers at the scene as well as any police or peace officer who may be present. This will allow the parties to contact you if they require additional information.

Mandatory Reports to the Registrar

The Security Services and Investigators Regulation requires individual licensees to file mandatory reports in specified circumstances.

Section 3 Security Services and Investigators Regulation

Individual licensee reporting requirements

3(1) An individual licensee who is arrested or charged with an offence under the *Criminal Code* (Canada) or the *Controlled Drugs and Substances Act* (Canada) or any other enactment of Canada must, within 24 hours, provide a report to the Registrar in writing of the arrest or charge laid.

(2) If an individual licensee loses his or her licence, the individual licensee must, within 24 hours, report the loss to the Registrar in writing.

(3) An individual licensee must report a change in information described under section 18(a) or (b) of the Act to the Registrar in writing within 30 days of the change.

(4) If an individual licensee fails to comply with this section, the Registrar may cancel or suspend the individual licensee's licence or impose additional terms and conditions on the individual licensee's licence.

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24 Hour Reporting Window:

If you are charged with an offence under the Criminal Code or the Controlled Drugs and Substances Act or any other federal enactment, you **MUST** provide a written report to the Registrar within 24 hours of the arrest or within 24 hours of the charge being laid.

If you lose your licence, you **MUST** submit a written report of the loss to the Registrar within 24 hours. This is reported on the Update to Individual Licence Form.

Reports must be submitted on an *Incident Report Form* (PS3750), available online from www.securityprograms.alberta.ca.

30 Day Reporting Window:

You must report changes in the information you provided to the Registrar at the time you applied for your license within 30 days of the change taking effect. Information which must be reported includes the following:

- Change of name
- Change of contact information
- Related training completed
- Changes to citizenship, immigration, or work permit documents

Changes to the above information should be reported using the *Update of Individual License Form* (PS3746) which is available online at www.securityprograms.alberta.ca.

Evidence

Evidence is the information used by investigators and court personnel to confirm or eliminate an individual's participation in a criminal act. Evidence may be verbal (such as testimony), physical (such as a bloodied knife) or documentary (emails or letters). Evidence must be collected and protected so that there is no opportunity for it to be tampered with. The police are the experts at collecting, packaging and preserving evidence but in your role as a security professional there is potential for you to encounter evidence and you have an obligation to preserve the scene and the evidence pending arrival of the police.

On some occasions, you will be the first responder to a scene where criminal activity has occurred. Your first duty is to ensure there are no further hazards at the scene (e.g., broken glass, chemicals) and to check for the safety of any bystanders. If emergency services and/or the police have not been called, you should do so or direct someone else to do so.

Once you have done your best to ensure the safety of yourself and others, you should begin to observe the scene. Look around, using all of your senses, making mental notes and, as time permits, entering the information into your notebook. Remove extra persons (curious onlookers) from the scene; ask witnesses to step to the side to await further instructions from you or from the police. Try to protect the scene from individuals walking through (including security personnel) or trying to clean it up.

When the police arrive on scene make note of the time they arrived (include it in your notebook and reports); introduce yourself to the officer taking charge and answer any questions the officer may have. Let the officer know if there are any witnesses to the incident. Ask for the officer's name and contact information so you will be able to include it in your report. Making note of this transition of authority over the scene is important as you may need to demonstrate (in court at some point in the future) that the locale was secure at all times and that no additional persons had access.

Types of Evidence

There are several different categories of evidence which may be derived from any crime scene:

- direct
- circumstantial
- hearsay
- documentary
- physical
- trace

Direct evidence is the information provided by a witness and is usually presented as first-hand testimony given during a court proceeding.

Circumstantial evidence is information which suggests an individual may have been present at the scene or responsible for the criminal activity. An example would be finding an individual's ID card on the floor of an office which has been broken into; the individual named on the ID card is not the occupant of the office nor employed by that organization. It suggests the owner of the ID card may have been present in the room when the break-in occurred. It is not the most reliable type of evidence but together with other pieces of information it may be helpful to an investigation.

Hearsay – this is evidence based on something said by a third party. For example, if you overhear an individual threatening another and you testify to that in court, you are providing hearsay evidence.

Documentary – this type of evidence may include photographs, security video footage, and various types of documentation.

Physical evidence – the ID card mentioned in the description of circumstantial evidence is an example of physical evidence. On its own, it does not necessarily mean anything but taken in context (e.g., a crowbar on its own does not mean much until it is found at a crime scene) it may become evidence to support an investigation.

Trace – this type of evidence includes fingerprints, footprints, and samples on which DNA testing may be performed; it is usually invisible to the naked eye and must be collected by trained experts.

Preparing for Court

As you have been learning throughout this module, the information you document in your notebook and in reports may eventually be used in court. If you have kept an accurate, complete notebook and submitted professional quality reports, preparing to testify in court should not be too onerous a task.

You will be formally notified if you are required to attend court. You will be given a subpoena, which is a document used to summon witnesses to testify in court about a particular matter. The subpoena will tell you the date and time you are required to attend. You can be called to court even if you are no longer employed with the organization you were working for at the time of the incident. If you receive a subpoena your attendance at court is mandatory; if you fail or refuse to attend, you may be charged with contempt of court. Make prior arrangements with your supervisor if your court time is scheduled during one of your regular shifts.

If you are being called to court, it is because the information you are able to provide is considered important for either the prosecution or the defence. You should spend some time prior to your court date in preparation for your testimony. The subpoena will tell you what incident you are being called to testify about; review your notes and the reports you filed with respect to the event. This will help you to recall the events accurately and will help you feel more ready to answer any questions the prosecution or defence may wish to ask. On the appointed date, arrive at court early to ensure you find a place to park and locate the correct courtroom. This will help prevent you from getting flustered at the last minute as a result of needing to hurry. Re-read your notes again before you enter the court room. The lawyer (most likely the Prosecutor) may speak to you about your testimony. Clarify any questions you may have for the Prosecutor prior to court starting time.



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Tips to help you be confident in court

- Dress professionally; ensure your uniform is clean and pressed and you are well groomed.
- Speak clearly and confidently; use your professional communication skills.
- Do not chew gum or bring a beverage (e.g., water bottle) with you to the stand.
- Refrain from using sarcasm or humour; use a polite and respectful tone of voice at all times.
- Be mindful of both your verbal and non-verbal communication during your testimony (e.g., use good posture, make eye contact with the individual asking you the question).
- Always tell the truth.
- Only state the facts; do not include your opinion or your guess as to what happened.
- Only answer what you have been asked; sometimes, all that is required is a yes or no answer. If the lawyer wishes to obtain further information based on your response, you will be asked for it.
- If you do not remember something, say so; guessing at the answer or making an assumption will ruin your credibility as a witness much more than simply stating you do not know the answer to a question.
- Refer to your notebook for information, if necessary.

- If you are asked a question and the other lawyer makes an objection, do not speak further until the judge has made a decision; if the objection is overruled, you will be prompted to go ahead and answer the question.
- You must not leave the stand until the judge gives you permission to do so.

As a security professional, you will already be comfortable with speaking professionally and directly in unfamiliar situations. These are the same skills you are called upon to utilize in court; remind yourself that court attendance is simply another responsibility for which you have already been prepared.



Post-Test

Check your progress. How much do you recall?

1. Notebook entries should record the who, _____, where, when, _____, and _____ information about incidents

2. If a witness tells you they think a specific individual committed a criminal activity, should you include it in your notes?

3. Using inappropriate language or slang in your notebook is appropriate when

4. To make a correction in a notebook entry, you should

5. The phonetic alphabet words for the letters F, N, and S are _____, _____, and _____.

6. Why is it important to admit you cannot remember a detail in court?

Conclusion

Keeping an accurate notebook and writing comprehensive written reports are key responsibilities for any security professional. Your notes should be free from personal opinion and be a true representation of the facts as you come to understand them. Record relevant details about who, what, why, where, when, and how with respect to incidents which occur. When a person with information about an incident provides information to you about the event, it is known as a statement. You should record only the facts you are given and not assumptions or conclusions which you or the person providing the information may offer. Evidence is the important information left behind after a crime has been committed. The police will collect evidence and utilize it in their investigation; as a security professional, your role is to help preserve the evidence until law enforcement arrives. On occasion, your testimony in court may serve as evidence; your professional communication skills will prepare you for such an occasion. In the next module, you will be introduced to practices and procedures for responding to emergency situations and you will learn more about the critical role you play in supporting the various emergency services.

References

Security Service and Investigators Regulation (AR 52/2010)

Module Six: Emergency Response Procedures for Security Professionals

Emergency situations are times when you, as a security professional, will be looked upon to bring leadership and direction to the persons involved. In this module, you will learn about the way alarms function to alert you to emergency situations. You will also learn precautions to take and procedures to follow during emergency situations you might typically encounter, such as fire or a bomb threat.

Learning Outcomes

Upon completion of this module, you will be able to

1. Identify emergency alarm calls and required follow-up response
2. Identify required assistance upon responding to an emergency alarm
3. Describe precautions for maintaining the safety of self and others at the scene of an emergency
4. Monitor emergency scene for status changes and advise additional resources as required

Topics

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Check Your Knowledge

Test your knowledge of the topic before starting this module.

1. A security professional must focus only on burglar alarms.
 - a. True
 - b. False
2. If you hear a fire alarm, the first thing you should do is evacuate the building.
 - a. True
 - b. False
3. You do not need to record a false alarm in your notebook.
 - a. True
 - b. False
4. You may use water to put out all types of fires.
 - a. True
 - b. False
5. You should begin a search immediately after receiving a bomb threat.
 - a. True
 - b. False
6. Direct people to run during a building evacuation to help speed up the process.
 - a. True
 - b. False

Alarm Systems

An alarm monitoring system is a series of devices which serves to warn occupants and other individuals that an event outside of the “norm” is taking place. Alarm systems are physically attached within buildings and can monitor for events such as fire or entry by an intruder. There are also alarm systems which monitor for changes in the environment; these are commonly found in large buildings. Most commercial buildings and an increasing number of private homes utilize alarm systems. You should become familiar with the various types of alarm systems you encounter in your role as a security professional. Knowing how to read and respond to the indicators provided by the alarm will help you be more effective in your role.

Types of Alarms

Alarm systems may be used to detect or monitor the following:

- Fire (smoke)
- Intruders
- Temperature
- Humidity
- Toxic substances (e.g., carbon monoxide)
- Water pressure, water leaks
- Pressure
- Equipment operation

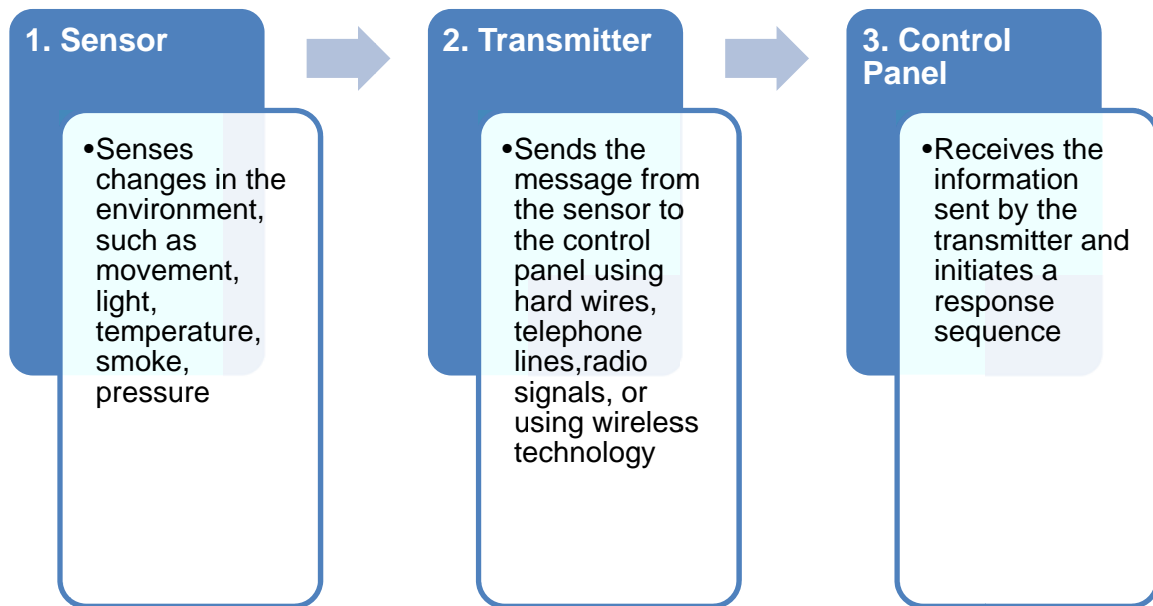
Some alarm systems anticipate emergency events, such as an intruder or fire while other alarms monitor building operations, such as the temperature or humidity. Most buildings with sophisticated operation systems employ personnel for the monitoring of the systems and alarms. During evening or weekend hours, there may be an individual standing by “on call” in case of emergency or other event related to the building’s mechanical systems. Some sophisticated alarm systems are able to notify the building operator to an alarm by phone, or by email. Older systems may not be equipped this way so it will be incumbent upon you to know which systems you are to monitor; you will need to monitor for alarms on a regular basis and contact the appropriate person(s) at the first indication of a problem.

How Alarms Work

An alarm system is made up of three primary components:

1. Sensor
2. Transmitter
3. Control panel

Information passes through each of these components in the order they are listed above.



Types of Sensors

There are different types of sensors which can be used to monitor for events. The type of sensor used is dependent upon the information being gathered. For example, an intruder alarm will monitor for movement or other indicators of entry, such as a change in the amount of light in a room. Other types of alarms, such as fire alarms, monitor for the presence of smoke or the increase in temperature which accompanies a fire.

Some sensor types with which you may become familiar are:

Photo sensors

A photo sensor is responsive to light which is either visible or invisible. A common application of photo sensors are the monitors placed on the entry doors to a store or other business. A device emits a beam of light across the threshold of the door, usually about twelve inches off the ground. When an individual enters through the door, the beam of light is broken, which triggers a response from the system.

Ultrasonic sensors

An ultrasonic sensor works on the same principle of radar. The sensor emits a pulse which travels toward a target and then returns to the source. The unit then measures the amount of time it took for the original pulse to return. Pulses are sent out repeatedly and the return time calculated; if the return time becomes increasingly shorter as time progresses, it indicates the target is moving closer to the sensor. The change in response time indicates movement within the area and will cause the sensor to emit an alarm response.

Magnetic sensors Magnets are placed on two surfaces to create a magnetic field. For example, one magnet is placed on the moving part of a window and the other magnet is placed on the window frame. The magnetic field is monitored by the alarm system. When the window is pushed open, the magnetic field is broken, initiating an alarm response.

Shock sensors An older technology, shock systems utilize a wire placed around the perimeter of a building opening, such as a window. The wire forms a complete electrical circuit which is monitored by the alarm system. When the window is opened, the wire is broken which interrupts the circuit and leads to the alarm being triggered.

Fire alarms Fire alarms may use different technologies to detect smoke and flame. Some alarms use photo sensor technology; when sufficient smoke accumulates, a light beam within the alarm becomes broken due to excessive smoke, and the alarm is triggered. Other systems use temperature sensors; a sudden increase in temperature will cause the alarm to activate. Still other systems use ionization technology, which involves monitoring the quality of air inside the sensor and triggering an alarm when the air quality changes beyond a pre-determined “normal” level.

Gauges You are familiar with gauge sensors such as the fuel level indicator or the speedometer in your car. Gauges are usually associated with building mechanical systems. A gauge most often has markings which indicate when the level is in a normal (or safe) zone or an unsafe zone. You may encounter gauges attached directly to equipment or fixtures or, like the instrument array in your car, you may find a display containing several gauges monitoring various functions. In older systems, gauges were generally monitored through visual inspection; newer technology is increasing the ability for systems to self-monitor.

Mechanical While this type of device does not “sense” information in the same manner as the sensors you have just studied, the fire alarm signal commonly found in schools and other public buildings acts as a sensor. When an individual pulls down on the handle, the movement triggers a response which sets off the alarm bells.



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Transmitters

An alarm transmitter is relatively simple; its main purpose is to relay the information being provided by a sensor to the control panel. Some alarms use telephone wires; for example, the transmitter in some home security systems initiates a phone call to the alarm monitoring company, the police, or even both. Other systems, such as fire or smoke detectors, are hard wired between the sensor and transmitter, allowing the information to be transmitted by an actual physical connection. Wireless systems work

similar to the way you access Wi-Fi Internet service; instead of a router sending an Internet signal to your computer, the alarm transmitter is sending information to the control panel.

Control Panels

With respect to an alarm system, a control panel is not necessarily a physical object on which information about the alarm is displayed. Consider the smoke detector you have in your own home. When the alarm senses smoke, the device itself emits the shrill noise which attracts your attention. This is an example of a device where the sensor, transmitter, and “control panel” are all in one unit, in one location. In this example, the control panel is the functional part of the detector which is capable of creating a loud, attention-getting sound.

For other types of alarms, an actual control panel does exist. For example in many commercial buildings you may see a large wall-mounted panel which resembles a schematic drawing, with small lights placed at various locations within the drawing. Sometimes those lights are blinking, sometimes they are dim; in some instances, lights will be green unless an alarm is triggered at which point the light will turn red. There are many different types of control panels and the configuration of lights, drawings, indicators, and sounds on the panel will vary between manufacturers.

Responding to Alarms

If alarms are in place at your work site, make it your business to find out which alarms you are responsible and the required response for each. You will need to know the location of alarms, the subject of each alarm (e.g., what does it monitor?) and the location of control panels. If you are responsible for monitoring building systems, you should confirm the acceptable thresholds (levels) and record them in your notebook for reference.

Each site will likely use different alarm response protocols; do not assume those protocols will be the same even amongst locations operated by the same organization. Different buildings, facilities, and locations may call for a different type of response; this is why it is important for you to check your post orders and follow up with your supervisor to clarify what is expected.

The type of alarm you are monitoring will help determine the response expected by the client. Most often, the immediate response to a fire alarm will be to ensure emergency services are called. In some cases, the owner or a designated contact is to be called when an alarm is triggered. You may be required to radio your supervisor, or another point of contact at your own company. Follow the directions you have been provided; while it may not make sense to you to call the company owner before calling the fire department, you have been given a procedure to follow and your job requires you to be diligent in doing so.

Some other alarms, such as the type which monitor building systems function, may be cause for you to take a different kind of action. You may receive instructions which require you to shut down a process in the event an alarm is signalled; if this is the case, you will receive instruction about how to do so. If you are not shown the procedure, ask at the outset of your shift. The point at which an alarm is being triggered is not the time to be learning an emergency shut-down procedure.

You should acquire a basic understanding of the alarm operation for any systems you are required to monitor or respond to. There may be an occasion when you are requested to shut down an alarm or sections of an alarm system to accommodate maintenance work or construction (e.g., powering down the alarm to allow contractor's to work on the electrical system). You should not shut down any alarm system without clear direction to do so. This may come in the form of your post orders, an additional instruction from your supervisor, or direction from an emergency services representative in the case of an emergency. In a non-emergency setting, you must clarify any requests to adjust or shut down the alarm system with your supervisor before taking any action. Document any shut-down or alarm testing action you take in your notebook, including the name and contact information for persons giving you instructions to that regard.

When an alarm is triggered:

- Respond to **ALL** alarms; often it is the case where a false alarm is triggered. It is your responsibility to check all alarm indicators, but always start with the assumption the alarm is genuine
- Contact your supervisor to advise you are leaving your post and to advise about the alarm
- Determine the source of the alarm and the appropriate response
 - False alarm – follow the protocol provided in your post orders; report back to your supervisor
 - Emergency – follow the protocols provided in your post orders
- Manage the scene and persons at the scene in a manner appropriate to the situation
 - Fires and other emergencies – facilitate orderly evacuation of persons
 - Robbery or child abduction – seal off exit doors
 - Building systems failure – remain calm, advise persons to remain patient while the issue is resolved

Off-Site Alarm Response

In Module Three, you reviewed how alarm systems work and the process for off-site alarm responders. An off-site alarm may well constitute an emergency, but you must still remember to comply with traffic laws on your way to the location; this means you may not travel at a speed greater than the posted limit, and, you must obey all traffic signalling devices, such as stop signs and traffic lights.

Upon arrival at the scene check to see if doors and windows are secure; make note of any which appear to be open, unlocked, or otherwise unsecured.

If you see evidence of a break in or other criminal activity, notify the police immediately; document your findings and take care not to displace or destroy evidence.

Be continually observant while attending at the premises.

In cases where you find the premises not to be secure (e.g., an open or unlocked door or window), notify the police who will advise you if they will attend the scene.

Follow protocol for advising the alarm key-holder (usually an employee of the company where the alarm is located) to reset the system.

Document events in your notebook and prepare reports as required.

Emergency Scene Management

When an emergency situation occurs, you will be looked upon to manage the safety and security of the scene. Emergency services personnel may direct you to take specific actions. Regardless of the role you are required to play, remain professional. This means you must be calm, utilizing your professional communications skills at all times, and continually observant. During a crisis, you are still responsible for the security of the persons and property you are assigned to protect. You will likely be one of the first people to arrive on scene if, in fact, you are not the one to actually discover the emergency. Persons on the scene will turn to you for guidance and you need to be

prepared to offer assistance. You will need to lead by example; if you struggle to contain yourself during an emergency, you will only hinder the efforts of emergency personnel.

While the occurrence of a major emergency is not particularly frequent, the implications of these types of events are rather large. The types of large-scale emergencies you can expect to deal with are:

- Fires
- Bomb threats

While the latter is much less common than fire, it is a serious situation and you need to know now – before it happens – how to proceed in the event such a threat occurs.

Fire

Fire is a common occurrence, if only on a small scale. Regardless of how large or widespread a fire becomes, the impact of smoke and heat upon persons and property can be quite significant. As part of your regular patrols, you should be constantly aware of fire hazards and other indicators which suggest a fire is imminent.

Preventing a fire emergency:

- Check that fire equipment (e.g., fire extinguishers) is in place and that emergency exits are functional.
- Become familiar with the location of all emergency exits, including stairwells and exterior fire escapes.
- On your routine patrols, you can check to see that fire escape doors can indeed be opened and that access from both sides is not blocked.
- Familiarize yourself with emergency escape plans; if one has not been created for your site, it would be wise to check with your supervisor about doing so. If there are multiple facilities within your location (e.g., a college campus) ensure you are familiar with the escape routes for all areas.
- Ask if there are individuals within the building who may need assistance during an emergency situation; this may include persons in wheelchairs, individuals with health problems, and the visually or hearing impaired.
- Report hazards when you find them; overloaded plug sockets, uncleared piles of garbage, space heaters placed close to furniture, window coverings, or other items are unsightly (they take away from the professional appearance of the sight) and potentially dangerous. Clear up what you can (e.g., pulling a heater away from a curtain) to help eliminate the hazard.
- If smoking is permitted, ensure smokers are using ashtrays to dispose of their cigarettes; if the ashtrays become damaged and unusable or they go missing, file the appropriate maintenance report or advise your supervisor. Put an entry in your notebook to indicate the report was made.
- Pay attention to fire and smoke alarms; if you see evidence of tampering, file the appropriate maintenance report or advise your supervisor. Put an entry in your notebook to indicate the report was made.

- Make note of occasions when you find stoves or hotplates left on when nobody is around; make note also if you see evidence of candles being used (many facilities do not permit burning of candles – check what the role is at your location). Include these occurrences in your shift report to your supervisor who will follow up with the client.

When a Fire Occurs

If you discover a fire has started, you should immediately activate the fire alarm. Check the area for occupants and clear all persons from the building immediately. Closing doors and windows will help keep the fire from spreading to other areas. Carry out any other directives contained in your post orders in the event a fire occurs.

Only when all persons are safely removed from the area should you assess whether or not you should attempt to put the fire out. Your decision to try putting out the fire on your own should be based upon:

- The size of the fire – only attempt to put out a very small fire on your own
- The availability of appropriate equipment for putting out the fire and your training to use such equipment
- The presence of dangerous chemicals – do NOT stay in a room where fire and chemicals coexist
- The presence of an escape if you are unsuccessful in trying to extinguish the blaze

Carefully consider all of these options, keeping in mind your first responsibility is still the protection of persons and property. You may be providing a more important service to the client by remaining with the evacuated occupants.

Steps to evacuation:

1. Regardless of the type of emergency, the principles for safe, efficient evacuation are generally the same.
2. Remain calm and professional at all times.
3. Do not shout; you may need to speak louder in order to be heard but try not to escalate to anxious yelling.
4. You will know the location of the emergency exit(s) from your earlier patrols. When an emergency occurs, look to the nearest emergency exit, check to see that it is safe to use. If not, identify the next closest emergency exit which may be safely accessed.
5. Instruct persons as to the location of the nearest usable emergency exit. Identify a meeting place a safe distance away from the building and have all individuals gather there to await further direction. Instruct the evacuees to move swiftly and calmly, but not to run.
6. Make arrangements to evacuate individuals with mobility needs and other conditions which may hinder their escape. If you must remain at the location, instruct another individual to aid with the evacuation.

Not all fire extinguishers are created equal . . .

While the scope of this course is not meant to be a comprehensive study in fire and fire management, it may be helpful for you to have a basic understanding of fire types, and the appropriate response to each.

Portable fire extinguishers come in several varieties based upon the type of fire they are most suited to putting out. The individuals who purchased and installed the fire extinguishers at your location should have selected equipment most suited to the environment; however, as time goes on, well-meaning individuals may replace equipment, or the original equipment may go missing. Knowing how to read the fire extinguisher itself will be the best indicator as to whether or not the device will be an effective tool in fighting the fire at hand.



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The types of fire are:

A	Ordinary combustibles <ul style="list-style-type: none">• Paper, wood, fabric
B	Flammable and combustible liquids <ul style="list-style-type: none">• Fuel, oil, paint, grease
C	Electrical fire <ul style="list-style-type: none">• Wiring, fuse boxes
D	Metals <ul style="list-style-type: none">• Flammable metals such as magnesium and sodium

You must use a fire extinguisher which is rated for the type of fire you are dealing with in order to be effective in your efforts.

A class BC-rated fire extinguisher will NOT put out a class A fire; you must use an A-rated extinguisher.

Fire extinguishers are clearly labelled with respect to the class of fire they should be used on.

To use a fire extinguisher, follow the PASS method.

PULL the pin on the extinguisher or remove the safety catch as directed on the unit
AIM the nozzle at the base of the fire
SQUEEZE or press the handle
SWEEP the nozzle from side to side, spraying the contents at the fire

Bomb Threats

A bomb threat is a situation wherein you receive notification about the alleged presence of an explosive device at your location. They are uncommon and often they are a hoax. However, since you will not know how genuine the threat is when it is received, you must treat every bomb threat as a real and very serious situation. Your organization or the client organization may have a bomb threat protocol in place. Inquire about this when you begin your post at the location and familiarize yourself with the requirements. If there is no protocol, remaining calm and thinking “on your feet” will be two strategies you should use.



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People make bomb threats for various reasons. Some individuals are angry or feel vindictive toward the organization located at the site where the threat has been made and may want to hurt people by using the bomb, or using the threat of one. Some bomb threats are the result of an individual having information they are too afraid to take to the police; for example, a person may be somehow related to an individual who has threatened or has actually gone so far as to build a bomb. This person may be too afraid to come forward with the information but is also concerned about the safety of others. Calling in a bomb threat brings attention to the matter and provides a warning of potential danger.

Some potential reasons for a person to make a bomb threat are:

- **Political statement** – some individuals use bomb threats in protest of a particular political position
- **Revenge** – a bomb threat creates chaos and disruption; an individual may use a bomb threat as a means of seeking revenge and causing difficulties for the target organization
- **Eco-terrorism** – more frequently, industries and businesses which disrupt the environment as part of their business practice have been targeted with explosives (e.g., gas pipeline explosions)
- **Activism** – special interest groups will capitalize on the attention which comes with a bomb threat

Negative media attention has been brought against certain industry sectors in our province, and while it is unlikely you will deal with bomb threats on a frequent basis, you need to have an awareness and alertness toward these types of situations.

Bomb threats are usually made by telephone though on occasion, they come via mail or other hand delivery. The RCMP (2010) have developed various guidelines for dealing with a bomb threat which arrives by telephone, as well as a “bomb threat checklist” for gathering information from the caller while the threat is being made. The RCMP also suggest you should learn how to perform an initiate a call trace; they advise finding out how to do so before the time comes when it is required.

Guidelines for dealing with a caller making a bomb threat (RCMP, 2010):

- Listen
- Remain calm, be polite
- Do not interrupt the caller
- Obtain as much information as possible (see bomb threat checklist)
- Start a call trace while you are still on the phone (if possible)
- If possible, notify your partner or supervisor of the call and request the police be called
- Complete the bomb threat checklist and submit it to your supervisor as soon as possible



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The RCMP bomb threat checklist is a document which allows you to record answers the caller provides and additional information you gather during the duration of the call. A sample bomb threat checklist based on the RCMP model might look as follows:

BOMB THREAT CHECKLIST				
What time is the bomb going to explode?				
Where is the bomb?				
What does the bomb look like?				
Where are you calling from?				
Why have you placed the bomb?				
Will you tell me your name?				
Determine as much of the following information as possible				
Sex	Male	Female	Approximate age?	
Accent	English	French	Other:	
Voice	Loud	Soft	Other:	
Speech	Fast	Slow	Other:	
Clarity of voice	Good	Nasal	Lisp:	Other:
Manner	Emotional	Calm	Vulgar	Other:
Background noises heard:				
Caller's voice was familiar?			Yes	No
Caller is familiar with area? Why?				
Personal details the caller revealed about his or herself?				

After you have finished speaking with the caller, record the details of the call in your notebook, including the date and time of the call, and the exact wording of the threat (or as much as you can recall). Do not speak to anyone else about the call; doing so might incite panic, which will not help the situation.

Written Bomb Threat

As with a bomb threat by telephone, you should alert your supervisor and the authorities as soon as possible. Keep any packaging the threat arrived in (e.g., envelope, box) to turn over to police when they arrive.

Next Steps After a Bomb Threat

Your job is to report the bomb threat to your supervisors and/or police in accordance with your post orders. Once this has been taken care of, you should continue your regular duties, but with additional vigilance and watching for suspicious items or behaviours. A decision whether or not to ignore the threat, search for the threat, or evacuate the premises must come from someone other than yourself.

Search

If a decision is made to search the premises, you may be called upon to assist based on your familiarity with the location. You will receive direction as far as how to search, where to search, and what to look for. In turn, you may be called upon to provide information to the police about areas which are easily accessed by the public, or areas where critical systems are housed. If you are instructed to form part of the search effort, listen carefully to the instructions provided by the police or the explosives experts – *it could save your life!*



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If you see something suspicious, remember:

1. Do not touch it!
2. Do not move or change anything in the environment.
3. Do not use your phone or radio; electronic devices are known to detonate certain bombs. Move at least 50 metres away before activating an electronic device.
4. Move out of the area slowly; secure access to the area so no one is able to enter.
5. Report your finding to your supervisor or designate (you may have been instructed to call the officer in command). They will want to know
 - Where the object is, including exact location and other details such as whether or not it is in/on a piece of furniture, what it is attached to (e.g., taped to a pipe), and how accessible it appears to be. Also, is it near a gas line? Water line? Server room?
 - A description of the object
 - Any obstacles or barriers to prevent access to the object
 - A safe access route to get to the location
6. Stay alert for further instructions; continue to monitor access to the site.

You will be given instructions about how to proceed. Prevent additional persons from entering the area (unless they are members of the search/investigative effort). Make note of the nearest exits in case a quick evacuation or escape becomes necessary.

Best practices for searching

- Search the public areas of the premises first; these areas are presumably more accessible to an individual trying to plant a device.
- Search the evacuated areas, as well as the exterior of the premises.
- Maintain a searched “cushion” between you, and the exit. This means try to ensure the area you would have to evacuate yourself through has been searched and declared clear. It is not desirable for you to be in a position where you would need to evacuate through an uncleared area.

Searching a room

- Enter the room slowly.
- Listen for unusual sounds; closing your eyes will enhance your ability to hear. You should listen for ticking, beeping, buzzing, or clicking noises.
- Scan the room systematically, from left to right; start with the floor and scan everything up to waist level. Then, scan from waist level to ceiling level. Finally, scan the ceiling.
- Look for objects which seem out of place or which are not usually there. You may notice a microwave oven door which is not properly closed, or a garbage can sitting on top of a table. A briefcase, backpack, or purse would not normally be left unattended in a public area.
- Look for “hiding” spots; this could include heating or A/C vents, light fixtures, draperies, closets, under flooring, or in or behind objects attached to the wall. Do not handle these items; simply pay attention to see if they look as though they have been moved or disturbed, for example, a rug is not lying perfectly flat near one corner.
- Use a note or tape at the entrance to a room/space to indicate it has been searched and cleared.
- Remain in contact with your supervisor or the lead officer (if instructed to do so) to advise when rooms or areas have been cleared.

Evacuation

If you are instructed to assist with an evacuation effort ensure you understand what is being asked and how you are to direct the evacuees. Your assistance will be required to ensure a swift yet orderly exit from the premises for all persons at risk.

Most large buildings/venues have developed evacuation plans to be implemented in the case of emergency; you should ensure you are familiar with the plan early on in your post. Some settings, such as hospitals or office buildings are occupied by individuals mostly familiar with their surroundings. In this case, the employees are familiar with the exit routes and your assistance will be mainly required to help keep people calm or for aiding in the evacuation of individuals who are mobility impaired. Other times, such as when you are posted to a large sports venue, your assistance will be required to help direct evacuees to the appropriate exit. You will need to ensure you are visible and be watchful for panic behaviour which can lead to crowd stampeding and potential incidents of trampling. Be assuring to frightened evacuees before the situation escalates to panic.

If you are the last one to leave an area, close the doors (but do not lock them) behind you as you exit. Upon exiting the premises proceed to the designated meeting area. Continue to work at keeping the evacuees calm; remain observant. Some individuals may be upset or traumatized by the evacuation process and the events leading up to it; be watchful for signs of shock or other health emergencies and call for emergency services at the first indication of a health crisis.

When time allows, make the appropriate entries in your notebook. Continue monitoring the crowd and remain alert for further instructions from your supervisor or the investigators in charge of the scene. If you are approached by media do not engage with them; be professional, but refer reporters to the media professionals responsible for representing the police.



Post-Test

Check your progress. How much do you recall?

1. An alarm system is made up of a _____, _____, and _____.
2. A _____ sensor is a common device which uses a beam of light to transmit information.
3. Your _____ should tell you how your employer expects you to respond to alarm situations.
4. You should familiarize yourself with the mobility and other special needs of individuals _____ an emergency situation occurs.
5. You should perform a _____ scan of an area when looking for unusual items to ensure all possible locations are checked.

Conclusion

Alarm systems protect persons and property from intruders, fire, environmental emergencies and other undesirable events. An alarm system consists of a sensor, transmitter, and a control panel. It is good practice for you to familiarize yourself with the alarm systems in use at your post; take time to ensure you understand the expectations of you in the event an alarm is triggered. During an emergency, you will be looked to for leadership; remain calm and professional as you deal with the situation and aid persons who may be in danger. For specific emergencies, follow best practices; in some cases, remaining with evacuated persons to await arrival of emergency services may be the most helpful option.



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Module Seven: Health & Safety for Security Professionals

Remaining safe while you are on the job is key to being able to perform your role and responsibilities as a security professional. Your role requires you, at times, to be in situations where there is some degree of risk (e.g., conducting night patrols, working alone for long stretches of time). You must be aware of your surroundings and proactive when it comes to taking precautions with respect to your own safety. After all, you must be safe in order to protect the persons and property as assigned by your employer and the client.

Learning Outcomes

Upon completion of this module, you will be able to

1. Describe best practices for personal safety while on duty in the areas of
 - a. Communication
 - b. Duties
 - c. Emergency response
2. Identify potential hazards at security sites and venues
3. Discuss strategies for dealing with the effects of shift work on
 - a. Health
 - b. Personal fitness
 - c. Sleep
 - d. Social life

Topics

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Check Your Knowledge

Test your knowledge of the topic before starting this module.

1. Working night shift is an example of a low risk duty.
 - a. True
 - b. False
2. You should exercise right before bedtime in order to get a good sleep.
 - a. True
 - b. False
3. You should not plan social events when you are working shift work.
 - a. True
 - b. False
4. Avoiding alcohol will help a shift worker cope better with unusual work hours.
 - a. True
 - b. False
5. It is the job of your employer to provide you with a site risk assessment.
 - a. True
 - b. False
6. Isolated work sites are considered a hazard.
 - a. True
 - b. False

Personal Safety

Personal safety begins with your own attitude and your preparedness for the role. Your physical and mental fitness are important to your personal safety even before you step foot on the work site. Use the same method of observing and assessing to determine whether you are fit to perform your duties prior to beginning every shift. If you are overtired, ill, or otherwise incapacitated, you are not only a hazard to yourself, you are a hazard to the persons you are supposed to be protecting and a liability to your employer. Be conscientious about wellness; get enough sleep to meet your needs, eat a healthy, balanced diet, address medical concerns with a health professional, and participate in activities which help you build and maintain your level of fitness. There is always a physical requirement of security professionals, even if you work a stationary posting most of the time; your level of fitness contributes to your ability to combat fatigue and can help keep your cognitive function and powers of observation sharp.

You should always wear and use any safety or protective equipment as required by your employer. Items such as steel-toed boots and reflective vests are meant to help ensure your safety in the presence of hazards. Keep your uniform in good repair; tears in the fabric or flaps of cloth are subject to getting caught in equipment or machinery which could subsequently lead to injury. Wear a jacket when patrolling outdoors in cold weather to protect you from the cold and the potential of hypothermia or frostbite. A water repellent coat is a necessity during periods of rain. When patrolling outdoors during the day, use sunscreen and wear a hat to protect you from the damage and ill-effects caused by the sun. This is true in winter, as well as summer.

Communication and Safety

Develop a habit of communicating with your co-workers or supervisor on a regular basis while on duty. Checking in at the beginning of your shift, before and after breaks, and at the end of your shift lets others know you are at your post and serves to benchmark (establish a standard) your communication patterns. You may call more frequently if time and circumstances permit. Your employer is partially responsible for ensuring your safety, and will appreciate your checking in on a regular basis.



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You might also communicate with others during the course of your patrols. It may be individuals employed by the same organization as you, or it may be persons who work at various locations within the site. For example, it may become your habit to stop at the information desk each time you patrol the lobby area. There are at least two benefits to regular contact like this:

- You have an opportunity to ask if there are any concerns you should be made aware of
- The individual(s) working the desk will come to expect your presence (and more importantly, notice when you do not stop by, which may prompt them to have someone check up on you)

Safety and Your Duties

Throughout this course, you have looked at the various situations you may encounter while working as a security professional and identified best practices and strategies for dealing with each. It is impossible to predict all possible situations you will encounter, but one thing common to all sites you will work at is the existence of an associated level of risk. For the purposes of this discussion, we will consider three broad categories of risk: low, medium, and high.

Low	Medium	High
<p>Examples of low-risk setting:</p> <ul style="list-style-type: none"> • Day shift • Posting in a non-hazardous location (e.g., lobby of an office tower) 	<p>Examples of medium-risk setting:</p> <ul style="list-style-type: none"> • Evening shift • Parking lots during daylight hours • Construction or industrial site during daylight hours • Venues with large numbers of persons present 	<p>Examples of high-risk setting:</p> <ul style="list-style-type: none"> • Night shift • Working in area with high crime level • Working around large amounts of cash or valuable goods • Working in settings where there is a risk of violence (e.g., labour dispute) • Parking lot in darkness • Construction or industrial site during hours of darkness • Isolated location • Areas with limited radio or cell phone signal

You will need to assess the risk at each site you work. Other factors you should consider when doing a risk assessment include the potential for a risky event to occur (e.g., how likely are you to encounter a fire) and how frequently does the risk happen (e.g., how often do you need to remove trespassers from a construction site during the day?). For example, you might be posted at a medium-risk setting, such as a parking lot during daylight hours, but because it is in an isolated location, it is a popular place for drag racers to gather. At least once a week you must address a group of trespassers and ask them to leave the property. The regular frequency with which you interact with the racers elevates this setting into a potential high risk situation.



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Emergency Response

You have already learned about appropriate responses to various emergency situations and have been reminded that maintaining a professional composure by staying calm will provide the most reassurance to individuals at the scene. You have learned about monitoring crowd situations for signs of panic, stampede, and potential trampling of persons. You know to use respectful and polite verbal and non-verbal communications when dealing with angry or difficult persons. Facing an emergency situation simply requires you to utilize all of these skills and best practices at the same time. As you have read in earlier modules your own safety is paramount during times of crisis; if you are injured or otherwise incapacitated you will be unable to perform your duties and assist others in their efforts to get to safety.

Identifying Hazards

The Canadian Centre for Occupational Health and Safety (2009) defines a hazard as “any source of potential damage, harm or adverse health effects on something or someone under certain conditions at work.” CCOHS identifies several categories of workplace hazards, examples of each follow:

Type of hazard	Example	Potential harm
Thing	Scaffolding	Collapse
Substance	Smoke	Smoke inhalation, death
Material	Asbestos	Cancer
Energy source	Electricity	Electric shock
Condition	Icy	Slip and fall
Practice	Working at height without safety rope	Falling
Process	Chemical transport	Accidental tank puncture leading to spillage or explosion

There are also hazards associated with the uncontrolled release of energy (CCOHS, 2009):

- Object falling from a height (gravitational energy)
- Out of control chemical reaction (chemical energy)
- Release of pressurized gas or steam (pressure)
- Clothing or hair becoming tangled in moving machinery (kinetic energy)
- Contact with a fallen power line (electrical energy)



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When identifying the potential hazards at a worksite, consider:

- What hazards are present at the site?
- How will a person encounter the hazard?
- How often will a person encounter the hazard?
- How will exposure to the hazard affect the individual?
- How likely is it a person will be exposed to the hazard?
- What is the severity of the reaction should an individual become exposed to the hazard?
- Is there a way to safely eliminate the hazard?

Hazards you may encounter at various postings can include:

- Isolated conditions
- Traffic (particularly in parking lots or when doing traffic control)
- Weather (icy surfaces, cold temperatures, excessive heat)
- Angry or uncooperative persons
- Unfinished structures (construction sites)
- Crowds
- Alcohol sales

Can you think of more examples?

It is not enough to simply know what the potential hazards may be, you need to locate them. CCOHS (2009) suggests the following should be done to ensure all hazards are identified and located:

- Examine all aspects of the work, including non-routine activities such as maintenance, repair, or cleaning
- Review accident/incident/near-miss records
- Study how work is organized or "done" (include experience and age of people doing the work, systems being used, etc.)
- Consider foreseeable unusual conditions (e.g., possible impact on hazard control procedures that may be unavailable in an emergency situation, power outage, etc.)
- Examine risks to visitors or the public

- Perform an assessment of groups which may have a different level of risk such as young or inexperienced workers, persons with disabilities, or new or expectant mothers

Hazard assessment should be an ongoing process; you cannot predict which hazards will remain the same from day to day. Some hazards may be minimized or eliminated over time while new hazards may appear. A constant and systematic reassessment of site hazards is a proactive approach to maintaining your personal safety.

Shift Work

Security patrols are often required during evening and night time hours, leading to the need for shift work amongst security professionals. Some of the most common negative effects of shift work include disruption of the circadian (sleep) rhythm, sleep deprivation, disorders of the gastrointestinal and cardiovascular systems, worsening of existing disorders, and disruption of family and social life (CCOHS, 2007).

Health and Nutrition

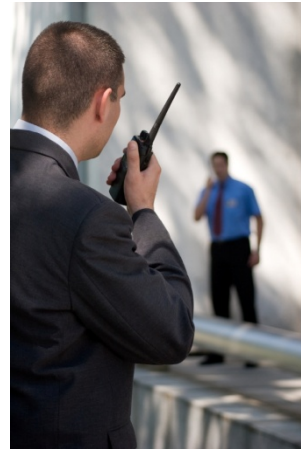
Shift work disrupts normal social patterns and routines, such as meal time. When shift work causes you to work through or skip regular meals, it affects your health and overall well being. Even though you may not be able to eat dinner with your family each night, you can still adopt eating patterns which will help you combat the negative effects of shift work. The Occupational Health Clinics for Ontario Workers (2005) recommend:

- Afternoon workers should have their meal in the middle of the day instead of the middle of their work shift
- Night workers should eat lightly throughout the shift and have a moderate breakfast
- Relaxing during meals and allow time for digestion
- Drinking lots of water
- Cutting back on highly salted foods
- Reducing foods high in fat
- Maintaining regular eating patterns with well-balanced meals (avoid junk food and limit fat intake)
- Eating the usual balance of vegetables, fruit, lean meat, poultry, fish, dairy products, grains, and bread
- Avoiding excessive use of antacids, tranquilizers and sleeping pills
- Minimizing the intake of caffeine and alcohol
- Avoiding fast food and vending machines

Physical Fitness

Physical fitness routines are often another casualty of shift work. You might normally work out at the time you are heading home from an overnight shift, or your evenings may be spent tending to your responsibilities to home and family, leaving no time for a workout. Fitness contributes to your ability to remain focused and alert on the job; being physically fit aids your energy levels which in turn sustain you through long shifts. Healthy U, an initiative of the Government of Alberta (2010) suggests shift workers try the following strategies for staying alert during late night shifts and maintaining physical fitness:

- Try to exercise during breaks
- Talk with co-workers while you work
- Try to work with a "buddy"
- Take short breaks throughout your shift to use the employee lounge, take a walk, shoot hoops in the parking lot, or climb stairs
- Don't leave the most tedious or boring tasks to the end of your shift when you will probably feel most sleepy
- Exchange ideas with your colleagues on ways to cope with the problems of shift work
- It's a good idea to avoid exercising before going to bed, because exercise raises energy and your body temperature. Make sure you allow three hours to pass between exercising and going to sleep.



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Sleep

The most obvious affect shift work has on your physical and mental well-being is the disruption to your regular sleep patterns. Despite your family's best attempts to ensure you are not disturbed and your own good intentions, it is not an easy task to obtain a quality sleep during daylight hours when most of the world is awake. The following suggestions may help you get the rest your body needs:

- Make sure your family and friends are aware of and considerate of your sleep hours and needs
- Ensure you have a comfortable, quiet place to sleep during the day
- Air conditioning, telephone answering machines, ear plugs and good window coverings are examples of devices which may improve your sleep
- Make time for quiet relaxation before bed to facilitate better sleep (reading, breathing exercises, muscle relaxation techniques, etc.)
- Sleep on a set schedule to help establish a routine and to make sleep during the day easier

- Avoid strenuous exercise before sleeping as your body's metabolism will remain elevated for several hours afterward, making sleep difficult
 - If you do not fall asleep after one hour, read a book or listen to quiet music
 - If sleep still does not come, reschedule your sleeping hours for later in the day
- Adapted from Occupational Health Clinics for Ontario Workers, Inc., 2005

You will probably go through a process of trial and error until you discover what works best for you, but it will be worth it to get the rest you need. You will stay healthier, feel better, and have more energy for your work and personal life.

Social Life

Working shifts wreaks havoc with your social life. Even if you are not a person who typically goes out often you will still notice the way shift work infringes upon your personal or relaxation time. All of us require the balance brought to us by our “down time” and the freedom to choose what we want to do. Extended periods of working evening or night shift can cause you to lose contact with family and friends and lead to a feeling of isolation. The Occupational Health Clinics for Ontario Workers (2005) provide the following ideas for maintaining a social life while being engaged in shift work:

- Schedule at least one daily meal with your family; this helps to keep communication channels open and promotes good eating habits
- Socialize with other shift workers and their families; this helps to minimize the disruption that shift work can have on your social life
- Keep in touch with your spouse/partner and children daily
- Set time aside for just you and your spouse/partner
- Carefully plan family activities; family ties are a precious commodity (plan days off in advance if possible)
- Practice stress reduction
- Use a calendar to schedule events
- Try to prioritize tasks and tackle one at a time



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Working shift work will cause you challenges but working to implement the strategies and ideas you have just studied should help to ease your concerns and protect your health and well being both on and off the job.



Post-Test

Check your progress. How much do you recall?

1. Working at a parking lot during daytime hours is an example of a _____ risk situation.
2. The _____ with which events occur impacts the risk level.
3. Working at height without a safety rope is an example of _____ type of hazard.
4. Crowds are considered a form of hazard.
 - a. True
 - b. False
5. Afternoon workers should have their main meal _____.
6. Wearing _____ issued by your employer is one way to minimize risk.

Conclusion

Your personal safety is one of your most important responsibilities as a security professional. Being physically and mentally prepared for each shift is the first step to remaining safe on the job. Utilize best practices while on duty and learn to assess sites for risk in order to protect you and your clients' interests. Hazards may be found at all worksites; ensure you determine what hazards may exist and where they may be found. Shift work can take a toll on your health and well being; combat the effects of shift work by being informed and selecting strategies to maintain your overall wellness.

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Appendix A: Employment Standards Code

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Division 1: Paying Earnings

Pay Periods

Section 7, Employment Standards Code (ESC)

Pay periods

7(1) Every employer must establish one or more pay periods for the calculation of wages and overtime pay due to an employee.

(2) A pay period must not be longer than one work month.

1996 cE-10.3 s7

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Payment of Wages, Overtime Pay and General Holiday Pay

Section 8, Employment Standards Code (ESC)

Payment of wages, overtime pay and general holiday pay

8(1) Wages, overtime pay and general holiday pay earned in a pay period must be paid by an employer not later than 10 consecutive days after the end of each pay period.

(2) When employment ends, earnings must be paid by an employer within the time described in section 9 or 10.

1996 cE-10.3 s8

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Ways of Paying Earnings

Section 11, Employment Standards Code (ESC)

Ways of paying earnings

11(1) In this section, "authorized financial institution" means a bank, treasury branch, credit union, loan corporation, trust corporation or other corporation insured under the *Canada Deposit Insurance Corporation Act* (Canada).

(2) An employee's earnings must be paid by an employer in Canadian currency

- (a) in cash or by cheque, bill of exchange or order to pay, payable on demand, drawn on an authorized financial institution, or
- (b) if the employer so chooses, by direct deposit to the employee's account in an authorized financial institution of the employee's choice.

1996 cE-10.3 s11

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Deductions from Earnings

Section 12, Employment Standards Code (ESC)

Deductions from earnings

12(1) An employer must not deduct, set off against or claim from the earnings of an employee any sum of money, unless allowed to do so by subsection (2).

(2) An employer may deduct from the earnings of an employee a sum of money that is

- (a) permitted or required to be deducted by an enactment or a judgment or order of a court,
- (b) authorized to be deducted by a collective agreement that is binding on the employee, or
- (c) personally authorized in writing by the employee to be deducted.

(3) Despite an authorization in a collective agreement or a written authorization by an employee, an employer may not deduct from earnings a sum for

- (a) faulty workmanship, or
- (b) cash shortages or loss of property if an individual other than the employee had access to the cash or property.

1996 cE-10.3 s12

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Division 3: Hours of Work

Hours of Work Confined

Section 16, Employment Standards Code (ESC)

Hours of work confined

16(1) An employee's hours of work must be confined within a period of 12 consecutive hours in any one work day, unless

- (a) an accident occurs, urgent work is necessary to a plant or machinery or other unforeseeable or unpreventable circumstances occur, or
- (b) the Director issues a permit authorizing extended hours of work.

(2) If hours of work have to be extended, they are to be increased only to the extent necessary to avoid serious interference with the ordinary working of a business, undertaking or other activity.

1996 cE-10.3 s16

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Notice of Work Times

Section 17, Employment Standards Code (ESC)

Notice of work times

17(1) Every employer must notify the employees of the time at which work starts and ends by posting notices where they can be seen by the employees, or by any other reasonable method.

(2) An employer must not require an employee to change from one shift to another without at least 24 hours' written notice and 8 hours of rest between shifts.

1996 cE-10.3 s17

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Rest Periods

Section 18, Employment Standards Code (ESC)

Rest periods

18 Every employer must allow each employee a total of at least 30 minutes of rest, whether paid or unpaid, during each shift in excess of 5 consecutive hours of work unless

- (a) an accident occurs, urgent work is necessary or other unforeseeable or unpreventable circumstances occur,
- (b) different rest provisions are agreed to pursuant to a collective agreement, or
- (c) it is not reasonable for the employee to take a rest period.

1996 cE-10.3 s18

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Days of Rest

Section 19, Employment Standards Code (ESC)

Days of rest

19(1) Every employer must allow each employee at least

- (a) one day of rest in each work week,
- (b) 2 consecutive days of rest in each period of 2 consecutive work weeks,
- (c) 3 consecutive days of rest in each period of 3 consecutive work weeks, or
- (d) 4 consecutive days of rest in each period of 4 consecutive work weeks.

(2) Every employer must allow each employee at least 4 consecutive days of rest after each 24 consecutive work days.

1996 cE-10.3 s19

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Compressed Work Week

Section 20, Employment Standards Code (ESC)

Compressed work week

20(1) An employer may require or permit an employee to work a compressed work week, consisting of fewer work days in the work week and more hours of work in a work day paid at the employee's regular wage rate.

(2) A compressed work week must be scheduled in advance and the schedule must meet the following requirements:

- (a) if the compressed work week is part of a cycle, the schedule must show all the work weeks that make up the cycle;
- (b) the maximum hours of work that an employee may be scheduled to work in a work day is 12 hours;
- (c) the maximum hours of work that an employee may be scheduled to work in a compressed work week is 44 hours;
- (d) if the compressed work week is part of a cycle, clause (c) does not apply and the maximum average weekly hours of work that an employee may be scheduled to work in the work weeks that are part of the cycle is 44 hours.

1996 cE-10.3 s20

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Division 4: Overtime and Overtime Pay

Overtime Hours

Section 21, Employment Standards Code (ESC)

Overtime hours

21 Overtime hours in respect of a work week are

- (a) the total of an employee's hours of work in excess of 8 on each work day in the work week, or
- (b) an employee's hours of work in excess of 44 hours in the work week,

whichever is greater, and, if the hours in clauses (a) and (b) are the same, the overtime hours are those common hours.

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Overtime Pay

Section 22, Employment Standards Code (ESC)

Overtime pay

22(1) An employer must pay an employee overtime pay of at least 1.5 times the employee's wage rate for overtime hours.

(2) Subsection (1) does not apply to an employer or employee who has entered into an overtime agreement.

1996 cE-10.3 s22

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Overtime Agreements

Section 23, Employment Standards Code (ESC)

Overtime agreements

23(1) An employee or the majority of a group of employees may enter into an overtime agreement

- (a) as part of a collective agreement, or
- (b) if there is no collective agreement, in a written agreement between the employee or group of employees and the employer,

that provides that, wholly or partly instead of overtime pay, the employer will provide, and the employee or group of employees will take, time off with pay instead of overtime pay.

(2) An agreement referred to in subsection (1) is deemed to include at least the following provisions:

- (a) time off with pay instead of overtime pay will be provided, taken and paid at the employee's wage rate at a time that the employee could have worked and received wages from the employer;
- (b) if time off with pay instead of overtime pay is not provided, taken and paid in accordance with clause (a), the employee will be paid overtime pay of at least 1.5 times the employee's wage rate for the overtime hours worked;
- (c) time off with pay instead of overtime pay will be provided, taken and paid to the employee within 3 months of the end of the pay period in which it was earned unless
 - (i) the agreement is part of a collective agreement and the collective agreement provides for a longer period within which the time off with pay is to be provided and taken, or

- (ii) the Director issues a permit authorizing an agreement that provides for a longer period within which the time off with pay is to be provided and taken;
 - (d) no amendment or termination of the agreement is to be effective without at least one month's written notice given by one party to the agreement to the other.
- (3) An employer must provide a copy of the overtime agreement to each employee affected by it.

1996 cE-10.3 s23

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Division 5: General Holidays and General Holiday Pay

General Holidays in Alberta

Section 25, Employment Standards Code (ESC)

General holidays in Alberta

25 The following days are general holidays in Alberta:

- (a) New Year's Day,
- (b) Alberta Family Day,
- (c) Good Friday,
- (d) Victoria Day,
- (e) Canada Day,
- (f) Labour Day,
- (g) Thanksgiving Day,
- (h) Remembrance Day,
- (i) Christmas Day,
- (j) any other day designated, by regulation, as a general holiday by the Lieutenant Governor in Council, and
- (k) any other day designated as a general holiday under an agreement between an employer and employees, or otherwise designated as a general holiday by an employer.

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Eligibility for General Holiday Pay

Section 26, Employment Standards Code (ESC)

Eligibility for general holiday pay

26(1) An employee is eligible for general holiday pay if the employee has worked for the same employer for 30 work days or more in the 12 months preceding the general holiday.

(2) An employee is not entitled to general holiday pay if the employee

- (a) does not work on a general holiday when required or scheduled to do so, or
- (b) is absent from employment without the consent of the employer on the employee's last regular work day preceding, or the employee's first regular work day following, a general holiday.

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Resolving Doubts about General Holiday Pay Entitlements

Section 27, Employment Standards Code (ESC)

Resolving doubts about general holiday pay entitlements

27(1) If an employee works an irregular schedule and there is doubt about whether a general holiday is on a day that would normally have been a work day for the employee, the doubt is to be resolved in accordance with subsection (2).

(2) If in at least 5 of the 9 weeks preceding the work week in which the general holiday occurs the employee worked on the same day of the week as the day on which the general holiday falls, the general holiday is to be considered a day that would normally have been a work day for the employee.

1996 cE-10.3 s27

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General Holiday Pay - Not Working on a Normal Work Day

Section 28, Employment Standards Code (ESC)

General holiday pay - not working on a normal work day

28 If

- (a) a general holiday falls on a day that would normally have been a work day for the employee, and
- (b) an employee does not work on the general holiday,

the employer must pay the employee general holiday pay of an amount that is at least the average daily wage of the employee.

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General Holiday Pay - Working on a Normal Work Day

Section 29, Employment Standards Code (ESC)

General holiday pay - working on a normal work day

29 If a general holiday is on a day that would normally have been a work day for an employee and the employee works on the general holiday, the employer must comply with clause (a) or (b):

- (a) pay the employee general holiday pay of
 - (i) an amount that is at least the average daily wage of the employee, and
 - (ii) an amount that is at least 1.5 times the employee's wage rate for each hour of work of the employee on that day,

or

- (b) provide the employee with
 - (i) an amount that is at least the employee's wage rate times each hour of work on that day, and
 - (ii) one day's holiday, not later than the employee's next annual vacation, on a day that would normally be a work day for the employee, and general holiday pay for that day of an amount that is at least the employee's average daily wage.

1996 cE-10.3 s29

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General Holiday Pay - Working on Unscheduled Work Day

Section 30, Employment Standards Code (ESC)

General holiday pay - working on unscheduled work day

30 If

- (a) a general holiday is on a day that is not normally a work day for an employee, and
- (b) the employee works on the general holiday,

the employer must pay the employee general holiday pay of an amount that is at least 1.5 times the wage rate of the employee for each hour of work on that day.

1996 cE-10.3 s30

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General Holiday during Annual Vacation

Section 31, Employment Standards Code (ESC)

General holiday during annual vacation

31(1) If a general holiday occurs during an employee's annual vacation, the employer must, if the general holiday is one to which the employee would have been entitled had the employee not been on annual vacation, give the employee a holiday with general holiday pay of a sum that is at least equal to the average daily wage of the employee.

(2) The general holiday must be taken

- (a) on what would have been the employee's first day back to work after the annual vacation, or
- (b) by agreement with the employee, on another day after the annual vacation that would normally be a working day for the employee, and provide it before the employee's next annual vacation.

1996 cE-10.3 s31

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Division 6: Vacations and Vacation Pay

Basic Vacation Entitlement

Section 34, Employment Standards Code (ESC)

Basic vacation entitlement

34 An employee becomes entitled to an annual vacation of at least

- (a) 2 weeks after each of the first 4 years of employment, and
- (b) 3 weeks after 5 consecutive years of employment and each year of employment after that,

unless section 35 applies.

1996 cE-10.3 s34

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Vacation Entitlements with a Common Anniversary Date

Section 35, Employment Standards Code (ESC)

Vacation entitlements with a common anniversary date

35(1) For the purpose of calculating vacation and vacation pay, an employer may establish a common anniversary date for all employees or a group of them.

- (2) If an employer establishes a common anniversary date, then, despite any other provision in this Division,
- (a) the amount of vacation pay, and
 - (b) the length of an employee's vacation,

must not be reduced to less than the employee would have received if the common anniversary date had not been established.

(3) If an employee has a common anniversary date, the employee becomes entitled to an annual vacation as follows:

- (a) on the first common anniversary date after employment starts with the employer, at least 2 weeks' vacation or a proportionately lesser period of vacation if the employee has been employed for less than one year;
- (b) on the 2nd, 3rd, 4th and 5th common anniversary date after employment starts with the employer, at least 2 weeks' vacation;
- (c) on the 6th common anniversary date after employment starts with the employer, at least
 - (i) 3 weeks' vacation, and
 - (ii) vacation for the period that the proportion referred to in clause (a), if any, bears to one week;
- (d) on the 7th and subsequent common anniversary dates after employment starts with the employer, at least 3 weeks' vacation.

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When Vacation Pay is to be Paid

Section 41, Employment Standards Code (ESC)

When vacation pay is to be paid

41(1) An employer may pay vacation pay at any time, but must pay vacation pay to each employee no later than the next regularly scheduled pay-day after the employee starts annual vacation.

(2) If vacation pay has not been fully paid to an employee before the annual vacation starts, the employee may request the employer to pay vacation pay at least one day before the vacation starts and the employer must comply with the request.

1996 cE-10.3 s41

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Vacation Pay on Termination of Employment

Section 42, Employment Standards Code (ESC)

Vacation pay on termination of employment

42(1) If employment terminates before an employee becomes entitled to a first annual vacation, the employer must pay the employee 4% of the employee's wages earned during the employment.

(2) If employment terminates after an employee becomes entitled to annual vacation, the employer must pay the employee vacation pay of an amount equal to the vacation pay to which the employee would have been entitled in that year of employment if the employee had remained employed by the employer and

- (a) for an employee who is entitled to 2 weeks' vacation, at least 4% of the employee's wages for the period from the date the employee last became entitled to an annual vacation to the date employment terminates, or
- (b) for an employee who is entitled to 3 weeks' vacation, at least 6% of the employee's wages for the period from the date the employee last became entitled to an annual vacation to the date employment terminates.

1996 cE-10.3 s42

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When Vacation Pay is Considered to be Wages

Section 43, Employment Standards Code (ESC)

When vacation pay is considered to be wages

43 Vacation pay paid to an employee in one year of employment is deemed to be wages for the purpose of calculating the vacation pay payable to the employee in the following year of employment.

1996 cE-10.3 s43

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Reductions in Vacation and Vacation Pay

Section 44, Employment Standards Code (ESC)

Reductions in vacation and vacation pay

44 When an employee is absent from work, an employer may reduce the employee's vacation and vacation pay in proportion to the number of days the employee was or would normally have been scheduled to work, but did not.

1996 cE-10.3 s44

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Appendix B: Criminal Code

The following are criminal offences you may encounter in your work as a security professional.

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Common Summary Offences

Unlawful Assembly

Section 63, Section 64, Section 65, Criminal Code (CC)

Unlawful assembly

63. (1) An unlawful assembly is an assembly of three or more persons who, with intent to carry out any common purpose, assemble in such a manner or so conduct themselves when they are assembled as to cause persons in the neighbourhood of the assembly to fear, on reasonable grounds, that they

- (a) will disturb the peace tumultuously; or
- (b) will by that assembly needlessly and without reasonable cause provoke other persons to disturb the peace tumultuously.

Lawful assembly becoming unlawful

(2) Persons who are lawfully assembled may become an unlawful assembly if they conduct themselves with a common purpose in a manner that would have made the assembly unlawful if they had assembled in that manner for that purpose.

Exception

(3) Persons are not unlawfully assembled by reason only that they are assembled to protect the dwelling-house of any one of them against persons who are threatening to break and enter it for the purpose of committing an indictable offence therein.

R.S., c.C-34, s.64

Riot

64. A riot is an unlawful assembly that has begun to disturb the peace tumultuously.

R.S., c.C-34, s.65

Punishment of rioter

65. Every one who takes part in a riot is guilty of an indictable offence and liable to imprisonment for a term not exceeding two years.

R.S., c.C-34, s.66

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Weapon at a Public Meeting

Section 89, CC

Carrying weapon while attending public meeting

89. (1) Every person commits an offence who, without lawful excuse, carries a weapon, a prohibited device or any ammunition or prohibited ammunition while the person is attending or is on the way to attend a public meeting.

Punishment

(2) Every person who commits an offence under subsection (1) is guilty of an offence punishable on summary conviction.

R.S., 1985, c.C-46, s.89; 1995, c.39, s.139

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Indecent Acts

Section 173, Section 174, Section 175(1), CC

Indecent acts

173. (1) Every one who wilfully does an indecent act

- (a) in a public place in the presence of one or more persons, or
- (b) in any place, with intent thereby to insult or offend any person,

is guilty of an offence punishable on summary conviction.

Exposure

(2) Every person who, in any place, for a sexual purpose, exposes his or her genital organs to a person who is under the age of 16 years is guilty of an offence punishable on summary conviction.

R.S., 1985, c.C-46, s.173; R.S., 1985, c.19 (3rd Supp.), s 7; 2008, c 6, s.54

Nudity

174. (1) Every one who, without lawful excuse,

- (a) is nude in a public place, or
- (b) is nude and exposed to public view while on private property, whether or not the property is his own,

is guilty of an offence punishable on summary conviction.

Nude

(2) For the purposes of this section, a person is nude who is so clad as to offend against public decency or order.

Consent of Attorney General

(3) No proceedings shall be commenced under this section without the consent of the Attorney General.

R.S., c.C-34, s.170

Causing disturbance, indecent exhibition, loitering, etc.

175. (1) Every one who

- (a) not being in a dwelling-house, causes a disturbance in or near a public place,
 - (i) by fighting, screaming, shouting, swearing, singing or using insulting or obscene language,
 - (ii) by being drunk, or
 - (iii) by impeding or molesting other persons,
- (b) openly exposes or exhibits an indecent exhibition in a public place,
- (c) loiters in a public place and in any way obstructs persons who are in that place, or
- (d) disturbs the peace and quiet of the occupants of a dwelling-house by discharging firearms or by other disorderly conduct in a public place or who, not being an occupant of a dwelling-house comprised in a particular building or structure, disturbs the peace and quiet of the occupants of a dwelling-house comprised in the building or structure by discharging firearms or by other disorderly conduct in any part of a building or structure to which, at the time of such conduct, the occupants of two or more dwelling-houses comprised in the building or structure have access as of right or by invitation, express or implied,

is guilty of an offence punishable on summary conviction.

R.S., 1985, c.C-46, s.175; 1997, c.18, s.6

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Trespassing at Night

Section 177, CC

Trespassing at night

177. Every one who, without lawful excuse, the proof of which lies on him, loiters or prowls at night on the property of another person near a dwelling-house situated on that property is guilty of an offence punishable on summary conviction.

R.S., c.C-34, s.173

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Obtain Food or Lodging by Fraud

Section 364, CC

Fraudulently obtaining food, beverage or accommodation

364. (1) Every one who fraudulently obtains food, a beverage or accommodation at any place that is in the business of providing those things is guilty of an offence punishable on summary conviction.

Presumption

(2) In proceedings under this section, evidence that the accused obtained food, a beverage or accommodation at a place that is in the business of providing those things and did not pay for it and

- (a) made a false or fictitious show or pretence of having baggage,
- (b) had any false or pretended baggage,
- (c) surreptitiously removed or attempted to remove his baggage or any material part of it,
- (d) absconded or surreptitiously left the premises,
- (e) knowingly made a false statement to obtain credit or time for payment, or
- (f) offered a worthless cheque, draft or security in payment for the food, beverage or accommodation,

is, in the absence of any evidence to the contrary, proof of fraud.

Definition of “cheque”

(3) In this section, “cheque” includes, in addition to its ordinary meaning, a bill of exchange drawn on any institution that makes it a business practice to honour bills of exchange or any particular kind thereof drawn on it by depositors.

R.S., 1985, c.C-46, s.364; 1994, c.44, s.23

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Obtain Transportation by Fraud

Section 393(1), CC

Fraud in relation to fares, etc.

393. (1) Every one whose duty it is to collect a fare, toll, ticket or admission who wilfully

- (a) fails to collect it,
- (b) collects less than the proper amount payable in respect thereof, or
- (c) accepts any valuable consideration for failing to collect it or for collecting less than the proper amount payable in respect thereof,

is guilty of an indictable offence and liable to imprisonment for a term not exceeding two years.

R.S., c.C-34, s.351

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Common Indictable Offences

Weapon or Imitation for Dangerous Purpose

Section 87, CC

Pointing a firearm

87. (1) Every person commits an offence who, without lawful excuse, points a firearm at another person, whether the firearm is loaded or unloaded.

Punishment

(2) Every person who commits an offence under subsection (1)

- (a) is guilty of an indictable offence and liable to imprisonment for a term not exceeding five years; or
- (b) is guilty of an offence punishable on summary conviction.

R.S., 1985, c.C-46, s. 87; 1995, c.39, s.139

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Aggravated Assault

Section 268(1), CC

Aggravated assault

268. (1) Every one commits an aggravated assault who wounds, maims, disfigures or endangers the life of the complainant.

R.S., 1985, c.C-46, s.268; 1997, c.16, s.5

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Theft Over \$5,000

See definition of "theft" in listing of summary conviction offences. In addition to actions constituting theft, section 334(a) indicates the following:

Section 334(a), CC

Punishment for theft

334. Except where otherwise provided by law, every one who commits theft

- (a) is guilty of an indictable offence and liable to imprisonment for a term not exceeding ten years, where the property stolen is a testamentary instrument or the value of what is stolen exceeds five thousand dollars; or
- (b) is guilty
 - (i) of an indictable offence and is liable to imprisonment for a term not exceeding two years, or
 - (ii) of an offence punishable on summary conviction,

Where the value of what is stolen does not exceed five thousand dollars.

R.S., 1985, C-46, s.334; 1985, c.27 (1st Supp.), s.43; 1994, c.44, s.20

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Robbery with Firearm and Other

Section 343, CC

Robbery

343. Every one commits robbery who

- (a) steals, and for the purpose of extorting whatever is stolen or to prevent or overcome resistance to the stealing, uses violence or threats of violence to a person or property;
- (b) steals from any person and, at the time he steals or immediately before or immediately thereafter, wounds, beats, strikes or uses any personal violence to that person;
- (c) assaults any person with intent to steal from him; or
- (d) steals from any person while armed with an offensive weapon or imitation thereof.

R.S., c.C-34, s.302

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Possession of Property over \$5,000

Section 354(1), CC

Possession of property obtained by crime

354. (1) Every one commits an offence who has in his possession any property or thing or any proceeds of any property or thing knowing that all or part of the property or thing or of the proceeds was obtained by or derived directly or indirectly from

- (a) the commission in Canada of an offence punishable by indictment; or
- (b) an act or omission anywhere that, if it had occurred in Canada, would have constituted an offence punishable by indictment.

R.S., 1985, c.C-46, s.354; 1997, c.18, s.23

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And:

Section 355(a), CC

Punishment

355. Every one who commits an offence under section 354

- (a) is guilty of an indictable offence and liable to imprisonment for a term not exceeding ten years, where the subject-matter of the offence is a testamentary instrument or the value of the subject-matter of the offence exceeds five thousand dollars;

R.S., 1985, c.C-46, s.355; 1985, c.27 (1st Supp.), s.49, c.44, s.21

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Fraud over \$5,000

Section 380(1)(a), CC

Fraud

380. (1) Every one who, by deceit, falsehood or other fraudulent means, whether or not it is a false pretence within the meaning of this Act, defrauds the public or any person, whether ascertained or not, of any property, money or valuable security or any service,

- (a) is guilty of an indictable offence and liable to a term of imprisonment not exceeding fourteen years, where the subject-matter of the offence is a testamentary instrument or the value of the subject-matter of the offence exceeds five thousand dollars;

R.S., 1985, c.C-46, s.380; R.S., 1985, c.27 (1st Supp.), s.54; 1994, c.44, s.25; 1997, c.18, s.26; 2004, c.3, s.2; 2011, C.6, s.2

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Mischief Endangering Life

Mischief as defined in list of summary offences (above), plus:

Section 430(2), CC

Punishment

430(2) Every one who commits mischief that causes actual danger to life is guilty of an indictable offence and liable to imprisonment for life.

R.S., 1985, C.C-46, s.430; R.S., 1985, c.27 (1st Supp.), s.57; 1994, c.44, s.28; 2001, c.41, s.12; 2005, c.40, s.3

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Arson, Disregard for Human Life

Section 433, CC

Arson — disregard for human life

433. Every person who intentionally or recklessly causes damage by fire or explosion to property, whether or not that person owns the property, is guilty of an indictable offence and liable to imprisonment for life where

- (a) the person knows that or is reckless with respect to whether the property is inhabited or occupied; or
(b) the fire or explosion causes bodily harm to another person.

R.S., 1985, c.C-46, s.433; 1990, c.15, s.1

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Arson, Damage to Property of Others

Section 434, CC

Arson — damage to property

434. Every person who intentionally or recklessly causes damage by fire or explosion to property that is not wholly owned by that person is guilty of an indictable offence and liable to imprisonment for a term not exceeding fourteen years.

R.S., 1985, c.C-46, s.434; 1990, c.15, s.1

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Arson, Damage to Own Property, Threat to Safety of Others

Section 434.1, CC

Arson — own property

434.1 Every person who intentionally or recklessly causes damage by fire or explosion to property that is owned, in whole or in part, by that person is guilty of an indictable offence and liable to imprisonment for a term not exceeding fourteen years, where the fire or explosion seriously threatens the health, safety or property of another person.

1990, c.15, s.1

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Possession of Counterfeit Money

Section 450, CC

Possession, etc., of counterfeit money

450. Every one who, without lawful justification or excuse, the proof of which lies on him,

- (a) buys, receives or offers to buy or receive,
- (b) has in his custody or possession, or
- (c) introduces into Canada,

counterfeit money is guilty of an indictable offence and liable to imprisonment for a term not exceeding fourteen years.

R.S., c C-34, s.408

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Common Dual (Hybrid) Offences

Possession of Housebreaking Instruments

Section 351(1), CC

Possession of break-in instrument

351. (1) Every one who, without lawful excuse, the proof of which lies on them, has in their possession any instrument suitable for the purpose of breaking into any place, motor vehicle, vault or safe under circumstances that give rise to a reasonable inference that the instrument has been used or is or was intended to be used for such a purpose,

- (a) is guilty of an indictable offence and liable to imprisonment for a term not exceeding ten years;

R.S., c-46, s.351; 1985, c.27 (1st Supp.), s.48; 2008, c.18, s.9

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Possession of Prohibited Weapon

Section 90(1), CC

Carrying concealed weapon

90. (1) Every person commits an offence who carries a weapon, a prohibited device or any prohibited ammunition concealed, unless the person is authorized under the *Firearms Act* to carry it concealed.

R.S., 1985, C.C-46, S.90; 1991, c.28, s.6, c.40, ss.4, 35; 1994, c.44, s.6; 1995, c.39, s.139

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Public Mischief

Section 140(1), CC

Public mischief

140. (1) Every one commits public mischief who, with intent to mislead, causes a peace officer to enter on or continue an investigation by

- (a) making a false statement that accuses some other person of having committed an offence;
- (b) doing anything intended to cause some other person to be suspected of having committed an offence that the other person has not committed, or to divert suspicion from himself;
- (c) reporting that an offence has been committed when it has not been committed; or
- (d) reporting or in any other way making it known or causing it to be made known that he or some other person has died when he or that other person has not died.

R.S., 1985, c.C-46, s.140; R.S., 1985, c.27 (1st Supp.), s.19

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Criminal Harassment

Section 264(1) and 264(2), CC

Criminal harassment

264. (1) No person shall, without lawful authority and knowing that another person is harassed or recklessly as to whether the other person is harassed, engage in conduct referred to in subsection (2) that causes that other person reasonably, in all the circumstances, to fear for their safety or the safety of anyone known to them.

Prohibited conduct

(2) The conduct mentioned in subsection (1) consists of

- (a) repeatedly following from place to place the other person or anyone known to them;
- (b) repeatedly communicating with, either directly or indirectly, the other person or anyone known to them;
- (c) besetting or watching the dwelling-house, or place where the other person, or anyone known to them, resides, works, carries on business or happens to be; or
- (d) engaging in threatening conduct directed at the other person or any member of their family.

R.S., 1985, c.C-46, s.264; R.S., 1985, c.27 (1st Supp.), s.37; 1993, c.45, s.2; 1997, c.16, s.4, c.17, s.9; 2002, c.13, s.10

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Assault Causing Bodily Harm or With a Weapon

Section 267, CC

Assault with a weapon or causing bodily harm

267. Every one who, in committing an assault,

- (a) carries, uses or threatens to use a weapon or an imitation thereof, or
- (b) causes bodily harm to the complainant,

is guilty of an indictable offence and liable to imprisonment for a term not exceeding ten years or an offence punishable on summary conviction and liable to imprisonment for a term not exceeding eighteen months.

R.S., 1985, c.C-46, s.267; 1994, c.44, s.17

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Sexual Assault

Section 271(1), CC

Sexual assault

271. (1) Every one who commits a sexual assault is guilty of

- (a) an indictable offence and is liable to imprisonment for a term not exceeding ten years; or
- (b) an offence punishable on summary conviction and liable to imprisonment for a term not exceeding eighteen months.

R.S., 1985, c.C-46, s.271; R.S., 1985, c.19 (3rd Supp.), s.10; 1994, c.44, s.19; 2012, c.1, s.25

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Theft \$5,000 or Less

Section 322(1) and 322(2), CC

Theft

322. (1) Every one commits theft who fraudulently and without colour of right takes, or fraudulently and without colour of right converts to his use or to the use of another person, anything, whether animate or inanimate, with intent

- (a) to deprive, temporarily or absolutely, the owner of it, or a person who has a special property or interest in it, of the thing or of his property or interest in it;
- (b) to pledge it or deposit it as security;
- (c) to part with it under a condition with respect to its return that the person who parts with it may be unable to perform; or
- (d) to deal with it in such a manner that it cannot be restored in the condition in which it was at the time it was taken or converted.

Time when theft completed

(2) A person commits theft when, with intent to steal anything, he moves it or causes it to move or to be moved, or begins to cause it to become movable.

R.S., c.C-34, s.283

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And:

Section 334(b), CC

Punishment for theft

334. Except where otherwise provided by law, every one who commits theft

- (b) is guilty
 - (i) of an indictable offence and is liable to imprisonment for a term not exceeding two years, or
 - (ii) of an offence punishable on summary conviction,

where the value of what is stolen does not exceed five thousand dollars.

R.S., 1985, c.C-46, s.334; R.S., 1985, c.27 (1st Supp.), s.43; 1994, c.44, s.20

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Possession of Property under \$5,000

Section 354(1), CC

Possession of property obtained by crime

354. (1) Every one commits an offence who has in his possession any property or thing or any proceeds of any property or thing knowing that all or part of the property or thing or of the proceeds was obtained by or derived directly or indirectly from

- (a) the commission in Canada of an offence punishable by indictment; or
- (b) an act or omission anywhere that, if it had occurred in Canada, would have constituted an offence punishable by indictment.

R.S., 1985, c.C-46, s.354; 1997, c.18, s.23

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And:

Section 355(b), CC

Punishment

355. Every one who commits an offence under section 354

- (b) is guilty
 - (i) of an indictable offence and is liable to imprisonment for a term not exceeding two years, or
 - (ii) of an offence punishable on summary conviction,

where the value of the subject-matter of the offence does not exceed five thousand dollars.

R.S., 1985, c.C-46, s.355; R.S., 1985, c.27 (1st Supp.), s.49; 1994, c.44, s.21

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Forgery

Section 366(1), 366(2), 366(3), and 366(4), CC

Forgery

366. (1) Every one commits forgery who makes a false document, knowing it to be false, with intent

- (a) that it should in any way be used or acted on as genuine, to the prejudice of any one whether within Canada or not; or
- (b) that a person should be induced, by the belief that it is genuine, to do or to refrain from doing anything, whether within Canada or not.

Making false document

(2) Making a false document includes

- (a) altering a genuine document in any material part;
- (b) making a material addition to a genuine document or adding to it a false date, attestation, seal or other thing that is material; or
- (c) making a material alteration in a genuine document by erasure, obliteration, removal or in any other way.

When forgery complete

(3) Forgery is complete as soon as a document is made with the knowledge and intent referred to in subsection (1), notwithstanding that the person who makes it does not intend that any particular person should use or act on it as genuine or be induced, by the belief that it is genuine, to do or refrain from doing anything.

Forgery complete though document incomplete

(4) Forgery is complete notwithstanding that the false document is incomplete or does not purport to be a document that is binding in law, if it is such as to indicate that it was intended to be acted on as genuine.

R.S., 1985, c.C-46, s.366; 2009, c.28, s.7

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Utter Forged Document

Section 368(1), CC

Use, trafficking or possession of forged document

368. (1) Everyone commits an offence who, knowing or believing that a document is forged,

- (a) uses, deals with or acts on it as if it were genuine;
- (b) causes or attempts to cause any person to use, deal with or act on it as if it were genuine;
- (c) transfers, sells or offers to sell it or makes it available, to any person, knowing that or being reckless as to whether an offence will be committed under paragraph (a) or (b); or
- (d) possesses it with intent to commit an offence under any of paragraphs (a) to (c).

R.S., 1985, c.C-46, s.368; 1992, c.1, s.60(F); 1997, c.18, s.25; 2009, c.28, s.8

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Fraud, \$5,000 or Less

Section 380(1), CC (without subsections)

Fraud

380. (1) Every one who, by deceit, falsehood or other fraudulent means, whether or not it is a false pretence within the meaning of this Act, defrauds the public or any person, whether ascertained or not, of any property, money or valuable security or any service,

R.S., 1985, c.C-46, s.380; R.S., 1985, c.27 (1st Supp.), s.54; 1994, c.44, s.25; 1997, c.18, s.26; 2004, c.3, s.2; 2011, c.6, s.2

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And:

Section 380(1)(b), CC

- (b) is guilty
 - (i) of an indictable offence and is liable to imprisonment for a term not exceeding two years, or
 - (ii) of an offence punishable on summary conviction,

where the value of the subject-matter of the offence does not exceed five thousand dollars.

R.S., 1985, c.C-46, s.380; R.S., 1985, c.27 (1st Supp.), s.54; 1994, c.44, s.25; 1997, c.18, s.26; 2004, c.3, s.2; 2011, c.6, s.2

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Mischief Testamentary Instrument or Property over \$5,000

Section 430(1) and 430(1.1), CC

Mischief

430. (1) Every one commits mischief who wilfully

- (a) destroys or damages property;
- (b) renders property dangerous, useless, inoperative or ineffective;
- (c) obstructs, interrupts or interferes with the lawful use, enjoyment or operation of property;
or
- (d) obstructs, interrupts or interferes with any person in the lawful use, enjoyment or operation of property.

Mischief in relation to data

(1.1) Every one commits mischief who wilfully

- (a) destroys or alters data;
- (b) renders data meaningless, useless or ineffective;
- (c) obstructs, interrupts or interferes with the lawful use of data; or
- (d) obstructs, interrupts or interferes with any person in the lawful use of data or denies access to data to any person who is entitled to access thereto.

R.S., 1985, c.C-46, s.430; R.S., 1985, c.27 (1st Supp.), s.57; 1994, c.44, s.28; 2001, c.41, s.12; 2005, c.40, s.3

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And:

Section 430(3), CC

Punishment

(3) Every one who commits mischief in relation to property that is a testamentary instrument or the value of which exceeds five thousand dollars

R.S., 1985, c.C-46, s.430; R.S., 1985, c.27 (1st Supp.), s.57; 1994, c.44, s.28; 2001, c.41, s.12; 2005, c.40, s.3

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Mischief, Other Property

Section 430(1) (above) defining mischief, and

Section 430(4), CC

Idem

(4) Every one who commits mischief in relation to property, other than property described in subsection (3),

- (a) is guilty of an indictable offence and liable to imprisonment for a term not exceeding two years; or
- (b) is guilty of an offence punishable on summary conviction.

R.S., 1985, c.C-46, s.430; R.S., 1985, c.27 (1st Supp.), s.57; 1994, c.44, s.28; 2001, c.41, s.12; 2005, c.40, s.3

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Mischief, Data

Section 430(1) defining mischief (above), and

Section 430(5.1), CC

Offence

(5.1) Every one who wilfully does an act or wilfully omits to do an act that it is his duty to do, if that act or omission is likely to constitute mischief causing actual danger to life, or to constitute mischief in relation to property or data,

- (a) is guilty of an indictable offence and liable to imprisonment for a term not exceeding five years; or
- (b) is guilty of an offence punishable on summary conviction.

R.S., 1985, c.C-46, s.430; R.S., 1985, c.27 (1st Supp.), s.57; 1994, c.44, s.28; 2001, c.41, s.12; 2005, c.40, s.3

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False Alarm Fire

Section 437, CC

False alarm of fire

437. Every one who wilfully, without reasonable cause, by outcry, ringing bells, using a fire alarm, telephone or telegraph, or in any other manner, makes or circulates or causes to be made or circulated an alarm of fire is guilty of

- (a) an indictable offence and is liable to imprisonment for a term not exceeding two years; or
- (b) an offence punishable on summary conviction.

R.S., c.C-34, s.393; 1972, c.13, s.31

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Appendix C: Forms

Table of Contents

Guide to Individual Licensing (Individual Licence Application or Renewal)

Application for Individual Licence (Applying For or Renewing SSIA Individual Licence)

Update to Individual Licence

Policy for Complaints (Instructions for Creating and Submitting a Policy for Managing Public Complaints Against Licensed Employees)

Incident Report

NOTE: Forms are subject to change. When applying for a licence or using a form in the field, students should use the most current version of the forms posted on the Security Program website at www.securityprograms.alberta.ca under the "SSIA Forms & Documents" section.

This guide is to assist workers applying for or renewing an individual licence under the *Security Services and Investigators Act* (SSIA). To prevent delays in getting your licence, ensure you have completed all sections of the application correctly and attached any supporting documents. If you require additional assistance and application forms, contact Security Programs at 1-877-462-0791 or visit the website at www.securityprograms.alberta.ca.

IMPORTANT NOTE:

1. Individuals are responsible for applying for and maintaining their own licenses.
2. Incomplete and illegible applications will be returned, resulting in a delay in issuing a License ID Card.
3. **YOU CANNOT START WORK UNTIL YOU HAVE RECEIVED YOUR LICENSE ID CARD IN THE MAIL.**
Visit www.securityprograms.alberta.ca for current information on this policy.

INSTRUCTIONS AND CHECKLIST

STEP 1 - Police Information and Criminal Record Check and Photo (take this sheet with you)

Attend the Police Service closest to where you reside for a Police Information and Criminal Record Check (*if you reside in a municipality with multiple police stations, contact the police service to be directed to the appropriate station location*). This process may take from 7 to 30 days, or longer if you require confirmation of findings. **Start early. Contact the police service for fees, hours of operation and requirements.**

- Take 1 passport-size colour photo + your ID to the police service (*the police do not take photos*)
 - 2 pieces of government-issued identification required, at least one must be photo ID (*passports are only accepted if accompanied by supporting citizenship and immigration documents*)
 - Photo must be colour, passport-size (2 3/4" high x 1 1/2" wide) with a clear image, taken in the last 3 months; no hats, sunglasses or other items that obscure your true image.
 - Photo must be signed by a police officer, peace officer or commissioner of oaths employed by the police service
- Request an Employment Police Information Check with the following 3 searches (as per Ministerial Regulation Section 5)
 - **CRIMINAL RECORD**
 - **Vulnerable Sector**
 - **Local Database**
 - Complete any forms required by the police service and pay prescribed fees (*fees are for the Police Information and Criminal Record Check only and are set by each police service*)
 - You may be required to provide fingerprints (the police request them for clarification or to request additional info regarding your record (*additional fees may apply*)). **DO NOT SEND FINGERPRINTS WITH YOUR APPLICATION.** The results of your fingerprint comparison is required.
 - Most municipal police services will either process fingerprints on site or send you to a third party for fingerprinting. You will be issued a document to attach to your licence application form. The original document is required by our office.
 - RCMP detachments will process fingerprints on site and send to Ottawa to request a copy of your records. Processing time is 30 to 120 days. You will be issued a document to attach to your licence application form. The original document is required by our office.
- The police will provide you with a document to attach to your *Security Services and Investigators Act* (SSIA) application form
 - The police service will provide documentation to you during your visit or require you to pick it up at a later date or send it to you by mail
 - Confirm processing times and method of delivery with the police service during your visit
 - If a criminal history is indicated, you will be required to return to the police service for fingerprinting and the police will prepare additional documents detailing your criminal history to attach to your licence application form. This process will take additional time and may impact your ability to obtain a licence.
 - Most municipal police services will either process fingerprints on site or send you to a third party for fingerprinting. You will be issued a document to attach to your licence application form. The original document is required by our office.
 - RCMP detachments will process fingerprints on site and send to Ottawa to request a copy of your records. Processing time is 30 to 120 days. You will be issued a document to attach to your licence application form. The original document is required by our office.
- **DO NOT submit your licence application until you have received final documents from the police service.**

STEP 2 - Complete Application Form (use SSIA Application for Individual Licence Form PS3723)

Complete ALL sections (must be neat and legible) using a computer or print using CAPITALS only.

- Sign both Part 5 and Part 6 (*the police do not sign Part 6*)

STEP 3 - Checklist of Attachments (as per Ministerial Regulation Section 5)

- PHOTOCOPIES** (both sides) of appropriate identification:
- If you are a Canadian citizen: Canadian birth certificate, Native Status Card, valid Canadian Passport, or Certificate of Canadian Citizenship
 - If you are not a Canadian citizen, attach a copy of proof that you are legally entitled to work in Canada: Immigration documents (work permit or study permit), Permanent Resident Card or Confirmation of Permanent Residence
 - DO NOT ATTACH NON-CANADIAN IDENTIFICATION DOCUMENTS

- PHOTOCOPIES** of relevant training certificates, other training documents as per Section 9 of the SSIA policy manual:
- Proof of baton training is mandatory if you wish to carry a baton (*Ministry accredited courses only*). Re-certification is required every 36 months. A baton may only be carried by a licensee if the employer has been granted approval by the Registrar.
 - Investigator licence applicants are required to take the Alberta 60-hour investigator course and pass the provincial exam.
 - Security licence applicants are required to take the Alberta 40-hour basic security training course and pass the provincial exam.
 - Journeyman certificate
 - Proof of Ministry approved training course
 - Other equivalent training

- ORIGINAL** Police Information and Criminal Record Check documents

- 1 passport-size colour photo signed by a police representative

- Payment: The fees for a 2 year licence are as follows:

Security Services, Executive Protection, Loss Prevention, Patrol Dog Handler, Alarm Responders	\$100.00
Investigator	\$160.00
Locksmith	\$160.00
Automotive Lock Bypass	\$100.00
Locksmith Equipment Sales & Promotion	\$100.00

Fees may be paid by the following methods: certified business cheque, money order, bank draft, certified personal cheque or credit card. **Non-certified cheques and cash are not accepted. Cheques and money orders are payable to the GOVERNMENT OF ALBERTA.**

STEP 4 - Submit the Application Package

1. **Double check everything!** Incomplete or illegible packages will be returned without processing and may result in a delay in receiving your licence.
2. Mail your application package to:

Security Programs
Alberta Justice and Solicitor General
PO Box 1023 Station Main
Edmonton, AB T5J 2M1

STEP 5 - Licence ID Card Issued

1. Upon approval you will be issued a Licence ID Card. Photocopy, back and front, and provide copies to your employer(s) immediately.
2. Carry your Licence ID Card with you at all times while working.
3. Report any changes to your name, contact information, licence classes or training to the Security Programs immediately using the Update to Individual Licence Form (PS3746). All forms are available at www.securityprograms.alberta.ca

Security Services and Investigators Act

The information provided on this form is collected under the *Security Services and Investigators Act and Regulations* by or for the Registrar and section 33(c) of the *Freedom of Information and Protection of Privacy Act (FOIP)* and will be used to determine eligibility for obtaining a licence, terms and conditions of the licence, compliance and any use prescribed by the Act and Regulation.

Personal information is protected under the *FOIP Act* and can only be used and disclosed in accordance with the *FOIP Act*. Direct any questions about collection of this information to: Security Programs, Public Security Division at 780-427-3457 or by email at ssia.registrar@gov.ab.ca

Attach one colored passport-size photo signed by a representative at the police service.

Use this form to apply for, or renew, an individual licence. Before applying, read, understand, and be able to comply with all requirements as set out under the *Security Services and Investigators Act and Regulation(s)*.

Part 1 - Licence Type	
<p>This individual licence application is for a: <i>(check appropriate box)</i></p> <p><input type="checkbox"/> New Licence <input type="checkbox"/> Renewal Old licence #: _____ Expiry: (yyyy-mmm-dd) _____</p>	
<p>Licence Class:</p> <p><input type="checkbox"/> Investigator <input type="checkbox"/> Patrol Dog Handler <input type="checkbox"/> Loss Prevention <input type="checkbox"/> Security Alarm Responder</p> <p><input type="checkbox"/> Executive Protection <input type="checkbox"/> Security Services <input type="checkbox"/> Training <input type="checkbox"/> Locksmith Apprentice</p> <p><input type="checkbox"/> Locksmith</p> <p><input type="checkbox"/> Locksmith Equipment Sales & Promotion</p> <p><input type="checkbox"/> Automotive Lock Bypass (Allows possession of tools utilized for the purpose of entry to a vehicle)</p>	
<p>Are you a journeyman locksmith certified outside Alberta? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>Place(s) of Employment <i>(if none, write "None")</i>: _____</p>	
<p>WARNING: Applicants applying for licence classes using locksmith tools may NOT apply for security licence classes and vice versa. See section 7 of the Ministerial Regulation.</p>	
Part 2 - Applicant Information <i>(complete using CAPITAL LETTERS)</i>	
Surname of Applicant _____ Given Name (in Full) _____	
Date of Birth (yyyy-mmm-dd) _____	Place of Birth <i>(attach copies of Citizenship papers if born outside of Canada)</i> _____
Phone Number _____	Cell Number _____ Email Address _____
Mailing Address _____	
City _____	Province/Territory _____ Postal Code _____
Previous Address if less than six months at the address above _____	

Are you a Canadian Citizen? Yes *(attach Citizenship documents or Canadian birth certificate)* No

If no, are you lawfully entitled to work in Canada? Yes *(attach immigration documents, work permits or residency card)*

Are you currently a serving police officer in Alberta or a current serving RCMP member? Yes No

Do you hold an existing licence of a similar type in another Province? Yes No

If yes, give the type of licence and name of business (in full) and the Province that issued the licence:

Part 3 - Submissions (required as per Ministerial Regulation Section 5)

Please submit application along with the following documentation:

- One colored passport size photo, signed by police service
- Identification requested in Part 2 (see instruction sheet for details)
- ORIGINAL Police Information Check documentation
- Proof of applicable training (see section 9.0 of the policy manual for details)
- Any additional requirements as per the *Security Services and Investigators Act* and Regulations

WARNING: Business owners who are also performing duties requiring an individual licence must submit both an individual application and a business application.

Part 4 - Training/Education

Attach a copy of certificates or other proof if applicable.

- Basic Training as required under the Act
- Registrar Approved Training Equivalent
- Other Jurisdiction
- Post Secondary Law Enforcement
- Baton/Use of Force Training
- Patrol Dog Handler Training
- Peace Officer*
- Police Officer*
- Locksmith applicants must attach Journeyman Certificate
- Locksmith Apprentice applicants must attach sponsorship letter from licensed employer and proof of enrollment in Alberta's Journeyman Program

*Proof of service document required (e.g. retirement card letter from previous law enforcement employer)

Part 5 - Declaration

I declare that the above statements are true and understand that providing false or misleading information to the Registrar is an offence.

Name of Applicant _____
 Date (yyyy-mm-dd) _____ Applicant's Signature _____

Part 6 - Statement of Police Information and Criminal Record Check Findings (Completed by Applicant)

- Police documentation attached

I _____, hereby acknowledge that the attached findings of the Police Information and Criminal Record Check performed by a police service or the RCMP are true and complete.

Date (yyyy-mm-dd) _____ Applicant's Signature _____

Part 7 - Payment Options

Application Fee for 2 year individual licence term (no GST):

Security Services	\$100	Investigator	\$160
Loss Prevention			
Executive Protection			
Alarm Responder			
Patrol Dog Handler			
Automotive Bypass	\$100	Locksmith	\$160
Locksmith Sales & Equipment Promotion			
Training Licence (via employer only)	\$100	Locksmith Apprentice (4-year)	NO FEE

Example: If you are selecting an Investigator licence class and a Security Services licence class, the total fee defaults to the higher fee licence class. Total fee required would be \$160.

If payment method is attached using one of the following methods in Option #1, payment must be made out to the **GOVERNMENT OF ALBERTA**.

OPTION #1: Payment Method Attached	Payment Document Number
<input type="checkbox"/> Certified Business Cheque	
<input type="checkbox"/> Certified Personal Cheque	
<input type="checkbox"/> Money Order	
<input type="checkbox"/> Bank Draft	

OPTION #2: Pay by Credit Card	
Email address of paying party: <i>(enter using CAPTIAL LETTERS only)</i>	

You will receive an email from the Security Programs unit providing you a link to a secure website for payment.
IF YOU DO NOT RESPOND TO THE EMAIL LINK WITHIN 48 HOURS, YOUR APPLICATION WILL BE RETURNED TO YOU TO ATTACH ANOTHER METHOD OF ACCEPTED PAYMENT AS SPECIFIED ABOVE.

SUBMIT COMPLETE APPLICATION PACKAGE BY MAIL TO:
Security Programs Alberta Justice and Solicitor General Box 123 Station Main Edmonton, Alberta T2M1

OUR OFFICE DOES NOT PROVIDE CONFIRMATION OF RECEIPT OF APPLICATIONS.
 LICENCE DOCUMENTS ARE MAILED TO THE INDIVIDUAL LICENSEE TO THE ADDRESS PROVIDED BY THE APPLICANT ON THIS FORM.

For Public Security License Use Only

Have the Act and Regulation requirements been met? Yes No *(no, list the reasons)*

Is the Application approved? Yes No

approved for (check one):

- All authorities and weapons requested
 Only the listed authorities and weapons:

Add the following terms and conditions *(check all that apply)*

- Batons
 Licensees under this Application are exempt from uniform and vehicle requirements while conducting plainclothes duties.
 Restricted Tools
 Training
 Others as written below:

Date (yyyy-mm-dd) _____ Licensing Clerk Name _____

Licensing Clerk Initials / Signature _____

The information provided on this form is collected under the *Security Services and Investigators Act* and Regulations by or for the Registrar and section 33(c) of the *Freedom of Information and Protection of Privacy Act (FOIP)* and will be used to determine eligibility for obtaining a licence, terms and conditions of the licence, compliance and any use prescribed by the Act and Regulation.

Personal information is protected under the *FOIP Act* and can only be used and disclosed in accordance with the *FOIP Act*. Direct any questions about collection of this information to: Security Programs, Public Security Division at 780-427-3457 or by email at ssia.registrar@gov.ab.ca.

Use this form to update any information about an individual licensee, modify or cancel a licence and report a lost, destroyed or stolen licence. Reporting requirements are outlined in section 6.3 of the policy manual.

- ✓ Lost and stolen licenses must be reported within 24 hours.
- ✓ All other information must be reported within 30 days.

Forward completed form to: Security Programs by Fax: 780-427-4170 or Email: ssia.registrar@gov.ab.ca.

Part 1 - Notification

Licensee's Name: _____ Telephone Number: _____

Licence Number: _____ Issue Date (yyyy-mm-dd) _____ Expiry Date (yyyy-mm-dd) _____

- Lost, Destroyed or Stolen Licence
- Add/Remove Licence Class
- Change of Address/Contact Info
- Request/Report Use of Baton
- Change of Name
- Request Full Licence on Completion of Training
- Update Citizenship/Immigration Documents
- Update Training Documents
- Cancel Licence

Part 2 - General Changes to Individual Licence

- Lost or Stolen Licence**
Date reported lost or stolen: (yyyy-mm-dd) _____
A new licence ID card will be issued. The expiry date on the new licence will not change.
- Lost or Misplaced Destroyed Stolen

- Change of Address/Contact Info**

Old Address:

Mailing Address			
City/Town	Province/Territory	Postal Code	
Email Address	Telephone Number	Cellular Number	

New Address:

Mailing Address		
City/Town	Province/Territory	Postal Code
Email Address	Telephone Number	Cellular Number

Change of Name

*A copy of government issued legal documentation certifying name change is required. (e.g. Driver's Licence, provincial registries name change certificate. Marriage certificates are not proof of name change.)
A new permit ID card will be issued. The expiry date on the new permit will not change.*

Old Name in full

Last Name	First Name	Middle Name(s)
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New Name in full:

Last Name	First Name	Middle Name(s)
-----------	------------	----------------

Update Citizenship/Immigration documents

- Current Citizenship documents attached
- Current Immigration documents attached
- Current work permit attached

Cancel Licence

*Licence ID card must be returned within 30 days to:
Security Programs, Alberta Justice and Solicitor General, P.O. Box 1023 Station Main, Edmonton, AB T5J 2M1.*

- Licence ID Card enclosed

Reason for cancellation: _____

Part 3 - Changes to Licence Content

Add/Remove Licence Class

A new licence ID card will be issued. The expiry date on the new licence will not change.

When requesting a new licence class, the licensee may not commence delivering services in the new licence class until the new licence ID card is received in the mail.

Add Licence Class(es)

- Investigator Loss Prevention Patrol Dog Handler Security Alarm Responder
- Executive Security Security Services Locksmith Equipment Sales & Promotion
- Locksmith Automotive Lock Bypass

Remove Licence Class(es)

- Investigator Loss Prevention Patrol Dog Handler Security Alarm Responder
- Executive Security Security Services Locksmith Equipment Sales & Promotion
- Locksmith Automotive Lock Bypass

Request/Recertify Use of Baton (see policy manual Section 9 for details)

A new licence ID card will be issued. The expiry date on the new licence will not change.

When requesting a new licence class, the licensee may not commence delivering services in the new licence class until the new licence ID card is received in the mail.

- Baton/Use-of-force Training Certificate attached
 Baton/Use-of-force Recertification Certificate attached

Request Full Licence on Completion of Training

Upon successful completion of basic training or a locksmith apprenticeship program, trainees must provide proof of training to be issued a full licence in any licence class.*

- Proof of training/certificates attached

Name of Employer: _____

* Locksmith apprentices must submit new application package with all requested attachments as per the form, PS3723.

Update Training Documents

Attach copies of all training certificates and supporting documents. A new licence ID card will be issued. The expiry date on the new licence will not change.

- Basic Security Services Training (accredited or approved government course)
 Basic Investigator Training (accredited or approved government course)
 Other Jurisdiction Province: _____ Attach copy of training certificate issued in other province
 Post Secondary Law Enforcement Degree/Diploma
 Patrol Dog Handler Training
 Other

Part 4 - Declaration

I declare that the above statements are true and I understand that providing false or misleading information to the Registrar is an offence.

Date (yyyy-mm-dd): _____ Licensee's Signature: _____

SUBMIT REQUEST BY MAIL, FAX OR EMAIL:

Security Programs
Alberta Justice and Solicitor General
PO Box 1023 Station Main
Edmonton, AB T5J 2M1
Fax: 780-427-4670
Email: ssia.registrar@gov.ab.ca

OUR OFFICE DOES NOT PROVIDE CONFIRMATION OF RECEIPT OF FORMS.

LICENCE DOCUMENTS ARE MAILED TO THE INDIVIDUAL LICENSEE TO THE ADDRESS PROVIDED BY THE APPLICANT ON THIS FORM.

IMPORTANT NOTICE

(RESPONSE REQUIRED WITHIN 60 DAYS)

INSTRUCTIONS FOR CREATING AND SUBMITTING A POLICY FOR MANAGING PUBLIC COMPLAINTS AGAINST LICENSED EMPLOYEES

All business licensees must submit and maintain a policy for managing public complaints against employees licensed under the *Security Services and Investigators Act*. The following guidelines and sample policy document have been provided to assist your business with this process. For assistance or questions, contact the Security Programs Licensing Department at 1-877-462-0791 (in Alberta) or 780-427-3457.

Creating a Public Complaints Policy

This document has been designed to aid companies in developing their own Public Complaints Policy in compliance with the sections 24, 25, 26 and 27 of the *Security Services and Investigators Act*, and section 28 of the *Ministerial Regulation*. Additional information about the requirements of the legislation can be found in section 11 of the Policy Manual. Companies can either adopt this document as their policy, or use it as a guideline to develop a corporate policy or amend existing corporate complaints management policy.

If your company chooses to use this document for its formal public complaints policy, additional information is required in section 3.4 (highlighted in blue). Companies may also want to add to sections 1.0 and 2.0 identifying which employee positions (i.e. security manager, owner) will be responsible for investigating and managing the complaints process. Simply modify this document as needed and return a copy to the Security Programs office.

Complaints against a business licensee are investigated by the Alberta Solicitor General and Ministry of Public Security under the *Security Services and Investigators Act*.

Submitting a Public Complaints Policy

Once you have developed your corporate policy or if you are using the policy as provided here, a copy must be submitted to the Security Programs office for inclusion in your company's official record. Policies will be reviewed upon receipt to ensure they meet the requirements of the *Security Services and Investigators Act* and *Regulation(s)*.

Copies of policy must be received by the Security Programs office **no later than 60 days** after receipt of the business licence in the mail. Failure to provide the requested information may expose your company to formal complaints under the Act by members of the public or possible increased civil liability for failure to comply with provincial legislation. Additionally, the Registrar will not renew the business license or perform any other requested service until this requirement is met.

Please fax, mail or email a copy of the company's Public Complaints Policy to:

Security Programs,
Alberta Solicitor General and Public Security
10th Floor, 10365-97 Street
Edmonton, AB T5J 3W7
Fax: 780-427-4670
Email: ssia.registrar@gov.ab.ca

POLICY FOR MANAGING PUBLIC COMPLAINTS
AGAINST LICENSED EMPLOYEES
PURSUANT TO THE SECURITY SERVICES AND INVESTIGATORS ACT

As per sections 24, 25, 26 and 27 of the *Security Services and Investigators Act* (the Act), if a public complaint is received about an employee licensed under the Act, the following process will be followed. This policy only applies to individuals directly employed by the company and does not apply to the licensed employees of contract service providers.

For the purposes of this section, Registrar refers to the Registrar, *Security Services and Investigators Act*, Alberta Solicitor General and Public Security.

1.0 PUBLIC COMPLAINTS REQUIRING INVESTIGATION

- 1.1 Complaints against individual licensees must be made in writing to the licensee's employer *within 90 days* of the action or circumstances that prompted the complaint.

If a complainant is unable to provide a written document due to a valid reason such as language barrier or disability, an employee or manager shall take the necessary steps to have the complaint recorded in writing on behalf of the complainant. The complainant must sign the written complaint.

- 1.2 *Within 30 days* of receiving the complaint the employer **must** acknowledge receipt, in writing, to the complainant (as per section 26 of the *Security Services and Investigators Ministerial Regulation*).

- 1.3 In acknowledging the complaint, the employer must notify the licensed employee who is subject of the complaint.

The employer may delay notification to the employee under the following circumstances. In the case where it is uncertain as to the appropriateness of informing a licensee about a complaint, the Registrar, should be consulted.

- The complainant may be placed in danger,
- The complainant may face other inappropriate action by the licensed employee should the licensed employee be informed,
- The notification may impede the gathering of evidence during an internal investigation.
- A reasonable likelihood exists that the complaint may lead to charges under federal or provincial legislation and that notification could impede any resulting police or other investigative agency investigation.
- Any other situation identified by the employer or Registrar in which it may be appropriate to delay informing the licensed employee about the complaint.

- 1.4 The employer must, *within 90 days*,

- Investigate and dispose of the complaint (unless 3.0 below applies), and
- Notify the complainant, the licensed employee who is the subject of the complaint and the Registrar (use Public Complaint Outcome Form PS3749), in writing, of the disposition of the complaint with reasons.

- 1.4.1 The letter of disposition must advise the complainant of their right to request a review of the outcome by the Registrar. The letter must indicate the following:

- If dissatisfied with the outcome of the company's investigation the complainant may request a review of the disposition by the Registrar

- The request must be made in writing *within 30 days* of receipt of the disposition.
- Requests for review must be submitted to:
 - Complaints Coordinator, Security Programs
 - Solicitor General and Ministry of Public Security
 - 10th Floor, 10365-97 Street
 - Edmonton AB T5J 3W7
 - Fax: 780-427-4670

2.0 CRIMINAL MATTERS

Any allegations of criminal misconduct **must** be reported to the police service of jurisdiction for investigation. Complaints that contain allegations of excessive force are considered to be criminal allegations

- 2.1 In allegations of criminal misconduct the company may consider the obligation to reach a conclusion *within 90 days*, as per section 25(4) of the Act, fulfilled if the company has:
- Notified the police service of the allegation, and
 - Provided written notification to the complainant, and
 - Provided written notification to the Registrar that this action has occurred.
- 2.2 A concurrent internal investigation may proceed provided company employees interact/cooperate with the police service and take such steps that are necessary to avoid contaminating the criminal investigation. If a concurrent investigation is conducted it must be completed *within 90 days* as per section 25(4) of the Act and the outcome report as per section 1.0 of this policy.

3.0 COMPLAINTS NOT REQUIRING INVESTIGATION

The Act recognizes that some complaints will be made under circumstances in which an investigation is not required.

- 3.1 Under the following conditions, the company may choose not to investigate a complaint.
- Employer utilizes an informal resolution process (see 3.4.1 below).
 - Employee no longer works for the employer.
 - Contact with complainant after submission of initial complaint can not be made (documentation showing this is the case should be kept in case of request for review by the Registrar).
 - Anonymous complaints.
 - Frivolous: a complaint intended merely to harass or embarrass.
 - Vexatious: a complaint that has no basis in fact or reason, with its purpose to bother, annoy, and embarrass the individual or business licensee.
 - Bad Faith: filing a complaint with intentional dishonesty or with intent to mislead.
 - Having regard of all the circumstances, no investigation, in the option of the employer or Registrar, is deemed necessary.
- 3.2 Notification that investigation will not proceed
- The employer must notify the complainant *within 90 days* of receipt of the complaint that the matter will not be investigated, except where an informal resolution process is undertaken, the complainant cannot be contacted or the complaint is anonymous.

3.2.1 The letter must advise the complainant of their right to request a review of the outcome by the Registrar. The letter must indicate the following:

- If dissatisfied with the outcome of the company's investigation the complainant may request a review of the disposition by the Registrar
- The request must be made in writing *within 30 days* of receipt of the disposition.
- Requests for review must be submitted to:

Complaints Coordinator, Security Programs
Solicitor General and Ministry of Public Security
10th Floor, 10365-97 Street
Edmonton AB T5J 3W7
Fax: 780-427-4670

3.3 Anonymous complaints

Anonymous complaints do not allow the employer or the Registrar to discharge required legal responsibilities and therefore they are not considered a complaint under the Act.

If the nature of an anonymous complaint is serious, the employer shall review the matter and consider what, if any further action should or can be taken. In the event some element of substance to the allegation is uncovered, the employer must:

3.3.1 *Within 90 days,*

- Investigate and dispose of the complaint, and
- Notify the Registrar in writing (use Public Complaint Outcome Form PS3749), of the disposition of the complaint with reasons.

3.4 Informal resolutions of complaints

Successful informal resolution allows an investigation to be discontinued. If, in the employer's opinion and having regard to all of the circumstances, no investigation is necessary, the employer may discontinue the investigation.

- a) *[INSERT Informal Complaints Process for your company - There are many formats in which to informally resolve complaints. Business licensees should develop one format and ensure that it is used throughout the company if this method of resolution is to be employed.]*
- b) Upon successful resolution of complaint, document outcome and obtain the complainant's signature, where possible, to show that a matter has been informally resolved.

This would preclude the complainant from claiming duress or that they did not agree with the outcome. Without clear documentation, complaints that are informally resolved by the employer may, in some circumstances, be eligible for review by the Registrar and subsequently the Director of Law Enforcement, Province of Alberta.

Retain a copy of this form for 2 years from the time it is completed. This form must be retained longer if it is relevant to an ongoing investigation, inspection, complaint, court or administrative proceeding, in which case the form must be retained until the conclusion of the matter and all possible appeals have expired.

For Program Use Only
Received:
POSP File No.
Employer File No.

The information provided on this form is collected under the authority of the *Security Services and Investigators Act and Regulations* and section 33(c) of the *Freedom of Information and Protection of Privacy Act (FOIP)* by or for the Registrar and will be used to determine eligibility for licensing, terms and conditions of licensing, compliance and any use prescribed by the Act and Regulation.

Personal information is protected under the FOIP Act and can only be used and disclosed in accordance with the FOIP Act. Direct any questions about collection of this information to:
 Security Programs, Public Security Division at 780-427-3457 or by email at SSIA.REGISTRATION@gov.ab.ca.

This report refers to one incident only

Part 1 - Involved Person(s) (if applicable)				
Last Name	First Name	Middle	Sex: <input type="checkbox"/> M <input type="checkbox"/> F	Telephone No.
Physical Address		City/Town	Province	Postal Code
Mailing Address (if different from above)				
				Add Row

Part 2 - Employee(s) Involved				
Last Name		First Name	Middle	
Date of Birth (yyyy-mm-dd)	Sex: <input type="checkbox"/> M <input type="checkbox"/> F	Licence No.		
Address				
City/Town	Province	Postal Code	Telephone No.	
Cell Number	Work Number		Email Address	
Licence Type				
<input type="checkbox"/> Investigator	<input type="checkbox"/> Loss Prevention	<input type="checkbox"/> Patrol Dog Handler	<input type="checkbox"/> Security Alarm Responder	
<input type="checkbox"/> Executive Protection	<input type="checkbox"/> Security Services	<input type="checkbox"/> Automotive Lock Bypass		
<input type="checkbox"/> Locksmith	<input type="checkbox"/> Locksmith Apprentice	<input type="checkbox"/> Locksmith Equipment Sales & Promotion	<input type="checkbox"/> Training	
Date Hired / Start Date with Business (yyyy-mm-dd)				
				Add Row

Part 3 - Employer Information			
Employer		Branch	
Employer File No.		Unit (<i>foot patrol, mobile, etc.</i>)	
Street Address		City/Town	Province
			Postal Code
Person submitting Incident Report			Telephone No.
Contact Person for Licensee		Street Address (<i>if different from above</i>)	
City/Town	Province	Postal Code	Telephone No.
Part 4 - Incident Details			
Location of incident			
Date of Incident (<i>yyyy-mm-dd</i>)	Time of Incident	<input type="checkbox"/> Indoor	<input type="checkbox"/> Outdoor
Type of Incident			
<input type="checkbox"/> Allegation of criminal act by licensee <input type="checkbox"/> Alleged breach of the Code of Conduct by a licensee (<i>70 Ministerial Regulation</i>) <input type="checkbox"/> Alleged serious injury/death of 3rd person by licensee <input type="checkbox"/> Criminal charge/conviction against the business licensee <input type="checkbox"/> Criminal charge/conviction against an unlicensed employee/individual licensee <input type="checkbox"/> Patrol dog bite/injury, handler or another person <input type="checkbox"/> Serious injury/death of an individual licensee <input type="checkbox"/> Use of baton (<i>or other weapon</i>) <input type="checkbox"/> Other (<i>Explain</i>)			
Explanation (<i>Provide copies of reports that detail the incident, i.e. occurrence reports, insurance reports or police reports. Provide a brief summary of the incident and provide copies.</i>)			

Documents Attached

Part 5 - Persons Injured and Nature of Injuries (complete only if applicable)
Persons Injured
Name
Nature of Injuries
Explanation (provide details or provide any other reports that detail injuries)

Documents Attached

Part 6 - Disclosure

I declare that the above statements are true and I understand that providing false or misleading information to the Registrar is an offence.

Dated (yyyy-mm-dd) _____

Name of person submitting Report: _____ Signature _____

This form can be faxed, mailed or emailed to:

Public Complaints Coordinator
 Security Programs, SSIA
 Alberta Justice and Solicitor General
 9th Floor, 10365 - 97 Street
 Edmonton, AB T5J 3W7
 Fax: 780-427-4670
POProgram@gov.ab.ca

For Program Use Only	
Investigator Assigned:	Date Assigned: (yyyy-mm-dd)
Date Entered on IAPRO: (yyyy-mm-dd)	Signature: