

Corrections,
Public Safety
and Policing

Private Investigator and Security Guard Training Manual

Corrections, Public Safety and Policing

February 2012

FOREWORD

Saskatchewan Justice has introduced a number of changes to the legislation affecting Private Investigators and Security Guards. These changes include the introduction of a mandatory training requirement for all licensed security guards in the province. The goal is to increase the knowledge-base of the individual security officer thereby increasing the level of safety enjoyed by both the officer and the public encountering private security.

The development and revision of this manual, designed to provide guards, industry members and clients, as well as the general public, with the issues that challenge the security industry on a daily basis, would not have been possible without the assistance of the following organizations and individuals:

– Elaine Smith, *Safety Director, Saskatchewan Hotel & Hospitality Association (SHSA)*, and

– Detective Sergeant Rick Watson (retired) of the *Regina Police Service* for information on Clandestine Labs, "Kitchens of Death"

– Brian Miller, Registrar of the *Private Investigators and Security Guards Act, 1997*

– The Province of Manitoba for providing access to their Security Guard Training Manual. It proved to be a valuable resource. The writer relied heavily on this body of work to supplement the initial training document.

Corrections, Public Safety and Policing
Ministry of Justice and Attorney General
January, 2008

Table of Contents

Chapter Title **Page**

1. Introduction and Provincial Legislation

Purpose of the course 3
Recommended time allocation 4
Requirements of Security Guards 6
Provincial Legislation 7

2. The Duties and Responsibilities of a Security Guard

Public and Private Security 5
The Role of a Security Guard 7
The Security of People 10
The Security of Property 39
The Security of Information 45
Assignments and Duties 49

3. Conduct of Security: Professionalism and Public Relations

Professional and Personal Presentation 9
Integrity and Discipline 27
Customer Service 31
Communications for Security Guards 63
Crowd Control 65

Chapter Title **Page**

4. The Security Guard and the Legal System

An Introduction to Criminal Law 7

The Common Law and the Charter of Rights and Freedoms 13

Powers of Arrest 27

Use of Force 43

Common Offences 55

Common Defences 89

5. Access Control and Alarm Systems

Access Control Systems 7

Technology Used to Control access and Egress 17

Materials Access 23

Alarm Systems 29

General Operating Procedures 41

6. Traffic Control

Legal Authority to Control Traffic 7

Principles of Traffic Control 10

Correct Hand Signals 11

Practice Scenarios 25

Chapter Title **Page**

7. Note Taking, Reports and Evidence

Observation Skills of the Professional Security Guard 7
Powers of Observation 7
How to Improve Your Senses 16
Taking Notes 21
Introduction to Reports 33
Evidence 41
Protecting a Crime Scene 50

8. Response to Immediate Crisis

Fire Safety 7
Fire Classification Symbols 20
Fire Extinguishers 22
Methods of Alarm Activation 31
Bomb Threats 37
Bomb Threats by Telephone 44
Written Bomb Threats 49
Evacuation 61

9. General Patrol Tactics and Techniques

Patrolling 6
What to Watch for While on Patrol 18
Liability for Breach of Duty 24

Chapter Title **Page**

10. Labour Disputes

What is a Labour Dispute? 5
Duties of a Security Guard During a Strike 11

11. Safety Issues for Security Guards

WHMIS 6
WHMIS Hazard Classifications 8
Clandestine Drug Labs 17
Gang Activity in Saskatchewan 25

APPENDICES

Appendix A

Answers ..... A

Appendix B

Study Tips ..... B

Appendix C

Test Taking Tips C

Chapter 1

Introduction

INTRODUCTION

You have chosen to become a security guard in Saskatchewan. You need to know the basics so that you can work safely and carry out your duties in a professional way. The law in Saskatchewan says that you must receive 40 hours of training. This course covers all the important areas needed for this basic training. It was designed to help you pass the provincial exam and earn your security guard certificate.

The course is written directly to you, the user. This means that you should actively work in the book. Feel free to underline important ideas, write comments in the white spaces, and answer questions right in the book. This will help you remember the information better than if you just read it. This workbook is written in plain language, and it has a number of study aids to help you learn the material.

Before the content of each unit you will find:

- a list of the objectives for the unit. These are the main things that you will learn in the unit;
- in some chapters you will find a pre-test so you can see how much you already know about the material in the unit;
- an outline of what's coming up in the unit.

At the end of each unit you will find:

- a review of the important points from the unit.

This manual is not intended to replace professional trainers. If there is anything you do not understand, be sure to let your trainer know. Trainers have the experience to help bring this material to life and to provide you with valuable examples from the security industry. When you start working as a guard, you will gain your own important on-the-job experience. You may also want to take other courses such as First Aid or Conflict Resolution to increase your skills and help protect yourself and others as you perform your duties.

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

The course should take about 40 classroom hours to complete, including classroom instruction, a brief overview and an hour-long examination at the end.

The minimum hours of training and program content mandated by CAN/CGSB-133.1-99 are as follows:

Administration/Introductions/Evaluation	3 hrs
Introduction to Duties and Responsibilities	2 hrs
Professional and Public Relations	3 hrs
Legal Authority, Duties and Responsibilities	6 hrs
Alarm Systems	2 hrs
Traffic Control	1 hr
Explosive Devices/Bomb Threats	2 hrs
Personnel/Material Access Control	3 hrs
Report Writing/Note taking/Evidence	4 hrs
Response to Emergency Situations and Fire Detection/Prevention/Safety	7 hrs
Patrol Procedures	4 hrs
Labour Disputes	2 hrs
Relations with the Police	1 hr

It is anticipated that the time recommended to cover these materials will include not only in-class (theory) training, but may also include "on-site" field studies, practical traffic directing under the supervision of an instructor, and live demonstrations on the material being discussed. "On-the-job" training, provided by the employing Security Company does not constitute part of the mandatory 40 hours.

The course delivery (instructors) shall be monitored and this may include personnel from the Registrar's office. All businesses providing this course will be audited by the Registrar's office.

Upon completion of the training, the instructor will review and objectively measure the knowledge of the students. The evaluation will be administered in a written or electronic form, except in the case of an oral exam for a student with a documented learning disability. The examination will consist of 55 multiple-choice questions, randomly drawn from the course materials that you are about to review, and roughly in proportion to the recommended amount of time each section has been assigned. For example, traffic control should take about one hour of classroom and field training time. There are a total of 37 hours available for training (40 hours minus two hours for the course introduction, minus one hour for the examination itself). So, on an average examination, traffic control should represent about three percent of the questions asked. Similarly, questions related to the criminal law would represent about 16 percent (6 divided by 37), patrols 11 percent, and so on.

Students will have a maximum of one hour to complete the examination.

PREAMBLE

The following pre-assignment formal training is intended to provide persons with the occupational and behavioral skills and attitudes necessary to professionally function as a security guard as required by provincial acts, regulations and in accordance with other legislation. Successful completion of this basic training will provide security guards with the concepts and knowledge whereby they may function effectively and efficiently as security staff. The subjects covered are intended to provide security guards with a sound basis on which to deal with a myriad of on-the-job-responsibilities in an appropriate manner. Many tasks performed are quasi law enforcement in nature, where good public relations and awareness of the limits of legal powers and the use of force are extremely important. On the successful completion of this training, security guard candidates will be able to properly:

(a) deal with the public in a professional and ethical manner;

(b) arrest people within the limits specified under the *Criminal Code* (Canada) and be aware of the rights and freedoms of individuals;

(c) communicate effectively, both verbally and in writing;

(d) present verbal and material evidence in Court;

(e) write reports, protect evidence and conduct themselves appropriately in court;

(f) direct traffic;

(g) detect or prevent thefts and vandalism;

(h) report and deal appropriately with perimeter protection systems, intrusion, fire, carbon dioxide, water, smoke, alarms, etc.;

(i) react and take appropriate measures in all emergency situations;

(j) respond to bomb threats; and

(k) perform other duties as required of security guards.

(Reference: Appendix A; CAN/CGSB- 133.1-99)

LESSON ONE

PROVINCIAL LEGISLATION

THE PRIVATE INVESTIGATORS AND SECURITY GUARDS ACT, 1997

In Saskatchewan, Security Guards and Private Investigators are presently regulated by provincial legislation, called *The Private Investigators and Security Guards Act, 1997*. This legislation replaced the original *The Private Investigators and Security Guards Act* which was introduced in 1978 as a replacement for *The Private Detectives Act* which governed only private investigators.

The new *The Private Investigators and Security Guards Act, 1997* was introduced to modernize the powers of the Registrar to allow for better enforcement of the legislation. The legislation also clarified the licensing requirements of the Act and introduced mandatory training and equipment requirements before employers could license an individual as a security guard.

These changes were introduced because the security industry had undergone significant changes in the 20 years since legislation regulating the industry was first developed and implemented. The changes were viewed as necessary to ensure that both the public and the employees in the industry were adequately protected in performing security functions.

THE ACT ITSELF:

- The Act applies to private investigators and security guards and to businesses that provide private investigators, security guards, and armoured vehicle services.

- The Minister of Justice appoints the Registrar and any Deputy Registrars.

- No person may act as a private investigator or security guard without a license. No business may provide investigator, security guard, or armoured vehicle services for hire without a license under the Act.
- The Act requires a business to apply for a license on behalf of the individual guard or private investigator. The license remains valid only for as long as the individual is employed by that company and must be returned to the Registrar upon termination.

The Registrar is given the authority to issue or renew a license. A license may be refused where:

- the fee has not been paid;
- the applicant cannot reasonably be expected to be responsible as a licensee;
- past conduct suggests the applicant will not conduct him or herself with integrity;
- the applicant has contravened the Act, the regulations, or a term or condition of the license;
- the applicant has been convicted of an offence;
- issuing or renewing the license would be prejudicial to the public interest.

The Registrar may amend, suspend, or cancel a license for any of the grounds set out above, or where the licensee:

- has made a material misstatement in the application for a license or the renewal of a license;
- has committed an act of misrepresentation, fraud, or dishonesty;
- is no longer a fit or proper person to carry on as a licensee.

Where a license is cancelled or suspended, the license must be returned to the Registrar.

The license of a private investigator or security guard is automatically cancelled when the business license of his or her employer is cancelled:

- Unless there is an emergency, where a license must be amended, suspended or cancelled, the affected individual or business can make representations to the Registrar. The Registrar must also provide written reasons for the decision.

- The Registrar possesses the general power of investigation under the Act and in respect to the delivery of services. The Registrar may inspect the business offices of any person being investigated and may obtain a search warrant to enter a dwelling house.

- Where the Registrar receives a complaint from a member of the public about a private investigator, security guard, or armoured vehicle service, he or she may conduct any investigation necessary. The complainant must be advised of the results of the complaint. Any information received by the Registrar must be kept confidential, unless the Minister expressly authorizes its release.

- The Registrar may apply to the court to obtain a search warrant.

- Obstruction of the Registrar's investigation is an offence under the Act.

- The Registrar may apply to the court for a restraining order to prevent the violation or continued violation of the Act.

- The Act prohibits certain behaviour. Licensees cannot:
    - hold themselves out as police officers or connected to a police service;
    - refer to government licensing or bonding in any advertisement;
    - use a name other than the one under which they are licensed;
    - use the term "detective" in describing themselves;
    - allow other persons to use their license.

LICENSEES MUST:

- only wear a uniform approved by the Registrar;
- carry and present their licenses to anyone making that request;
- comply with any terms and conditions of their licenses;
- be over 18 years of age;
- return their licenses to the Registrar when they expire, or are terminated, suspended, or cancelled;
- report to the Registrar any incident involving a member of the public involving the use of force or other unusual intervention.

THE REGULATIONS:

- define and explain some of the terms used in the Act;
- outlines the process and the required forms for applying for a business or employee license;
- sets out the classes of persons exempt from the provisions of the Act;
- explains the type of licenses that may be granted (i.e. license renewal);
- the application to renew must be made before the expiration of the current license. Should the Registrar receive an application after the expiration date of the current license, it will not be treated as a renewal. There will be no exceptions, so everyone should be aware of this;
- every licensee must be familiar with both the Act and regulations.

Some common questions and answers about the legislation:

1. What are the enforcement powers of the Registrar under the Act?

In addition to the power to issue, renew, suspend or cancel a license, the Act provides the Registrar the power to conduct an investigation regarding the conduct of a private investigator, guard or a company that employs either. The Registrar is also given the power to apply for a warrant to search and seize evidence regarding a potential offence against the Act or the regulations. The Registrar also has the power to conduct a full investigation into any written complaint received with respect to the conduct of a licensee.

The Registrar is also provided with new authority to seek an immediate restraining order to prevent an individual, who has been suspended or is operating without a license, from continuing to operate.

2. Do security guards and private investigators have the power of arrest under this Act?

No. This legislation does not provide a specific power of arrest to security guards or private investigators. Powers of arrest are governed under the *Criminal Code* (Canada).

3. What is the complaint process for a member of the public who feels he or she has a grievance against a security guard, private investigator, or PI/SG firm?

The Act requires a licensee to report to the Registrar any incident with respect to a member of the public involving the use of force or any other unusual intervention. Failure to report such an incident can lead to the suspension or cancellation of a license or the refusal to renew a license. Where the Registrar receives a written complaint, he or she is empowered to conduct a full investigation under the Act. The Registrar is also required to advise the complainant in writing of the results of that investigation.

4. Why do I have to apply for a license under the Act? Why can't I simply be issued a license to act as a security guard?

The Registrar reviews each application in order to determine:

1. Have the training requirements been met?
2. Can the applicant reasonably be expected to be responsible as a licensee?

3. Does the past conduct of the applicant suggest that he/she will conduct him or herself with integrity?

4. Does this person have a criminal history? Is there a criminal record or some history of involvement with the local police?

Under the Act, the Registrar possesses the discretion to refuse to issue a license where, in his or her opinion, to issue a license would be prejudicial to the public interest.

5. Is there some appeal mechanism after a decision of the Registrar?

The applicant will be able to make submissions to the Registrar where he or she has made a decision adversely effecting the issuance of a license. If the Registrar still refuses to issue or to reissue a license under the Act, the applicant also has the right of an appeal to the Saskatchewan Police Commission.

6. Why is the Saskatchewan Police Commission being used as the appeal mechanism under the Act?

The Saskatchewan Police Commission has a great deal of expertise with respect to security issues. This approach has been selected to provide timely access to appeals for the industry in the most cost effective way possible.

7. Can I work as a security guard or private investigator without a license?

No. Everyone who meets the definition of the Act must be licensed before working. Failure to meet the licensing requirement may result in the officer, his or her employer, or both, being charged under the Act. The Registrar also has the power to apply to the court for an order stopping the security firm from working at that workplace. The license of the guard, and the security company, may be affected as well.

8. Can I work as a security guard or private investigator without a license while training?

No. Training is done in a classroom and during tours of job sites or practical demonstrations outside of the classroom. If the individual being trained is or may be called upon to act alone, or to assist someone at a job site in performing the duties of a Security Guard, he or she is not in training. Security Companies utilizing individuals as "Security Guards" before they have completed the training course and before they are duly licensed should contact the Registrar and enquire about obtaining a temporary license.

9. What are the penalties for contravening the Act?

In the case of a person other than a corporation, a first offence may result in a fine of not more than $5000 or imprisonment for a term of not more than one year or both. For a second or subsequent conviction, a fine of not more than $25,000 or imprisonment for a term of not more than one year, or both, may result.

In the case of a corporation, the first offence may result in a fine of not more than $10,000 and for a second or subsequent offence, a fine of not more than $50,000.

In addition, the Act provides that any officer, director or agent of a corporation who directed or otherwise participated in the act that constitutes an offence by the corporation, is guilty of that offence whether or not the corporation itself is prosecuted or convicted.

Chapter 2

The Duties and Responsibilities of a Security Guard

Security Guards protect people, property and information. This session is designed to provide an overview of the principal duties and responsibilities involved in these security requirements.

Canadian General Standards Board Standard 133.1
Section A2.1

OBJECTIVES

This unit will help you learn how to:

- describe the different duties of security guards;
- give examples of how security guards protect people;
- tell how security guards protect property;
- keep confidential things confidential;
- tell what post orders are and what's included in them.

WHAT'S IN THIS UNIT?

General Duties and Responsibilities

- observing and reporting;
- deterring and detecting crime;
- keeping good public relations;
- responding to emergencies;
- controlling access and using alarm systems;
- patrolling;
- controlling traffic;
- finding and reporting safety hazards.

Protection of

- people;
- property;
- information:
  - confidentiality;
  - computer crime.

Assignments and Duties

- fixed post;
- patrol post;

Post Orders

Pretest

This pretest will start you thinking about the information in this unit. Write T for True or F for False before each of these statements. You can check your answers using Appendix A. After you complete this unit you may want to try this pretest again to see how much you have learned.

The first one has been done for you.

1. __T__ Confidentiality is an important part of security work.
2. ____ All security guards do patrols.
3. ____ A security guard's main duties are to patrol and report.
4. ____ In emergencies, security guards may be asked to help police.
5. ____ A duty of security guards is to protect information.
6. ____ Standard operating procedures give details such as who to call if there is an emergency.

LESSON ONE

AN OVERVIEW OF DUTIES AND RESPONSIBILITIES

Security guards **protect people, property and information**[1]. The duties and responsibilities of a guard are extremely varied from site to site. In order to satisfactorily undertake these responsibilities, a security guard must understand the importance of the position and the general duties that a Security Guard may be asked to play on a day to day basis. Guards must be well attuned to changes and developments within the industry and the expectations and obligations that are owed to the client, the public, and his or her employer.

The security industry is one of the fastest growing industries in North America, as private policing enjoys an increasingly public role. According to a recent Statistics Canada survey, there are more Security Guards working in Canada today than police officers:

> *Private Security personnel outnumbered police officers in both 1991 and 1996. In 1996, there were 59,090 police officers in Canada compared to 82,010 private security personnel: 12,230 private investigators and 69,780 security guards.*[2]

Criminal activity is not decreasing in frequency. Police agencies are expected to do more with fewer resources. The widening gap between police service and demand must be filled with something, and, based on the experiences of the last few decades in the United States, presumably it will be filled by private policing. While it is doubtful that a security guard would ever be called on to duplicate the extensive duties of a police officer, it is possible to imagine private security facing increased responsibilities under the guidance and tutelage of the police.[3] For example, Regina Police Service has recognized the advantage of a direct interface with the private security industry, and undertaken extensive measures to coordinate with that industry through its Cooperative Policing program.

[1]Canadian General Standards Board Standard 133.1, section A2. 1.

[2] Juristat Canadian Centre for Justice Statistics Statistics Canada – Swol, Karen. *Private Security and Public Policing in Canada.*

[3] Ibid, note 1.

PUBLIC AND PRIVATE SECURITY

There are two main divisions of the security industry: public and private.

Public security. Public security agencies are those groups that perform a security function but are funded exclusively by governments in the interest of public service. These agencies include municipal, provincial and federal police forces. Legislation in each jurisdiction initiates and empowers these agencies, mandates specific training, and creates an objective complaint review process. Police forces are granted wide-sweeping powers that are generally recognized by the public, including:

- Preserving the peace;
- Preventing crimes and other offences;
- Assisting victims of crime;
- Arresting or detaining criminals, or those suspected of criminal involvement;
- Drafting, and laying criminal charges;
- Investigating crimes;
- Seizing evidence;
- Testifying in court; and
- Executing search and arrest warrants.

Private security. Private security is different than public security in several significant ways. Private security is provided to clients for a fee, and except in special circumstances, has its jurisdiction limited to the property owned by the client. Rather than service provided in the interests of the public, security is provided to protect the interests of the client. Traditionally, legislation in Canada has recognized these differences and has not extended the same powers of detention, arrest, and search and seizure to security service providers as have been extended to police[4].

[4]Compare, for example, powers of arrest under 494 and 495 of the *Criminal Code*. Similarly, powers of search and seizure are quite different for security as compared to police: see R. v. Lerke 1966 24 c.c.c. (3d) (Alta. c.a.).

Private security includes measures taken by individuals, partnerships and corporations designed to protect their interests. Generally speaking, these measures involve the protection of **property** (such as the things produced by the client and the facilities and equipment used in its production), **personnel** (including both the people that work on the site and members of the public having access to it), and **information** about the products, property, facilities, process and so on (industrial security is rapidly becoming one of the most important aspects of private security).

Companies wishing to have private security without the costs associated with developing their own security unit will often choose to contract the services of an outside security company. By contracting the services of these agencies, a company avoids incurring the costs associated with managing and administering the function. For example, the costs associated with monitoring the performance of individual security guards, training, providing a benefit package, and so on, are avoided. These administrative and other costs are divided among all of the clients of the security firm, decreasing the cost of providing these services to any one client. Companies choosing to employ contract security also can avoid any difficulties that may be encountered through union and employee contract negotiations. These concerns remain with the owners of the private security firms.

Private security firms also operate independently of the politics of the host company. Employees may feel that they can trust a security guard from outside the company, and therefore the employee may be more co-operative during investigations than they would be if internal agents were used.

Finally, independent security companies may be able to develop expertise beyond the range of experiences usually associated with in-house security operations. Depending on the nature of the security needs of the host company, it may be more beneficial to go to the experts rather then use in-house or general contract personnel.

THE ROLE OF A SECURITY GUARD

It is the role of a Security Guard to protect people, property and information. They are responsible to a variety of people:

To the employer. As a Security Guard, you have a responsibility to your employer for the security and protection of property. This involves:

- The responsibility to make every effort to ensure premises and property are protected in an appropriate and effective fashion against a variety of natural and man-made threats;
- Preventing, detecting and reacting appropriately to the commission of criminal and quasi-criminal actions on or against the property of the client; and
- The obligation to perform these duties in a way that enables the client to have confidence that they will not lose business or have to pay a substantial civil claim because of the conduct of security services.

To the public. Security is normally assigned the duty of protecting the public from loss or injury. This includes:

- A responsibility to interact with law enforcement officials and the Justice system, where necessary, such as apprehending and detaining someone who has committed a criminal offence. Security may be able to supplement the efforts of police, performing preliminary investigations or securing crime scenes until the police can arrive. Security personnel may also be a valuable source of information to the police;
- In emergencies, people may look to figures of authority for leadership and guidance. Because of his or her position, a Security Guard is likely to fall into this category;

- Security Guards also possess information that would assist emergency personnel in times of crisis. Using that knowledge in an appropriate manner, for example, by directing firefighters to the easiest/best way to get to the scene of the fire or to the scene of the industrial accident that has occurred on a work site more quickly than they could have found it otherwise. Or, security may be able to warn emergency crews about danger zones within the site;

- Where criminal charges have been laid as the result of information a security guard gave to the Police, and the proper procedures were followed in making the arrest, the security guard will be expected to testify that the evidence was legally acquired, produce and/or identify the exhibits, identify the accused, and present testimony to the court in a professional manner.

To Yourself. A Security Guard should recognize that he or she is a professional and is involved in a position that involves tremendous responsibility. Often security is responsible for protecting hundreds of thousands or even millions of dollars of property and equipment. Consequently, the guard must act in a serious and responsible manner during the performance of his or her duties.

OBSERVE, DETER, RECORD AND REPORT

Although a Security Guard's role may vary, one thing will never change. A security guard's primary responsibility is to "provide protection", to **personnel, property and information**. It is also important to note that the days of a security guard acting tough or as a bouncer, enforcing the peace on a work site through force and intimidation, are past.

While there can be no doubt that some situations will involve physical intervention, the majority of tasks assigned require a Security Guard to **observe, deter, record and report** only. Police officers may rely on the status of their position, their uniform, extensive specialized training, and weapons to control situations in which there is some risk of being assaulted. Most security guards do not have these advantages and are far better advised to watch what is going on, take notes, and contact the police, if necessary.

DETERRING AND DETECTING CRIME:

Your very presence will deter most criminals from doing something illegal on your site. However, if someone does try to commit a crime, you should respond according to the protocol the Client wishes you to follow. Not all clients want people charged or the Police called. Your response will be predetermined by the client and the security company. Be aware of what your Post Orders require you to do. If you do call the police, be able to give them valuable information. This may help them catch the criminals or stop the crime while it is happening. You should carefully make notes so that you remember as many details of the crime as possible.

It is important at all times to work to build good relations with the police. Together with your local police force, you form a security team. It is also important that you know exactly what you are allowed to do and what you are not allowed to do under the law. During the course of your career as a security guard, you will be responsible for a variety of duties. However, your main duty in all situations are **to observe, deter, record and report.**

THE SECURITY OF PEOPLE

Most situations that security guards encounter will require them to deal with situations involving people.

Crowd control. When disturbances occur it becomes the responsibility of the police, and in some cases that of a security guard, to control a crowd or restore order. Crowds that have been allowed to get out of hand through inadequate supervision, in spite of the best efforts by guards to prevent a disturbance, make the task of restoring order or protecting life and/or property a tremendous responsibility. Any efforts to restore the peace or to control the situation should be made with several things in mind:

(i) the risk to life and/or property whether or not action is taken;

(ii) the personal risk to the Security Guard;

(iii) instructions of the guard's supervisor or the client;

(iv) risks posed by leaving the post;

(v) availability of support or backup;

(vi) urgency; and

(vii) development of tactics or plans for dealing with the situation.

Work accident prevention. Accidents at work represent potential personal injury, loss of productivity and eventually profit stability. By being aware of the potential danger zones that represent the greatest risks to employees and members of the public on the site, a security guard may be able to prevent some of these incidents. Guards should exercise a helpful and observant role in the interests of others on the work site. One of the responsibilities of a security guard may be to warn people of potential hazards they may encounter while on the premises. If the risk factor is especially high, the client should consider having the guard escort people through the danger zone or perhaps place the area under restricted access until the danger has passed.

It is a good idea for guards to have a safety inspection checklist that covers the particular hazards of their workplace. Guards should also use their own common sense and look for items not on the checklist that hold the potential to cause accidents or injury. As with other types of discrepancies, guards should promptly report safety hazards and then follow through by taking whatever steps they are directed to minimize the risk posed to the employees and others on the site. Remember that accidents which cause major injures only take a split second to happen and have consequences that can last a lifetime. It may only take a few moments to reduce the number of situations in which injuries may occur.

MEDICAL EMERGENCIES

INTRODUCTION

In all walks of life there is always an attempt made to maintain balance. In your personal life, you try to balance the good with the bad, the happy with the sad and the never-ending bank balance with debits and credits. So it is in industry, where the price of a product is dependent upon wages, material cost, production cost, etc.

Businesses are always trying to produce products in the most efficient way to cut down on the overall cost of the product. One area of production costs is called **"loss control."** Loss control is simply reducing unnecessary expenses. One large item of cost in this area is employees' health care.

If a company has a poor safety record, its workers' compensation costs are higher than the "safety minded" companies. Sick leave entitlements and replacement workers or overtime expenses are additional costs that employers must also consider when workers are injured.

The quality of peoples' work is enhanced by their overall knowledge of the job. Safety and First-Aid training areas are as important to production cost as material and labour costs.

WHAT IS FIRST-AID?

First-Aid is emergency help given to an injured or suddenly ill person using readily available materials. It can be simple, like removing a sliver from a child's finger and putting on a bandage. Or, it can be complicated, like giving care to many casualties in a motor vehicle collision and handing them over to medical help. But no matter what the situation, the objectives of First-Aid are always the same. First-Aid tries to:

- Preserve life;
- Prevent the injury or illness from becoming worse;
- Promote recovery.

First-Aid is made up of both knowledge and skills. Some of that knowledge you will find in this manual, and it can be learned by studying it. The skills are different. The best way to acquire First-Aid skills is to take a recognized First-Aid course from a qualified instructor. In an emergency where there are injuries, your ability to act calmly, assess the situation and give appropriate First-Aid will depend on your First-Aid skills.

WHO IS A FIRST-AIDER?

Anyone can be a First-Aider. Often the First-Aider at an emergency scene is someone who was just passing by and wanted to help. A parent can be a First-Aider to his or her child, a firefighter can be a First-Aider to an injured pedestrian, or an employee can be trained as a First-Aider for his or her place of work. A First-Aider is simply someone who takes charge of an emergency scene and gives First-Aid.

First-Aiders don't diagnose or treat injuries and illnesses (except perhaps when they are very minor). A First-Aider suspects injuries and illnesses and gives First-Aid.

WHAT CAN A FIRST-AIDER DO?

A First-Aider gives First-Aid, but she can also do much more. In an emergency, where there is confusion and fear, the actions of a calm and effective First-Aider reassure everyone, and can make the whole experience less traumatic. Besides giving First-Aid, he or she can:

- Protect the casualties belongings;
- Keep unnecessary people away;
- Reassure family or friends of the casualty;
- Clean up the emergency scene and work to correct any unsafe conditions that may have caused the injuries in the first place.

A CASUALTY'S AGE IN FIRST-AID AND CPR

In First-Aid and cardiopulmonary resuscitation (CPR):

- An infant casualty is under one-year old
- A child casualty is from one- to eight-years old
- An adult casualty is eight-years and older

These ages are guidelines only; the casualty's size must also be considered.

FIRST-AID AND THE LAW

Can a First-Aider be sued for giving First-Aid? Fear of being sued is one of the main reasons why people don't help when help is needed the most. As a First-Aider, there are two "legal" situations in which you might give First-Aid. First, you might give First-Aid as part of your job, for instance, as a lifeguard or First-Aid attendant. Second, you might simply be a passerby who sees an emergency situation and wish to help the injured or ill person.

GIVING FIRST-AID AS PART OF YOUR JOB

When giving First-Aid as part of your job, you have a legal duty to respond to an emergency situation at your workplace. You have a duty to use reasonable skill and care based on your level of training. This might include more than First-Aid. You may be trained in rescue, driving an emergency vehicle, etc. If you are a designated First-Aider at work, make sure your certification is always up to date. If you can, get a level of training higher than the minimum. You will be a more confident and effective First-Aider.

GIVING FIRST-AID AS A PASSERBY

In Canada (except Quebec) and most of the United States, you do not have a legal duty to help a person in need – if you do not help an injured person, you are not at fault. But our governments want to encourage people to help others, so they recognize the **Good Samaritan principles.** These principles protect you if you choose to help someone in need. Once you give assistance, you are obligated to use reasonable skill and care based on your level of training.

PRINCIPLES OF THE GOOD SAMARITAN

You are a Good Samaritan if you help a person when you have no legal duty to do so. As a Good Samaritan, you give your help without being paid, and you give it in good faith meaning that you help people because you care about them. Whenever you help a person in an emergency situation, you should abide by the following principles:

- You identify yourself as a First-Aider and get permission to help the injured or ill person before you touch them. This is called consent;
- You use reasonable skill and care in accordance with the level of knowledge and skill that you have;
- You are not negligent in what you do;
- You do not abandon the person.

Consent. The law says that everyone has the right not to be touched by others. As a First-Aider, you must respect this right. Always identify yourself to a casualty and ask permission before touching them. When you arrive at an emergency scene, identify yourself as a First-Aider to the casualty. If you are a police officer, nurse, First-Aider, etc., say so. Ask if you can help. If the casualty says "yes," you have consent to go ahead and help. If the casualty doesn't answer you, or doesn't object to your help, you have what is called implied consent, and you can go ahead and help. There are some special situations:

- If the casualty is unresponsive and relatives are present, ask for consent from the casualty's spouse or another member of the casualty's immediate family;
- Although it might not seem to make sense that you would identify yourself to an unresponsive person and ask for consent to help them, this is what you must do. Always ask for consent before touching a casualty. If there is no response, you have implied consent to give First-Aid.

- If the casualty is a young child or an infant, you must get consent from the child's parent or legal guardian. If there is no parent or guardian at the scene, the law assumes the casualty would give consent if he or she could, so you have implied consent to help;

- A person has the right to refuse your offer to help and not give you consent. In this case, do not force First-Aid on a conscious casualty. Even if you do not have consent to touch the person and give First-Aid, there may be other actions you can take, like controlling the scene, calling for medical help, etc.

Reasonable skill and care. As a Good Samaritan, when you give First-Aid, you are expected to use reasonable skill and care according to your level of knowledge and skills. When in question, care that is given will be measured against what the reasonable person with the same level of knowledge and skill would do. Give First-Aid with caution so that you don't aggravate or increase an injury. Make sure you only try to do what you know you can do and that all of your actions will help the casualty in some way.

Negligence. The Good Samaritan principles say that, if you help someone whom needs emergency medical care, you will not generally be considered negligent for what you do or don't do as long as you use reasonable skill and care according to your level of knowledge. When you give First-Aid, use common sense and make sure your actions are in the casualty's best interest. Simply put, give the care that you would like to receive if you were in the casualty's position.

Abandonment. Never abandon a casualty in your care. Once the casualty accepts your offer to help, do not leave them. Stay with them until:

- They are handed over to medical help
- They are handed over to another First-Aider
- They no longer want your help – this is usually because the problem is no longer an emergency and further care is not needed

SAFETY AND FIRST-AID

The number one rule in giving First-Aid is to "give First-Aid safely." Emergency scenes can be dangerous and you have to make sure your actions don't put you or anyone else in danger. Take the time to look for hazards and assess the risks of any actions you take. You don't want to become a casualty as well.

There are **three basic risks** to be aware of:

- **The energy source that caused the original injury** – is the energy still active and could anyone be injured by it? For example, where a machine caused the injury, is the machine still running?
- **The hazards from secondary or external factors** – are other conditions present that could be a hazard? For example, at the scene of a car crash, could there be an explosion or perhaps injuries caused by passing vehicles?
- **The hazards of the rescue or First-Aid procedures** – is there risk of someone being injured by the rescue and First-Aid actions? For example, if the casualty is much larger than you are, and you move the person, can you do so without injuring yourself?

PREVENTING INFECTION

A First-Aider and casualty are in very close contact with each other when First-Aid is given. This close contact means that an infection could pass from one person to the other. This risk of infection is a safety hazard a First-Aider has to be aware of.

There is more risk of a serious infection when blood and other bodily fluids are involved, as the viruses that cause AIDS, hepatitis B and other illnesses may be present. If you don't know if someone is infected with an illness, you should always use safety measures called **the universal precautions** to minimize the risk of transmission.

The universal precautions are used in the health care professions to reduce the infection for both the caregiver and the casualty. The universal precautions that apply to First-Aiders are: hand washing, wearing gloves, minimizing mouth-to-mouth contact during artificial respiration and the careful handling of sharp objects.

Gloves. Gloves prevent direct hand contact between the First-Aider and the casualty. Wear gloves when you might touch the blood, bodily fluids, tissue or anything that has come in contact with one of these. Put on your gloves as you approach an emergency scene. Vinyl or latex gloves are equally effective, although latex irritates some people's skin. Keep your gloves in a place you can get to easily, where they are not exposed to really hot or really cold temperatures. It's a good idea to keep a few pairs of gloves in your First-Aid kit.

Hand washing. Hand contact is one of the main ways infections are transferred from one person to the next. Wash your hands with soap and running water immediately after any contact with a casualty. It is also a good idea to wash your hands often **when you** are around people who are sick with a cold, the flu, etc.

Minimizing mouth-to-mouth contact. There is a slight risk that as infection could be passed from one person to another during artificial respiration (AR). Use a special face mask or shield designed to prevent disease transmission during AR. Many brands and types of masks are available. Choose a disposable mask or one with a disposable one-way valve. Keep it in an accessible place where you can get it quickly. Follow the directions that come with the mask in order to use it properly.

Sharp objects. If a sharp object touches infected blood and then pricks or cuts you, you could become infected. Although First-Aiders do not routinely use sharp objects like scalpels and needles, there may be a need to use a knife or perhaps clean up broken glass that has been in contact with blood. In these cases, wear gloves and handle sharp objects with extreme care because one could cut through your gloves and skin and infect you.

The universal precautions are safety measures for protecting both the First-Aider and the casualty. Although it may seem like you are wasting precious time by pulling on gloves or getting your face mask ready, this is not the case. Safety is the most important concern while giving First-Aid. Use the universal precautions to ensure the safety of everyone at the scene.

SAFETY IN A VIOLENT SITUATION

Violent situations are not uncommon. In any emergency scene, be on the lookout for violence. If there is violence, or the potential for violence, be careful. Your first priority is to protect your own safety – don't put yourself at risk. You are more valuable as a First-Aider than a casualty!

Whenever injuries occur through violence, a crime has been committed. If you think a crime has been committed, call police to the scene. While waiting for the police, do the following:

- Protect your safety, and the safety of others, if you can;
- Give First-Aid for any injuries, and be sensitive to the casualty's emotional state – see psychological First-Aid for assault;
- Keep onlookers away as much as possible. Do what you can to ensure the privacy of any casualties;
- Leave everything at the scene as is; you may disturb evidence that could help police.

As a First-Aider, you may have additional information the police will find helpful. Remain at the scene until police say you can leave. Answer all questions the police ask of you.

CHILD ABUSE

When giving First-Aid to a child with injuries, be on the alert for signs of child abuse. Child abuse is any form of physical harm, emotional deprivation, neglect or sexual maltreatment, which can result in injury or psychological damage to a child. To detect possible child abuse, look for signs such as:

- Injuries inconsistent with what a child could do;
- Unusually shaped bruises or burns;
- The child's apparent fear of the parent or caregiver.

If you suspect child abuse, do not accuse anyone. Insist that the child receive medical help for the injuries; this will permit a full medical assessment. If you don't think the child will be taken to a doctor, call an ambulance and the police to the scene; this will ensure a doctor sees a child.

If medical care for the child is refused and calling for an ambulance and/or the police is impossible, call a child welfare agency and report your suspicions. When you make such a call, you don't have to give your name if you don't want to.

HELP AT AN EMERGENCY SCENE

As a First-Aider, the first thing you do when you arrive at an emergency scene is take charge of the situation. You stay in charge until you hand control of the scene over to more qualified people. While in charge, many other people may offer to help.

OTHER FIRST-AIDERS

If another First-Aider arrives on the scene, that person should tell you, the First-Aider in charge that he or she is trained in First-Aid and ask if assistance is required. If someone arrives on the scene and begins to treat a casualty, tell that person that you are in charge and ask if he or she wants to help you.

If you feel that another First-Aider at the scene is more qualified than you are to handle the situation, ask that person to take control. On the other hand, the most qualified person does not need to be in control. The first First-Aider at the scene takes charge and stays in charge until they decide to hand over control to another.

BYSTANDERS

Emergency scenes attract a lot of attention and there may be many people standing around watching. To give the casualty the safest care possible, only the people really needed at the scene should be there.

These include:

- Relatives and close friends of the casualty or any bystanders that you have asked to stay on the scene to help you;
- Everyone else should be asked to leave the scene. If needed, have a bystander control the crowd.

FIRST RESPONDERS

- **Ambulance**
- **Police Officers**
- **Firefighters**

Ambulance personnel, police officers and firefighters are known as first responders. It is their job to respond to an emergency. They are trained to take charge of a scene as soon as they arrive. You can expect them to ask direct questions about the scene, the casualty and your involvement. Tell them you are a First-Aider; give the history of the scene and the condition of the casualty.

Depending on the scene, you may hand the care of the casualty over to the first responders immediately, especially if they are ambulance officers. Or, you may still be the best person to continue caring for the casualty at that time. Make sure that whatever happens is best for the casualty.

OTHER AUTHORITIES – HYDRO, TELEPHONE, MUNICIPAL PERSONNEL, ETC.

Other authorities may be called to the scene. For example, if there are downed power lines, electrical utility personnel will be called. In these situations these authorities have a defined role that is not necessarily to give care to any casualties. In this case, identify yourself, give the history of the scene, and ensure the casualty's care is maintained.

Other authorities may arrive by chance. Use these people and their equipment to help manage the scene. They may have a radio or portable telephone to call for help. They can direct traffic, control any crowd or help give First-Aid. Commercial vehicles are often equipped with a First-Aid kit. This is a good source of First-Aid supplies if you do not have yours with you.

OFF-DUTY DOCTORS, NURSES, AND OTHER HEALTH PROFESSIONALS

Health professionals are a valuable source of help at an emergency scene. If someone identifies themselves as a health professional and asks whether help is needed, relay that you are a First-Aider and that you are in charge of the situation. If the health professional has training and experience in managing the type of illness or injury present, ask for an opinion and advice. Make sure the casualty cannot hear this as he or she may become agitated. Also make sure that whatever care is given makes sense to you and is the best for the casualty.

HANDING OVER CONTROL OF A SCENE

When you are in charge of an emergency, you are responsible for the care of that casualty. At some point, you will either turn control over to an experienced medical professional or to the casualty. When deciding to do this, make sure it is in the best interest of the casualty. You return control to the casualty when the situation is minor and the casualty can manage without further help.

Tell whoever is taking charge of the scene the complete history of the incident including:

- your name;
- the time that you arrived;
- the history of the illness or the injury;
- what First-Aid has been given; and
- any changes in the casualty's condition since you took charge.

Also, be prepared to verbally pass on any notes you have taken, referring to your notebook for critical details.

MEDICAL HELP

As a First-Aider, you cannot diagnose the exact nature and extent of any injury or illness, only a medical doctor has the professional experience and legal right to do this.

As a rule, First-Aiders should always suggest that the casualty receives medical care following First-Aid treatment. Only for the most minor injuries is this not necessary.

In First-Aid, medical care is called **medical help.**

In dealing with safety, a Security Guard may be called upon to play a major role. The Security Guard must know:

- Why an accident has happened;
- What injuries have resulted from the accident; and
- How similar accidents and injuries can be prevented.

In order for a Security Guard to develop safety-oriented skills for prevention of accidents, he/she will need to:

- Make a personal commitment to safety;
- Follow safety rules as outlined in the Site Orders;
- Adopt safety practices;
- Use protective clothing and equipment;
- Learn the safe operation of machinery and equipment;
- Recognize and heed the symbols on hazardous products; and
- Take precautions recommended on the label instructions of hazardous products.

Of all the reasons for establishing First-Aid services in the workplace, and there are many, the most compelling must be the federal and provincial Acts regulating occupational health and safety. This legislation specifies management responsibilities for acceptable levels of First-Aid training for each industrial and business operation. In addition to meeting federal and provincial requirements, effective First-Aid services yield valuable benefits. These include a decrease in personal injuries, poor morale, a reduction in absenteeism and improved productivity.

The adage "once bitten, twice shy" was never more applicable than in the area of personal injuries. An injured person develops a greater awareness of hazards and becomes more safety conscious. However, similar changes in attitudes were observed in workers who had received safety oriented First-Aid training, and without the pain and suffering of an injury. First-Aid training not only reduced the number of incidents of injury, it also decreased the severity of those injuries that were sustained. First-Aid services are a key component to the Emergency Response System needed for any organization, institution or industry.

WHAT IS AN EMERGENCY RESPONSE SYSTEM?

An emergency response system is the organization of human and material resources to provide a planned reaction to a sudden, unplanned action that may cause personal injury or property damage. Plans are based on the best available information as to the type of emergencies that may arise and the extent of personal injury and property damage that may occur. This information is the basis for drafting procedure, for developing an organization, for acquiring necessary equipment, and for providing the training needed to respond effectively and quickly to any emergency.

Emergency response teams react to minimize danger and injury. First-Aid is the part of the emergency response plan responsible for preventing and minimizing personal injury. It is an integral part of the overall plan and follows parallel lines in its design and development.

DETERMINING FIRST-AID NEEDS

The first step in determining First-Aid needs for any business or industrial operation is to review the federal and provincial Acts and regulations concerning occupational health and safety. This legislation has, for the most part, been consolidated into booklets that are readily available from Workers' Compensation boards, Occupational Health and Safety Commissions or the Queen's Printer for Saskatchewan.

The regulations specify requirements for the qualification levels of First-Aid attendants and the number required on each job. They also specify the number and location of First-Aid posts or dressing stations, the size and configuration of First-Aid rooms, and the requirements for supplies, equipment, communications and, in some cases, transportation. Although specifications vary from one province to another, they are based on common factors:

- number of employees on the worksite;
- shift patterns;
- degree of hazards in the work area;
- access to First-Aid facilities; and
- distance to the nearest medical facility.

LIST/SUMMARIZE REQUIREMENTS

Make a list of all the requirements applicable to the general operation or specific processes under review and compare it to the company's policy. Although First-Aid services cannot be less than those legally specified, management may wish to exceed specifications to ensure optimum services.

ASSESS THE WORKPLACE

An on-site assessment is essential to compile up-to-date information to support program decisions. Old documents or memory should not be used for an assessment. Inspecting the worksite for the specific purpose of identifying potential First-Aid emergencies and for evaluating the response capability may reveal a number of problems not previously recorded or considered.

The persons best qualified to conduct the survey are the plant safety engineer, an occupational health professional, a senior First-Aid attendant, or members of a joint occupational health and safety committee. Their training and experience will enable them to identify potentially dangerous situations and response deficiencies that might otherwise go unnoticed.

The assessment should start with the preparation of a floor plan of the area under review. Prepare the floor plan with the following known data:

- dimensions of the work areas;
- function, operation or process at each workstation;
- location of machines or other apparatus;
- chemicals and hazardous products normally used or stored in each area;
- number of employees on each shift at each station;
- location of accidents and injuries that occurred over a past period (usually a year) and the connection with any particular machine or process.

With a prepared floor plan and the checklist, you are ready to conduct an inspection and add on-site data to your records. Note such details as the following:

TYPE AND DEGREE OF HAZARDS IN THE WORK AREA

- Mechanical
- Chemical
- Electrical
- Radiation
- Atmospheric
- Environmental
- Others

TYPE OF INJURY MOST LIKELY TO OCCUR:

- Chemical burns
- Electric shock
- Eye injuries
- Fractures
- Heat or cold exposure
- Lacerations
- Poisoning
- Others
- Degree of obstruction to rescue or First-Aid personnel
- Probability of injuries occurring simultaneously
- Location, size, accessibility of First-Aid facilities.

A checklist of First-Aid facilities should be prepared from data found in the federal or provincial First-Aid regulations. This list should cover all points specifically required by law, including equipment and supplies, records of treatment, display of First-Aid Attendant Certificates, and procedures established for dealing with emergencies, as well as emergency telephone numbers.

The inspection should consider qualitative as well as quantitative aspects of First-Aid response. For example, enough First-Aid Attendants may be on duty, but their qualifications may be inadequate or out-of-date. One of the areas most likely to reveal deficiencies is First-Aid supplies. First-Aid boxes may be prominently displayed in all the right places, but are they properly stocked and maintained?

CONSOLIDATE ASSESSMENTS

Consolidate all departmental assessments into a single assessment. This will enable you to assess the overall status of First-Aid services in relation to the entire workforce. Existing services can be compared with the regulations and with the company's policy. Services common to more than one department can be easily identified and displayed on a site plan.

Such facilities as First-Aid rooms can be viewed in relation to the population they serve and their accessibility to workers and emergency vehicles. Duplication of services, as well as any deficiencies, should become apparent.

ASSESS COMMUNITY EMERGENCY SERVICE

The quantity and quality of emergency medical services in the community will obviously influence the extent of First-Aid coverage the company will have to provide. The assessment can be made through discussions with emergency departments, ambulance services, and other health care providers in the community.

FIRST-AID POLICY

When all the data have been analyzed and the status of First-Aid services has been determined, it is time to review the company's joint policy on First-Aid services. Conditions may have been revealed that dictate changes, either to meet the legal requirements or to upgrade services to the desired level.

Publishing the company's policy on First-Aid will not only reflect the company's concern for the welfare of the workforce and improve morale but it will also motivate employees to become involved in implementing the program. A policy statement might consider the following intentions:

- To ensure the best possible treatment as quickly as possible for any injured employee;
- To provide qualified First-Aid in all areas and on all shifts;
- To ensure that First-Aid equipment and facilities are adequately located, properly maintained and readily accessible to injured employees;
- To integrate First-Aid training with safety and accident prevention programs.

DEVELOP A FIRST-AID PROGRAM

Information from the First-Aid regulations, modified by the company's joint policy, should give a clear idea of the extent of First-Aid services required. Analysis of the premises and of community emergency medical services should identify the shortfalls, qualitatively and quantitatively.

The next step is to devise a plan that will bring the services to the desired level in a phased and logical sequence. Equipment acquisition should be timed to coincide with training. Relocation of First-Aid rooms and First-Aid posts must be worked into the budget and production schedule so that operations are not unduly disrupted. The aim should be to bring together trained First-Aid Attendants, equipment and new facilities to achieve the desired First-Aid service.

ORGANIZATION

Because First-Aid is an integral part of the safety program and emergency response plan, it should be organized as a function of accident prevention rather than medical services. But medical professionals should be consulted on treatment aspects of the service and should assist in developing emergency procedures. It is essential that one person be responsible for co-ordinating all aspects of development and implementation.

ACTION PLANS

Planned procedures for response to a medical emergency – sudden illness, single injury or multiple casualties, are fundamental. Planned and practised procedures replace chaos with purposeful and orderly activity. Procedures should be developed for immediate response to the emergency, on-site back up by First-Aid Attendants and medical personnel, and for calling in outside assistance. The potential for mass casualty accidents should be assessed and contingency plans prepared. Planned procedures should be developed in consultation with in-house medical/occupational health professionals and with emergency medical services personnel in the community.

TYPES OF HAZARDS ROUTINELY ENCOUNTERED BY SECURITY GUARDS

Companies employing contract security are doing so to protect their people and products from both man-made and natural hazards.

MAN-MADE HAZARDS

Man-made hazards may include the following:

Crimes against the person. These crimes can include all forms of offences included under the *Criminal Code* (Canada). When there is a risk of these crimes arising the role of the security guard will primarily be either preventative or will be to provide assistance to the victim or to the police (during the investigative process). Security guards can be extremely beneficial to both the victim and the police because of the information they can provide.

An alert security guard may recognize a threat in the workplace and be able to take steps to prevent the commission of a crime. In addition, a security guard may be able to recall, for the police, details that may be several days old, because the suspects chose to survey the scene of the proposed crime several days in advance of the crime. An observant security guard may have recognized suspicious activity and have made either a mental or written note of the observations.

Crimes against property. Crimes against property also include all manner of offences under the *Criminal Code* (Canada), as well as other appropriate statutes. The security guard may encounter individuals attempting to steal company or private property from the workplace, break into the premises after business hours, or attempt to destroy personal or company equipment.

Sabotage or espionage. In some cases, companies working on developing high-tech equipment may be vulnerable to sabotage or corporate spying. In these cases, the security guard must be aware that property may be destroyed in an effort to hinder the production of the product. In other cases, the company may be vulnerable to either being infiltrated by a corporate spy or have some of the company secrets compromised by company employees. In either case, the security guard needs to be vigilant so he/she can provide the client with the very best protection possible.

Familiarity with one's duties as outlined in the Post Orders, the type of security the client and your security company have decided upon, and the security guard's training and observation skills, will greatly assist in the reduction of the type of hazard.

In some cases, the act of sabotage or protest may involve setting fire to the business. Security guards need to remember their primary responsibility – the safety of lives is more important than the safety of a company's products.

Civil disturbances. Acts of civil disobedience, legal/illegal picketing by employees, and public protests can provide unique challenges to a security guard. Often security guards may find themselves in the middle of a conflict they do not understand. Security guards may also find themselves in a situation where they agree with the position of the protestors. During these times, the security guard needs to remember what his/her responsibilities are and to professionally strive to fulfill those responsibilities. This topic is dealt with in more detail in Chapter 10, Labour Disputes.

Bomb threats. These threats can originate from a disgruntled employee, consumer or someone not associated with the company but for whom the company represents something that must be destroyed. Chapter 8 will discuss the methods for handling a bomb threat. For now it is sufficient to state that the more the security guard knows about his/her assignment and site the better he/she will be able to

provide assistance to the client and the police should a bomb threat ever be made. Once again, familiarity with the Post Orders and the client's directives will make the Security Guard better able to deal with this type of man-made hazard.

Accidents. Many large companies have occupational health and safety officers whose primary responsibility is to ensure that accidents do not occur in the workplace. On those occasions when accidents do occur, or when the occupational health and safety officer requires assistance, security may be called on to provide assistance. In companies that do not have a health and safety officer, the security guard may be asked to assume those responsibilities.

In the event of an accident, the security guard may be responsible for:

- the orderly evacuation of the workplace;
- the securing of the accident site for the police and workers compensation investigators; and
- the preservation of any evidence that is likely to disappear before the investigators arrive.

In some cases, this evidence may be of a physical nature such as small pieces of equipment, liquid likely to evaporate, and personal observations like smells and sounds. In other cases, the evidence might be the correct identification of any witnesses to the accident.

Accurate note-taking, coupled with keen observation skills and attention to detail will make the security guards "report" quite useful. Other actions, such as taking photos or drawing accurate sketches of an accident site will enhance the security guard's comments.

NATURAL HAZARDS

Natural hazards include the following:

Fire Hazards. No protection programme is complete without clear, well-defined policies concerning the threat of fire. While the development of an emergency plan to respond to a fire is a management responsibility, in some cases security will be expected to respond to the emergency in an appropriate fashion.

Fire planning is designed to:

- anticipate what might happen to endanger people or physical property and to take the necessary preventative measures; and
- make provisions, through personnel response, for prompt, effective action when a fire does occur.

While the emphasis is usually on the physical safeguards, it is important to emphasize the human aspect of fire. Disastrous losses often occur not from the failure or absence of physical safeguards but from human error. The failure to close a fire door, the failure to maintain existing protection systems and the failure to inspect or report hazards are all due to human error.

The prevention, detection and occasionally, the extinguishment of fire are a fundamental part of security duties. Apart from knowing how to recognize hazards and handle equipment and patrols to the best advantage, you should have some knowledge of the requirements of fire control and the causes of the outbreaks.

Every company is unique in regards to the physical layout of the property, the product that is produced, and the location of personnel as well as emergency exit points. Therefore, the protocol the client wishes security to follow in the event of a fire will be also be individual and unique to that site, and detailed in the Post Orders.

Fires will be covered in more detail later in this training. If a fire hazard is discovered, corrective measures must be taken to ensure that the area is made safe. When a fire is detected, the nearest fire alarm should be sounded and a record made of the events of the fire.

Wind. Hurricanes, tornadoes, cyclones, plow winds, and other similar acts of nature share one element in common – powerful winds that can damage or destroy property in a short time. In Saskatchewan, damage from windstorms is only anticipated during the spring and summer months. Fall and winter are relatively free from the types of windstorms that do extensive damage to property.

Security Guards assigned to areas in which windstorms are frequent should discuss with the client and their supervisors strategies for dealing with the devastating effects of wind such as power interruptions, the activation of alarms, damage to buildings and other property, and overturned equipment.

Flood, earthquakes and other acts of nature. Floods may be both man-made (planned or deliberate and accidental) and natural. Broken water pipes in a business may cause damage and confusion on the work site and necessitate evacuation. If water is shut off during repair, the building may also be without adequate fire protection (if, for example, the property relies on an overhead sprinkler system in case of fire). Flooding occurring as the result of natural disasters can also endanger staff and property. A properly advised and prepared security force may be able to assist in evacuation and other steps to minimize the risk to personnel and property in these circumstances.

Natural disasters like flooding are usually monitored by local, provincial or federal emergency service personnel. However, earthquakes and other acts of nature are often unpredictable. The security agency that has taken the time to make contacts with these agencies may be better prepared to provide the client with the best protection services possible.

EMERGENCY EVACUATION PROCEDURES

Although many guards may spend their entire careers without ever confronting a large scale emergency, the threat of the occurrence of an event of significance that requires emergency evacuation remains a possibility. A Security Guard with a professional approach to his or her job will be prepared with contingency plans for emergencies, however rare the actual situation may be. The highest standards of safety must be used as the benchmark when strategizing for evacuation procedures. Although accidents may happen, they may be minimized if security has thought about the possibility of an emergency or dangerous situation in advance and has formulated one or more plans for dealing with possible situations.

Through advance preparation and an organized plan of action, destruction and loss of life may be prevented or at least kept to a minimum. While ultimately the development of an emergency response plan is the responsibility of the property owner, the security guard who is familiar with the plan will be prepared for the emergency. Similarly, the guard who has not only reviewed the plan, but noted potential problem areas, and understands the importance of adjusting the plan to accommodate circumstances that have changed, will be even better prepared. Guards should have a good knowledge of all response procedures, whether they concern a fire, bomb threat, or some other emergency situation that pose a risk to life or to property.

IDENTIFICATION PROCEDURES

Guards must be familiar with all identity cards, passes and badge systems in use where they are working. The purpose of identification and control is to ensure only authorized personnel are permitted access to a protected area. The degree of control is normally dependent on the importance of the area. An additional purpose of this control is to prevent the introduction of harmful devices and the misappropriation and pilferage of installation material. Where these systems are in place, every employee will have a company identification card which should be carried at all times while the employee is working. It is the guard's

responsibility to ensure that this procedure is carried out. Identification card systems permit guards to identify employees and determine their branch or title, verify their signature and their authorization.

Local pass systems play a vital role in maintaining visitor control on company premises. Visitors are normally given a pass or a badge upon entry to the premises; in addition, a registry may be kept requiring the name of the visitor, the company or agency they are from and the arrival and departure time.

EMERGENCY TELEPHONE NUMBERS

Telephone numbers of emergency personnel should be kept at hand at all times. Telephone numbers committed to memory may be forgotten in a stressful situation, and the time required to locate that number may mean the difference between a successful conclusion to the project or a disastrous ending to a problem. Generally speaking, the internal and external telephone systems installed in a building or complex are the most easily available to the guard. All guards should know where all phone numbers are recorded and stored and their site/post.

LESSON THREE

THE SECURITY OF PROPERTY

ACCESS CONTROL MECHANISMS

Access control mechanisms control the entry and exit of people onto the property or into specific areas of the property. There are many devices available for use as access control mechanisms including card readers, touch keys, ID cards, badges, and fingerprint ID.

In smaller work sites, a Security Guard may be able to recognize individuals. This method of access control, while useful, is limited by the memory of the individual security guard. One guard may be able to remember a large number of faces, while the next may be unable to recall more than a few. Furthermore, the larger the number of people given access, the greater the likelihood that a mistake will be made and someone that should not be given access to the premises will be able to slip inside. The use of photo badges (badges that act as identification to a guard at a manual checkpoint) may supplement the effectiveness of this method of access control.

Keys and locks are also a useful method of controlling access to the entire property or to specific sections of the work site. Disadvantages are that keys are susceptible to loss or theft, and, unless locks are changed with frequency, persons who should not be given access may be able to obtain it. Locks are also subject to picking. Furthermore, they don't work well to keep out intruders if no one ever actually locks the door or window!

The use of ticket machines is another example of access control, where those who don't obtain a ticket are not granted access to the property.

There are several ID card tag systems available for use as access control devices. These systems typically consist of an electronic reader and encoded cards or tags. The user simply holds the encoded card tag up to the reader, which then unlocks the door or gate for a short period of time.

Another method of access control is the touch keypad, where a user is required to punch a code into a mechanical or electronic keypad to obtain access. Unless changed regularly, codes may fall into the hands of persons who do not have legitimate access.

Finally, readers which are used to recognize biological data on the person seeking access may be available. Fingerprints, palm prints, and retinal scans (photographic images of the unique blood vessel patterns in the eye) may be used to ensure that legitimate users only achieve access to the premises.

MATERIAL ACCESS

One of the most sensitive tasks that a Security Guard will have to deal with is the issue of the removal of materials from a work site. People routinely leave a site with things like computers, computer disks, and briefcases full of materials.

The client must determine what steps are necessary to protect his/her property. Security should follow these instructions carefully. His or her supervisor, when introducing a Security Guard to a new site, should discuss the rules of access and protocols in detail.

RESPONSIBILITIRS DURING AN ALARM

The responsibilities assigned to a Security Guard during an intrusion alarm must be determined in advance by the client (the agency that has hired the security services), and the security firm that has agreed to perform those duties. These responsibilities may range from notifying the client or the police, or both, to identifying the cause of the alarm and reacting appropriately. Guards may also be asked to investigate the cause of the alarm, and if it is not a false alarm, guard the scene to ensure that evidence of a crime is protected.

PREVENTION AND DETECTION OF FIRES

Security is utilized because the client wishes to protect persons and property that may be subject to injury or damage by an unforeseen event such as a fire. A building worth millions of dollars may be levelled by fire. Loss of life may also occur if a fire is not dealt with quickly and in an appropriate fashion. The detection and prevention of fires is an essential part of the duties of a Security Guard.

Whether on patrol or operating a fixed point, a Security Guard should be constantly on the lookout for fire hazards. Watching for the common things that are likely to generate a fire, for example, electrical equipment that produces heat or sparks when it shouldn't; combustibles placed near sources of heat; or routinely scanning for evidence that a fire has already started such as alarms that have been activated or smoke and heat in places where they shouldn't be found, is likely to assist Security Guards in the performance of their duties. These observations should also be extended to include an examination of the entire job site for particularly dangerous situations should a fire or an explosion take place. Knowledge of potential dangers, or problems on escape routes to be used by people fleeing a building in the event of a fire, would be particularly useful. Examples of information that may be invaluable during an emergency might include stairwells or emergency evacuation routes that are blocked or allow only restricted access.

The Security Guard who is able to provide advice to firefighters on the easiest way to get access to the scene of the fire may drastically shorten the time required for these professionals to get to and deal with the fire.

Having said how beneficial a Security Guard can be in a crisis, it must also be stressed that it is up to the individual guard to determine what the appropriate reaction to the situation is. His or her supervisor, in consultation with the client, are instrumental in providing basic instructions regarding each new job site. Together they should discuss possible actions that a guard may be expected to take during a crisis, before the guard begins to work on that site, and have this protocol, documented in the Post Orders for that site.

It is expected that, at most work sites, security will conduct routine inspections to detect, identify and mitigate fire hazards such as: cursory examination of fire suppression systems, accumulations of combustible materials in the vicinity of potential sources of ignition, and things that may impede or prevent access to escape routes. Security personnel should take notice of and react appropriately to the presence of ignition sources, flammables, and combustibles on the job site.

What is an appropriate reaction? This will vary from site to site. For example, at a fireworks factory, it would be of little benefit to report the presence of gunpowder on the site. However, if something appeared to be unusual or dangerous, the guard should probably take some steps to bring the situation to someone's attention. Things that might be considered unusual might include storage of flammables or explosives next to a source of great heat such as a furnace. It might also include the presence of boxes or some other obstruction blocking access to fire doors on an escape route. Whether the person advised is his or her supervisor or someone with responsibility at the site will be determined by the policies that have been set at the site. This is why it is important that the security company discuss with security staff how these types of issues will be dealt with in advance.

Some basic things to watch for:

- Explosives or flammables should not be stored near potential sources of ignition;
- Corridors, particularly those that are likely to be used in an emergency evacuation, should always remain free of obstructions or impediments, and combustible or flammable materials should not be stored there;
- Exit doors, including the floor area on both sides of the exit door, should be kept clear and accessible at all times;

- Damage or deterioration of fire suppressors;
- Fire alarm systems appear to be operative.

If the guard discovers the presence of an unplanned fire, he or she should normally activate any alarm system present (if one is available and operative) and should either contact the fire department directly or have someone else at the site contact the fire department. Security may be able to assist in the suppression of the fire and the evacuation of the premises, if possible in the circumstances and if site emergency policy requires it. Once emergency personnel arrive at the scene, he or she should be prepared to provide any necessary advice and direction that firefighters or other emergency personnel require. Normally, a Security Guard who works in and is responsible for the area will know the best ways for the emergency equipment to navigate around the site. Security Guards who have kept their ears and eyes open will also likely know the location of hazardous goods, impediments to safe passage, evacuation routes, and possibly where people might be trapped. This information can be invaluable to the emergency personnel arriving at the scene by keeping them away from danger zones and allowing them to deal with the fire in the most expedient manner possible. Security may also be able to assist by directing vehicular and pedestrian traffic on the site.

Of course, the Security Guard must consider the appropriateness of these types of actions in light of factors such as the potential risk to life and the policy and instructions of his or her employer and the owner of the site.

TRAFFIC CONTROL AND PARKING

A guard may be called upon to control vehicle traffic in a restricted area, always following special orders for the post. You may be called upon to control traffic at gated entrances to buildings, at crossroads, or in parking lots, to ensure traffic safety and to facilitate access to public roads or highways. It is important for the guard to use conventional signals and movements in order to be understood and seen by the drivers. Guards should be dressed comfortably according to weather conditions. Proper reflective vests or cuffs must be worn to ensure visibility. This control should be done in a courteous and persuasive manner, trying to make people understand the reasons for the control.

LOST AND FOUND

Lost and found articles should be registered in a log. This will allow easy access and reference, enabling the property to be returned quickly to the proper person. If someone reports a loss of property, a description of the item(s), the area it was lost, the date of the loss, and the owner's name should be recorded. When found property is turned in, it should be entered in the same type of log, with the owner's name left blank. It is also good practice to record the finder's name. When found property is being returned to its owner, the owner should be asked to sign for it. If the job site allows access to a secure room, file cabinet or other 'lockable' location the found items can be temporarily stored there. For longer periods of storage, items can be turned over to the client, or securely stored with the Security Company.

UTILITIES CONTROL LOCATIONS

During their regular patrols, guards must have a working knowledge of the location of any main power switches, water, or gas shut-off valves and any other utility controls. This information is essential since the guard is usually the first on the scene of an emergency and may be responsible for turning on or off such utilities for the protection of others at the site. Post Orders will dictate what action the security guard should take.

Lesson Four

The Security of Information

Security of Personnel

Guards have a duty and responsibility to protect property, whether it is company property or personal property of the employees and visitors. These responsibilities can be accomplished in the following ways:

Access Control

Where required by Post Orders, control of vehicle access on to a client's site should be carried out diligently. Vehicle logs should be used to record visitors and their vehicles entering the premises.

A completed log sheet should normally record the identification of the driver, the vehicle passengers, the status of each occupant, the destination of the vehicle and the occupants, and the time that the vehicle entered and left the site. The information obtained will permit guards to locate visitors, either while on the property in the event of an emergency, or at a later time when they have left.

A visitor's pass also contains information which helps the guards to determine whether a visitor has to be escorted, the name of the person who has authorized the visit, the status of the visitor and their business while on the site.

Confidentiality of Information

Keeping secret things secret is called confidentiality. Part of your job is to protect information, so you don't want to be the cause of an "information leak." As a security guard you are placed in a position of trust and must always act in ways that keep that trust. Because of your duties you will see and hear many things that you must keep secret or share only with certain members of the company or with others in the security department. It is important that you do not talk about these things with other people.

Confidentiality is an essential element of the duties and responsibilities of guards. Because of their work-related duties, they often become one of the most informed employees of the company for which they work. Guards receive information regarding a wide variety of criminal acts, financial affairs, personal activities or classified work that is being performed. Due to the nature of their job, they often carry keys that would allow them entry to many areas that are not open to others.

It is evident that guards are placed in a position of trust, and they must at all costs work to maintain that trust to the highest level. Guards must ensure that confidential and classified information does not leave the workplace, and information of this nature that is passed to security in the performance of their work must not be discussed or shown to anyone outside the security department.

Canadian Government information may be **classified** under any one of the **following categories:**

Top Secret – Unauthorized disclosure would cause exceptionally grave damage to the nation.

Secret – Unauthorized disclosure would endanger National Security, cause serious injuries to the interest or prestige of the Nation or any Government Activity thereof, or would be of great advantage to a Foreign Nation.

Confidential – Unauthorized disclosure would be prejudicial to the interest or prestige of the Nation or any Government activity, or be of an advantage to a Foreign Power, individual personal files may be accorded the protection of this classification.

Restricted – Should not be published or communicated to anyone except for official purposes. In industry, similar classifications are used to identify information and material that must be kept from competitors and the public.

COMPUTER CRIME

Computer crime refers to stealing or damaging computer information. There are many ways in which computer crimes can occur.

Data that has been stolen can be used to get goods and services or it can be sold for a profit.

An intruder may find confidential information such as passwords or special codes by going through someone's desk or simply looking in garbage cans. If an employee does not log off their computer when they should, someone else can see the private information or make changes to files.

People from outside as well as people from within the company can become involved in computer crimes at your site. One of your jobs may be to escort people through restricted areas to make sure they don't have access to confidential information.

It is not easy to know if someone is involved in computer crimes. However, there are some signs that *may* mean computer crimes could be happening on your site.

WATCH FOR ANY OF THE FOLLOWING:

- Employees who are angry at the company or who have been recently fired;
- Private information such as pass codes that have been left out in an area where they can easily be seen;
- People using computers that belong to someone else;
- Someone who works at home a lot and comes into work at odd hours or at times when you don't expect them;

- Employees who arrive early or leave late but don't seem to do much company work during these times;
- Employees who talk too freely about things that should be kept secret.

You will need to use your common sense when deciding that something that you see may mean that someone is involved in computer crimes. If you see something that you are concerned about, take careful notes and report it.

No matter where you work or which client you are working for, your assignment will fall under one of these classifications. Remember, a good Security Guard should ensure that he/she is completely familiar with the physical layout of any building, plant, facility or area that he/she is guarding in order to detect when something is amiss or respond quickly when necessary. Without this knowledge, you will not be able to understand the functions of the job, will not be able to perform with pride and confidence, nor be able to react in the event of an emergency.

Always bear in mind, the Security Guard's primary function is to provide protection. The specific duties for the assignment should normally be contained in orders and instructions issued by management.

LESSON FIVE

ASSIGNMENTS AND DUTIES

FIXED POST AND PATROLS

Guards may be required to perform many different duties, two of the more important are at a fixed post and patrol.

FIXED POST

The fixed post is usually located at a point where both pedestrians and vehicles can be checked before they are allowed to enter or leave a facility. Other duties for a fixed post may include the following: guarding a vulnerable point, control of access, surveillance of some apparatus or certain installations, and identification control. It must be emphasized that the tasks of the guard are usually contained in the orders of the post to which they have been assigned. The guard must not deviate from them; any action that is taken must never be counter to the orders.

PATROL POST

If a security guard is assigned to a patrol, he or she will be required to perform the patrol of the designated area and return to the post when finished. This is known as “double duty”. To carry out this type of patrol, the guard must move about normally, following a prescribed frequency, covering the points to be checked. The guard must give a detailed report of these rounds, drawing attention to abnormal events and actions noted in each round tour.

ROVING PATROL

This mobile form of patrol allows a security guard to be more flexible when covering a large area. Guards performing this function may be on foot, on bicycles, or in a vehicle. The theory is that, while assigned responsibility for a given area, they are not normally required to be in a specific part of that area at a specific time.

VEHICLE PATROL

This type of patrol normally covers areas that are too great to be covered on foot. The vehicles are usually equipped with radios or mobile telephones and commonly are in constant communication with the dispatcher. Precise instructions are given about the type of patrol required. The patrols will often include parking lots, storage yards, perimeter fence lines, outer perimeters and areas that are impractical to patrol on foot. When on vehicle patrol, guards may be required to transport, in emergencies, sick or injured persons to First-Aid stations and/or hospitals.

When asked to escort valuable information, money or important shipments to outside locations, a Security Guard must know the Security Company's policy in this regard Most Security firms will stay away from escorting money because they may not carry the insurance to cover this activity. This is another matter that must be predetermined by the client and the Security Company, and made known via Post Orders to the Security Guard.

STANDING ORDERS

Standing orders are instructions that are of a permanent nature and apply to a specific site. They provide the Security Guard with direction regarding company policy.

POST ORDERS

The post order is a document that delegates the task of security from the property owner to the Security Guard.

The delegated authority includes not only the functions that the Security Guard is to carry out, but it also supplies the methods to be used in executing these functions.

Post orders contain procedures, directives or instructions that are likely to be altered, deleted, or reviewed as required. Any instructions or directives that are dated must be adhered to. Outdated orders should be brought to the attention of the security supervisor or manager.

Other information post orders may contain:

(a) OPENING LETTER: should provide authority from the property management and provide a few details about the purpose and scope of objectives of the orders;

(b) INDEX: should be placed in such a way to accommodate revisions and amendments;

(c) EMERGENCY NUMBERS: a list of all emergency numbers should be available to the Security Guard. Fire, police, ambulance, maintenance, company officials involved in the provision of security services, your supervisor, are some of the numbers that must be kept current;

(d) SECURITY FORCE OPERATIONS: should include a schedule of the hours that each Security Guard is to work, the location of each post should be shown in this section as well as a brief description of the duties expected of each Security Guard;

(e) REPORTS: should indicate what type of report is required at the end of each shift, as well as acknowledging reports submitted by Security Guards regarding such matters as building security;

(f) RESTRICTED AREAS: Post orders will usually contain policies or provisions on all restricted areas within a facility. Some of these areas will be restricted to employees only. Documents and photographs should be kept on hand and checked prior to allowing individuals to enter restricted areas.

SPECIFIC DUTIES OF PRIVATE SECURITY

The duties of a security guard can be categorized as being either **static or patrol oriented.**

Static duties involve those activities that the security guard does from a single place, usually a fixed post or location.

Examples of fixed posts include gatehouses or building lobby entrances. Patrols enable a guard to check the client's property in an efficient manner. When the responsibilities of a Security Guard are reviewed and analysed, one of the most important factors is the need to identify and prevent situations that may affect the client's property.

This is achieved through the following means:

- building and perimeter protection;
- intrusion and access control;
- alarm and surveillance systems;
- fire prevention and control;
- emergency and disaster planning;
- prevention of theft;
- accident and safety protection;
- enforcement of rules, regulations and policies.

Note: General patrol tactics and techniques are discussed in-depth in Chapter 9.

The skills necessary to accomplish the above-described tasks are varied, however there are some common elements. Some of these elements include:

- protecting buildings and grounds including all contents, occupants and visitors;
- enforcing rules and regulations related to security in and around the site;
- directing both foot and vehicular traffic in and around the site;
- being familiar with all special and general orders relevant to the site;
- supervising and enforcing all systems designed to monitor or identify personnel and vehicles entering the site or sectors within the site;
- conducting inspections of packages and vehicles as required;
- controlling access of people, product and vehicles onto the site, exiting the site and within the site;
- conducting and reviewing safety inspections of all areas of the site;
- maintaining the orderly operation of the site relative to its on-going safe operation;
- recording and reporting all relevant information pertaining to the security of people, products and vehicles to the security supervisor or, where so designated, the client's representative.

REVIEW

IMPORTANT POINTS IN CHAPTER 2:

- The main duties of security guards are to observe, deter, record and report
- Other duties include:
    - Detect and deter crime
    - Patrol
    - Keep good public relations
    - Control access (entry) and egress (exit) points
    - Use alarm systems
    - Respond to emergencies
    - Find, record and report safety hazards
- Security guards protect people, property and information
- Confidentiality is an important part of protecting information
- Computer crime is a growing problem that guards can watch for

Chapter 3

Conduct of Security: Professionalism and Public Relations

A security guard is expected to project an image of professionalism at all times. During the course of his/her duties, a security guard will often be visible to, and interact with, a variety of persons, including customers, visitors, employees, tenants, and the general public. Because they constitute by far the largest segment of the security industry, and because of their visibility and interaction with the public, the conduct of security guards is vital to the maintenance of a professional image for the industry as a whole. This session will review the general personal qualities and human relations skills required of a security guard in performing his/her duties.

Canadian General Standards Board Standard 133.1
Section A3.1

OBJECTIVES

This chapter will help you learn how to:

- present a professional appearance to the public;
- be professional in your attitude and your actions;
- use the general principles of good public relations;
- use effective interviewing skills;
- deal with difficult or angry people;
- interact with a wide variety of people;
- communicate without discrimination or harassment;
- develop the "observation skills" of a professional Security Guard;
- understand crowds and how they are controlled;
- deal with the media.

WHAT'S IN THIS UNIT?

APPEARANCE

ATTITUDE AND CONDUCT

- integrity
- discipline
- public relations

EFFECTIVE COMMUNICATION

- active listening
- way of speaking
- body language
- interviewing
- questioning
- dealing with difficult or angry people

PEOPLE WITH SPECIAL NEEDS

- people who are hard of hearing or deaf
- people who are visually impaired or blind
- people with mobility needs
- people with physical problems that affect their behaviour
- people whose first language is not English
- seniors and young people
- people with mental illness

DISCRIMINATION AND HARASSMENT

- stereotyping

CROWD CONTROL

- different types of crowds
- dealing with hostile crowds

DEALING WITH THE MEDIA

PRETEST

This pretest will start you thinking about the information in this unit. Write T for True or F for False before each of these statements. You can check your answers using Appendix A. After you complete this unit, you may want to try this pretest again to see how much you have learned.

1. ____ It's ok for you to talk to the media "off the record."
2. ____ You may have to ask a person whose first language is not English to speak slower so that you can understand them.
3. ____ Alzheimer's disease is part of a group of mental illnesses called mood disorders.
4. ____ When helping a blind person down the stairs, stay one step ahead of them.
5. ____ If someone reacts to you in a defensive way, you should ignore their behaviour.
6. ____ To stereotype someone is to behave toward that person in a way that the person finds offensive.
7. ____ If a person is hallucinating, it is helpful to pretend that you can sense the same thing.
8. ____ An expressive crowd will be lead by organizers.
9. ____ Never try to deal with a hostile crowd on your own.
10. ____ Part of active listening is restating what the person has said in your own words.
11. ____ A supportive stance is facing the person at an arm's length distance.
12. ____ Open-ended questions are used when you want specific information.

13. ____ If a person is angry, it's important not to lose eye contact with them.

14. ____ If you must cross a picket line, keep vehicle windows up and doors locked.

15. ____ Always help a person who looks like they need it.

LESSON ONE

PROFESSIONALISM AND PERSONAL PRESENTATION

A **profession** is defined in *The Oxford Concise Dictionary* as:

> 1. A vocation or calling, especially one that involves some branch of advanced learning or science.[1]

With the recent growth in the security industry,[2] the tasks that have been assigned to security have significantly changed. Government regulation of the security industry has introduced not only a screening mechanism to control who may become a security guard,[3] but also to investigate complaints about individuals and companies that have been licensed by the program.[4] Liability concerns (both criminal and civil liability for excessive use of force and other errors) and the fear that legitimate users will be reluctant to patronize premises ruled by an aggressive security force have further changed the attitudes of many clients.

Today, guards are asked to perform a variety of complex functions with discretion, diplomacy and tact. Guards are expected not only to look more professional, but also to have a greater knowledge of the laws and policies related to their industry. Some of these expectations include:

- Acting in an honest and ethical manner at all times;
- Being sensitive to people with special needs, different backgrounds, communities and cultures;
- Possessing knowledge of criminal law, and their powers and responsibilities under it;

- Possessing knowledge of their employer's policies, and the policies of the client, in order to act in accordance with them;
- Being well-trained and able to respond quickly and appropriately to the routine situations they will encounter every day on the work site. If emergencies arise, security will not panic but provide assistance to those in need;
- Being properly attired and neat and clean in appearance;
- Acting in a disciplined and professional manner, even when encountering difficult people or when placed in difficult situations, treating all people with respect and dignity.

Security Guards should never lose sight of the fact that they are representatives of the security industry, their firm, and the client for whom they are performing the security service. They must remember that they are constantly in the eye of employees, management, visitors, the media and the general public.

AMBASSADOR OF THE INDUSTRY

During the course of his or her duties, a security guard will be visible to and interact with a variety of persons, including clients, customers, visitors, and the general public. Uniformed Security Guards constitute by far the largest segment of the visible security industry, and because of their visibility and interaction with the public, the conduct of a Security Guard is vital to the maintenance of a sound professional image for the industry as a whole.[5]

An individual officer must project an image of professionalism at all times, as he or she is, in the eye of the public, the ambassador for the rest of the industry.

What this means is that, at any time, a Security Guard is representing his or her entire profession. The reputation of the rest of the security industry may be measured against what a particular officer has or has not done.

Nowhere is the need to maintain a professional demeanor more important, and more difficult, than in the time of crisis when clients, employees on the work site and members of the public may not be thinking clearly or are looking for someone in authority to provide assistance. For example, suppose that a fire broke out in an office building necessitating the evacuation of a large number of people. It would be vital for a Security Guard to maintain his or her composure and calmly give orders to the panicked tenants enabling a safe and efficient evacuation to take place. Contrast this with the security guard who does not take control of the situation, or who becomes panicked him or herself, increasing the confusion of the evacuation.

PERSONAL APPEARANCE

In a society that often judges by first impressions, members of the public will often make a connection between professionalism and appearance. Security often plays a highly visible role. Security Guards may be seen conducting foot or vehicle patrols or manning information booths and kiosks. Many are required to wear special uniforms to demonstrate that they play a special role on the work site.

The security guard that does not dress for the role that they will perform, or who is dirty or unkempt, will not be seen to be professional.

A Security Guard should be:

- properly attired;
- neat and clean in appearance;
- his or her uniform should be well-fitted, pressed and clean;

- shoes should be clean and, if appropriate, shined;
- hair should be clean and neatly groomed;
- must be able to communicate clearly.

CONDUCT AND DEPORTMENT, ATTITUDE AND SELF-IMPROVEMENT

The way a person presents to other people is often dramatically affected by the attitudes and general approach to life that are carried into the situation. Of course, how we conduct ourselves when we carry out a task is often as important as the task itself. Even though a person may attempt to hide the way he or she feels about a person, a job, or a situation, attitude is often visible through a variety of verbal and nonverbal cues. These may include:

TONE AND VOLUME

These factors are often as important as what is said. Think, for example, of the variety of inflections that can be placed on the words "Thank You." Sarcasm can turn words that would diffuse a situation into an insult designed to inflame. While loudness may be one of the verbal cues that we may use to emphasize a point, often it is interpreted as aggression.

Tone and volume are especially important when dealing with people over the telephone where nonverbal cues are not available to help them interpret your reaction to the situation.

STANCE AND POSTURE

Unless guarded carefully, the body is often a reflection of what is in one's mind. For example, imagine a situation in which a Security Guard has encountered a person who wishes access to a site. During the encounter, the guard has blocked access by placing his or her back to the gate or doorway and stands erect, arms crossed, and legs firmly set. The body language of the guard clearly states, "You will have to go through me to get onto this site."

The visual messages being communicated here are much different from a picture in which the same uniformed officer is having a conversation with the same person, sitting on a chair at the side of the doorway, with legs crossed and arms relaxed.

The point is that our body language says as much as our words do, and a guard must recognize that he or she may be communicating in ways that they may not be aware. Similarly, if a guard is attuned to the messages that someone he or she is dealing with is conveying by body language, the guard may be able to guess what is in the mind of the person or what his or her next actions could be.

FACIAL EXPRESSION

The face also often provides a window to what a person is thinking. A person who has lips pressed together, brows furrowed, and is wearing a scowl or frown on his or her face presents a much different picture than the person who smiles, and whose face is relaxed and open. Again, guards should be aware of the messages they are presenting and be able to read the messages of a person they are dealing or communicating with.

SKILLS CALLED UPON DURING ORDINARY DUTIES

Commonly, guards will be called upon to demonstrate:

- courage in emergency situations;
- calmness during disorder or confusion;
- genuine interest in the safety and welfare of the persons on a worksite; and
- the ability to deal with people in an understanding way.

When called upon for help or assistance, a security guard must deal with these requests with tact, consideration, and interest, whether the request be "run-of-the-mill" or extraordinary. If the query or complaint deals with matters not within his/her jurisdiction or knowledge, the officer should direct the individual to the proper person for answers or satisfaction.

Whenever dealing with the public the Security Guard should:

- Always use a polite, unexcited and intelligent approach, whenever possible;
- Never show signs of impatience, anger, contempt, dislike, sarcasm, or any similar attitude;
- Always be businesslike and self-assured, yet friendly and not conceited;
- Be open-minded in evaluating the facts;
- Offer explanations where appropriate. Never be trapped into arguing or fighting over an issue beyond the control of the guard. If the recipient of the information does not like the message, that is not the fault of the Security Guard;
- Be civil and courteous at all times, especially when dealing with difficult people and situations. Use Mr., Ms., Sir, or Ma'am when addressing people;
- Never be officious ("unduly forward in offering advice");
- Avoid profanity, insults and belittling terms;
- Use "please" and "thank-you" and other amenities of ordinary speech, where appropriate;
- Use physical force only when unavoidable. At these times use only as much force as is absolutely required; and
- Show by his or her demeanour that he or she is not looking for and does not expect any trouble. (Do not be caught off guard, however, and be prepared to shift your course of action instantly).

Try whenever possible to get your first contact with a person started properly. Let the person know you are not going to be hard to deal with, but that you also expect him or her to be reasonable. Appear confident and knowledgeable – show by your approach that you are in control of the situation. Try to avoid giving people the impression that your presence constitutes a threat. If you are not regarded as a threat, you are not so apt to be treated with hostility.

Bear in mind that some persons will react as strongly to belittling or discourtesy as they will to physical threat.

Some Security Guards are prone to display a hard and tough attitude. Others tend to hold themselves aloof and appear unapproachable. This creates a bad impression. Individuals exercising these characteristics have been described as aggressive, arrogant, insolent, and conceited. If you create or leave this kind of impression, you could be expressing a difficulty in handling people.

A Security Guard who:

- appears to do little;
- has little knowledge of what is going on around him/her; and
- lacks interest in performing his/her job;

is not an asset to the employer or the client he/she is performing the duty for.

Such attitudes tend to destroy the company's image and any chance of a good relationship with the people the guard encounters in performing his or her duties.

Again it is emphasized that **appearance, attitude and training** are the three most important factors to promote a good public image.

The professional security guard will be all of the following:

- courteous and friendly;
- dignified and confident;
- calm and composed;
- tactful and considerate;
- restrained;
- interested in the job;
- reliable and punctual.

KEEP ABREAST OF NEW DEVELOPMENTS AND TECHNIQUES

Part of the image that is projected by a professional is the confidence and strength that comes from being knowledgeable in a variety of areas. It is important that the Security Guard, who takes his or her role seriously, keeps abreast of new knowledge, policies and techniques that have been developed for the work site and for the security industry in general.

OBSTACLES TO GOOD PUBLIC RELATIONS

There are common obstacles confronting the average security guard in his or her daily work that make for poor security public relations. Many Security Guards fail to recognize these factors in advance, and as a result, either fail to provide an adequate level of service or make their jobs more difficult than they have to be.

Some of the reasons that Security Guards may have difficulty in dealing with people are:

SUSPICION

A security guard is employed for one purpose – to protect people and/or property. The nature of the job, or the personality of the guard may make a Security Guard act in a suspicious manner. While this may seem to be desirable – at face value, it seems to make for a good Security Guard – in the long run, it can become an obstacle to the ability of a Security Guard to get along with people. Suspicion can cause the guard to distrust everything and everybody. People the officer deals with will be able to see this attitude clearly, making interaction difficult. This quality, manifested in an obvious way, presents an obstacle in relationships with the people the guard encounters.

NEGATIVE THINKING

Looking for things that may be wrong is a part of a Security Guard's job. This may, unless controlled, become an obstacle to better public relations. It is our business to be critical, but we may tend to find ourselves always looking for things that are not right. We overlook things upon which we can compliment in our search for things to criticize. If a security guard has to say "No", then try not to be belligerent, instead try to say it in a nicer way.

TEMPER

One of the main reasons some Security Guards fail to get along with people is that they get angry – and show it. It is the cardinal rule of salesmanship that you never get mad at the customer. Remember that the best weapon you can hold, when you are angry, is your tongue. If you show your anger, you have lost the argument. You have come down to the level of the person who has tried to make you angry.

LACK OF FAITH

Security Guards must have faith in their superiors, the people who, to some degree, control their future. Security Guards must also have faith in themselves and faith in what they are doing. There will be times when they will question if the work is worthwhile – is it being appreciated. They will need to reaffirm their faith in the mind of the public. When you build faith in the mind of the public, you give people good reason to pay you what your deserve. You can only build faith in the public mind when you have faith in yourself.

PREJUDICE/DISCRIMINATION

A Security Guard like anyone else is a human being. He/she possesses his/her own natural likes and dislikes. Unfortunately, from a security public relations point of view, these decisions are seldom based on the impression that the person has made at the moment, but is usually based on some past experience, bias or attitude. This seems to be a human trait and there is little we can do about our immediate reaction to people. But we can discipline ourselves to be fair and just in our dealings with people in spite of our personal prejudice, and if you can start off by trying to like the person you will do a better job in public relations.

LACK OF PRIDE

Pride is defined as having a sense of personal dignity and worth, having honourable self-respect. *Esprit de Corps* or pride in the Guard Force is the common pride of individuals to a group. A Security Guard fails his/her other officers if he/she does not have pride and shows it. A Security

Guard has the right to be proud to be a Security Guard, pride in himself and pride in his/her force. A Security Guard who becomes slovenly in dress, sloppy in reporting, or unkempt in personal hygiene is demonstrating to everyone a lack of pride in himself/herself. An officer who shows that he/she has pride in his/her appearance will also have pride in person and outfit. He/she will create a better impression and do a better public relations job.

LACK OF FLEXIBILITY

A Security Guard should be a diplomat in uniform. A diplomat must be flexible, tactful and quick to adjust to changing conditions. The work of a Security Guard ranges from challenging or detaining possible thieves to relaying messages for a company president. It requires constant physical and mental effort on the part of the Security Guard to be flexible enough to fluctuate between these two extremes. A Security Guard on one day may be guarding an individual gem show, open only to the elite of society; the next day he or she may be guarding heavy equipment or a worksite.

The Security Guard must be able to change procedures and attitudes as the clientele changes. It takes a flexible, easily adaptable person to become a diplomat; it takes the same thing to become a good Security Guard. It requires constant self-discipline.

ABUSE OF POWER (OR POSITION)

Imagined power can be a very dangerous weapon. By the very nature of the work and the uniform, the Security Guard appears to many to have power and authority. What power and authority a Security Guard has must be used sparingly, carefully and judiciously. Unfortunately, some Security Guards forget that even the limited powers they have apply only under certain circumstances. At all other times they are governed by the same rules and regulations as other employees and members of the public.

UNABLE TO TAKE CRITICISM

Taking criticism requires a great deal of patience. Patience has been defined as the ability to idle your motor when you feel like spinning your wheels. Many times you may feel that criticism directed toward security is unjustified. You would like to bite back instead you must bite your tongue and take it. People in uniform always seem to be a target for criticism, and as Security Guards we must accept this, "it goes with the territory".

A SECURITY GUARD IS A PUBLIC RELATIONS SPECIALIST

Many consumer industries pay large salaries to public relations experts to achieve the goals set out at the beginning of this section. Unless the relationships established with the public by the Security Guard on the gate, on patrol or on the beat are professional and friendly, and of a nature that will produce continuous goodwill, most of the work of the public relations expert is lost. These are the people who contact the public, and they are the important link in any security public relations program.

Any training program, particularly at the recruit level, should stress public relations in its particular field. Even a course in traffic control loses its value unless included in the course is some work in public relations. Following are a few subjects that can be used as an opportunity to produce a better feeling of goodwill between Security Guards and the public they serve.

ON THE PHONE

A person's first contact with a company or a client may be by telephone. First impressions are often based on the first conversation with the Security Guard. It is important, therefore, that the impression be a good one. The telephone must be answered in a courteous, businesslike manner. The officer should identify his/her position/location and supply his/her name. He/she should speak distinctly in a normal voice, and the

very tone of his/her voice should indicate a willingness to help. We do not go into details of correct telephone answering procedure here. It is important however that officers be trained to answer the telephone correctly as this is a step in the interest of good public relations.

AT AN ACCESS CONTROL POINT

Another area in which Security Guards become a citizen's first contact with the company or client is when the Security Guard is posted at a gate or entrance for the purpose of access control. Again, the impression the officer presents at the outset becomes the first and possibly the lasting impression. The officer becomes the direct representative of both the company and the client at that time and his/her efforts in the area of public relations can greatly enhance the images of both. Failure to practise public relation skills will certainly have the opposite effect.

APPEARANCE

The appearance of the Security Guard greatly affects the impression made by that officer, therefore, an exemplary standard of dress and personal grooming are a very important parts of public relations.

Remember: When you leave the security office to greet or check a member of the public, you are the direct representative or representation of the company and the client, in the eyes of that person. Automatically the impressions formed of both companies is from what is seen in you.

COMMUNICATIONS

Communications can be one of the fields of greater achievement, or it can be the greatest downfall. Man has striven since the beginning of time to perfect a method of communicating. This has varied from the grunts and groans of the caveman through to the highly technical languages spoken by computers.

As a security guard you are forced to rely on the common methods of communication – verbal contact, telephone, radio, physical signals, mechanical signals and written communications.

There are some general rules applicable to all communications:

(a) Be brief;

(b) Be explicit;

(c) Be concise;

(d) Make sure you are understood;

(e) Do not be antagonistic.

In the public relations section of this manual there is great emphasis placed upon the presentation you and your security force make on the public. Here is where you can really put it into effect to its utmost advantage.

VERBAL COMMUNICATION

To carry on a good conversation, or to express oneself properly, it is imperative to have an adequate vocabulary. Your vocabulary requirements will of course vary dependent upon the job you are doing. It is a good idea to use the same kind of language the people around you use to better communicate with them. However, you must still maintain your normal vocabulary to enable you to converse and be clearly understood by visitors to the project.

As well as the general rules of communicating (above), the following should be observed:

1. Person to Person:

(a) Look at the person you are communicating with;

(b) Smile and be courteous;

(c) Do not use expressions if you are not certain of their meaning;

(d) Do not try to impress by using words and phrases the other person does not understand.

HOW DO I INTERVIEW WITNESSES AND OTHER PEOPLE?

If an incident happens while you are on duty you may need to interview the people involved or any witnesses. If you practice the active listening skills listed above, most people will be comfortable sharing information with you. Here are some other things you should do:

- Find a quiet spot where you will not be bothered, but remember your duties and responsibilities to the site. Whenever possible, you should have a qualified person take over for you while you go off to talk;
- Face the person squarely and at their level. If they are sitting, you should also be sitting;
- Keep focused on the person's words. Don't be thinking about your next question while the person is still talking. Don't focus on some part of the person's appearance. If you find your attention drifting, bring it back;
- If the person starts talking about something else, gently bring them back to talking about the incident. Remind them that you need to get the facts;
- Take detailed notes. Ask the person to slow down if they are talking too fast. Repeat key information to make sure it is correct. You should always tell the person at the beginning of the conversation that you are going to take notes and how important those notes are to your investigation. If the person objects, you will have to make your notes as soon as possible after the interview while things are still fresh in your mind;
- Get contact information, if possible, in case you need further information or someone else, such as the police, needs to talk to that witness;

- Keep all information that you get confidential. Explain that you will only share information with the people who must have it;
- Don't make promises that you cannot keep. For example, "I will protect your identity," or "If you cooperate, it will go easier on you";
- Respect a person's rights. You cannot force someone to help. Rights may vary, such as for children.

ARE THERE CERTAIN KINDS OF QUESTIONS THAT I SHOULD USE?

An important part of interviewing someone is to know what kinds of questions to ask and when to ask them. Questions can be divided into two groups: **open-ended** questions and **closed-ended** questions.

Open-ended questions invite the speaker to tell a story. They are most effective at the beginning of an interview or when you want general information. They could include: "Can you tell me what happened?" "What did you see?" "How did that make you feel?" "What did you do next?"

Closed-ended questions are used when you want specific information. They are usually answered with "yes" or "no" or short answers. They are useful to help you check information. They could include: "Were there any other witnesses?" "What time did this happen?" "Where were you standing?"

Avoid "leading" questions that actually state your opinion. For example, "Why would you do something like that?" "Don't you think you should have walked away?"

Ask one question at a time. Give the person time to answer before asking the next question. If you ask more than one question at a time, the person could become confused because they won't know which question to answer first. If you think of another question while someone is talking, write it down. You can ask it when the person finishes talking

2. Telephones:

(a) Answer the telephone courteously, giving the name of the employer, the department in which you are working and your name. e.g. "Good evening, ABC Company, Security Office, Smith here";

(b) Be brief but polite, avoid abruptness;

(c) Don't forget the thank-you's and good-byes.

3. Radio:

(a) Observe all the general rules for communicating;

(b) Use the proper form of operation as directed by the client.

COMMUNICATION WITH THE MEDIA

Communicating with the media is a delicate situation. A lot of specific and confidential company information must be kept from them. The Post orders will indicate who is the Public Relations Officer for the company. This will then be the only individual authorized to give interviews or press releases to the media.

We must remember that the information passed on to the media will be interpreted by them and then broadcast to the public. Therefore, it is very important that only the Public Relations Officer make any statements. Security Guards will not normally give statements to the media but they may have dealings with them. Here are some guidelines to assist Security Guards who have contact with the media:

(a) Refer the media representatives to the proper Public Relations Officer as detailed in Post Orders or refer them to the security company management;

(b) Do not make any statements or give your personal views of the situation;

(c) Do not make any off-hand remarks or "off the record" statements that the media can hear as they will interpret them to suit their needs.

LESSON TWO

INTEGRITY AND DISCIPLINE

WHAT IS INTEGRITY?

Integrity is one of the most important qualities a professional security guard can have. It is an inner guideline that tells the person how to react positively to the outside world. People who have integrity are respectful, reliable, honest and principled.

WHEN YOU ARE RESPECTFUL?

- you like yourself and treat yourself well;
- you treat others as you treat yourself;
- you understand that it is important to follow laws and orders;
- you respect the property of others.

WHEN YOU ARE RELIABLE?

- you can be depended on to do your duties to the best of your ability;
- you can take control and stay calm in emergencies;
- you are on time. You arrive and leave in time to share information with guards on other shifts.

WHEN YOU ARE HONEST?

- you tell the truth;
- you take responsibility for your actions, instead of blaming others;
- you can be trusted to keep information to yourself.
- you are sincere. This means that the person that you show to others is the same as who you are inside.

WHEN YOU ARE PRINCIPLED?

- you believe in treating everyone fairly;
- you speak out if you see someone being treated unfairly.

The following are ways in which Security Guards demonstrate that they are acting with integrity:

- By obeying all company and worksite rules, and orders;
- By obeying all laws of the federal government, the province, and the municipality;
- By setting an example;
- By being reliable, punctual, and professional;
- By carrying out all duties in a professional manner. When a guard gives his or her word that the job will be done, it is done.

PROFESSIONAL GUARDS MUST ALSO HAVE DISCIPLINE OR SELF-CONTROL

Self-control is certainly a big part of discipline. Some people will criticize you just because you wear a uniform and represent authority. If you become angry you will make things worse. It is also important to remain calm in emergencies, as other people who may be frightened will look to you for guidance.

If you are disciplined, you:

- show strong self-control, even when challenged;
- remain calm under stress;
- follow procedures with little or no supervision;
- are well-organized and carry out your duties with care;
- do not become involved in any gossip in your workplace, no matter how hard people try to get you involved or how you feel about it;
- enforce the rules and procedures at your site no matter who is involved, from the entry level employee to the president.

ACCEPTING FAVOURS

The term **"officer courtesy"** means that Security Guards obtain something for free from a third party – that is, from someone or some business other than the security guard's employer. These courtesies may include gifts of money, food, goods or other property, and preferential service.

Accepting gratuities may affect a Security Guard's decision-making if and when he or she has to deal with the individual or business that provided the gratuity. It will make it difficult for the Security Guard to act impartially, without bias and without favour. It also jeopardizes the public support and trust that the security industry in general has struggled so hard to build. One wrong decision condemns not only the reputation of the particular officer, and the company he or she works for, but also the reputation of the security industry in the eyes of the public.

LESSON THREE

CUSTOMER SERVICE

While each customer has specific needs that must be addressed, in general a security guard should try to:

(a) anticipate the customer's needs;

(b) listen and respond to the customer's needs; and

(c) exceed the customer's expectations.

SPECIAL NEEDS MEMBERS OF THE PUBLIC

From time to time, a Security Guard will encounter a situation involving a person with special needs. Blind and visually impaired persons, those with hearing difficulties, and persons with other physical, mental, and emotional difficulties add significant challenges to anyone having to deal with members of the public. Following are some general guidelines that may help security personnel in meeting those challenges. In many cases, these tips describe the common sense approach to dealing with a person with one, or more, of these special needs. Some, part, or all of these guidelines may be used, depending upon what is appropriate in the circumstances. Remember that each person you encounter has a unique personality and will react in a unique way to your actions.

TIPS FOR COMMUNICATING WITH THE HARD OF HEARING[6]

Get the person's attention before speaking. If you know it, use the person's name before you start talking to make sure that you have his/her undivided attention. Tap on the person's shoulder in order to make eye contact if necessary.

Face the person while speaking. Make sure that you are in the same room and positioned close to the person so he/she can hear and lip-read more easily. Make sure that your face is not in shadow and keep your hands away from your face. Don't put anything in your mouth while speaking, and do not chew gum while trying to communicate.

Speak slowly, clearly, and concisely. Speak at normal volume or perhaps slightly louder. Do not shout, as it distorts words and makes it even more difficult to understand. Be sure to enunciate each word clearly and correctly, but do not exaggerate lip movements. We generally tend to talk rapidly, which makes it difficult for a hearing impaired person to follow. By simply slowing down your rate of speech, you will be better understood. Use body language and gestures to help the person understand what you are saying. Don't distort your face or lip movements.

Rephrase your sentence if the person did not understand. Use simple and familiar phrases. Do not continually repeat the same words over and over again – instead, try to say the same thing using different words. Some words are harder to hear and to lip-read. Use short sentences, as they are easier to follow.

Be aware of noisy environments. If there is a great deal of background noise, whether it be people, music, or machinery, try to move to a quieter location so that you can be heard with less difficulty.

TIPS FOR COMMUNICATING WITH THE BLIND AND VISUALLY IMPAIRED[7]

Legal blindness. The term "legal blindness" does not necessarily mean a total absence of sight. According to the Canadian National Institute for the Blind, only about ten percent of their clients are totally blind. The range of vision each individual possesses can vary from a complete absence of vision to the ability to perceive some difference between light and dark to being able to read large print with the assistance of a magnifier. A person is generally considered to be "legally blind" when they can see an object at only twenty feet that a person with regular vision can see at two hundred.

Making contact with a blind person. When approaching a blind person, greet them in a normal tone of voice. Use their name, if you know it. Identify yourself, and then inquire if your assistance is desired. If so, touch your hand to the back of their hand as a signal for them to take your arm. Identify anyone else who joins in the conversation.

Helping to cross a street. Avoid pulling the person by the hand or tugging at their sleeves. It is awkward and confusing. Simply offer your assistance and they will tell you the best way to guide them. Let them know when you are coming to a curb or other obstruction and whether you will be stepping up or down.

Describe the surroundings. Depending upon the circumstances, it may be very beneficial to describe the surroundings to blind or visually impaired persons. For example, you can describe the layout of a room – whether it is square or rectangular, wide or narrow, how many tables or chairs it contains, and how they are arranged. Remember to give directions clearly and accurately. Pointing or using phrases such as "over there" will be of no assistance.

Doors and stairways. Tell the blind person when he or she is approaching a doorway, and describe the direction the door moves (left to right; into the room or out of it). When encountering stairways, alert the person in advance that you are approaching a stair, and tell them which direction the stairs go (up or down). If you are the person providing guidance, always approach the stairs squarely; never approach them at an angle. Stop before ascending or descending the stairs. Allow the person to take hold of the handrail (if one is available) and let them find the edge of the first step with their foot. The person will step up or down one step at a time, in rhythm with your movements (although you should be one step ahead). Stop at the end of the stairs and let the person know that he or she has reached the end of the stairway.

Irregular terrain or danger zones. When approaching any irregularities in terrain, alert the person in advance that something is about to change. You should be prepared to caution the person about things a sighted person takes for granted, such as the transition from concrete to grass or gravel, icy or slippery surfaces, pools of water, and so on. If you are aware of any additional danger areas that the person may have access to, advise them as soon as possible. Keep aisles and walkways clear of obstructions if possible. Warn the person of the obstruction if it is not clear.

Taking a seat. To help a blind person to his or her seat, place your hand on the back of the chair and allow the person to slide their hand down your arm until it makes contact with the back of the chair. After establishing where the seat is, they will sit down normally.

Guide dogs. Blind or visually impaired persons may not require physical assistance, and may choose to follow a guide or simply receive verbal directions, especially if they have a guide dog. If he or she has a guide dog, and also requests a guide, the person will drop the dog's harness, maintaining leash control with one hand while leaving the other hand free to grip the guide's arm. Never talk to, feed, pet, or encourage a guide dog to play while it is in a harness, unless you receive permission from its owner. The guide dog is working and could be distracted by your actions.

Leaving. If guiding, let the blind or visually impaired person know that you are about to leave. If possible, ensure that the person is left in contact with a tangible object, such as a wall, or a table or chair. This will eliminate the uncomfortable feeling of standing alone in an open space and not having a reference point.

TIPS FOR ASSISTING A PERSON IN A WHEELCHAIR[8]

Offering assistance. Do not push a person's wheelchair without asking first. Offer assistance if you feel it is required, as you would for anyone else. The person in the wheelchair may or may not require your assistance. Advise the person of difficult terrain or danger zones in the area he or she will be accessing.

Communications issues. If you speak with a person in a wheelchair for any length of time, make arrangements to sit so you can communicate at eye level. If the person gets out of the wheelchair to take a regular seat, do not move the wheelchair out of their reach, unless asked to do so.

TIPS FOR COMMUNICATING WITH MENTALLY ILL OR EMOTIONALLY CHALLENGED PERSONS[9]

It is likely that Security Guards, at some time during the course of their work, will encounter persons with unusual, disruptive or potentially aggressive behaviour. Handling behavioural problems of people is difficult and sometimes dangerous, but the more the Security Guard knows about how to safely approach the situation, the less difficult it will be. A small number of persons suffer from a mental illness. As such, it is important for Security Guards to be informed of a wide range of mental illness and disorders. But regardless of whether or not the person is mentally ill, your approach to a potentially aggressive individual is important. The right approach will bring a resolution to the encounter that ensures everyone's safety. The first part of this section deals with those broadly applicable skills. The second part of this section will increase your general knowledge of mental illness and mental disorder.

EFFECTIVE METHODS OF DEALING WITH DISTURBED, DISRUPTIVE OR POTENTIALLY AGGRESIVE PERSONS

The first rule when dealing with an excited or violent person is to keep your distance, if possible, and give him or her time to quiet down. Sometimes, approaching a person too quickly, or coming too close too soon, will be perceived as a threat. Any crisis generally lasts only a short time if the person is properly handled and is not threatened. In order to approach the person in a manner that is most helpful, you need to quickly assess the person's motives for the behaviour by noting the person's posture, tone of voice and content of speech. Does the person appear fearful or is he or she more angry? Is the person trying to get his or her way and trying to manipulate? Or is the person primarily threatening? In responding to people, one style or response does not fit all. Honing your observation skills is well worth your time. If you are able to intervene with a person displaying unusual behaviour early in the cycle of escalation, you are more likely to be successful. Dealing with someone who is tearful, slightly agitated, or pacing is much easier than dealing with someone who is screaming and threatening, or poised to attack anyone who comes near.

If the person appears fearful or suspicious, you will need to be calm, reassuring, sincere and supportive. You will need to talk to the person, establish good eye contact, and make every effort to communicate that you would like to help. It will be important to be at eye level (not standing over), with your hands in full view. Your intention should be to gain the person's trust. You need to make them feel safe and help them to understand that you will take care of the situation. With an angry person, your approach will be similar to the above, calming and reassuring. But you will also have to convey some empathy the message that you understand or at least appreciate why the person is feeling angry. It is important to acknowledge the person's anger and to not discount or minimize how they feel. Your intention is to calm them and to facilitate a more peaceful expression of their feelings and resolution to the situation.

When a person is manipulative, it will be important not to be pulled into the discussion in an emotional way. You will need to be calm and respectful, but a bit detached. A "broken record" technique for communicating will be helpful, calmly repeating your request of the person, avoiding direct eye contact (intermittent is best) with an unwavering, calm, matter-of-fact attitude. With a potentially aggressive or threatening person, keeping your distance and being ready to get out of the person's way should they decide to flee is of paramount importance. Be alert for cues that the person is going to attack. Do not try to intervene alone. Should an attack occur, deflect blows as much as you are able, and then create distance again. In some circles this is called, "duck and run", and is intended to minimize injury to both the aggressive individual and to you.

Never threaten or physically or verbally abuse a disturbed or violent person. The person may say or do things that are extremely insulting. They may call attention to a person's racial origin, physical features, dress, voice, or mannerisms. It is important that the security guard does not lose his or her cool, and realizes that the person may be ill and may not be able to help doing or saying those things. Under no circumstances should these kinds of comments be taken personally.

Occasionally, a disturbed person gets into a situation where he or she attracts a great deal of attention. The attention may encourage further inappropriate behaviour. If possible, whenever dealing with this type of situation, security should discourage the gathering of a crowd. If there is already a crowd, and circumstances permit, try to disperse it.

It is sometimes tempting to deceive the disturbed person to enable you to control the situation better. You find yourself promising things only to get him or her to calm down or to do what you want him or her to do. This is potentially harmful and must be avoided at all costs. The only time when you use subterfuge is when there is real and immediate danger to either you or the person involved.

There are times, of course, when a person is so excited, or so violent, that he must, for his own safety and for the safety of others, be restrained. When you see that this is the situation, **NEVER** attempt to handle things alone. Call for help.

THINGS TO KEEP IN MIND WHEN DEALING WITH DIFFICULT OR ANGRY PEOPLE

- Remain calm and show a willing listening attitude;
- Acknowledge that the person has a right to complain;
- Never argue – be conscious of tone, volume, cadence, facial expressions, posture, gestures, body language, and other nonverbal communications cues;
- Admit errors;
- Apologize, if warranted;
- Avoid blaming;
- Follow policies of client when trying to deal with a complaint;
- Refer to others if the complaint is beyond your ability to deal with, or would be better directed elsewhere.

	Do	Don't
Make a plan	call for back up. stay back and observe what is going on. know where you will stand so you can escape if you need to	do it alone, just to be a hero. let your escape route be cut off.
Watch your body language	keep relaxed, stand or sit tall. keep your hands open and a neutral facial expression.	point your finger, shake your fist, shrug your shoulders, roll your eyes, look bored.
Show confidence	keep eye contact, without staring at the person.	lose eye contact - this may look like fear, rejection, lack of care.
Show calmness	speak in a calm voice. use positive self-talk. Tell yourself, "I'm in control of the situation" or "I have several options that will work."	shout, yell out orders or use negative self-talk like, "I'm in big trouble." This makes it hard for you to think and act effectively.
Keep a safe distance	keep a minimum of 3 arm lengths away, out of reach for punches, grabs, pushes. Keep further away if you are alone. keep palms up in front of you. In this position you can block and grab at the same time.	invade someone's personal space by getting "in their face." directly face the person - this is threatening and your body is exposed. cross your arms, raise your fists, or put your hands in your pockets.
Use communication, not force	introduce yourself and your role as protector. make statements about their feelings: "You're very angry." This makes people aware of their anger and its effect and turns their attention inside themselves. remove things that may bother the person, such as other people, radios.	take someone by surprise. ask for details of an upsetting event. The person may get angrier as they explain the situation.
Know your limits	know when you have reached the limit of what you can do, or what you are comfortable doing, and get out.	deal with something that you do not know about, or that you are not able to do, just because your employer or client orders you to.
Be aware	use extra caution if you see signs of drug or alcohol use, or signs of emotional or mental distress.	

SOME FACTS ABOUT MENTAL ILLNESS:

- Mental illness is a significant health problem in Canada;
- An estimated 10% of the population suffers from some form of mental illness.

RECOGNIZING PEOPLE WHO SUFFER FROM MENTAL ILLNESS

The range of behaviours you might observe in a person that indicate the presence of mental illness is very broad. But some things you might observe are:

- Inappropriate or rapid changes in behaviour pattern – quiet person becomes talkative, when circumstances do not warrant it;
- Evidence of a loss of touch with reality – cannot recall time, date or even who he or she is, confusion, talking nonsense, supiciousness, hiding;
- Loss of memory – unable to recall events of a few days ago, but has vivid recall of things from childhood;
- Delusional beliefs – such as the government is spying on him or her, he or she has cement in their stomach, their heart has stopped, he or she is a famous (living or dead, fictional or real) person such as a prosperous executive, artist, secret agent, scientist;
- Preoccupation, a fixed idea, not necessarily false, that takes on exaggerated importance and an inordinate amount of thought and conversation time;
- Holds one-sided conversations, especially in public places;

- Hallucinations – sees, hears, feels, smells or tastes things that are not there, such as voices from outer space, from woodwork;
- Fearful, suspicious behaviour, pacing, restlessness; or
- Social withdrawal, depression, apathy, lack of motivation, lack of interest, lack of energy, crying.

In terms of symptoms, the person who presents the **greatest risk for violence** towards others is the person who is **paranoid.** His or her aggression, however, is motivated out of a desire to protect himself or herself from a perceived threat.

SERIOUS MENTAL ILLNESS VERSUS EMOTIONAL PROBLEMS

The symptoms of mental illness help to distinguish one type of disorder from another, but these symptoms vary widely in both kind and degree, and to a greater extent than the symptoms of physical illness. Because of this, it is sometimes difficult to tell whether or not a person is actually mentally ill.

In general, mental illness can be separated into two categories, **serious mental illness** (sometimes called chronic or long-term mental illness), and **emotional problems** (sometimes called neurotic disorders). Serious mental illnesses include:

- Schizophrenia;
- Manic depressive illness (bi-polar); and
- Depression.

In serious mental illness, the chemistry of the brain plays an important causal role. Schizophrenia, in particular, is now described as a genetic, biological brain disorder. Persons with depression or manic depression are known to have particular imbalances of the chemicals in the brain, and have most likely been born with a predisposition for these illnesses. This is why psychotropic drugs are used, along with psychotherapy, in treating these disorders, to restore the balance of chemicals in the brain. An easy comparison is to diabetes, where a person is born with a predisposition to the disease. In some cases, healthy lifestyles, proper eating habits and the ability to manage stress will present or at least delay the onset of the illness. But once diabetes is diagnosed, regular medication, most likely insulin, will keep the person's body chemistry in balance, and keep them symptom free. But it is a life-long problem that must be carefully monitored and attended to.

Serious mental illnesses work in a similar way. A person may be born with a predisposition for schizophrenia, manic depression or depression, but leading a healthy life, having good family supports and developing the ability to manage stress effectively may prevent or at least delay the onset of symptoms. But if symptoms develop and a diagnosis is made, like diabetes, regular medication is a big part of the solution.

Other mental health problems, emotional problems, are the result of situations that temporarily affect a person's ability to maintain their emotional balance, so to speak. Every person reacts differently to stress. While one person may become depressed and withdrawn, another person may become anxious and worried. These reactions may stem from situational problems like going through a divorce or other relationship problems, from past abuse, from losing a loved one, loss of a job, or a wide variety of other events people encounter in their lives. Many times, it is a life transition that is causing stress, like going from high school or university to the work world, or from the work world to retirement. But how each persons reacts to these events is highly individual. Some of the emotional problems people may develop include situational

depression, anxiety, phobias, psychosomatic illnesses, compulsions and obsessions, eating disorders, gambling problems, and alcohol or drug abuse. Each of these is a different way individuals express or cope with the stressors in their lives, or from the past.

When a person reaches a point that the above stressors are seriously affecting his or her life, it is sometimes referred to as a "nervous breakdown". This is not a medical term that would be used by physicians or mental health workers, but it is used by the public in reference to a person who has become unable to deal with ordinary life, and may need to be hospitalized for their mental health problems. Unfortunately, for some people in this circumstance, family, friends and the community apply the label of "mentally ill", and as such, the individual is feared or avoided. Mental illness is not contagious, and the great majority of persons with either serious mental illness or other emotional problems are not violent in any way. These individuals are more likely to be harmed by others, or to harm themselves, than they are to harm anyone else. Suicide is a serious issue and is a leading cause of death for persons experiencing mental health problems, and particularly, among young aboriginal males. This devastating loss of life and potential is often referred to as, "a permanent solution to a temporary problem".

SERIOUS MENTAL ILLNESS

Schizophrenia (literally "split mind") – is confused with a split or dual personality. It is important to make this distinction. Schizophrenia is a biological brain disorder that is, in most cases, genetic (inherited). Symptoms usually appear in the late adolescence or early adulthood, and extreme mental stress will often trigger the onset of symptoms. Schizophrenia is a life-long illness, but acute attacks tend to come and go, and usually occur at times of emotional upheaval or personal loss. During those times when symptoms are under control, a person with schizophrenia is able to lead a healthy, productive life. Some people develop schizophrenia later in life, but this in not typical. It occurs in all races, cultures, and both men and women.

The symptoms of schizophrenia are divided into two categories, positive symptoms and negative symptoms. Positive symptoms include the hallucinations and delusional thinking mentioned above. Paranoia and irrational thinking is common. Negative symptoms are those that make day to day living a struggle for persons with schizophrenia and include social withdrawal, fatigue, apathy, lack of motivation, difficulty feeling emotion and a general slowing of thoughts and movements. People may mistake these symptoms as laziness, but for the person with schizophrenia, this is a part of the illness, and one aspect that is difficult to correct with medication. While many pshychotropic medications effectively control the positive symptoms, only a few of them have any effect on the negative symptoms that can be very debilitating.

Remember that most people with schizophrenia have adjusted to the illness and are living productive lives in the community. Much remains to be done, however, to improve the services and increase public awareness of the plight faced by these individuals, their families, and friends.

Manic-Depressive Illness. We all have changes in our moods that shift from moderate liveliness to moderate lethargy, depending largely on circumstances. A person who has the disorder called manic depressive illness has extreme mood swings that are not related to external events. Manic-depressive illness tends to be cyclical, with periods of elation and over-activity (mania), irregularly alternating with deep, profound depression. Periods of normality, sandwiched between these extremes, may last a short time or for several years. As has been mentioned previously, medication is a large part of the treatment of this brain chemical imbalance. A person with manic depressive illness will be on mood-stablizing medication for his or her entire life. Difficulties arise when the person, feeling he or she no longer needs the medication because they feel so "normal" decides to go off the medication, leading to a relapse.

Depression. Most people feel depressed occasionally. Depression is considered serious, however, when the depressed feelings persist, deepen, and eventually interfere with a person's ability to function normally in his or her everyday life. At least 15 percent of the population will experience at least one period of depression severe enough to require medical help, though the symptoms may not be specifically identified as a depressive illness. Some types of depression tend to run in families. Depression can strike at any age, even in children. In children, depression will more likely express itself in conduct disorders or aggression. In the elderly, depression may be confused with dementia, as the most obvious symptoms may be confusion or difficulty concentrating. Often depression goes untreated in the elderly when it is considered a 'normal' part of ageing, rather than a treatable illness. But in any case, depression that is severe and/or persistent, needs to be treated.

WHEN DEALING WITH SEVERELY DISTURBED PEOPLE . . .

	Do	Don't
Be aware of your own non-verbal behaviour People who are disturbed by voices and thoughts are very sensitive to your actions.	• approach in a non-threatening, cautious way. • make eye contact. • keep a safe distance away and stand at an angle. • give the person space and room to breathe. • ask other people to leave the room or the area. • turn off radio, TV, move away from noise.	• approach without warning from behind. • insist on continuous eye contact. • touch the person unless you're sure you are not threatening to them. • stand over a seated person, block an escape route or let the person become surrounded by others.
Use your observation skills	• remain alert and cautious, recognize that their behaviour is unpredictable. • look for a Medical Alert bracelet, and ask them about it. • check for weapons. • if you see any sharp objects or anything dangerous nearby, remove it.	• try to take their bracelet off.

Table continues on next page …

	Do	Don't
Start communicating and keep at it until the person is out of danger	• tell them who you are, and that you are trying to help them. • speak softly and calmly. • use a tone of respect. • tell them simply and clearly what you are doing. • wait to make sure that what you are saying reaches the person. They may have difficulty concentrating. If they miss some words, it will be hard to understand you. • try saying "Let's sit down and talk." • use short sentences, with pauses. • say what you want them to do. • repeat questions or statements using the same words each time. • make it clear that, although you don't share their thoughts, you can accept how they feel. • make statements about the behaviour you are seeing "You are afraid / angry." • offer them a choice, which gives them some sense of control. • go along with their requests, if possible. • ask them who their support people are: doctor, social worker, family, etc.	• shout - if they don't seem to be listening to you, it could be because voices in their head are louder. • make fun of the person, whisper to others. • make them guess what is happening. • use your radio unless you have to - this can be confusing to a person who is already hearing voices. • give many directions at once. • discuss delusions and hallucinations. • pretend to agree with their delusions or see their hallucinations. • argue or challenge with statements like "You'll do what I say."

SOME FINAL POINTS TO REMEMBER:

- Strange behaviour is a part of the disorder. Don't take it personally. No one is to blame;
- People with mental illnesses are more likely to be harmed by others, or to harm themselves, than they are to harm anyone else;
- You may need to ask the person if they are thinking of hurting themselves. Take all suicide threats seriously;
- Try to warn back-up not to use flashing lights and horns, unless necessary;
- You have a right to assure your personal safety. Trust your feelings and don't take any unnecessary risks.

PEOPLE WITH PHYSICAL PROBLEMS THAT AFFECT THEIR BEHAVIOUR

Some people you meet will be physically sick, but it may seem like they are drunk or mentally ill. Here are some examples of physical problems:

- diabetes – someone who is going into diabetic shock may stagger around or pass out in a coma;
- severe infections, the flu, pneumonia – may cause dizziness, confusion, forgetfulness;
- concussion or brain injury – may cause confusion, memory loss, aggression.

What you do when you meet these people may save their lives. Here are some things to keep in mind:

- Never assume you know what someone's problem is just by what you see;
- Introduce yourself and ask how you can help;
- Try to get more information by calmly questioning the person or witnesses;
- Look for a *Medical Alert* bracelet or necklace – they contain important information about over 200 different ailments, from allergies to heart disease;



- If the person is conscious, always ask permission before you touch them, and explain what you are doing;
- If a person is not breathing, begin CPR if you are comfortable doing so, and if you have been trained. Make sure an ambulance is on the way before you try to help.

ONE OF THE RISKS OF UNTREATED SERIOUS DEPRESSION IS SUICIDE

The last resort of someone who finds life unbearable. In exceedingly rare cases a severely depressed person will feel forced to kill others as well as themselves, to spare them the agony of being alive. Some common myths about depression persist, and include:

Myth People who talk about suicide won't commit it.

Fact About 80% of those who kill themselves have given warnings. "Take all threats seriously".

Myth Suicide happens without warning.

Fact Suicidal persons give warnings and clues beforehand.

Myth Suicidal people are fully intent on dying.

Fact Most attempting suicide are undecided about living or dying.

Myth All suicide persons are insane.

Fact Studies of hundreds of suicide notes indicate that the suicidal person, in most cases, is extremely upset but not insane.

OTHER EMOTIONAL PROBLEMS THAT MAY REQUIRE TREATMENT

Anxiety. For most people, anxiety is a temporary reaction to stress. It becomes an illness only when it persists and prevents you from leading a normal life. Some anxiety states are caused by severe stress, but in anxiety-prone people only slight stress, or none at all, may be involved. People who have "free-floating" anxiety live in a constant state of apparently causeless anxiety.

Phobias. A phobia is an irrational fear of a specific object or situation. For instance, you may dread the sight or touch of a spider (arachnophobia), or you may have a morbid fear of heights (acrophobia). Such fears do not usually prevent a person from leading a normal life; they just simply avoid spiders or high places. Fear of confined spaces (claustrophobia) is more of a problem, since it may make you unable to use cars, trains and elevators. But most claustrophobic people manage to overcome their fears.

Some phobias, however, may make normal life virtually impossible. A common example is agoraphobia, which is generally defined as fear of open spaces. For agoraphobic people an open space may be not just a park or field but anywhere outside their own home. The phobia may also involve extreme shyness, a fear of society that is closely associated with the withdrawal symptoms of depression. If a person suffers from agoraphobia or any other phobia, the need to face what ever it is they fear can bring on the symptoms of anxiety including anxiety attacks.

Psychosomatic Illness. Almost every physical disorder has some connection with emotional factors. A psychosomatic disease, sometimes called a psychogenic disease, is one in which emotional factors are not merely present, but are dominant. You know from experience that your state of mind affects your body. For instance, your heart beats faster when you are excited or frightened, a stomach-ache often follows an emotional scene, fear can make you sweat, and so on. These are simple examples of the interaction of the body with the mind under stress. This appears to be the case, for example, in many skin disorders, migraine, some types of asthma, and some gastro-intestinal disorders.

The term "psychosomatic" should not be used in a derogatory sense, with the suggestion that psychosomatic illnesses are imaginary. They are not. They are real physical conditions and the symptoms/pain experienced by the person are real. There is much to be learned about psychosomatic illnesses. It may be that emotional stress is a final factor or "last straw" in precipitating health problems in people who have some genetic susceptibility to a disease already. Significantly, a tendency to develop disorders such as asthma, eczema, irritable colon, or migraine under stress seems to run in families.

Compulsions and Obsessions. A compulsion is an unreasonable need to behave in a certain way. An obsession is an idea or thought that lodges in the mind and cannot be forgotten. Obsessive mental activity often leads to compulsive behaviour. At one time or another most people have minor obsessions and compulsions. On a certain day, for example, you cannot get a poplar tune out of your head. You are obsessed with it. Or you may irrationally feel compelled to walk to work every day on the same side of the street. Obsessions and compulsive actions become disorders only when they are so intense and persistent that they interfere with normal life.

Psychopathy. A psychopathic person is by nature incapable of accepting the restraints that are normally imposed by the outside world. Psychopaths tend to be irresponsible, unable to hold down jobs, and incapable of having satisfactory relationships. Psychopathy might be described as a long-term mental illness that may or may not become a problem for the person and/or society. Some psychopaths achieve material or creative success in spite of their personality disorder. Most, however, are inadequate people who merely drift along through all or virtually all aspects of life and are almost constantly unhappy. A fair number of psychopaths become violent when they are frustrated, or habitually break the rules that create and maintain social order. Such psychopaths spend much of their lives in prison or under care.

As yet, no way of altering the psychopath's personality has been discovered. It is possible to treat the disorders to which psychopaths are susceptible, such as extreme depression, alcoholism and drug addiction. But the basic personality remains the same. Psychopaths have a strange kind of mental disorder, and because of their frequent forays into unlawfulness, you are bound to meet a good number of them. They are clever and may lie expertly They may cheat, murder or steal due to the fact they often have a total disregard for social rules.

Doctors who are expert in the field of psychology do not know exactly what causes people to become psychopaths, but believe that it is due to things that may have happened to them when they were very young. However, some people who are extremely antisocial when young become more emotionally mature in middle age. Neither the courts nor the hospitals have found the best answer for handling this baffling mental disorder. Punishment does no good. As a matter of fact, it often makes such a person worse; therefore, no effective control suggestions can be put forward to assist you, except "Seek Medical Aid".

CASES OF PHYSICAL ILLNESS WITH BEHAVIOURAL SYMPTOMS

Some people you will encounter are physically sick and yet act as though they are drunk or mentally ill. What you do may mean life or death to such individuals.

What are some of these conditions that may be mistaken? Diabetes is one, where a person may pass out in a coma or, if less sick, wander around deranged and confused.

Severe infections, the flu, pneumonia, and many other conditions can cause dizziness, confusion, short tempers and periods of forgetfulness. A person who has a brain injury, including concussion, may appear confused, irrational, have memory loss or amnesia, or be quite agitated and violent.

MEDICAL IDENTIFICATION

The Canadian Medic Alert Foundation issues, on request, bracelets or medallions and cards for over 200 different ailments from allergies to heart disease. The bracelet is normally worn on the left wrist and the following information will be found on the reverse side:

Medic Alert Foundation telephone #209-634-4917 (doctors or hospitals may phone for all medical information).

- Individual's ailment/allergy
- Blood group
- Individual's home phone number

ADDICTIONS

Addictions are, or can become, mental illnesses in that an addict's craving for a drug or pleasurable activity is uncontrollable. The necessity to have whatever it is that the addict craves prevents him or her from living a normal life. An addiction often leads to lack of mental balance even when it does not cause any apparent physical damage. Two of the possible types of addictions are singled out for discussion on the following pages.

DRUGS AND ALCOHOL

Alcohol is itself a drug, but it is discussed separately because, although addiction to alcohol has some features in common with addiction to other drugs, alcoholism is a particularly common disorder.

Abuse of and addiction to drugs is a growing problem in modern society. There are many dangerous drugs available both legally and illegally in Canada.

ALCOHOLISM

People who become addicted to alcohol usually begin to drink heavily to relieve personal, business, and/or social stress. Since they generally find the relief they are looking for, even though only temporarily and at the cost of occasional hangovers, they gradually begin to drink whenever they feel tense. The more they drink, the less tension they can tolerate without alcohol. You can consider yourself an alcoholic, or in danger of becoming one, if you have reached a point where you need to drink not only to relieve tension but also to make yourself feel normal. The illness and resulting disability are severe and require immediate treatment if uncontrollable drinking has begun to affect your health and interfere with your personal and work life.

Some people can drink more, and more often, than others before reaching this stage. This difference depends in part on your physical tolerance for alcohol. The shift from social drinking to alcoholism can happen almost imperceptibly over many years, or it can occur with dramatic rapidity. Drinking habits, too, vary widely. Some alcoholics are binge drinkers who go on one to several day sprees with dry or non-drinking periods in between. Others drink constantly and are never quite sober. Some drink only wine, or gin, or beer, while others will drink anything alcoholic.

It is virtually impossible to generalize about what causes addiction to alcohol and how alcoholism develops. It is usually true, however, that people in the early stages of alcoholism can tolerate greater amounts of alcohol without showing symptoms of the disorder than they can in the later stages.

Of all problems, probably the most frequent are those where the use of alcohol is involved. Alcoholism is a disease. It requires medical treatment. It is most likely to occur in people who for some reason have not grown up emotionally.

All over the country, treatment centres for alcoholics have sprung up, and much good is being done by organizations such as Alcoholics Anonymous (A.A.).

How do you as a Security Guard handle such a situation? You can be tough or careless or easy, or thoughtful, understanding, polite or careful and conscious of the welfare of the person you are trying to assist.

Obviously, no rules can be laid down which govern every situation, but sensible application often following will ensure proper handling of such cases. Learn the facts and make use of mature judgment rather than blind application of the rules. The methods of dealing with intoxicated persons are the same as those for disturbed and depressed people.

DRUG ADDICTION

People begin to take drugs for one of two reasons. Either the drugs are prescribed by a physician to treat some physical or mental disorder, or they provide a pleasurable effect such as the warm carefree drowsiness induced by heroin, or even the mild alertness produced by the caffeine in coffee, tea or cola. Whether or not a given drug is addictive varies considerably, not only from drug to drug, but also from person to person. Mildly addictive drugs such as codeine, together with such drugs as cannabis (marijuana) or cocaine are commonly known as “soft” or “hard” drugs.

Anyone who is addicted to a hard drug must take it in gradually increasing doses, both to maintain the pleasurable effects of the drug and to keep from breaking down physically and emotionally. This is called building up tolerance to the drug. If the addict’s need for the drug is not satisfied, unpleasant physical and psychological effects called withdrawal symptoms will result. In some cases the withdrawal symptoms can be harmful, or even fatal, and withdrawal from the drug should be medically supervised.

Since earlier times man has sought a means of escape from physical pain and mental suffering. Alcohol is the most commonly used drug, but for centuries narcotics have been identified and taken by man. Opium was used by the Greeks and Romans and among the Moslems it was called "Mash Allah", the gift of God.

The laws provide heavy penalties for those convicted of illegal use, possession or sale of drugs. The need for these laws is based on the fact that the use of drugs is likely to lead first to habituation, then to tolerance, and finally to dependence.

It may be well to define these three terms:

(a) **Habituation.** The tendency to become mentally dependent upon a drug so that a person believes he cannot get along with out it. However, no physical symptoms or ill effects result when he/she can no longer have the drug.

(b) **Tolerance.** The fact that larger and larger amounts of the drug must be taken to produce the desired mental/ physical effect.

(c) **Dependence.** A state when the body has become so dependant upon the drug that when the drug is withdrawn the person suffers agonies and there are symptoms such as vomiting and profuse sweating. When dependence is severe, sudden withdrawal of the drug may even result in death.

The handling of persons under the influence of drugs is similar to that of a disturbed or depressed person. It must be remembered that drug users too, like alcoholics, are mentally and physically sick.

DRUGS AND THEIR EFFECTS

A drug can be defined as any non-nutritional chemical substance that can be absorbed into the body. The word "drug" is commonly used to mean either a medicine or something taken (usually voluntarily by means of inhalation, injection, or absorbed through the skin), to produce a temporary effect. Sometimes, the two categories overlap. Morphine may be prescribed as a medical treatment for relief of pain. Self-administered by an otherwise healthy person, it gives a temporary sense of well-being. Some drugs, including morphine and nicotine, are addictive (or more accurately the caffeine that they provide may be addictive) and are also capable of harming some people.

PROVIDING ASSISTANCE TO YOUNG PEOPLE

Security personnel often come in contact with young persons, ranging from infants to young adults. Despite the age range it is important to recognize that everyone is entitled to the same level of respect and consideration. In some cases, this will require patience and understanding.

It is common for very young children to be confused about the role of the security guard in society. To a child a security guard may be indistinguishable from a police officer. Depending on how the child was raised, the child's reaction to the security guard may range from respect to fear.

It is important that the security guard attempt to reassure a child that he/she should not fear the guard. By appearing open and friendly, the security guard may reduce any fears the child has. Guards should avoid "towering" over children because sometimes the differences in height cause the child to be intimidated or afraid of the guard. A security guard could easily "crouch down" or kneel when speaking with very young children.

Older youths (12 – 18 years) are usually more aware of the differences between the role of a security guard and a police officer. At times, the youth may try to test the security guard's authority. It is important to remember that as a professional, a security guard should be aware at all times of the range of their authority, and not be encouraged into over-stepping their authority in order to deal with youth(s) who wish to test them. It is also important for the security guard to remember that youths in this age range are entitled to all the protections afforded any person under the *Charter of Rights and Freedoms*.

It is also very important for a security guard to recognize that he/she would be considered a "person in authority" by the courts especially when dealing with young persons. Therefore even if consent was given by the young person for the security guard to do something, the argument in court would be whether the young person felt forced or obliged to consent to the behaviour.

Occasionally the security guard and the youth are close in age. It is always possible that one, or both, may be attracted to the other. Should this occur, the security guard must be aware that his/her actions may be seen as inappropriate given the possibility that the other person (or people reviewing the actions of the guard) see the guard as a "person in authority". The actions of the guard in either initiating or pursuing a relationship may be interpreted by those reviewing the actions of the guard as using his/her authority for sexual purposes. This determination, whether true or not, only jeopardizes the guard's and company's reputation.

CANADA'S MULTICULTURAL SOCIETY

Canada is a recognized multicultural society. The multiculturalism policy of Canada supports and encourages people from cultures living in Canada to both share and retain their cultural uniqueness. There is no requirement for new Canadians to become assimilated into the Canadian fabric, if by assimilation we mean the discarding of those cultural practices and traditions that are important to them. The only requirement is that all Canadians abide by the laws of the land and the Constitution.

The multicultural policy promotes that all Canadians respect the differences between cultures. In so doing, people may find themselves in situations where they are unfamiliar with the cultural practices of others. In these cases, it is suggested that every effort be made by both groups to become familiar with the cultural practices of the other, especially if there is to be a working relationship.

Canada is a multicultural society. That means that people from all cultures receive the same rights and freedoms if they obey Canadian laws. Every year new immigrants and refugees come to Canada, many of whom do not speak or understand English well. You will meet many such people in your role as a security guard. Many people will see you as an authority because of your uniform. In some other countries security guards are more involved in police work than they are here. Some people may react strongly toward you because they have had bad experiences with authorities in their country.

Here are some things to keep in mind:

- Show patience and respect;
- Think about what you want to say before you speak;
- Speak loudly enough for them to hear you, but don't yell;
- Speak slowly. You may need to ask them to speak more slowly also;
- Use short sentences. Avoid difficult words or slang expressions like "stay put" or "hang in there" etc.;
- Ask them only one question at a time;
- Respect their personal space;
- Use gestures, writing and drawing to add to your words;
- Check for understanding. Ask them to repeat what you said. Don't pretend you understand them if you don't. Ask questions if necessary;
- Smile;
- Friendly body language speaks clearly.

LESSON FOUR

COMMUNICATIONS FOR SECURITY GUARDS

RADIO COMMUNICATION

In the security guard industry, as in all other commercial enterprises, to be lawful, radio communications must be either VHF or UHF equipment. To perhaps oversimplify, VHF is used where longer "range" is required, and UHF is used for shorter ranges where there is higher building density or interference spots that may cause some reception problems.

Operation. If you are assigned to a post where the client uses some version of the "TEN CODE" (Police, Fire or Ambulance), learn the "TEN CODE" used in all normal radio communications for that specific site. Correct use of the "Ten Code" will save time and in normal communications is less likely to be misunderstood.

IN CASE OF EMERGENCY, DO NOT USE TEN SIGNALS. THE RECEIVER MAY NOT BE TOTALLY FAMILIAR WITH THE TERMS.

ALFA	(AL fah)	NOVEMBER	(no VEM ber)
BRAVO	(BRAH VOH)	OSCAR	(OSS cah)
CHARLIE	(CHAR lee)	PAPA	(pah PAH)
DELTA	(DELL tah)	QUEBEC	(keh BECK)
ECHO	(ECK oh)	ROMEO	(ROW me oh)
FOXTROT	(FOKS trot)	SIERRA	(see AIR rah)
GOLF	(GOLF)	TANGO	(TANG oh)
HOTEL	(hoh TEL)	UNIFORM	(YOU nee form)
INDIA	(IN dee ah)	VICTOR	(VIK tah)
JULLIETT	(JEW lee eTT)	WHISKEY	(WISS key)
KILO	(KEY loh)	X-RAY	(ECKS RAY)
LIMA	(LEE mah)	YANKE	(YANK key)
MIKE	(MIKE)	ZULU	(ZOO loo)

Radio communications should be restricted to work related discussions. Avoid unnecessary “chit-chat”.

LESSON FIVE

CROWD CONTROL

DEFINITIONS

Crowd. A concentration of people whose presence or anticipated behaviour is such that it requires preventative measures for the maintenance of order.

Demonstration. A crowd that is exhibiting sympathy for or against authority, or against some political, economical, or social condition.

Riot. A breach of the peace committed in violence by multiple persons to further a common purpose by executing some enterprise by concerted action against anyone who may oppose them.

Disaster. A disaster means any extreme or catastrophic condition which imperils or results in loss of life and/or property.

Thinking that you may become involved in a crowd control situation is an unpleasant thought but one for which a Security Guard must prepare.

Normally, a person from Smalltown, Saskatchewan would find it hard to believe that they might become directly involved in the control of rioting. Yet if such rioting, vandalism or looting were to spill into an area or onto property for which a guard was responsible, then he/she most certainly would become involved. Or take another example, if the plant or building to which a guard was were assigned became the subject of a strike or demonstration, the violence and unruly crowds, which so often mark these events, could become a menacing reality.

We do not believe that a solitary Security Guard or even a dozen of them would or could substantially change the course of a full-scale riot. However, it is possible to deal with these situations on equal and non-lethal terms during that period of time prior to any riot, so long as

they are confined to non-violent activities. It is quite possible that security, given some training, could meet a pre-riot situation with considerable effectiveness and be able to disperse an unruly crowd.

It is very easy to say, "Keep your head and remain strictly neutral". Unfortunately it is harder for anyone to actually do, especially under the nerve shredding stress of a mob situation. Yet it must be done. Remember, it is the role of security to safeguard that property, equipment or information. Every act that security performs must be strictly legal, no matter what is going on around you.

Security Guards may not be able to do more than pick out leaders, or make enough mental notes to enable a guard to swear to the identification of an offender in court. If that is all the guard can do, and they are able to do it, they have done their job and earned your pay.

PSYCHOLOGICAL FACTORS

In addition to the factors that cause crowds to form and turn peaceful groups into disorderly mobs, it is important that persons dealing with crowds understand that a small crowd often attracts a great many initially disinterested people thereby rapidly increasing its size. This snowballing effect is caused by certain psychological factors:

1. **Security.** Certain individuals may be attracted to a crowd due to the feeling of security and safety it provides while associating with large numbers. This situation is most likely to arise during periods of civil unrest where large gangs are roaming the streets, looting and threatening the safety and peaceful existence of the citizens, who become fearful for their well-being and join the gang for the security it may afford them.

2. **Suggestion.** Persons joining a crowd tend to accept the ideas of a dominant member without realization or conscious objection. If the dominant member is sufficiently forceful with their words and ideas, they are able to sway the good judgment and common sense reasoning of those about them. There is a tendency to accept even the wildest of ideas, thus transforming the susceptible into unthinking followers.

3. **Novelty.** An individual may join a crowd as a welcome break in their normal routine, and through persuasion and suggestion react enthusiastically to what they consider proper form under these new circumstances.

4. **Loss of identity.** Similar to the "security" factor. The individual tends to lose self-consciousness and identity in a crowd. Consequently, they may feel safe and feel they will be neither detected nor punished for any wrongdoing they may take part in.

5. **Release of emotions.** The prejudices and unsatisfied desires of the individual that are normally held in restraint may be released in an emotional crowd. This temporary release of emotions is a strong incentive to an individual to participate in the activities of the crowd. It provides the opportunity to do things he was inwardly desirous of doing, but did not dare.

TYPES OF CROWDS

The behaviour of crowds varies widely depending on its motivating interest. Crowds are classified in accordance with their behaviour patterns, and it is essential that any security measures are based on recognition and understanding of the type of crowd that must be dealt with. The following outline is representative of most of the crowd types that might be encountered in this country:

1. **Acquisitive.** The members of an acquisitive crowd are motivated by the desire to get or "acquire" something. It is best illustrated by a crowd of shoppers seeking items in short supply or at an auction sale. They have no leaders, little in common, and each member is concerned with his or her own interest.

2. **Expressive.** In this type of crowd the members gather to express their feelings such as at a convention or political rally. The expressive crowd is usually well-behaved. However, officials should condone demonstrations, because when they are thwarted or restrained, resentment occurs and their otherwise cheerful enthusiasm may be replaced by hostility.

3. **Spectator.** This crowd gathers to watch out of interest, curiosity, instruction or entertainment. It is invariably well-behaved and good-natured initially, but since spectator sporting events, parades, etc. tend to stir the emotions rapidly, this type of crowd can quickly become unruly and very violent.

4. **Sightseer.** This type of crowd gathers almost spontaneously at the scene of a fire, accident or disaster. The members are all curious. Most will be co-operative and willing to assist. They are equally willing to stand and stare, vacant-eyed at whatever tragedy has occurred. In most instances when they try to help, they are inclined to be over zealous and interfere with professional operations.

5. **Hostile.** Crowds of this nature are generally motivated by feelings of hate and fear to the extent they are prepared to fight for what they want. The most prominent types are strikers, political demonstrations, and hoodlums or rival mobs. Hostile crowds may have leaders who direct and maintain a high degree of hostility in their followers, but this type of crowd does not always need any particular leaders if all the participants are equally inflamed over the issue.

It can be a "seedbed" for "mob" action, when the more forceful persons who assume leadership arouse it. It may also be triggered into violence by the undesirable actions of individual protective personnel.

Aroused crowds will often vent their resentment and hostility on those assigned to maintain order. Some individuals may try to bait Security Guards into committing errors of judgment or displays of unnecessary force in order to discredit authorities or to further incite crowd members to commit acts of unlawfulness, or to oppose efforts in regaining control.

Such crowd actions are usually directed toward one or two individual officers in the nature of taunts, curses and minor annoyances. Verbal abuses must be ignored no matter how aggravating they may become. On the other hand, immediate action must be taken to address those who assault, throw rocks or attempt in any way to interfere with protective units.

In controlling a hostile crowd, sufficient manpower is basic to your success. If it appears that a peaceful demonstration or other large crowd gathering is showing hostile tendencies, do not hesitate to report and call for immediate assistance. This does not, however, mean you may or should resort to the use of unnecessary force. Such action is never justified. Potentially dangerous crowds can usually be controlled by the following methods:

1. **Remove or isolate individuals** involved in precipitating an incident, before the crowd can achieve unity of purpose. This may cause temporary resentment in a very small portion of the crowd members. It is important therefore, to immediately remove the subject(s) from the area. Elimination of the cause of irritation will prevent an ugly incident. Remember that the injudicious use of force can well defeat your purpose and turn the entire crowd against you.

2. **Fragment the crowd** into small isolated groups. The police often arrive at the scene of an accident or hastily conceived demonstration after a crowd has assembled and achieved a degree of unity. The close contact of the crowd members and the emotionalism of the situation causes the individuals in the crowd to become group influenced and directed. Individual controls disappear and each person is swayed by the mood and feelings of the crowd. This collective excitement is communicated to each member of the group in what is known as the "milling process".

The presence of an adequate force to disperse the crowd and break it into small isolated groups, before it becomes hysterical and aggressive, is an effective method of coping with the "milling process". It is necessary for security to make a show of force, which does not necessarily mean the use of force. The mere presence of an adequate number of well-disciplined and well-trained individuals, apparently prepared to deal with the situtation often suffices.

3. **Remove the crowd leaders.** The most excited and vocal members of a crowd establish themselves as the informal leaders. Removing or isolating the agitators contributes greatly to eventual crowd dispersal. Isolating the more boisterous individuals should only be attempted if sufficient manpower is available. A crowd is not impressed with inadequate manpower and violence may result. Individual heroics are not only foolhardy, but dangerous as well.

4. **Divert the attention** of the crowd. The use of a public address system on the fringes of a crowd urging the people to "break up and go home" may be a successful crowd dispersal tactic. Amplifying the authoritative tone of the command attracts the attention of individuals in the crowd and breaks the spell cast by the more excited crowd members.

5. A crowd that grows in hostility and defies orders to disperse can also be controlled by forcing the individuals to **focus attention on themselves rather than the objectives** of the group. Instead of making a direct assault on the crowd, a series of random arrests is made of individuals situated on the edge of a crowd. The crowd will soon recognize that a greater number of persons are being arrested. But the fact that arrests are threatened by haphazard selection causes them to fear for their safety and a spontaneous dispersal results.

6. Use of a **recognized leader** is an effective method of counteracting the developing leadership in a crowd by using someone having greater appeal to the crowd. A trusted labour leader, a member of the clergy, a well-known sports figure or a well-known civil rights leader can often successfully plead for order and reason. Depending on the origin and cause of the crowd formation an appropriate public figure or official may greatly assist in calming the excitement and emotions of the crowd.

7. **Try to prevent panic** from developing in a crowd. Panic is caused by fear and is most often found in the "escape" crowd fleeing from disaster or the threat of disaster or violence. The primary cause of panic is blockage of the escape route. Directing and actions should aim at providing an escape route, and at the same time divide the crowd into smaller groups, if possible. The following control techniques might be implemented:

   - Display a helpful, calm and confident attitude. Loudspeakers should be used to give directions and helpful information;

- Use rational members of the crowd to assist in calming or isolating hysterical persons;
- Provide first-aid and medical attention to the injured and weak, particularly the elderly and children;
- Use security to block off routes so as to channel movement in the desired direction. Care must be taken to ensure that the police and security forces do not panic a crowd by hasty action, arrogance or thoughtlessness.

8. An **escape crowd** is one that is attempting to flee from something it fears. It is without a leader and completely disorganized, but it is homogenous in that each person is motivated by the same desire, which is to escape. Once an escape crowd reaches safety, it will lose its homogeneity and its members must then be handled as refugees. The greatest amount of danger involved in handling a crowd of this type is encountered during the period when blind panic is rampant during the stage when the crowd is on the move.

SECURITY AND DEMONSTRATIONS

Security organizations assigned to supervise demonstrations have a twofold responsibility. Regardless of individual convictions, they must protect the peaceful demonstrators who are exercising their right to protest. Spectators not in sympathy with the demonstration constitute a potential threat of violence. This is often aggravated by counter demonstration, whether they are organized or spontaneous.

Control Forces must also protect the general public from demonstrators who infringe upon the rights of others. The more common problems occur when demonstrators engage in "sit ins", etc. and violate property rights of others.

FORMATION OF A MOB

A crowd or demonstration will deteriorate into a mob if it has been preconditioned by irritating events, aroused by rumours and inflamed by professional agitators, who appeal to emotional levels rather than to reason. Hostility prevails, unity replaces confusion and disorganization. The early frustrations engendered by agitation and rumour requires a climatic incident to unleash the mob. It may come about for any number of reasons. The apparent weakening of the strength and attitudes of security groups assigned to preserve the peace may often influence it.

RESPONSIBILITY AND BEHAVIOUR OF PROTECTIVE GROUPS

Protection must extend to all people. This means fair and equal treatment to all. Observe a position of neutrality and grant no special privileges. Act with firmness this is not belligerence or unreasonable force. After an order is given, it must be enforced for the preservation of the public peace and for carrying out the traditional mission of protecting life and property of citizens and to assure the basic rights of all people.

If you observe a hostile crowd gathering, never hesitate to request assistance. In these instances it is definitely safer to overstate the number needed to restore order than to attempt to act alone or underestimate your requirements. A show of strength not only has a restraining effect on the crowd, but it will also provide the necessary manpower.

Order must be established. Approaching the more vocal individuals in a crowd is an effective method of dealing with a group. When addressing these persons, be firm and carefully phrase your commands. Do not become involved in an argument. Use simple language and inform the people of the violations they are or may be committing. Request that the violations stop and that the group disperse. Allow the crowd the opportunity to withdraw peacefully without interference. If the throng defies authority and the apparent leaders make no efforts to disperse the crowd, arrests should be made, or police assistance sought.

Whenever you are dealing with an excited or hostile crowd, remember that it is potentially dangerous and may require only a slight incident to turn it into a mob. Your example and your ability to maintain order are the best deterrents to mob action.

HOW DO I DEAL WITH THE MEDIA?

The *Canadian Charter of Rights and Freedoms* says that everyone in Canada is guaranteed "freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication." This is often referred to as "freedom of the press" and it means the media, who are part of a democratic society, are allowed to say what they think without being punished.

The media may be very interested in talking to you if you are guarding a site where something interesting has taken place, like an accident, a crime, a visiting celebrity, a labour strike, etc.

It is your job to protect the people and information at your site. It is not part of your job to speak for the company.

Check your post orders to see if they name a Public Relations person as a contact. This is the person who is authorized to give interviews or press releases to the media. If a Public Relations person is not named:

- refer the media to a site manager or your employer;
- do not make any statements or give your personal views, even if they tell you it is "off the record";
- do not fall back on the "no comment" answer, as that can be used against you.

REVIEW

Important Points in Chapter 3:

- Keep yourself well-groomed and clean;
- Have integrity and discipline in your work;
- Relate to the public in a friendly, helpful and businesslike manner;
- Remember that tone and body language are a large part of communication;
- Know when and how to use open-ended and close-ended questions while interviewing;
- Know when to be supportive and when to be directive when dealing with difficult or angry people;
- Know that people with different needs may need to be treated in different ways;
- Know discrimination and harassment when you see them and do what you can to stop this behaviour;
- Know what to do after you call for back-up if you are faced with a hostile crowd;
- Remain neutral during a labour dispute;
- Refer people from the media to the company's public relations person.

END NOTES

[1] The Oxford Concise Dictionary of Current English, 8th ed., edited by R. E. Allen, Clarendon Press, Oxford.

[2] Juristat Canadian Centre for Justice Statistics Canada – Swol, Karen. *Private Security and Public Policing in Canada.* 1998.

[3] *The Private Investigators and Security Guards Act, 1997* and regulations require that applicants who wish to be licensed as security guards undergo a screening process. References must be provided and are contacted by the Registrar before a licence is issued. Criminal record and local police records checks are performed to ensure that the applicant does not pose significant risk to the client, other workers, or to the public.

[4] The Act does not bind in-house security services, but instead targets "security for hire." It presumes that in-house service providers will take responsibility for creating their own screening and complaint resolution process.

[5]Canadian General Standards Board Standard 133.1 Section A3.

[6]This section has been provided mainly by Celeste Heaney, the director of the Hearing Aid Plan for Saskatchewan. For further information on the Hearing Aid Plan or special issues in dealing with persons with hearing challenges, contact your local health board.

[7] This section provided by and with the permission of the Canadian National Institute for the Blind. For further information on special issues in dealing with blind and visually impaired persons, contact your local CNIB division or district office.

[8]This section is based on a pamphlet prepared by the Saskatchewan Voice for People with Disabilities. For further information or special issues on dealing with persons with disabilities, contact the Saskatchewan Voice for People with Disabilities

[9]This section was prepared with the assistance of Carla Bolen with Mental Health Services, Regina Health District

Chapter 4

The Security Guard and the Legal System

Security Guards may be called upon to exercise a variety of legal powers of arrest, detention, search, seizure, inspection, use of force, Charter of Rights, etc. This session will review the sources and extent of such powers, and the legal confines within which they may be exercised. The potential legal consequences of wrongful exercise of such powers will also be covered.

Canadian General Standards Board
CAN/CGSB – 133.1
Security Guards and Security Guard Supervisors
Standard A4.1

OBJECTIVES

This chapter will help you learn how to:

- tell how the *Criminal Code* (Canada) and the *Canadian Charter of Rights and Freedoms* relate to the work of a security guard;
- list the types of offences under the *Criminal Code* (Canada) and give examples of each;
- explain the legal status of a security guard;
- discuss, with examples, a citizen's powers of arrest;
- discuss use of force;
- discuss when and how a security guard can search someone and seize something from them;
- explain the legal powers of security guards in situations of trespassing and vandalism;
- explain the rights of tenants and landlords in Saskatchewan;
- tell what can happen to a security guard if they overstep their authority.

WHAT'S IN THIS UNIT?

CRIMINAL CODE OF CANADA

CANADIAN CHARTER OF RIGHTS AND FREEDOMS

POWERS OF ARREST

- conditions needed to make an arrest
- how to make an arrest
- after the arrest

TYPES OF CRIMINAL OFFENCES

- indictable
- summary conviction
- hybrid

USE OF FORCE

- conditions needed to use force
- self-defence
- excessive force

SEARCH AND SEIZURE

- when to search
- how to search

LANDLORDS AND TENANTS

TRESPASSING AND VANDALISM (MISCHIEF)

PRETEST

This pretest will start you thinking about the information in this unit. Write T for True or F for False before each of these statements. You can check your answers using Appendix A. After you complete this unit you may want to try this pretest again to see how much you have learned.

1. ____ Security guards have almost the same legal powers as police.

2. ____ You have the right to enter a tenant's apartment if the tenant has been given 12 hours notice.

3. ____ The *Canadian Charter of Rights and Freedoms* says that everyone has the right to live in freedom and safety.

4. ____ You are justified in using force to stop an assault.

5. ____ Causing a disturbance is an indictable offence.

6. ____ After you arrest someone, you must tell them the reason for the arrest.

7. ____ Trespassing is included under *Mischief* in the *Criminal Code* (Canada).

8. ____ You may routinely search employees at the client's request.

PRACTICE EXERCISE

Write the letter of the meaning before each word. You can check your answers using Appendix A. The first one has been done for you.

1. g	escort	a. the way in which someone stands, walks, sits
2. __	comply	b. the taking away of something from someone
3. __	escalate	c. in the interests of, representing
4. __	repel	d. to push away, to hold off
5. __	bearing	e. necessary
6. __	justified	f. to agree to, to go along with
7. __	compulsory	g. to go with, to guide perhaps by the arm
8. __	minimize	h. acting within the law
9. __	on behalf of	i. to take to a higher level, to make worse
10. __	threaten	j. to take to the lowest level
11. __	seizure	k. to say that you will hurt someone

LESSON ONE

AN INTRODUCTION TO THE CRIMINAL LAW

LEGAL STATUS OF A SECURITY GUARD

What is a Security Guard's legal status under the *Criminal Code* (Canada)?

Security guards have the same powers as anyone in Canada ***and no more***. These powers are outlined in this unit.

The *Criminal Code* (Canada) gives the legal limits that you must follow while doing your duty. The Code says that all private citizens who enforce the law are protected *if*:

- they act on reasonable grounds;
- they are justified; *and*
- they only use as much force as is necessary.

All three of these points must be met – otherwise you may be charged with a criminal offence or sued.

Security Guards require a basic understanding of the Canadian legal system, including the rights all citizens share, the powers that may be exercised that impact upon those rights, and the responsibilities that go along with the exercise of those privileges. This presentation relates to the function of the criminal law and its impact on those in the security service industry. The 3 basic questions that students should be able to answer at the end of this presentation are:

1. WHAT IS CRIMINAL LAW?

Criminal law has been commonly defined as law enacted to further some public purpose, such as public peace, order, security, health, or morality.[1]

At the core of Canadian criminal law lies the Federal *Criminal Code* (Canada)[2].

Like many things in life, "the law" holds a different meaning for each one of us because of our different backgrounds. What we perceive "the law" to be is different, because of all of the background experience and "baggage" we bring along with us when we look at an issue. For example, a person from a country where corruption is an active part of the justice system may have a radically different perspective of what "the law" is all about, when compared to a person raised in a society in which there is little or no corruption. For practical purposes, however, we must be able to come up with a workable definition, understood by all and that security personnel can readily understand and relate to.

This definition of "law" might be:

Rules which regulate the conduct of members of society that are created, recognized and sanctioned by government.[3]

2. WHAT PURPOSE DOES IT HAVE?

> The Criminal Law is just one part of the rules that regulate our daily behaviour. Simply stated, **the Criminal Law is the standard of behaviour that governs all people in our society.** Its main purpose is to protect all citizens, keeping our communities peaceful and safe by regulating our conduct. It also provides certain powers to individuals when encountering a breach of those common rules. For example, a police officer, and, in specific circumstances, a private citizen, may arrest an individual contravening the criminal law. The powers of arrest security guards possess when the criminal law has been breached are set out in the *Criminal Code* (Canada).[4]

LESSON TWO

A person accused of committing a criminal offence (conduct that falls beneath the minimum behavioural standard specified in the criminal law) is entitled to appear in a court of law to answer to the accusation. The Court must be satisfied that the person is guilty of the conduct – that is, an offence detailed in the *Criminal Code* (Canada) has been committed – before punishing the person. The Court can be satisfied of this in one of two ways: by the **accused person admitting guilt** (a guilty plea), or by **finding the person guilty** after trial.

Not every person who has contravened the *Criminal Code* (Canada) may be held accountable for his or her actions. For example, children under twelve cannot be prosecuted for criminal offences. A person with mental illness, who does not understand that his or her actions were wrong, cannot be prosecuted.

The federal government has the responsibility of creating criminal laws and has placed the bulk of them in a comprehensive piece of legislation called the *Criminal Code* (Canada).[5] Penalties for violating other rules of society may be found in other legislation, such as *The Traffic Safety Act*.[6] However, provincial and municipal offences do not fall under the heading of criminal law, although they share some things in common with federal legislation. Subsection 91(27) of the *Constitution Act, 1867,* is the only thing that provides the power to pass **criminal** law. And it affords this **only** to the federal government.

The power of the provinces to enact quasi-criminal offences also provides the provinces with the authority to prescribe procedure for these offences. Commonly, the provinces have tended to adopt a similar scheme to that set out under the *Criminal Code* (Canada) for breaches of provincial legislation. Provincial offences of this nature (called quasi-criminal offences) are processed much like summary conviction offences under the *Criminal Code* (Canada).

A conviction under provincial or municipal law does not form part of a criminal record, although the province and most municipalities keep records of these convictions for other purposes. An example would be the retention of driving offences by Saskatchewan Government Insurance (SGI).

3. HOW ARE LAWS MADE?

Under our constitution, only the Parliament of Canada and the Legislative assemblies of each province have a recognized right to create legislation. The creation of law, however, is not limited to these legislative bodies. The provincial and federal governments may create laws known as statutes and regulations. These Acts and regulations (known as legislation) in turn can delegate to another person or body the ability to create additional laws. For example, regulations under some Acts have been prepared by some departments and approved by Cabinet; alternately, however, authority can be delegated to a municipality to pass laws of its own, governing specific areas. For example, *The Municipalities Act* authorizes cities and towns to enact specific types of bylaws.[7]

Examples of municipal bylaws include:

- bylaws specifying traffic control/speeds; and
- prohibitions on using or discharging firearms and/or crossbows within city limits.

Long before a law is passed into force, the governmental machinery is set to work. Government administrators will discuss amongst themselves and with groups within the community what sort of regulation is required to achieve a particular goal. In the case of provincial legislation, usually one department will be given the lead role of consulting with those affected by the legislation. Legislation will be drafted and circulated several times to ensure that the legislation, which is eventually presented to Cabinet, not only addresses the problem but is also practical and capable of enforcement.

Of course, the mere passage of a law does not mean the problem will go away. Law must be complied with, to be effective. Enforcement is one mechanism to achieve compliance.

The police, the courts, and lawyers hired to prosecute offenders (Crown prosecutors) are responsible for enforcing the criminal law. The police investigate crimes, and in consultation with the prosecutors, lay charges. The prosecutors take those allegations to court and present the evidence of witnesses to the judges who preside over those courts, suggesting that one or more of the laws identified in the *Criminal Code* (Canada) have been breached.

THE COURT STRUCTURE

The Courts are assigned the task of determining if an offender has breached a law, and if this has taken place, the responsibility for determining the consequences to be imposed.

There are **three levels of Courts in Saskatchewan**:

- the Provincial Court of Saskatchewan;
- the Court of Queen's Bench; and
- the Court of Appeal for Saskatchewan.

Justices of the peace and judges of the Provincial Court are appointed by the Government of Saskatchewan. Justices of the Peace are citizens experienced in law enforcement or court administration, but are not lawyers. They provide front line services to police and Crown prosecutors, issuing arrest and search warrants and determining if the release of an arrested offender is necessary. Some Justices of the Peace preside in court, and hear trials, just as do Provincial Court Judges. Provincial Court Judges are lawyers who have been practising law for at least five years, and are appointed by the Province to preside in a provincial court after having been approved by the Judicial Council.

There are 46 Judges of the Provincial Court. The Provincial Court is divided into several divisions: Criminal Court, Young Offenders Court, Family Court, Small Claims Court, Traffic Safety Court, and the Municipal Court. Justices of the Peace preside over the Traffic Safety Courts and Municipal Courts in Regina and Saskatoon.

The Government of Canada appoints judges to the Court of Queen's Bench and the Court of Appeal. To be eligible for appointment, a candidate must be a practising lawyer for at least 10 years and be approved by the Judicial Council. There are about 32 judges of the Court of Queen's Bench, plus 10 that sit supernumerary (they are retired but return to provide services when needed), and nine judges of the Court of Appeal. At the Court of Queen's Bench, a single judge hears trials, both with and without juries present, motions by lawyers (applications to the court to prevent certain actions, such as injunctions which prevent something from being done, or prerogative writs, which force certain things to be done) and appeals from matters heard at Provincial Court. The Court of Appeal hears appeals of sentences and trials from Queen's Bench and sits in panels of three to five Judges.

The Supreme Court of Canada, in Ottawa, only hears appeals from matters raised in lower courts. There are nine judges of that court.

There are different forms of formal address for Judges. Justices of the Peace are referred to as "Your Worship", Provincial Court Judges as "Your Honour", and Judges of the Court of Queen's Bench and the Court of Appeal are referred to as "Your Lordship" or "Your Ladyship". If you forget, or are not certain, "Sir" or "Ma'am" may be used as well.

LESSON TWO

THE COMMON LAW AND THE *CANADIAN CHARTER OF RIGHTS AND FREEDOMS*

WHAT ARE MY RIGHTS AND FREEDOMS IN CANADA?

We enjoy certain rights and freedoms that are guaranteed by the *Canadian Charter of Rights and Freedoms*. These include such things as the right to vote, and the freedom of expression and religion. These rights and freedoms apply to anyone in Canada including Canadian citizens, visitors and people who are waiting to become permanent residents.

Here are some rights and freedoms that relate particularly to the work of a security guard:

- Everyone has the right to live in freedom and safety;
- Everyone has the right to not be unreasonably searched or have things taken from them.

Section 10 of the Charter is very important. It says that:

> Everyone has the right on arrest or detention:
>
> (a) to be informed promptly of the reasons thereof;
>
> (b) to retain and instruct counsel without delay and to be informed of that right.

In other words:

- Everyone has the right to not be detained or imprisoned without reason;
- Everyone has the right to be told the reason they have been detained or arrested.

COMMON LAW RIGHTS

We have already talked about the law that is created by legislation. One other type of law is the common law. Many years ago the Courts in England began recording and sharing the decisions they made to make sure that the way that they interpreted statutes (Acts of Parliament and regulations) and applied them to the cases that were brought before the court, was consistent across the country. Over time, this came to be known as the common law. Canadian Criminal Law is still, to a large degree, a matter of common law. It still exists today and continues to protect the rights of citizens by providing a basic, fundamental backdrop to all of the laws that legislators develop.

One of the fundamental tenets of the common law is that individuals are free, subject only to limitations imposed by law. This freedom can only be curtailed when the person is arrested. A suspicious person can be asked to "come here", to talk or answer questions, but if they decline to cooperate, there is nothing that can be done to force them. Even when arrested, a person doesn't have to talk or answer questions, however, they may be obliged to identify themselves.

CHARTER OF RIGHTS AND FREEDOMS

As you are probably aware, Canada was originally founded as a British Colony. And although Canada was given a fair amount of autonomy and independence, it remained subject to British rule in certain areas. For example, although a self-governing country, until recently Canada was still part of the British Empire and subject to legislative enactments of the British Government. The decisions of the Supreme Court of Canada were also still subject to the review by the English High Court, the Privy Council.

In 1982, however, the British Parliament passed the *Canada Act,* which ended the ability of the British Government to pass legislation that would become effective in Canada. At the same time, on April 17, 1982, the Canadian federal government introduced the *Canadian Charter of Rights and Freedoms.*[8]

This legislation guaranteed all citizens a number of fundamental rights, such as voting, mobility, a right to life, liberty, security and the right not to be deprived thereof except in accordance with the principles of fundamental justice (s.7); a right to be secure against unreasonable search or seizure (s.8); a right not to be arbitrarily detained or imprisoned (s.9); a right on arrest or detention to be informed of the reason, to retain and instruct counsel, to be informed of that right, and to judicial review (s.10); and a number of rights respecting court procedure, such as the right to an interpreter and the right to equality before the law (s.15).

Freedoms guaranteed by the Charter include religion, expression, association, and public assembly.

The Charter is the supreme law of Canada. Section 52 grants the Courts the authority to declare unconstitutional (illegal) any Act of legislation of the federal, provincial, and municipal governments.

Section 52(1) holds:

> **Primacy of Constitution of Canada**
>
> **52.**(1) The Constitution of Canada is the supreme law of Canada, and any law that is inconsistent with the provisions of the Constitution is, to the extent that of the inconsistency, of no force or effect.

With the onset of the Charter, judicial review of legislation, either by way of challenge after the legislation has been infringed, or in advance as part of a constitutional reference, is the norm. Case law has held that the court not only has the power, but the duty, to declare legislation in contradiction with the Charter, of no force or effect.[9]

THE SAVING PROVISION

Section 1 of the Charter states:

> **Rights and Freedoms in Canada**
>
> **1.** The *Canadian Charter of Rights and Freedoms* guarantees the rights and freedoms set out in it subject only to such reasonable limits prescribed by law as can be demonstrably justified in a free and democratic society.

Remember, it is the function of the law to restrict an individual's actions. This section means that under certain circumstances, the federal, provincial or municipal government could pass legislation that, although it infringes on someone's rights, might still be upheld if the reason for the legislation was important enough.

An example of this is the drinking and driving legislation under the *Criminal Code* (Canada). Section 9 of the Charter guarantees the right not to be arbitrarily detained. Yet the police occasionally run drinking and driving blitzes, where, for a few minutes each, they randomly stop vehicles to see if the operator of a motor vehicle has been drinking. While this appears to be inconsistent with section 9, courts have consistently held that the evil presented by drunk drivers is of such importance that such a minor violation is justified and acceptable.[10]

Virtually any action by any level of government, including those acting under the authority of the law, which impacts upon these rights and freedoms, is subject to scrutiny under the Charter. When a security guard exercises authority granted under the *Criminal Code* (Canada), for example, in making an arrest, his or her actions may be subject to Charter review.

FUNDAMENTAL FREEDOMS

Section 2 of the Charter sets out the basic freedoms all citizens should be allowed to enjoy in Canada. It holds:

Fundamental Freedoms

2. Everyone has the following fundamental freedoms:

(a) freedom of conscience and religion;

(b) freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication;

(c) freedom of peaceful assembly; and

(d) freedom of association.

The concept of freedom of religion is that everyone has the right to hold the religious beliefs that they choose without fear of discrimination, reprisal or interference.[11]

The freedom identified in 2(b) protects all forms of expression, whether written (regardless of language), spoken, or acted out. It also has been held to include the right to say nothing. 12 This freedom has been held to include the right to picket, although the right to express oneself in this manner does not include actions such as violence, disruption of property, assault, or other unlawful conduct.[13]

Although the Court would be the ultimate arbiter of any dispute, as the provider of security services, a security guard should be aware of these freedoms. For example, security is commonly hired to protect property and maintain peace in a hostile strike situation. A second example of where knowledge of this right would benefit a security guard is a situation where security is called in to maintain order where picketers are demonstrating outside of a medical clinic, opposed to a medical procedure that commonly occurs in the clinic. Add to the example a

picketing group that is extremely loud, walking up and down the streets and sidewalks adjoining the clinic's property. While the picketers may be technically causing a disturbance contrary to the *Criminal Code* (Canada), a wise security guard would recognize that this conduct would likely be held by the Courts to be part of the freedom of expression protected by the Charter.

The freedom described in 2(c) is the freedom of peaceful assembly, provided that the assembly is lawful in nature.[14]

The freedom described in 2(d) is the freedom of association and basically guarantees that we can associate with whomever we please, to ensure that activities and goals can be pursued in common. 15

LEGAL RIGHTS

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.

Since 1982, Courts have been interpreting this section to protect the right to live, to be free to go wherever you wish, and not to be deprived of your personal safety by the state except under specific conditions. This provision allows a person's liberty to be limited, for example, when he or she is lawfully arrested for robbing a bank. We could not expect, in those kinds of circumstances, that it would be appropriate to simply take the bank robber's name and let him or her go.

The exception included in the provision allows these rights to be limited by the principles of fundamental justice where it is appropriate to do so. What are the principles of fundamental justice? They are the basic fundamental principles of fairness that a person normally expects to have in a fair and just system.

Violations of this Charter section include circumstances where[16]:

- the accused was not treated as if he or she was innocent until proven guilty;
- the accused was not allowed to make full answer and defence against the charge; and
- the body hearing the trial was not reasonable, or impartial.

The Supreme court has also considered the argument that, because a person's freedom may later be limited by something he or she said at the time of the offence or at trial, it would be unfair to compel a person to give a statement that would incriminate him or her. The section has been readily interpreted to protect a witness from having to testify at their trial and to prevent the use of his or her testimony in subsequent court proceedings.[17] The accused also has the right to remain silent during the investigation.[18]

A person may waive his or her right to silence. However, courts are generally cautious in determining that a person has waived his or her rights. To rely on the waiver, and use the evidence, the Crown must be able to show that the accused had full knowledge of the right and had full knowledge of the effect of waiver of that right.[19]

For example, in *R. v. Whittle,* police obtained a statement from a mentally ill accused person, after giving him a series of rights and warnings, including the right to remain silent. The court heard evidence at trial that suggested that the accused did not understand that he had a right to remain silent. The accused believed that he was compelled to provide a statement. The court held that the accused could not effectively waive his right to remain silent if he did not understand it.[20]

A waiver will not be effective when an accused person feels that he or she has no choice but to provide a statement to a person in authority like his or her supervisor, or to a police officer. Courts have regularly held that the accused's Charter rights under this section have been violated.[21] Police officers are trained to ensure that the person giving a statement to them, or allowing them to search, knows that the statement or the search is voluntary. Failure to comply with these issues may result in the dismissal of an otherwise adequate case. Security guards may also be in a position of authority over the accused person. The same concerns should therefore apply.

Search or Seizure

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

This section limits the powers of search and seizure that may be used. Section 8 creates a test to ensure that an individual's right to privacy is infringed only where the need is justified.[22]

It basically means that your personal property cannot be taken or searched without good reason. A police officer or security guard who fails to abide by this Charter right may see the case he or she has worked so hard to build thrown out of court.

As with the right to silence, a person may waive his or her right to privacy. However, Courts are generally cautious in determining that a person has waived his or her rights. For example, in *R. v. Borden,* police obtained the consent of an accused person to take a blood sample for use in a sexual assault investigation. The police compared the sample against the evidence obtained at two different crimes. The court held that the accused should have been notified that police intended to use the evidence in both investigations to effectively waive the privacy rights of the accused.[23]

To rely on the waiver, and use the evidence, a security guard must be able to show that the accused had full knowledge of his or her right to be secure against an unreasonable search and had full knowledge of the effect of the waiver of that right.[24]

Detention or Imprisonment

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

Detention occurs where a person:

- has his or her liberty taken away by physical constraint;
- is controlled by another person through demands or directions; or
- believes that he or she has no choice but to follow the commands of another person.[25]

Perhaps some examples would clarify this.

In example 1, a shoplifter is observed by a loss prevention officer (LPO) to steal a jacket. The LPO walks up to the accused, places his/her hand on the arm of the accused, and advises the person that she/he is under arrest. The LPO does not allow the accused to leave, but restrains her/him by the arm and guides her/him back to the security office where the LPO allows the person to call a lawyer. In this scenario we can clearly see that the accused person is not free to leave. A court, reviewing this scenario, would quickly determine the person has had her/his liberty taken away as surely as if placed in handcuffs.

In example 2, the LPO faces the same scenario. However, when the LPO walks up to the accused, the LPO tells her/him in a stern voice that he/she saw the accused take a jacket and place it into a bag, and consequently must accompany him/her to the office. The LPO never touches the accused, but nevertheless, the accused walks beside the LPO obediently. Again, the accused has submitted to the control of the guard.

Example 3 is close to scenario 2. However, here the LPO did not see the accused take the jacket. The LPO lost sight of the accused for a few seconds, and in that time the jacket she/he was carrying vanished. The LPO approaches and tells the accused that he/she is store security and that he/she believes that a jacket was taken. In a stern voice, the LPO asks the accused to come to the office "to answer a few questions." At trial, the accused explains that she/he was afraid to do anything but go to the office with the guard. Because of the LPO's manner, the accused felt that she/he had no choice but to go to with the guard, and answer all of the questions. While the judge may believe this evidence or not, there is a real possibility that any incriminating evidence that the guard was able to obtain may be thrown out.[26]

This right basically states that any detention must be justified by the circumstances, when viewed through the eyes of the reasonable person. People cannot be randomly stopped or prevented from going about their business for no reason at all, or because of a mere suspicion of wrongdoing. A decision to detain must be based on reasonable and probable grounds.[27]

Arrest or Detention

10. Everyone has the right on arrest or detention::

(a) to be informed promptly of the reasons therefore;

(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…and to be released if the detention is not lawful.

Once an individual has been detained or arrested under section 9 of the Charter, section 10 automatically applies. Informing the accused "promptly" means that you must tell him or her why he or she was arrested as soon as you can after taking the person into your custody. A security guard making an arrest should tell the arrested person why he or she is under arrest right away.

"Counsel" is defined under section 2 of the *Criminal Code* (Canada)*:*

> **"counsel"** means a barrister or solicitor, in respect of the matters or things that barristers and solicitors, respectively, are authorized by the law of a province to do or perform in relation to legal proceedings;

Counsel is not just anyone; in this section, it refers to a lawyer.

Clauses 10(a) and (b) rights are linked closely together. Clause 10(a) requires that the accused person be told of the reasons for his or her arrest/detention, at that time, and in a way that he or she understands.[28] Clause 10(b) requires that the accused person be informed of his or her right to counsel. However, this right can only be exercised if the accused understands the danger he or she is facing, at least in a general way.[29] At trial, the court will look at the evidence to see if the accused understood what he or she was facing, when making the decision to obtain a lawyer.

Clause 10(b) of the Charter requires that the person be given access to legal advice right away. As part of the arrest, an arrested or detained person should be told of the right to retain a lawyer. He or she should be given access to a telephone to contact one as soon as possible after that. As soon as an accused person has identified that he or she wishes to contact a lawyer, questioning or any other attempt to elicit evidence or a statement from him or her must cease until the person has had a reasonable opportunity to exercise the right to counsel.[30]

For the accused person to effectively consult with counsel, he or she must be allowed to discuss the matter with counsel of his or her choice. The yellow pages of the telephone book listing the telephone numbers of lawyers in the area must be provided, as well as the toll-free number to duty counsel at legal aid. The arrested or detained person must not be charged for making the telephone call. Clause 10(b) does not limit the arrested or detained person to only one phone call.[31]

The discussion between the accused and his or her lawyer must be in private.[32] Make sure, however, that in giving the person privacy, he or she does not have the opportunity to escape, destroy evidence of the offence, and is not given access to tools of escape or weapons.

Clause 10(c) gives the accused the right to be released if the arrest or detention was 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…, 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..., 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 again for it and, if finally found guilty and punished for the offence, not to be tried and 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 be given the benefit of the lesser punishment.

This section embodies many of the principles of fundamental justice found in the common law over many years. It overlaps some of the rights identified in the other sections of the Charter that we have already discussed.

EFFECT OF BREACHES OF THE CHARTER

When one of these rights guaranteed by the Charter is violated by someone investigating or charging a person under a criminal law, the usual remedy for the violation is the exclusion of the evidence gathered, or any other remedy the court feels to be appropriate (s.24). This exclusion may be fatal to the introduction in court of evidence that suggests that an accused person has committed a criminal offence.

LESSON THREE

POWERS OF ARREST

POWERS OF A SECURITY GUARD

Authority to arrest is different for different people. For example, the authority a police officer possesses to make an arrest is very different from the authority a Security Guard has to make an arrest. This section will attempt to clarify the authority of a Security Guard.

Before we begin, however, we should formally distinguish between the powers of arrest of these two groups:

> The definition of a **"peace officer"** in the *Criminal Code* (Canada) is very broad, and a liberal interpretation might suggest that, at least in some circumstances, a security guard is a peace officer. While that may appear to be the case, there are numerous court decisions that have considered who falls within the definition "peace officer". The law is now clear with regard to security guards. They are not peace officers and the extent of their authority is that of any other private citizen **AND NO MORE.**[33]

Security guards do not possess any specific authority to enforce provincial or municipal legislation unless empowered by the legislation or specifically delegated the authority by an official entitled to make that delegation (for example, a city official may delegate the authority to enforce traffic bylaws to a specific individual).

TYPES OF CRIMINAL OFFENCES

WHAT IS A CRIMINAL OFFENCE?

A criminal offence is a breach of any Federal Statute. A crime happens when a person breaks a law.

How are offences classified under the *Criminal Code* (Canada)*?*

There are three types of offences:

- indictable offences;
- summary conviction offences;
- dual or hybrid offences.

WHAT IS AN INDICTABLE OFFENCE?

Indictable offences are serious offences. Some examples include theft or fraud over $5000, breaking and entering, arson, assault, murder, kidnapping. Punishments for indictable offences may be severe.

WHAT IS A SUMMARY CONVICTION OFFENCE?

Summary conviction offences are less serious offences. Causing a disturbance, trespassing by night, and indecent exposure are examples of this type of offence. These minor offences may result in a maximum punishment of a fine of $2,000 or six months in jail or both.

WHAT ARE HYBRID OFFENCES?

These offences are sometimes called dual offences. They include less serious indictable offences and more serious summary conviction offences. They may also depend on other factors such as the criminal history of the person charged. Assault, public mischief and failure to stop at the scene of an accident are common hybrid offences.

It is important that a security guard know what type of an offence has occurred, because powers of arrest under the *Criminal Code* (Canada) are determined by the type of offence committed.

(i) Summary Conviction Offences

Summary conviction offences are generally those that are meant to be dealt with in a quick and simple manner. The maximum punishment for a summary matter is a fine of up to $2000, a jail term of up to six months, or both.

Summary conviction offences are usually less serious offences, and are heard only in provincial court. The accused does not have a right to a jury trial for summary offences.

Examples of these types of offences under the *Criminal Code* (Canada) would include: fraudulently obtaining food or lodging; causing a disturbance; and joy riding. Very few offences under the *Criminal Code* (Canada) are purely summary conviction offences, though there are many **dual or hybrid** offences that end up being prosecuted as summary conviction offences.

The trial procedure for summary conviction offences differs in some ways from the procedure established for indictable offences. Unless a judge requires the person charged to appear in person, someone accused of a summary conviction offence is not required to appear in court. An agent (possibly a lawyer) may appear in court on his or her behalf.

Summary conviction offences must be laid within six months of the offence date.

Police cannot fingerprint or photograph someone charged with a summary offence matter.

(ii) Indictable Offences

Indictable offences are those that are generally more serious than summary conviction offences. The procedure in court for dealing with indictable offences is much different than the procedure for summary offences. It is mandatory for some indictable offences to be tried by a judge in provincial court; no jury trial is available for these offences. A number of very serious indictable offences, such as murder and treason, must be tried by a judge and jury, unless both the Attorney General of the province and the accused agree to a trial without a jury.

For all other indictable offences, the *Criminal Code* (Canada) allows the accused person the choice of where he or she wishes to be tried, called an **"election".**

Examples of common indictable offences would include sexual assault with a weapon, kidnapping, robbery and arson.

Although the person charged with an indictable offence must personally appear in court on each occasion that the matter is brought up in court, he or she is encouraged to have a lawyer in attendance to advocate on his or her behalf.

Punishment for an indictable offence is usually much more severe than for a summary offence, and quite often a mandatory minimum jail term (such as for murder) is specified.

There is no limitation period for laying an indictable offence.

Police may fingerprint and photograph anyone charged with an indictable offence.

(iii) Dual or Hybrid Offences

Dual offences, also known as hybrid offences, allow the Crown prosecutor to elect how the Crown wishes to proceed with charges, either as a summary conviction or an indictable offence. It is likely the Crown will proceed by indictment if the accused person has a serious criminal record or where the circumstances surrounding the offence make the crime more serious.

The Crown election is only made once the matter appears in court. Until that time, clause 34(1)(a) of the Interpretation Act requires that the matter be treated as if it were an indictable offence. This is important because it allows the police to fingerprint and photograph the accused person; it also impacts on the authority a security guard has to make a lawful arrest.[34]

The *Criminal Code* (Canada) lists many dual offences: assault, assault causing bodily harm, theft, impaired driving, and sexual assault are the most common dual offences.

(iv) Criminal Offences

Section 494 of the *Criminal Code* (Canada) grants certain powers to persons making arrests under specific circumstances. One circumstance is in relation to a "criminal offence". For purposes of the *Criminal Code* (Canada), this offence is any federal offence, whether in the *Criminal Code* (Canada) or any other federal piece of legislation. The category includes summary, indictable, and dual offences. It does not include offences under provincial or municipal legislation.

Criminal Code Section	Offence Description	Type of Conviction
66	Unlawful assembly	Summary
87	Weapon or imitationfor dangerous purpose	Indictable
88	Weapon at public meeting	Summary
90(1)	Possession of prohibitedweapon	Hybrid
140	Public mischief	Hybrid
173	Indecent acts	Summary
175	Disturbance, indecentexhibition, or loitering	Summary
177	Trespassing at night	Summary
179	Vagrancy	Summary
252	Failure to stop at sceneof accident	Hybrid
264	Criminal harassment	Hybrid
264.1(1)(a)	Threat to cause deathor harm	Hybrid
266	Assault (common)	Hybrid
267	Assault causing bodilyharm or with a weapon	Hybrid
268	Aggravated assault	Indictable
271	Sexual assault	Hybrid
322-332, 334(a)	Theft over $5000	Indictable
322-332, 334(b)	Theft $5000 or less	Hybrid (Absolute PCJ)
335	Take motor vehiclewithout consent	Summary
343(a)	Robbery, with firearm	Indictable

343(b)	Robbery, other	Indictable
348	Break and enter withintent of committing indictable offence ina dwelling house	Indictable
348	Break and enter withintent of committing anindictable in anon-dwelling house	Hybrid
35 1(1)	Possession of housebreakinginstruments	Indictable
354, 355(a)	Possession of propertyover $5000	Indictable
354, 355(b)	Possession of propertyunder $5000	Hybrid (Absolute PCJ)
364	Obtain food or lodgingby fraud	Summary
366, 367(1)	Forgery	Hybrid
368	Utter forged document	Hybrid
380(1)(a)	Fraud over $5000	Indictable
380(1)(b)	Fraud, $5000 or less	Hybrid (Absolute PCJ)
393(3)	Obtain transportationby fraud	Summary
430(2)	Mischief endangering life	Indictable
430(3)	Mischief testamentaryinstrument or propertyover $5000	Hybrid
430(4)	Mischief, other property	Hybrid (Absolute PCJ)
430(5)	Mischief, data	Hybrid
433	Arson, disregard forhuman life	Indictable
434	Arson, damage to propertyof others	Indictable
434.1	Arson, damage to ownproperty, threat tosafety of others	Indictable
437	False alarm of fire	Hybrid
450	Possession of counterfeitmoney	Indictable

Table 1.1: Frequently encountered offences under the *Criminal Code* (Canada)

Later in this chapter, we will discuss in detail the essential elements of several of the offences frequently encountered by security under the *Criminal Code* (Canada).

Special attention should be provided to the key definitions under that impact on various sections of the *Criminal Code* (Canada).

THE CRIMINAL PROCESS: PRE-CHARGE

(I) WHAT IS AN ARREST?

Arrest is the physical or mental detention of a person against his or her will. It gives rise to specific rights, such as to be informed of the reason for the arrest, to retain and instruct counsel, to be informed of these rights, and to have judicial review of the decision to detain.

(II) POWERS OF ARREST:

When is an arrest warranted?

One of the core rights of any member of society is freedom. The *Canadian Charter of Rights and Freedoms* guarantees that an individual can only be deprived of his or her liberty if he or she has done something that runs so counter to the rights of other members of society that that freedom should be taken away. As you will appreciate, this is a very high standard to achieve. What authority do you have, as a security guard, to make an arrest?

Section 495 governs the arrest of individuals by those employed as police officers. Section 494 of the *Criminal Code* (Canada) governs when a member of the public can make an arrest. Persons providing security services are not employed as peace officers. They are treated as members of the public for the determination of powers of arrest.

1. PREVENTING A BREACH OF THE PEACE

Section 30 of the *Criminal Code* (Canada) provides authority for everyone (including a member of the public) to prevent or detain any person who commits a breach of the peace. Although there is no specific *Criminal Code* (Canada) offence of breach of the peace, the section provides a sort of preventive remedy. The purpose in detaining the individual must be to interfere with or prevent the continuance of a disturbance, and must be for the purpose of giving the person into the custody of a peace officer. This provision is intended to protect those people assisting police in circumstances amounting to a riot. It should not be relied upon in any lesser circumstance.

Section 30 reads:

> **30.** Every one who witnesses a breach of the peace is justified in interfering to prevent the continuance or renewal thereof and may detain any person who commits or is about to join in or to renew the breach of the peace, for the purpose of giving him into the custody of a peace officer, if he uses no more force than is reasonably necessary to prevent the continuance or renewal of the breach of the peace or than is reasonably proportioned to the danger to be apprehended from the continuance or renewal of the breach of the peace.

Technically, it appears that the authority falls short of arrest, but is similar in that the person is detained and turned over to a peace officer. The closest related offence is causing a disturbance, section 175 of the *Criminal Code.*

2. ARREST WITHOUT WARRANT BY AN PERSON

Arrest or detention is not defined under the *Criminal Code.* Case law suggests that an arrest occurs when a security guard stops or restrains any person – for purposes of this course, when there is a deprivation of a person's liberty or freedom to move around, either temporarily or of a longer duration.[35]

An arrest or detention normally occurs when you tell that person that he or she is under arrest, when you do not let an individual proceed on his or her way if he or she should decide to leave, or when you put any kind of physical restraint on the person.

Section 494 provides the general authority for a citizen's arrest, available to security guards or anyone not holding an appointment as a peace officer.

Section 494 reads:

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.

(2) Any one who is:

(a) the owner or a person in lawful possession of property; or

(b) a person authorized by the owner or by a person in lawful possession of property;

may arrest without warrant a person whom he finds committing a criminal offence on or in relation to that property.

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

> A security guard may arrest anyone found committing an indictable offence. According to clause 494(1)(a), a security guard cannot arrest a person he or she finds committing a **summary conviction** offence. However, subsection 494(2) does allow a guard to arrest anyone found committing a **criminal offence** on or in relation to property he or she is protecting, or to prevent an accused person escaping from someone who has lawful authority to make an arrest in the first place. For **indictable offences,** the power is not limited to the property being guarded.

Most of the offences encountered by security guards:

Break and Enter (section 348 CC)

Theft (section 334 CC)

Mischief (section 430 CC)

Possession of stolen property (section 355 CC)

Assault (section 266 CC)

are indictable. An exception would be causing a disturbance, section 175 CC, which is a summary conviction offence. However, since almost all the offences you will encounter will occur on or in relation to property where you are employed, the key points are finding the person **committing** the offence or **escaping** from someone who is authorized to arrest that person.

Definitions under the *Criminal Code:*

> **"Reasonable Grounds"** Arrests or other action based on "reasonable grounds" or persons using "reasonable" force are protected. The word "reasonable" is not defined in the *Criminal Code* (Canada)but relates to a well-established principle in common law known as the **"reasonable person test".**
>
> This test involves posing the question of what a mythical "reasonable" ordinary, cautious and prudent person would do in similar circumstances. It is based on facts, and not mere suspicion.

Try to put yourself mentally in "someone else's shoes" and determine if you think this other person would arrive at the same conclusion. If so, you are probably on sound footing. You are not expected to have the Wisdom of Solomon, only to base your action on ordinary common sense.

> **"Fresh Pursuit"** is continuous pursuit, conducted with reasonable diligence so that pursuit, and capture, along with the commission of the offence constitutes a single transaction.
>
> **"Finds committing"** means having personal knowledge, in other words "witnessing" an offence, the exception being assisting prevention of an escape. You must be able to give evidence that you saw the offence or part of it being committed, and requires that you understand the basic elements of the offence.[36]

(iii) What is a Valid Arrest?

A valid arrest occurs when the person being arrested, having been told that he or she is under arrest and the reason for the arrest, submits to the control of the person making the arrest.

The mere pronouncement of the words of arrest is not an arrest, unless the person arrested also submits to the control of the arresting officer.[37]

The proper arrest procedure is to:

1. Identify yourself, **"I am a security guard for _____ "**

2. Tell the person: **"you are under arrest"**

3. Give the reason, i.e.: **"for (e.g.: the theft of a cassette tape)"**

4. Physically take the person firmly but gently by the back of the upper arm and indicate by words and physical gesture that the person is to accompany you, unless, when being told he or she is under arrest, the person clearly submits to your control and begins to accompany you voluntarily.

5. As soon as possible after the arrest, such as, when you are back at the security or manager's office, tell the person:

   (i) he or she has the right to retain and instruct whichever counsel they wish;

   (ii) legal aid is available immediately, free of charge, and toll free if he or she needs it;

   (iii) if a young offender, he or she may contact a parent, relative, guardian or other adult;

   (iv) give effect to warning by making a telephone and a list of lawyers (yellow pages) available. If he or she phones a lawyer, allow the person to talk in privacy.

6. If you intend to ask questions or hope to use any admission as evidence, you must give the "official warning" as follows:

(i) "You need not say anything. You have nothing to hope from any promise of favour and nothing to fear from any threat, whether or not you do say anything. Anything you do say may be used as evidence".

(ii) Ask if he or she understands the stated "rights". If a young offender, explain things again in clear and simple language.

(iii) Carefully record responses to questions concerning rights to counsel or warning in writing:

- show start times, date, place, list who was present and finish time of interview;
- record any statements/admissions in the person's own words.

(iv) Authority to Search

The power to search persons is based on common law and is tied to the power to arrest. The cases refer to arrests by peace officers but the principles apply to everyone making an arrest.

The Charter of Rights and Freedoms states in section 8:

Search or Seizure

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

In general, permission should be sought from the arrested person to search.

CASE LAW

In *R. v. Lerke*[38] , the Alberta Court of Appeal considered the exclusion of evidence found on a person who was searched by hotel staff after being arrested by the manager. The accused had entered a tavern, and when asked to prove his age, was unable to do so. He was then asked to leave and not to return. A short time later he re-entered, at which time he was taken into an office and questioned by the manager, who believed that he was under age. The manager asked Lerke if he had any identification to prove his age. The accused stated he did not have any, at which time he was told he was under arrest for "re-entering." A second employee then told the accused to put the contents of his pockets on the table. The employee looked through his belongings to see if there was any proof of age. The accused took off his jacket and a third employee reached into its pocket and discovered a bag of marijuana. The Court held that the employees had no right to search his jacket. The Court held:

> "A search incidental to arrest may be reasonable within the meaning of section 8 where **necessary to prevent injury to the person making the arrest**…the citizen's right to search, **at least to disarm,** is essential. However, where the search is not for weapons, but only to seize or preserve property connected to the offence, there will usually be no urgency. Often the triviality of the offence charged, or the improbability in the circumstances that any evidence will be uncovered, or will be destroyed even if the search is delayed, will mean that search by the citizen will not be a reasonable search."

Although some case law suggests that evidence to support the charge for which the person was arrested may be searched for, and seized, a search for evidence should normally wait for the appearance of a peace officer. A search for evidence by security that uncovers evidence of a different offence could be found to be unreasonable under section 8 of the Charter. It is clear, however, that an arresting security guard may search a person if:

(a) the arresting officer believes the person arrested may have weapons or things that could be used as weapons; or

(b) the arresting officer believes that the person arrested may have tools of escape or things that may be used as tools of escape.

The search must be limited to discovery of these items – the search cannot be an excuse for security to go on a fishing expedition and search for evidence of another offence.

Generally, the courts will look at the circumstances to see if the necessity to search for these items is reasonable. For example, if a 90-year old grandmother is arrested after shoplifting from the local grocery store, it is probably unlikely that she would possess weapons.

You have no right to seize other property for "safekeeping" unless the prisoner consents.

(v) Duty to Turn Prisoner Over To The Police

Subsection 494(3) of the *Criminal Code* (Canada) requires that a prisoner arrested by a citizen (or security guard) be turned over to the police at the first reasonable opportunity. The police are then obliged to release the accused or bring the person before either the Officer in Charge under section 498 or a Justice under section 503.

(vi) Liability of Security for false arrest

A Security Guard may be subject to discipline proceedings by his or her employer for untoward conduct. He or she may also be both criminally[39] and civilly liable if the suspect is injured and the force used in making the arrest is found to be excessive.

If an arrest is found to be fruitless, the arresting party may be liable for damages for false imprisonment.[40] Mere suspicion of the suspect's involvement is not enough to protect the arresting party; the facts must show that a reasonable person would believe the suspect had committed an offence.[41]

LESSON FOUR

USE OF FORCE

> ***To use physical force only when the exercise of persuasion, advice and warning is found to be insufficient to obtain public co-operation to an extent necessary to secure observance of law or to restore order; and to use only the minimum degree of physical force necessary on any particular occasion for achieving a [particular] objective.***[42]
>
> **Sir Robert Peel,**
> **Policing Principle Number 6**

THE USE OF FORCE BY SECURITY

During the performance of some of the duties assigned to a Security Guard, he or she must be able to assess whether the application of force is necessary. The intent of this section is to present some of the issues that a responsible officer will consider in determining if the application of force is required, and, if required, what degree of force is necessary.

THE LAW GOVERNING THE USE OF FORCE

While under some circumstances the *Criminal Code* (Canada) may provide protection for a Security Guard who uses force, it also clearly holds the officer who uses too much force, or who uses force inappropriately, accountable for his or her actions. There is no *carte blanche* authorization that will guarantee the legal or moral protection of an individual using force on another. Instead, as we shall see, the test focuses on the reasonableness of the actions given all of the circumstances.

The logic behind this limited coverage is that with the authority to take action also comes responsibility for those actions.

Section 25 of the *Criminal Code* (Canada) is the general clause that protects persons who are acting with some legal authority that use force in the execution of those duties. This section holds in part:

> **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.

This section provides protection for persons who must use force to carry out their responsibilities. This means if you have to use force to make an arrest, or to remove a trespasser, or to conduct a search, or seize articles that may lawfully be seized, you are both *justified* and *protected* as long as your actions are reasonable in the circumstances and the amount of force used is no more than is necessary to accomplish the job.

Section 25 would protect an individual from criminal liability if the trier of fact (a court reviewing the circumstances after the incident took place) concluded that the person using the force acted on reasonable grounds, within his or her lawful authority, and used only as much force as was necessary to carry out those duties.

Authorized or required by law in this section means that the individual taking some action is doing so within his or her lawful authority. Generally speaking, Security Guards have fairly broad

authority under the *Criminal Code.* For example, arresting an offender who is in the process of committing an offence is permitted under the *Criminal Code,* provided that certain conditions exist. Arresting individuals may be one of the duties assigned to security. The use of force to effect an arrest may be permissible, if an offence had been committed, the reasonable person would conclude that force was necessary, and if the force used was no more than necessary.

Again, note the return to the **"reasonable grounds"** test in this section. The word "reasonable" is not defined in this portion of the *Criminal Code,* but case law – the way the law has been interpreted by Judges of all levels of Court since it was first introduced – creates the standard known as the "reasonable person test". This test involves posing the question of what a mythical "reasonable" ordinary, cautious and prudent person would do in similar circumstances.

No more force than is necessary means the absolute bare minimum level of force that is required to perform the duty is used. The reasonable person, looking at the situation, would feel that there is a maximum level of force that can be used, given all of the circumstances at hand. Exceeding this maximum amount and using more force than is necessary is likely to result in criminal or civil liability.

Force, which is intended or likely to cause death or grievous bodily harm, can only be used to preserve oneself or someone else from death or grievous bodily harm. The use of deadly force on an individual fleeing the scene of the crime or escaping arrest would not be justified, for example.

> (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.

Anyone who uses force when it is not necessary or lawful, or who uses an excessive amount of force given all of the circumstances, may be held criminally and/or civilly responsible. Sections 25 and 26 of the *Criminal Code* (Canada) must be read together. Section 26 states:

> **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.

If you use excessive force, you could be charged with assault. This section normally does not come into play in circumstances where the reasonable person could easily conclude that the force used was less than excessive. It usually comes into use in circumstances where the use of force was, to an objective bystander, clearly more than what was required, such as where a prisoner is seriously injured or killed when it was clear the task might have been accomplished with less force. However, even a small amount of force used might be enough to seriously injure or kill, depending on the circumstances. The courts will also be regarding the matter with the crystal clear vision of hindsight. Caution should be used in the exercise of force, as the repercussions of a hasty decision may continue to haunt you for years to come.

Section 27 of the *Criminal Code* (Canada) protects a person who used force to prevent an offence where a person could be arrested without warrant and that would likely cause immediate and serious injury to a person or property.

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 [and probable] grounds, he believes would, if it were done, be an offence mentioned in paragraph (a).

The importance of monitoring the environment means

When dealing with circumstances that may potentially lead to the use of force, a security guard must constantly monitor and assess the environment. Things like the body language, tone and volume of the person or persons that you are dealing with, sudden movements, and the addition (or removal) of other individuals in the immediate area may impact on whether the use of force may become necessary.

Perception is the first step in appropriately dealing with the situation. Once objective, rational observations of the situation have been made, a Security Guard will be able to better determine an appropriate response to the situation.

In the interest of avoiding the use of excessive force, it would be useful to have absolute guidelines, describing every possible situation that might potentially result in conflict, and listing the correct amount of force to be used in each situation. Unfortunately, because so many variables must be considered, such a list is not possible.

We can however, outline some factors that may become important in the decision to use force, and in determining how much force is necessary in the circumstances:

1. **Urgency.** The need for immediate action may limit the ability of an individual to properly assess the situation. Training and experience are the key to recognition of possible danger and the timely, professional and appropriate response to it.

2. **Numbers.** When a Security Guard finds him or herself facing greater numbers, the level of potential danger for the use of force rises significantly. In these circumstances discretion may indeed be the better part of valour. By the same token, when security enjoys the advantage of greater numbers, it is harder to justify the use of force

3. **Skill Comparison.** When a Security Guard decides physical force is necessary to establish control, the officer must compare his/her own physical ability with the ability exhibited by the subjects. A visual assessment of the subject is essential.

Factors that contribute to the Security Guard's assessment are:

- size;
- injury/fatigue;
- age;
- sex;
- physical condition;
- skills (when demonstrated);
- officer's confidence in ability to execute a particular – enforcement elective.

The officer will then compare his/her potential for achieving control to the subject's potential to resist. The differences and respective advantages/disadvantages will impact on the decision, and level of force.

4. **Demonstrated Threat.** Any response will be directly influenced by any perceived level of threat demonstrated by the subject (verbal or physical danger cues). Through the **I.M.O. Method**, an individual may be able to make an accurate threat assessment:

The acronym I.M.O. means:

I = INTENT

The subject indicates his/her intentions through verbal or physical acts.

M = MEANS

The subject affirms the intent by showing or suggesting that weapons are available to him/her.

O = OPPORTUNITY

The subject is in a position to carry out his/her intentions with means available to him/her.

5. **Special Knowledge.** Access to information on specific individuals from others in the security industry and with police agencies may provide additional knowledge of a subject's potential behaviour. This special knowledge may prompt the Security Guard to consider a specific force option based on the subject's past history.

The special knowledge gained through experience will often assist in making a preliminary threat assessment based on the type of incident to which he/she is responding.

6. **Situational Environment.** The immediate environment of the incident may also affect the decision to use force. The Security Guard may wish to consider factors such as:

    - confined surroundings;
    - weather conditions;
    - clothing;
    - footing;
    - innocent bystanders in the area;
    - light conditions.

What is excited delirium?

Sometimes people who are restrained may die suddenly or unexpectedly. Often these people show signs of excited delirium. **Excited delirium is a severe disturbance in someone's mental state over a short period of time**. It is the result of a serious and potentially life threatening medical condition. People suffering from excited delirium need medical attention.

People suffering from excited delirium:

- have great strength;
- do not seem to feel pain;
- are agitated and excitable;
- are aggressive – may show violence towards themselves and others;
- are paranoid;
- are very hot and sweat a lot.

You may see signs of :

- disorientation;
- hallucinations;
- hostility;
- panic;

Behaviours they may show are:

- a lot of swearing or shouting which doesn't seem to make any sense;
- removal of clothing (because of the excessive body heat);
- damaging of objects – especially glass;
- sudden quietness after frenzied activity;

People with excited delirium can seem normal until they are challenged. If at all possible, do not excite, confront or agitate people who are delirious.

Always Call for Back Up

There are many possible causes for excited delirium. They include:

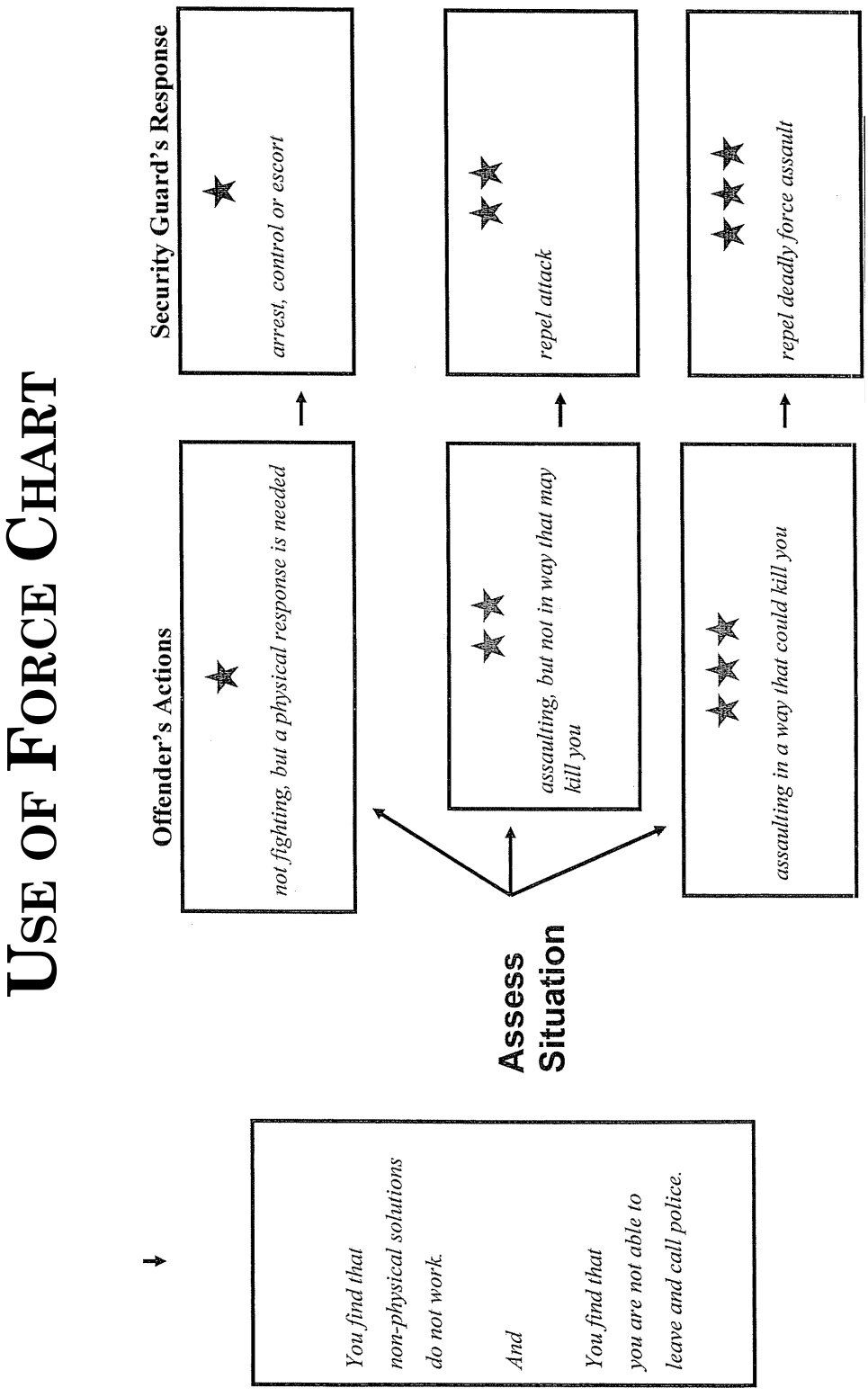
- drugs – for medical purposes or street drugs;
- schizophrenia and other mental illnesses;
- head trauma or brain tumors;
- fever;
- high blood pressure;
- asthma;
- high and low blood sugar;
- heart disease;

Combinations of these factors increase the rate of excited delirium cases, which can lead to death.

The way in which a person is restrained can cause them to die. This can happen when someone is placed in a position that interferes with their breathing. This is called **positional asphyxia**. If someone is showing signs of excited delirium the chances of death are much higher.

If you must hold someone down, make sure that there is no pressure on their chest. Never put someone face down, but if they end up that way get them on their left side and hold down their arm and head or, if possible, get them into a seated position as soon as possible. Get help and always monitor a restrained person.

USE OF FORCE CHART



What can I do to avoid using force?

Always try to find non-physical ways to handle any problem that may come up. These non-physical solutions include:

1. What you say (verbal solutions)

Most situations can be resolved by talking. Whenever possible, use your communication skills to de-escalate a situation. There are sections on communication skills throughout this manual.

2. What you do (non-physical tactics)

Often just your presence as a security professional is enough to keep someone from committing a crime. However, there are also a number of things that you can do to avoid using physical force to solve a problem. Some examples include:

- watching or following someone;
- calling the police and having them take care of a situation instead of becoming involved yourself;
- removing yourself from a situation that is escalating and calling the police;
- using numbers to your advantage. If other guards are available, you should have them help you before moving into a situation that could become dangerous.

Remember . . .
Your main duties are to ***observe***, ***deter***, ***record*** **and** ***report***.

Caution:
Your words and actions can take a situation to a lower level of seriousness or a higher level. Always act in a way that keeps a situation at the lowest level possible.

LESSON FIVE

COMMON OFFENCES

TRESPASS

Trespassing is not a statutory offence in Saskatchewan, nor is it an offence under the *Criminal Code*. However, a trespasser can be treated exactly like an unwelcome guest. In order to become an unwelcome guest, the individual must be present on private property without the expressed or implied consent of the owner or lawful occupant of the property.

A person cannot trespass on public property such as a street, sidewalk or public park where everyone has a general right of access.

Everyone has an implied right of access to certain places such as shopping malls, stores or hospitals unless they do something to cause that right to be withdrawn. Some examples:

- Persons loitering in a mall or sitting for lengthy periods of time on benches provided for customers of a food kiosk, could become trespassers if they interfere with or prevent customers from using these facilities;

- A person with a history of shoplifting or who is dirty or offensive could be banned from a store or restaurant and would become a trespasser immediately upon entry to such a place;

- A visitor to a hospital could become a trespasser if he or she interferes with operation of the hospital, violate hospital rules such as by entering a restricted area, or by simply loitering about so as to become a security risk. Hospital security staff has a duty to protect the well-being of the patients and the assets of the hospital, which may involve reasonable restrictions of visitors;

- Property owners, legal occupants or residents have a right to determine the conditions under which a visitor may be present on that property, but the conditions can be changed or withdrawn and the welcome guest can become an unwelcome guest.

A key point in all of these situations is the individual must be aware he or she is not welcome. Once given reasonable notice to leave and a reasonable opportunity to do so, an unwelcome guest can become a trespasser.

Persons have a limited right of access to certain places upon payment of an admission fee and on complying with the law or rules made by the proprietor. Some examples:

- A person attempting to enter an arena or stadium with a bottle of beer contrary to stadium rules may be considered a trespasser. He or she could be admitted or allowed to stay on discarding the beer. A security guard, however is not a peace officer and has no legal authority to seize liquor under *The Alcohol and Gaming Regulation Act, 1997*.

- A person whose behaviour becomes objectionable but not necessarily illegal, such as spraying beer on other spectators, can become a trespasser.

Once a person becomes a trespasser, he or she can be denied admission or removed from the property by anyone who is in "peaceable possession" of the property under the authority of section 41 CC as follows:

Defence of house or real property

41.(1) Every one who is in peaceable possession of a dwelling-house or real property, and every one lawfully assisting him or acting under his authority, is justified in using force to prevent any person from trespassing on the dwelling-house or real property, or to remove a trespasser, if he uses no more force than is necessary.

(2) A trespasser who resists an attempt by a person who is in peaceable possession of a dwelling-house or real property, or a person lawfully assisting him or acting under his authority to prevent his entry or to remove him, shall be deemed to commit an assault without justification or provocation.

Therefore, the owner or tenant, and any employee, agent or security guard employed by the owner or tenant can use reasonable force to exclude or remove a trespasser from the premises and resistance by the trespasser constitutes an assault. You cannot arrest for trespassing but you can arrest for assault.

What does this mean?

1. For you to be in possession of property, you must have at least partial control over the premises.

2. The possession must be peaceable, i.e. possession of it and any challenge of that possession is unlikely to lead to violence.

3. The victim to the assault must be a trespasser and not have any right to be on the premises (it is unclear how this applies when the trespasser has the authority to enter the premises for one purpose but enters for a second, unlawful purpose).

4. The force used must be reasonable in the circumstances.[43]

Passive resistance by a trespasser to his removal is not an assault; there must be proof of an overt act of resistance for a conviction.[44] Actual force must be used by the trespasser in resisting the attempt to eject or prevent entry.[45]

ESSENTIAL ELEMENTS OF SOME COMMON OFFENCES

The *Criminal Code* (Canada) is littered with literally hundreds of offences. Other federal legislation – such as the *Fisheries Act* – creates several hundred more "criminal" offences that provide authority to police and other enforcement officers.

Police officers, enforcement staff, security personnel and private citizens across the province encounter people breaking a variety of laws every day. How many times have you seen a vehicle fail to obey a stop sign or drive through a red light; a person throwing garbage on to the street or taking something from a store without paying? To respond to these actions in an appropriate fashion, you will have to first understand how the act that has been committed is an offence, and also be satisfied that you have authority to take some action in the circumstances.

Once you are satisfied that (1) something has been done to contravene some Act or regulation, and (2) you conclude that you have some authority to take action of your own, the appropriate response must be taken. In dealing with criminal offences, one possible response is, of course, to arrest the perpetrator. Before making an arrest for an offence, you have to know the basic elements of the offence. To determine what powers of arrest exist, if any, it is also necessary to understand the different classes of offences.

Earlier in this chapter, under lesson three, several categories of offences under the *Criminal Code* (Canada) were described; the less serious offences carrying penalties up to 6 months in jail which are known as "summary conviction" offences, and the more serious "indictable" offences. You will also recall that there are also a number of dual or hybrid offences, which can be proceeded either by indictment or summary conviction at the option of the prosecutor, that are considered indictable for the purposes of arrest powers.

OFFENCES AGAINST THE PUBLIC ORDER

CAUSING A DISTURBANCE

Causing a disturbance is one of the offences against the general public order. Section 175 creates a summary offence in relation to a number of activities which cause a disturbance, including fighting, exposing an indecent exhibition in public, loitering, and disturbing the peace and quiet. Section 175 reads as follows:

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.
>
> (2) In the absence of other evidence, or by way of corroboration of other evidence, a summary conviction court may infer from the evidence of a peace officer relating to the conduct of a person or persons, whether ascertained or not, that a disturbance described in paragraph (1)(a) or (d). . . . was caused or occurred.

Under this section, it must be demonstrated that the accused performed one of the **listed acts,** and that the accused's actions **resulted in a disturbance,** and that the disturbance was **in or near a "public place".** All elements must be proven to result in a conviction for the offence.

A ***public place*** is defined in section 150 of the *Criminal Code,* for purposes of this offence, as including "any place to which the public have access or as of right or by invitation, express or implied". This is not to be confused with terminology used in explaining the law applicable to trespassers, which involved issues of property rights.

Loitering means hanging idly by; but the loitering must have some effect before an offence has been committed.[46] For example, there must be some element of obstruction in the sense of rendering impossible or difficulty of passage.[47]

Swear means to use bad, profane, or obscene language, and is not limited to profane language.[48]

Subsection 175(2) permits the court to draw an inference, from the evidence of a peace officer only, about the reaction from members of the public who observed the accused's conduct, as proof that an actual disturbance was caused. However, since a security guard is not included in the definition of a **Peace Officer** within the *Criminal Code,* a wise Security Guard observing the offence take place would obtain the names and addresses of the members of the public disturbed by the conduct.

One may be convicted of an attempt to cause a disturbance, pursuant to section 660 of the Code.[49]

TRESPASSING AT NIGHT

There is no provincial law against trespass in Saskatchewan. The only time that trespass is mentioned under the *Criminal Code* (Canada) is under section 177, which reads:

> **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.

This section creates two offences: that of loitering, and that of prowling at night on private property near a dwelling. It is really geared toward dealing with a "Peeping Tom", a stalker, or a break and enter artist who might be hiding in the bushes waiting to enter a dwelling house. Remember that loitering simply means hanging idly around without a specific purpose.[50] Prowling, however, requires a more sinister or evil intent, and has been described as moving stealthily – furtively, secretly, clandestinely, or moving by imperceptible degrees.[51] A prowler does not act without purpose.[52]

No offence is committed where the accused person prowls or loiters on his or her own or public property. For example, an offence would not be committed where the accused attempted to peer into the neighbour's window from his own property, or from the public park across the street.

CRIMES OF VIOLENCE AGAINST THE PERSON

Simple crimes of violence, such as assault, assault causing bodily harm, assault with a weapon, and aggravated assault, are essentially the same offence, although the amount of force used in committing the assault increases in the more serious offences.

Generally speaking, an assault is any unwanted touch. At the lower end of the scale, this touching may vary in severity from a nudge or a bump to a punch; at the upper end of the scale, it can include torture or mutilation.

Basic elements of all assaults:

- Force is applied intentionally to another person, such as punching, kicking, pushing, shoving, grabbing, or spitting; and
- There is no consent from the victim (not a fight where the combatants agree to "step outside"); or
- There is an attempt or threat of force and the victim believes the offender has the ability to carry it out; or
- A situation where an offender who impedes another person or begs, while openly having a weapon or imitation of a weapon, commits an assault.

Section 265 of the *Criminal Code* (Canada) defines when an assault has been committed:

> **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 gesture, to apply force to another person, if he has, or causes that other person to believe upon 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.
>
> (2) This section applies to all forms of assault, including sexual assault, sexual assault with a weapon, threats to a third party or causing bodily harm and aggravated sexual assault.

This section describes generally what an assault is. It also creates a defence of consent to the charge.

Some specific terms and definitions that will assist you in determining if an offence has taken place:

Intentionally. Clause 265(1)(a) requires the intentional application of force. Where the force is applied as the result of carelessness, or inadvertence, no offence is committed.[53] For example, suppose a person stumbles accidentally going down some stairs, and bumps into another person on the stairs. Contrast this with a person who deliberately steps into the other person to knock him or her down.

Consent. Subsection 265(1) specifies that the victim must not consent to the application of force. To be effective, the consent must be freely given, and the person consenting must have an understanding and appreciation of all of the risks involved.[54] For example, in *R. v. Cey*[55], the accused and the victim were playing in a hockey game. The accused cross-checked the victim into the boards, giving him a concussion and severely injuring his face. He was given a five minute penalty for the offence, but was later charged criminally for the incident. The court held that playing sports in which there is bodily contact sanctioned by the rules and expected by the players would normally result in implied consent. However, if, after the game, one of the players attacked another outside of the arena, consent may not apply.

The defence of consent does not apply where the victim consents only because he or she believes the assault inevitable,[56] where force or the threat of force is used to obtain consent, or where the consent is obtained by an exercise of authority (for example, where an employer demands sexual favours from an employee)[57].

You cannot consent to being shot, stabbed, or having your bones broken, so this defence does not work for the more serious forms of assault, such as assault with a weapon, assault occasioning bodily harm, and aggravated assault.[58]

Applies force. Any amount of force may be applied, from a light touch to a strong blow.[59]

Directly or indirectly. An offence may be committed, whether a part of the body of the accused strikes the victim directly or strikes something else which then hits the victim.

Present ability to affect purpose. Section 265 includes in the definition of assault any attempt, or threat of applied force, where the victim has reason to believe the accused could or would carry out the threat. Simply stated, an assault has been committed where a person threatens to apply force and has the ability to do so, in the mind of the reasonable person.[60] For the offence to be committed under this provision, however, the threat to apply force must be more than mere words – there must be some physical element – such as a gesture or an attempt to strike.[61]

While openly carrying a weapon or imitation. Anyone begging, panhandling, or otherwise accosting people while wearing a weapon or something that looks like one (***weapon*** is defined under section 2 of the *Criminal Code* (Canada) as anything used, designed to be used or intended for use in causing death or injury, or threatening or intimidating any person), even if they do not apply force with it.

Assault

266. Every one who commits an assault is guilty of:

(a) an indictable offence and liable to imprisonment for a term not exceeding five years; or

(b) an offence punishable on summary conviction

This offence is generally reserved for the lower end of the violence spectrum. It includes things like pushing, shoving, slapping, and so on. A general test might be: is this something that is not exceptionally dangerous, that might, at the worst, occur in a tussle or fistfight? At the high end of the common assault spectrum, injuries caused might include bruising, red marks, torn clothing, blackened eyes, and so on.

Assault With A Weapon Or Causing Bodily Harm

267.(1) 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.

This second strata in the violence spectrum includes both assault with a weapon, and assault occasioning bodily harm.

Bodily harm means any hurt or injury to the complainant that interferes with the health or comfort of the complainant and that is more than merely transient or trifling in nature.[62] "Transient or trifling in nature" has been interpreted to mean injuries that are not of a long duration and are of a very minor degree causing a minimum of distress.[63] An example of a trivial and transient injury might be a black eye, a scrape or some bruising. To commit bodily harm requires some injury beyond this level such as broken bones, torn ligaments, lost teeth, lacerations, and deep cuts.

Weapon is defined under section 2 of the *Criminal Code* (Canada) as anything used, designed to be used or intended for use in causing death or injury, or threatening or intimidating any person.

Aggravated Assault

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

(2) Every one who commits an aggravated assault is guilty of an indictable offence and liable to imprisonment for a term not exceeding fourteen years.

The next offence on the violence spectrum is aggravated assault. Beyond this level lies only attempted murder, manslaughter, and murder. The victim is subject to severe injury, such as amputation of a digit, limb, or other appendage, burning, electrical shock, blinding, and so on. It also carries a higher penalty than the preceding offences.

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.

Sexual assault is an assault which is committed in circumstances of a sexual nature, such that the sexual integrity of the victim is violated.[64] The court, in considering if a sexual assault has been committed, will look at the things that happened, to see if the nature of the assault was sexual. Sexual assault does not require proof of the sexual gratification of the accused; for example, in *R. v. V. (K.B.),* the conduct of the accused in grabbing his young child's genitals as a form of "discipline" was seen as an aggressive act of domination which violated the sexual integrity of the child.[65]

In years past, the *Criminal Code* (Canada) included offences such as "rape" and "indecent assault". Most of these offences have been rolled up into this general section in relatively recent times. Other, more specific offences that still exist include sexual assault with a weapon[66] and aggravated sexual assault.[67] These offences still turn on the basic definition of a sexual assault, however.

OFFENCES AGAINST PROPERTY

THEFT

What is a theft? This offence requires an individual to take something from its owner with the intent of depriving him or her of its use. The person taking the item has not made some kind of mistake; he or she knows that the property is not his or her own.

Generally, a theft is complete when a person:

- fraudulently and without colour of right to an article;
- converts it to his or her own use;
- with the intent to deprive the owner of it.

A review of some basic definitions before we get into the actual *Criminal Code:*

Property means anything which is the subject of ownership, moveable or immovable, corporeal or incorporeal, tangible or intangible, visible or invisible, whether or not it is of value. It can mean real property, such as real estate, or chattels, which basically covers everything else.

Fraudulently in the context of these parts of the *Criminal Code* (Canada) means a deliberate action, not just accidental or careless behaviour.

Intent must be proven in every case. It means that the person committing the theft must intend the natural consequences of his or her actions. While it is impossible (in the absence of a confession) to get inside the head of a person committing an offence, often conduct reveals the intent of the offender. For example, in the case of a shoplifter, the person's actions in concealing an article often reveals his or her intent to commit theft. However, simply placing something into your pocket may not provide an irrefutable proof of an intent to steal. This is the reason that store LPOs commonly wait for the offender to walk past

the cash register and onto the street or into the common walkway of a mall before being apprehended. It makes it very difficult for the accused to argue that he or she intended to pay for the item before leaving the premises.

Deprive. *Black's Law Dictionary* describes depravation as:

> a taking away or confiscation…to take from the owner the possession, use or benefit of his property, without an intent to restore the same…retain property without intent to restore the same or with intent to restore it to the owner only if the owner purchases or leases it back, or pays a reward or other compensation for its return…sell, give, pledge or otherwise dispose of any interest in property or subject it to the claim of a person other than the owner.[68]

Colour of right means that the person has an honest belief in a state of facts, which, if true, would tend to justify his or her actions. For example, if I parked my bicycle at a bike stand, left, then returned later, made a mistake and took someone else's bicycle from the stand because it looked exactly like mine, I may be acting under a colour of right.

Conversion. *Black's Law Dictionary* describes conversion as:

> An unauthorized assumption and exercise of the right of ownership over goods or personal chattels belonging to another, to the alteration of their condition or the exclusion of the owner's rights. Any unauthorized act which deprives the owner of his property permanently or for an indefinite time. Unauthorized and wrongful exercise of and dominion over another's personal property, to the exclusion of or inconsistent with the rights of the owner.[69]

A person "converts" the property of the lawful owner to his or her own when he or she takes it, or otherwise prevents the lawful owner from using or enjoying that property. Examples of conversion might include when a shoplifter takes an item from a store without paying for it; or when a video tape is rented but never returned.

Section 322 of the *Criminal Code* (Canada) specifies that:

> **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.

When has a theft occurred? The next part of section 322 describes this:

> (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.

Note that the key part of this provision is the intent of the offender to steal. While the offence may be committed at the time an object is moved or caused to be moved, it may be difficult to prove that the accused had an intent to steal at that time. Contrast, for example, the situation where a thief breaks into a business and has unbolted a safe or cashbox from the floor when he is caught (a clear example of intent in the circumstances), against a shoplifting offender who has slipped an item from the store into his or her pocket but has not yet passed the cash register (count on the offender claiming that he or she would have paid for the item if not stopped).

It is not necessary that the offence include an attempt to cover up the theft or conceal it:

> **322.**(3) A taking or conversion of anything may be fraudulent notwithstanding that it is effected without secrecy or attempt at concealment.

An example of this situation might be a theft that took place several years ago in Regina. Two thieves picked up a canoe and followed a clerk walking in the direction of the front doors of the store. When the clerk stopped at the check-out stand, the two accused simply walked out the doors without paying for the canoe.

THE NATURE OF AND PENALTY FOR THEFT

Theft is both an indictable offence (where the amount taken is over $5000 or involves a testamentary document) and a hybrid, or dual offence (where the theft is $5000 or less in value). Section 334 holds:

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.

BREAKING AND ENTERING

This offence covers a variety of situations where premises are entered without the consent of the owner, for some criminal purpose. Property entered may include dwelling houses (a house, apartment, hotel/motel room, trailer or condominium, for example) as well as other premises such as a warehouse, business, or shopping mall.

For this offence to be committed, there must be both the unlawful entry of a place by any means, together with the intent to commit an indictable offence, or the actual commission of an indictable offence inside. Before we go too far into the definition of the offence itself, however, it may be beneficial to review some key definitions:

Place is defined in subsection 348(3) of the *Criminal Code* (Canada) to be:

> (a) a dwelling-house;
>
> (b) a building or structure or any part thereof, other than a dwelling-house;
>
> (c) a railway vehicle, a vessel, an aircraft or a trailer; or
>
> (d) a pen or an enclosure in which fur-bearing animals are kept in captivity for breeding or commercial purposes.

Note that this definition does not include vehicles; it only contemplates a structure that people go into and out of for some specific reason. It does not include things like a glass showcase on the exterior of a building that does not provide a method of access to the interior of the premises.[70] It does, however, include the roofless boutiques and similar structures commonly present in the halls of shopping centres.[71]

"Place" also includes fenced compounds containing buildings and office complexes.[72]

Break is defined in section 321 of the *Criminal Code*. This section states: **"break"** means:

> (a) to break any part, internal or external; or
>
> (b) to open any thing that is used or intended to be used to close or to cover an internal or external opening.

Thus, a break may occur when a person uses a device (pick, shovel, pry bar, screwdriver, explosives and so on) or a part of his or her body, to gain access to the interior of a structure. This broad definition contemplates perpetrators using the regular methods of accessing the premises (windows and doors), as well as all other non-conventional methods of getting inside (from air-conditioning ducts and sewer tunnels to smashing a wall in). It may include actions all over the spectrum, from simply opening an unlocked door, picking a lock, unlocking a door with keys, or driving a front-end loader through the wall. One court even held that simply walking into premises under the right circumstances, with the correct intent would be enough to result in a conviction.[73]

Enters means:

> **Entrance**
>
> **350.** For the purposes of sections 348 and 349:
>
> (a) a person enters as soon as any part of his body or any part of an instrument that he uses is within any thing that is being entered;...

This would appear to capture the situations where the accused completely enters the premises, as well as where he or she only partly enters. An example of the latter might be where an accused smashes a window, then reaches inside for an object and takes it, either with his or her hand, or with a tool or device. While the offence of break and enter would not be committed if the person simply smashed the window and walked away,[74] the moment the least part of his or her body entered

the premises, the offence may have been committed, provided the crown could prove the intention of the offender was to commit an indictable offence.

The section continues:

> (b) a person shall be deemed to have broken and entered if:
>
> (i) he obtained entrance by a threat or artifice or by collusion with a person within; or
>
> (ii) he entered without lawful justification or excuse, the proof of which lies upon him, by a permanent or temporary opening.

This second section introduces a number of variations on how the offence might occur in the absence of smashed doors and windows.

Deemed in these circumstances means to treat the situation as if the person actually physically broke into the premises.

Threat is given its ordinary meaning.

Artifice means where the person uses deceit, lies and trickery to gain access to the premises. For example, a person claiming to be a long lost relative, an insurance salesman, and so on, to gain access to premises may be found guilty through this provision. It also covers the accused who enters a building and hides in the washroom, for example, to steal items once the premises are closed for the night.[75]

THE NATURE OF AND PENALTY FOR BREAK AND ENTER

Break and entry can be with intent to commit an indictable offence that normally results where only the entry has been made but nothing has been damaged or taken. Break, enter and commit a (specific) indictable offence usually combines unlawful entry of a *place* with the commission of an *indictable offence* therein. Commonly, this offence is theft.

Break and enter is an indictable offence:

> **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;...

> (2) For the purposes of proceedings under this section, evidence that an accused:
>
> > (a) broke and entered a place or attempted to break and enter a place is, in the absence of evidence to the contrary, proof that he broke and entered the place or attempted to do so, as the case may be, with intent to commit an indictable offence therein; or
> >
> > (b) broke out of a place is, in the absence of any evidence to the contrary, proof that he broke out after:
> >
> > > (i) committing an indictable offence therein; or
> > >
> > > (ii) entering with intent to commit an indictable offence therein.

When a break and enter has taken place, the Crown is entitled to rely on a presumption that the accused entered to further the commission of an indictable, or hybrid/dual offence, such as theft, mischief, assault and so on. However, at trial, the accused only needs to raise a reasonable doubt about his or her true intention to rebut this presumption.[76] An example of when the accused might raise sufficient doubt about some intent to commit an indictable offence might be where the accused breaks into a dwelling on the coldest night of the year after having automobile problems on a lonely country road only to seek shelter.

FORCIBLE ENTRY

It is also a *Criminal Code* (Canada) offence to forcibly enter real property. Real property is defined as land, and generally whatever is erected or affixed to that land. It includes rental property (such as apartments, stores in a mall, and so on).

Section 72 of the *Criminal Code* (Canada) defines when entry into premises is forcible, within the meaning of this section:

> **Forcible entry**
>
> **72.**(1) A person commits forcible entry when that person enters real property that is in the actual and peaceable possession of another in a manner that is likely to cause a breach of the peace or reasonable apprehension of a breach of the peace.
>
> (1.1) For the purposes of subsection (1), it is immaterial whether or not a person is entitled to enter the real property or whether or not that person has any intention of taking possession of the real property.

Note that actual physical violence is not necessary to commit this offence. Threats of actual or implied personal violence that are likely to intimidate or to deter the property owner from defending his or her property constitute a forcible entry.[77] In one case, intimidation of a father by a son sufficient to cause the old man to leave his house was found to be sufficient to result in conviction[78.] Breach of the peace or reasonable apprehension of a breach of the peace, must be a likely outcome of the entry.[79] The object of the section has been held to be to prevent persons from resorting to violent methods to obtain themselves justice.

Section 73 of the *Criminal Code* (Canada) creates a hybrid or dual offence for forcible entry:

> **Punishment**
>
> **73.** Every person who commits forcible entry or forcible detainer is guilty of:
>
> (a) an offence punishable on summary conviction; or
>
> (b) an indictable offence and liable to imprisonment for a term not exceeding two years.

MISCHIEF

Offences under the *Criminal Code* (Canada) are generally broad enough to apply to a large number of circumstances. This allows the greatest amount of flexibility in categorizing activity. The offence of mischief is no exception to this rule. Mischief involves a large number of activities that potentially involve Security Guards. To commit mischief, the accused person must wilfully do something that affects the property of someone else. The property can be:

- destroyed, altered or damaged; or
- lawful use, enjoyment or operation of the use of the property can be obstructed, interrupted or interfered with.

Again, before we look at the offence itself, we should look at some key definitions.

Wilfully means by a deliberate, as opposed to an accidental action. The definition of "wilfully" requires that the accused know that his or her actions (or decision not to act) will cause the event, or that his or her careless action will probably cause the event complained of.[80] While the offence requires that the accused know that consequences may result, the courts will look at the circumstances to determine if the accused possessed the requisite knowledge. Subsection 429 (1) of the *Criminal Code* (Canada) sets out:

> **Wilfully causing event to occur**
>
> **429.**(1) Every one who causes the occurrence of an event by doing an act or by omitting to do an act that it is his duty to do, knowing that the act or omission will probably cause the occurrence of the event and being reckless whether the event occurs or not, shall be deemed, for the purposes of this Part, wilfully to have caused the occurrence of the event.

Thus, a person may be found to have "wilfully" done something:

- when a deliberate action is taken – for example, throwing a rock through a store window, or scratching the victim's car with a key;
- by being careless about the consequences of conduct – for example, throwing a rock through some trees, not knowing what is on the other side; or
- by failing to do something that there is responsibility to do – for example, by throwing a lit cigarette into a garbage can filled with paper, not thinking, or caring, that it might start a fire.[81]

Damage means the usefulness or value of the property is impaired, even temporarily, whether or not the property itself is harmed or ruined. The court will want to be assured that the injury would take more than a minor inconvenience to repair.[82]

Danger to life means that the danger to life is the direct physical result of the act (or a decision not to act, if there is some duty to do something). For example, in *R. v. Nairn,* the court had to deal with a mischief endangering life charge. In that case, Nairn was charged after firing four shots from a .22 rifle at a bottle on the far wall of the drinking establishment he was in. Bullets passed through the wall of the bar and entered the hotel rooms beyond, shattering the shaving bottle of a fellow patron. The court stated in part:

The danger to life, if any, must be the physical outcome of the damage to the property and not merely incidental to the means. Thus, for example, if the damage is done to a railway line and a train is overthrown and some persons are injured, the injury results from the meddling with the property; or if the accused, with a rifle, had shot a bottle from which another person was drinking and a splinter had gone into that other person's eye, there again the damage would have resulted physically from injury to that property.[83]

The court went on to find Nairn not guilty, holding that the Crown had not proven that someone in the bar or hotel rooms beyond was endangered directly by the shooting. They might have cut themselves on the broken shaving bottle, but that alone would not have endangered life.

Data as stated in subsection 342.1(2) of the *Criminal Code* (Canada) means representations of information or of concepts that are being prepared or have been prepared in a form suitable for use in a computer system.

Obstructing, interrupting or interfering with the use of property means that the perpetrators prevent the owners or other individuals from accessing or using the property. For example, a person forming part of a human barricade, preventing access to property, is within the definition.[84] Similarly, the court upheld a conviction for mischief where members of a political activist group, protesting the use of military force against Iraq, refused to leave an office at close of business.[85] Finally,

the court also found several people guilty of mischief where they "interfered in the lawful enjoyment" of an aircraft carrier, where they secured themselves to an anchor chain, preventing the anchor from being raised or lowered.[86]

THE NATURE OF, AND PENALTY FOR, MISCHIEF

One of the first noteworthy things in this section is the increased penalty evident for some offences of mischief. For example, although both are hybrid or dual offences, mischief involving a testamentary instrument is treated more seriously than the destruction of or damage to ordinary property. Mischief that involves a danger to life is dealt with the most seriously of all, however, and is a purely indictable offence that carries a maximum penalty of life imprisonment.

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.

(2) Every one who commits mischief that causes actual danger to life is guilty of an indictable offence and liable to imprisonment for life.

(3) Every one who commits mischief in relation to property that is a testamentary instrument or the value of which exceeds five thousand dollars:

(a) is guilty of an indictable offence and liable to imprisonment for a term not exceeding ten years; or

(b) is guilty of an offence punishable on summary conviction.

(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.

(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.

(7) No person commits mischief within the meaning of this section by reason only that he attends at or near or approaches a dwelling-house or place for the purpose only of obtaining or communicating information.

Computer and data related offences of mischief:

430(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.

. . .

(5) Everyone who commits mischief in relation to data:

(a) is guilty of an indictable offence and liable to imprisonment for a term not exceeding ten years; or

(b) is guilty of an offence punishable on summary conviction.

. . .

(8) In this section, "data" has the same meaning as in section 342.1.

DUTIES UNDER LANDLORD AND TENANT AGREEMENTS

The relationship between landlord and tenant usually involves a contract; but it cannot be governed by contract law, as it involves estates in land, a special category of property ruled by special law.

The basic rules governing the relationship are often found in common law or statute. The statutes used may include, *The Landlord and Tenant Act* (applicable mostly in commercial cases), *The Residential Tenancies Act, 2006* (covers almost all of the residential tenancies in the province) or *The Agricultural Leaseholds Act* (which may affect farmland).

What does this have to do with security guards?

One of the main duties of the security guard is to protect property. When you are guarding property, you are given the same rights as the owner or landlord under the *Landlord and Tenant Act* and the *Residential Tenancies Act, 2006*.

Under the common and statutory laws, both landlords and tenants may have obligations towards the other party. These include:

(i) the covenant of non-derogation of a grant (prevents the landlord from making the premises less fit for the tenant);

(ii) the covenant of quiet enjoyment (tenant should be free from disturbance or interference by the landlord with use or enjoyment of the property);

(iii) payment of rent (tenant must pay rent as agreed);

(iv) obligation to repair (normally the tenant must keep the premises in good repair);

(v) make changes to the property (positive or negative). These rights and obligations may be varied depending on the lease agreement.

In some circumstances, under common law or provincial legislation, the landlord or the tenant may be granted additional rights. Where these events take place, legal consequences are likely to follow. Security Guards should be careful if they become involved in these types of situations; careful note taking is essential to protect themselves, the employer, and the client who is being represented.

Security firms often hire guards and then assign them to provide security for a particular building or other property. The property owner either hires the firm directly to provide on-site security or leases the property to another tenant (as in a shopping mall), who hires the security firm themselves. The guard's daily responsibilities depend on the agreement between the security firm and their client.

In these situations, you may be confused about whom you are responsible to. Your employer is the security firm, who receives instructions from the client. In most cases, the contract with the client clearly states what you need to do. But the everyday realities of security work often mean that the client (whether it is a property owner or tenant) asks you to do some tasks that are beyond the services the contract originally agreed to. Since it isn't likely that you will have been involved in writing the contract, it is important to ask your supervisor to tell you exactly what your specific responsibilities are and how to handle requests for anything extra.

If the client asks you to perform services that are not outlined in your post orders, such as inspecting an apartment for damages, you should check with your supervisor about how to handle the request. Tenants have a right to privacy and landlords must give them at least 24 hours notice before they go into an apartment. You do not want to get caught in the middle of a landlord/tenant dispute. It's important to keep careful notes of any special requests or duties. You must do this to protect yourself, your employer and the client.

From time-to-time, a client might also restrict your duties. For example, they might tell you "Sit and observe all people entering the site, but take no direct action – just telephone me or your supervisor if anything concerns you". Others may give you wide-ranging authority, including instructions to make a citizen's arrest when necessary. The important thing is to tell your supervisor about any restrictions or instructions the client gives you directly. This is crucial to avoid problems later on.

LESSON SIX

COMMON DEFENCES

Generally speaking, most people are law abiding. Their behaviour does not normally violate the basic rules society has developed to govern itself through the *Criminal Code* (Canada) and other legislation. When people violate these rules, however, criminal charges may result, and penalties for violation may follow. However, not every person involved in criminal behaviour may be held responsible for a crime.

At trial, it is the job of the defence to present arguments to the court, demonstrating why a particular person should not be convicted. The defence usually presents evidence in conjunction with the arguments that it makes. From time to time, however, no evidence will be called. This usually arises when the defence lawyer believes that the Crown's case is so weak that the prosecution has not proven all of the necessary elements for the judge to conclude that the accused has committed an offence. The defence may also use one or more of a number of basic defences at trial to demonstrate why this particular accused person did not commit the offence he or she has been charged with.

ALIBI

Alibi is the term used when an accused person claims he or she was not present when the offence was committed. Generally, this defence must be disclosed in advance of the trial to enable the Crown to investigate the alibi and determine if it is true. Failure to disclose an alibi in time for the trial does not prevent the accused from claiming an alibi, however, the court may be more likely to conclude that the alibi does not check out if it is not disclosed in time.[87]

INSANITY OF MENTAL DEFECT

An accused person must act consciously, and his or her behaviour must be completely voluntary. For example, one may find explanations for criminal behaviour because of mental or physical disorder. Recall for example, the sleepwalker in Toronto who stabbed his in-laws to death during a somnambulistic state (sleepwalking), or the U.S. killer who was acquitted with the so-called "Twinkie Defense" when a Jury accepted that his actions were beyond his control due to a lifetime of eating nutritionally valueless food.

Section 16 of the *Criminal Code* (Canada) reads in part:

> **Defence of mental disorder**
>
> **16.**(1) No person is criminally responsible for an act committed or an omission made while suffering from a mental disorder that rendered the person incapable of appreciating the nature and quality of the act or omission or of knowing that it was wrong.

COLOUR OF RIGHT

A person whose behaviour would not otherwise be criminal but for some unanticipated factor, may try to suggest that he or she acted that way because of a mistake of fact. It is also known as the mistake of fact defence. The Court will look to establish if the accused had an honest belief in a state of facts, which, if true, would tend to justify the actions of the accused.

For example, assume that you park your bicycle at a bike stand. Several hours later, you return, and accidentally take a bicycle that looks very much like the one you own but really belongs to someone else. If you were able to satisfy the court that when you took the other bicycle, you honestly believed that it was the one that belonged to you, you would be using the colour of right defence.

DEFENCE OF PROPERTY

A person may use reasonable force to prevent someone from entering his home or property. The defence of property is similar to that of self-defence. Again, no more force than is reasonably necessary in the circumstances may be used.

DE MINIMUS

From time to time, the courts acknowledge the general principle of *de minim us non curat lex.* This Latin phrase refers to a defence that there was only a "technical" commission of an offence, that is, the conduct fell within the words of an offence description but was too trivial to fall within the range of wrongs that the legislation was designed to cover. For example, a court might use this principle to dismiss a charge against a shoplifter who took a single peanut from the bulk bin at the local supermarket. While an offence did take place, it probably is not of a sufficient magnitude that would justify giving the person a criminal record.

DURESS

The defence of duress is used where a person committed an offence only because he or she was threatened if they did not do so. The threat causing the behaviour must be of immediate death or serious bodily harm to be successful. The court must conclude that the accused person believed that he or she had no other choice but to commit the crime. The defence of duress is not available for more serious violent crimes such as murder, aggravated assault and sexual assault.

ENTRAPMENT

When police carry out undercover activities to combat crime, they provide potential accused persons with the opportunity to commit an offence. Like a spider in a web, the police sit back and wait for an accused person to approach and commit the crime. An example of this might be an undercover officer who is approached by a prostitute for the sale of services. The police, however, cannot bait a trap that would result in

the average citizen, who otherwise would not have committed an offence, being unable to resist the temptation to commit the crime. Police cannot induce people, through bribes, harassment or other mechanisms, to commit an offence.[88]

INTOXICATION

As already discussed, some offences under the *Criminal Code* (Canada) require that accused persons intend the consequences of their actions. These are known as "specific intent" offences. Ordinarily, intoxication due to drug or alcohol consumption does not provide an excuse for breaking the law. However, in dealing with these "specific intent" offences, a defence of intoxication may be successful. Examples of "specific intent" offences include murder, theft, and break/enter with the intent to commit an indictable offence. When this defence applies, the accused may be found guilty of other included offences. For example, while intoxication may be a defence to murder, the accused may still be found guilty of manslaughter. A person who was too drunk to realize that he mistakenly entered a neighbour's house instead of his own to sleep might still be found guilty of mischief.[89]

The defence of intoxication is described more fully in section 33.1 of the *Criminal Code.*

NECESSITY

The defence of necessity may be argued when an accused has committed an offence only because of the circumstances at the time. For example, suppose a person driving down a road in rural Saskatchewan in the middle of winter has a break down. There is a choice between freezing to death in the car or breaking into a nearby farm house where no one is at home. Breaking into the farmhouse is clearly an offence under the *Criminal Code.* However, the accused would likely use the defence of necessity to try and justify entrance into the premises.[90]

NO *MENS REA* – LACK OF A CRIMINAL STATE OF MIND

Some offences cannot be committed by accident. They require the accused person to act in a deliberate way. For example, shoplifting requires the person to take an item from its owner. The shoplifter must intend to deprive the owner of the item. For example, should a defence lawyer raise evidence that the accused was on heavy medication at the time and inadvertently took the item (without intending to steal it). The court may wish to find the accused not guilty.

As with all other defences, the judge will look at all of the facts present to determine if the accused should be found guilty of the offence.

PROVOCATION

The provocation defense may come into play where circumstances result in the loss of self-control of the accused person, usually because of some act or insult. It is limited to the offence of murder and, if effective, reduces the charge to manslaughter.

Section 232 of the *Criminal Code* (Canada) reads, in part:

> **Murder reduced to manslaughter**
>
> **232.**(1) Culpable homicide that otherwise would be murder may be reduced to manslaughter if the person who committed it did so in the heat of passion caused by sudden provocation.
>
> (2) A wrongful act or an insult that is of such a nature as to be sufficient to deprive an ordinary person of the power of self control is provocation for the purposes of this section if the accused acted on it on the sudden and before there was time for his passion to cool.

SELF-DEFENCE

Self-defence may be argued when the accused is charged with a violent crime. A person who hits or pushes someone else may be able to argue that they were simply resisting an initial attack. The person resisting may only use as much force as is reasonably necessary in the circumstances to defend against the attack.

A related defence is that of consent, where the accused may argue that the victim consented to the activity, for example, where two individuals engage in a fist fight to resolve their differences. See, for example, *R. v. M. (S.),* a case in which the court held that a sixteen year-old offender did not intend to cause the victim permanent harm, after the offender concluded that the victim consented to a fight.[91] Of course, it is difficult for a court to believe that anyone would consent to being shot, stabbed, or to having his or her bones broken. This defence may not work in these types of circumstances.[92]

REVIEW

Important points in Chapter 4:

- As a security guard, you have the same legal authority as an ordinary citizen *and no more*;
- The *Criminal Code* (Canada) outlines the legal limits that you must follow while on duty;
- The *Canadian Charter of Rights and Freedoms* describes our basic rights and freedoms;
- The three types of criminal offences are indictable, summary conviction and hybrid;
- There are very specific situations when you can arrest someone and certain procedures that must be followed;
- You should always try to avoid using force, but if you must use force you need to assess the situation very carefully and respond appropriately;
- You can only search someone if they give their consent or, in certain situations, after making an arrest;
- You must know the rights of landlords and tenants when you are working in this kind of situation;
- You can arrest trespassers if they refuse to leave, but it is best to have police do this if possible;
- Security guards are licenced through Saskatchewan Justice. You must have a licence to work as a security guard.

End Notes:

[1]The Margarine Case, [1949] S.C.R.

[2]Colvin, Eric "Principles of Criminal Law" Calgary: Carswell, 1986

[3]British Columbia Justice Institute *Basic Security Program* Part 1

[4]Security Guards do not receive special powers of arrest as do police officers. See section 494 for the powers, duties and responsibilities of a citizen making an arrest.

[5]Cited as the *Criminal Code,* R.S.C. 1985, Chapter C-46

[6]Chapter H-3.1 of the *Revised Statutes of Saskatchewan, The Highway Traffic Act.*

[7]See, for example, section 83, Chapter U-11 of the *Statutes of Saskatchewan, The Urban Municipality Act, 1984,* which awards a Council the authority to pass general purpose bylaws.

[8]Cited as the *Constitution Act, 1982.*

[9]*R. v. Big M Drug Mart Ltd.,* [1985] 1 S.C.R. 295.

[10]*R. v. Ladouceur* (1990), 56 C.C.C. (3d) 22 (S.C.C.).

[11]*R. v. Big M Drug Mart Ltd* [1985], 1 S.C.R. 295.

[12]*R.J.R-MacDonald Inc. v. Canada (Attorney General)* (1995), 100 C.C.C. (3d) 449 (S.C.C.).

[13]*Retail, Wholesale, and Department Union, Local 580 v. Dolphin Delivery Ltd.* (1986), 33 D.L.R. (4th) 174 (S.C.C.).

[14]*R. v. Collins* (1982), 31 C.R. (3d) 283 (Ontario County Court).

[15]*Reference re Public Service Employees Relations Act, Labour Relations Act and Peace Officers Collective Bargaining Act,* [1987] 1 S.C.R. 313.

[16]*R. v. Corbett* (1984), 41 C.C.C (3d) 385 B.C.C.A.

[17]*R. v. S.(R.J.)* (1995), 96 C.C.C. (3d) 1 (S.C.C.); *R. v. Herbert* (1990), 57 C.C.C. (3d) 505 (S.C.C.).

[18]*R. v. Chambers,* [1990] 2 S.C.R. 1293.

[19]*R. v. Nielsen* (1988), 43 C.C.C. (3d) 548 (Sask. C.A.).

[20]*R. v. Whittle* [1994], 2 S.C.R. 914.

[21]See, for example, *R. v. Herbert,* supra.

[22]*Hunter v. Sout ham Inc* (1984), 14 C.C.C.(3d) 97.

[23]*R. v. Borden,* [1994] 3 S.C.R. 145.

[24]*R. v. Nielsen* (1988), 43 C.C.C. (3d) 548 (Sask. C.A.).

[25]*R. v. Therens,* [1985] 1 S.C.R. 613.

[26]See, for example, *R. v. Moran* (1987), 36 C.C.C. (3d)225, (Ont. C.A.).

[27]*R. v. Storrey* (1990), 53 C.C.C. (3d) 316.

[28]*R. v. Evans,* [1991] 1 S.C.R. 869.

[29]*R. v. Smith,* [1991] 1 S.C.R. 714.

[30]*R. v. Mannien,* [1987] 1 S.C.R. 1233.

[31]*R. v. Whitford* (1997), 115 C.C.C. (3d) 52.

[32]*R. v. Dempsey* (1987), 77 N.S.R. (2d) 284.

[33]Flaman, Peter. Flaman Investigation and Security Agency Ltd. *Security Training Course: Authority for arrest and the use of force,* 1999.

[34]Section 494 of the *Criminal Code* (Canada) spells out when a citizen may make an arrest. See, for example, *R. v. Huff* (1979), 50 C.C.C. (2d) 324 (Alta. C.A.).

[35]See lesson two in this Chapter for the *Canadian Charter of Rights and Freedoms.*

[36]See, for example, *R. v. Dean* (1966), 3 C.C.C. 228 (Ont. C.A.); or *R. v. Kendal* (1980),3 Sask. R. 417 (Sask. C.A.).

[37]*R. v. Whitfield* (1970), 1 C.C.C. 129 (S.C.C.).

[38]*R* v *Lerke* (1966), 24 C.C.C. (3d) 129 (Alta. C.A.).

[39]See section 27, *Criminal Code.*

[40]It may be possible to create a defence based on reasonable grounds for believing the suspect had committed a criminal offence. See, for example, *R. v. Roberge* (1983),4 C.C.C.(3d) 304 (S.C.C.)

[41]*Dumbbell v Roberts,* [1994] All ER 326 (C.A.).

[42]Sir Robert Peel, *A Short History of the British Police,* (London: Oxford University Press, 1948).

[43]See *R* v *Bornwithatooth* (1992), 76 C.C.C.(3d) 169 (Ont. C.A.).

[44]*R. v. Kellington* (1972), 27 C.C.C. (2d) 564 (B.C.C.A.).

[45]*R. v. Baxter* (1975), 27 C.C.C. (2d) 96 (Ont. C.A.).

[46]*R. v. Gauvin* (1984), 11 C.C.C. (3d) 229 (Ont. C.A.).

[47]*R. v. Munroe* (1983), 5 C.C.C. (3d) 217 (Ont. C.A.).

[48]*R. v. Clothier* (1975), 13 N.S.R. (2d) 141 (C.A.).

[49]*R. v. Kennedy* (1973), 11 C.C.C. (2d) 263 (Ont. C.A.).

[50]*R. v. Gauvin* (1984), 11 C.C.C. (3d) 229 (Ont. C.A.).

[51]*R. v. Willis* (1987), 37 C.C.C. (3d) 184 (B.C. Co. Ct.).

[52]*R. v. Clothier* (1975), 13 N.S.R. (2d) 141 (C.A.).

[53]*R. v. Starrat* (1971), 5 C.C.C. (2d) 32 (Ont. C.A.).

[54]*R. v. Stanley* (1977), 36 C.C.C. (2d) 216 (B.C.C.A.).

[55]*R. v. Cey* (1989), 48 C.C.C. 480 (Sask. C.A.).

[56]*R. v. Stanley* (1977), 36 C.C.C. (2d) 216 (B.C.C.A.).

[57]*R. v. Saint-Laurent* (1994), C.C.C. (3d) 291 (Que. C.A.).

[58]*R. v. Carriere* (1987), 35 C.C.C. (3d) 276 (Alta. C.A.).

[59]*R. v. Burden* (1981), 64 C.C.C. (2d) 68 (B.C.C.A.).

[60]*R. v. Horncastle* (1972), 8 C.C.C. (2d) 253 (N.B.C.A.).

[61]*R. v. Bryne,* [1968] 3 C.C.C. 179 (B.C.C.A.).

[62]Section 2, *Criminal Code.*

[63]*R. v. Dixon* (1988), 42 C.C.C. (3d) 318 (Yukon Terr. C.A.).

[64]*R. v. Chase,* [1987] 2 S.C.R. 293.

[65]*R. v. V. (K.B.)* (1992), 71 C.C.C. (3d) 167 (Nfld. C.A.).

[66]Section 272.

[67]Section 273.

[68]*Black's Law Dictionary,* 5th edition, 1979, at 397-98.

[69]*Black's Law Dictionary,* 5th edition, 1979, at 300.

[70]*R. v. Desjatnik* (1981), 64 C.C.C. (2d) 408 (Que. Ct.).

[71]*R. v. McKerness* (1983), 4 C.C.C. (3d) 233 (Que. Ct.).

[72]*R. v. Fajtl* (1986), 53 C.R. (3d) 396 (B.C.C.A.).

[73]*R. v. Johnson* (1977), 34 C.C.C. (2d) 12 (S.C.C.). The court held that entry by the accused through a doorway which was open, because the door was not yet installed, constituted a break and entry.

[74]In the absence of evidence suggesting collusion, for example, X smashes the window and walks away, but partner Y walks up to the premises and enters. If this cooperation cannot be proven, then likely the best charge you could obtain would be mischief.

[75]See clause 348(2)(b), which allows a person to be charged after breaking out of a place after committing an indictable offence therein.

[76]*R. v. Proudlock,* [1979] 1 S.C.R. 525.

[77]*R. v. Moisan* (1916), 27 C.C.C. 34 (Que.C.S.P.).

[78]*Ibid.*

[79]See, for example, *R. v. Czegledi* (1931), 55 C.C.C. 114 (Sask. C.A.) in which the accused gave up his house in a business deal. When he was cheated, he removed a padlock on his original home and took up residency. the court held simple removal of a lock on unoccupied property was sufficient to result in conviction.

[80]*R. v. Wendel* (1966), 50 C.R. 37 (B.C.C.A.).

[81]*R. v. Stoodley* (1978), 30 N.S.R. (2d) 14 (C.A.).

[82]*R. v. Quickfall* (1993), 78 C.C.C. (3d) 562 (Que. C.A.), in which the court held that the minor damage suffered when the accused glued posters to a lamppost, which required the posts be washed to remove the glue.

[83]*R. v. Nairn* (1955), 112 C.C.C. 272 (Nfld. S.C.) at 273.

[84]For example, *R. v. Mammolita* (1983), 9 C.C.C. (3d) 85 (Ont. C.A.).

[85]*R. v. McBain* (1992), A.R. 352 (Alta. Prov. Ct.).

[86]*R. v. Tan* (1992), 15 B.C.A.C. 231 (C.A.).

[87]*R.* v. *Cleghorn,* [1995] 3 S.C.R. 175 (3:2).

[88]See *R.* v. *Mack* (1988), 44 C.C.C. (3d) 513 (S.C.C.).

[89]*R.* v. *Johnnie* (1975), 23 C.C.C. (2d) 68 (B.C.C.A.); *R.* v. *E. S.* (1993), 80 C.C.C. (3d) 502 (N.W.T.C.A.).

[90]For further information on the defence of necessity, see *R.* v. *Morgenthaller* (1976), 20 C.C.C. (2d) 449; and *R.* v. *Perka,* [1984] 2 S.C.R. 232.

[91]*R. v. M. (S)* (1995), 97 C.C.C. (3d) 281.

[92]See, for example, *R. v. Jobidon* (1991), 66 C.C.C. (3d) 454

Chapter 5

Access Control and Alarm Systems

Security Guards control movement of personnel and materials in, out of, or within a facility that are essential to normal operations, and prevent unauthorized access and egress. Security guards must understand access controls and measures involving the interaction of human resources in conjunction with other supporting security elements such as electronic systems and physical barriers.

Canadian General Standards
Board Standard 133.1 Paragraph A8.1

Security Guards respond to alarms. This session will provide the candidates with a basic understanding of the principle of protective and fire alarm systems which they are likely to encounter, with some information on the manner by which these systems will function.

Canadian General Standards
Board Standard 133.1 Paragraph A5.1

OBJECTIVES

This unit will help you learn how to:

- control access in different areas of a site;
- use different ways to control access;
- describe the parts of an alarm system and what they do;
- use different types of alarm systems;
- respond to an alarm;
- give examples of common causes of false alarms.

WHAT'S IN THIS UNIT?

ACCESS CONTROL

LEVEL OF ACCESS CONTROL

- minimum
- medium
- maximum

RULES FOR ACCESS CONTROL

ACCESS CONTROL AREAS

TECHNOLOGY USED TO CONTROL ACCESS AND EGRESS ENTRY

- through security guard
- through mechanical/electronic device

MATERIALS ACCESS CONTROL

ALARM SYSTEMS

PURPOSE

RESPONDING TO AN ALARM

COMPONENTS

- sensor
- transmitter
- control panel (annunciator)

FALSE ALARMS

PRETEST

This pretest will start you thinking about the information in this unit. Write T for True or F for False before each of these statements. You can check your answers using Appendix A. After you complete this unit you may want to try this pretest again to see how much you have learned.

1. ____ Medium levels of access control are used at malls.
2. ____ A gate is a method of access control at the perimeter of a property.
3. ____ A proximity card is swiped on a reader to enter a locked building.
4. ____ Fingerprints cannot be used for biometric identification.
5. ____ Alarm systems can be used to warn people of changes in humidity.
6. ____ The three components of an alarm system are the sensor, transmitter and control panel.
7. ____ A magnetic sensor is activated by heat increase.
8. ____ Two main reasons for false alarms are mechanical malfunction and electrical problems.
9. ____ You must fill out a complete report after responding to a false alarm.

LESSON ONE

ACCESS CONTROL SYSTEMS

Simply put, access control describes any mechanism whose goal is to get the right person into the right area at the right time. While this sounds complex, it really isn't. For example, the home you live in, the vehicle you drive, and the places in which you work all require access control. You prevent unwanted persons from entering your home by locking it up when you leave. You prevent unwanted persons from using your vehicle by locking the doors, or by using an anti-theft mechanism such as The Club®. You lock your office door each night when you go home to prevent unwanted persons from entering the premises without your consent or control. The way access to these places and devices is controlled is through access control mechanisms. Keys to the locking mechanisms are not distributed to anyone who might want access. Instead, you provide keys, the combination to a locking mechanism, and so on, to persons you select to have access to the places or property you wish protected. While the methods described in these examples are far from foolproof – a thief may steal a key, smash a door or window, pick a lock, or hotwire a car – other control mechanisms may be used to increase security access to the property.

One method of supplementing the level of access control provided by these mechanisms is the use of security guards. In most cases, controlling the movement of people, materials, and vehicles into, out of, and within an area is one of the primary functions of security. By controlling whom has access to which area of a property at what time, access control ensures that the right people are given access to areas they have the authority to enter, at the right time. It controls traffic into, within, and out of an area, whether it is a building, a parking area, a residential complex, or other facility.

The amount of access control needed at each site will vary from minimum to maximum, depending on what needs to be protected.

MINIMUM ACCESS CONTROL

This type of control is used at sites that allow general admission, such as malls. It assumes everyone is entering for lawful purposes. People are only denied entry by the security guard if rules are not followed or the law is broken.

MEDIUM ACCESS CONTROL

This type of control is often used at office or residential buildings. The security guard or someone in the building may use an intercom to allow access to the property. The intercom system may discourage someone from coming in, but if they really want to get in they can enter behind someone who has authority to enter the building.

MAXIMUM ACCESS CONTROL

This type of control is found at sites with high security, such as some government offices, labs, military bases, software manufacturers, etc. Sites like these use a combination of security personnel and alarm systems to have total access control in all parts of the property.

RULES FOR ACCESS

Each building, facility or work site may have different rules for access. The public may be given admittance to some, all, or none of the premises. These rules can change, depending upon the time of day. For example, an office tower with a lobby that is open to the public during normal working hours may lock its doors and restrict access after hours. Similarly, the parking lot that is closed to the public from 7 a.m. to 5 p.m. may drop all restrictions and allow anyone to park on the lot after hours.

The site rules may restrict not only public access to all or part of the premises, but may also restrict access for people that work on that site. By way of an example, we can imagine a large pharmaceutical plant with a number of different branches, all working on different projects, but within the same building. For security reasons, management may decide that employees must stay within their own work areas. In this case, access controls would have to be introduced to prevent the employees from entering these other areas.

The needs of the client will determine the access control mechanisms at a job site. Because the client is more aware of these needs then security is likely to be, and of because the client will be more aware of sensitivie areas (for example tenants in an office tower that may object to the use of certain mechanisms such as physical search) the client needs to determine which access control mechanisms are used.

The owner(s) of the property will set all of the rules respecting access to the premises, including who will be given access and under what circumstances; when bags and briefcases will be searched; when people will be stopped and questioned, or allowed free access to the property. It is the role of security to ensure that these rules are complied with.

ELEVATOR AND ESCALATOR OPERATION

Should guards have the responsibility of supervising elevator operations, the following procedures are recommended:

(a) Verify that the load maximums are posted;

(b) Encourage passengers to move to the rear of the elevator and face the front;

(c) Keep people, clothing and personal belongings away from the doors on closure;

(d) Be familiar with the emergency system on board, including the stop button and bells, and the telephone system if there is one;

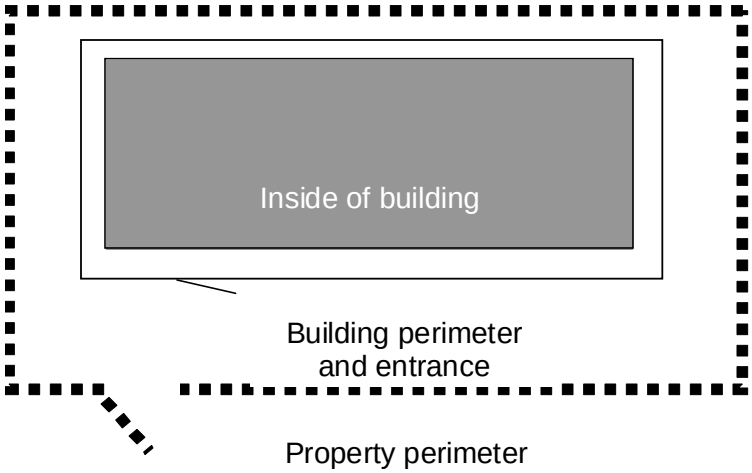
Escalator operation follows basically the same procedure as elevators. Do not permit crowding, encourage people to face in the direction of travel on the escalator and encourage them to remain stationary. Emergency stop buttons are located at the top and bottom of escalators. Guards should be familiar with their location. Whenever accidents occur on an escalator, the emergency stop button should be pressed

immediately. If the problem is cleared and the escalator is to be restarted, then no one should be allowed on the escalator until it is moving. Should escalators malfunction, then again the guard should ensure that the system is turned off and is not restarted until it has been properly repaired by qualified service personnel.

METHODS OF CONTROLLING ACCESS TO PROPERTY

There are various methods of preventing or restricting access to property. Access control generally starts with the **outside perimeter or property perimeter** of the premises, where the property that is being guarded begins. As one progresses from the outer perimeter to the centre of the protected site, access control mechanisms generally are harder to breach. Once inside the outer perimeter, one finds the **inner perimeter or building perimeter** and the **central core or interior of the building**. The inner perimeter consists of all common areas within the entire protected property, while the central core represents the central area that the property owner wishes to be protected.

ACCESS CONTROL AREAS



EXAMPLES:

Shopping Centre

Outer Perimeter	Inner Perimeter	Central Core
Outside edges of parking lot	Parking lot, sidewalks around building	Shopping centre itself

Building construction site

Outer Perimeter	Inner Perimeter	Central Core
Outside edges of parking lot – starting with the fence that keeps the public from entering site	Ground inside fence around building, surrounding the building under construction, road in, parking area for equipment, tool shed, and so on.	Building structure itself

Bank

Outer Perimeter	Inner Perimeter	Central Core
Outside edges of property of Bank; in the front, where the bank "storefront" contacts the sidewalk; in the rear, the parking lot available to the public	Walls of the bank building itself; doors and windows are areas of concern	Bank vault

PERIMETER, AREA, BUILDING AND POINT OF OBJECT PROTECTION SYSTEMS

Security systems may be used to protect inside and outside perimeters, the central core of the site, or they may be installed at specific spots within these areas. Objects themselves, such as safes and vaults, can also be protected with specific security devices.

The first line of defence in protecting property is control mechanisms placed around the outside perimeter of the property. While far from perfect, things like access booths, gates, fences and walls are things commonly used in restricting access to property in a cost effective way. The goal of introducing a perimeter protection system is to ensure that an intruder is detected immediately upon entering the property. This is why an outside perimeter protection system is also called a point of entry protection system. Whether an outside perimeter system is "complete" or "partial" is determined by the proportions of the outer perimeter protected. If, for example, the outer perimeter has detection devices on only the accessible openings – like windows, doors, and gates – it is termed a partial protection system. A complete system, in contrast, includes detection devices in these areas as well as in the walls, floors and ceilings.

Area systems – more commonly found in the inner perimeter and central core areas – is the second line of defence against intruders. Instead of detecting the opening of a door, window or gate, an area system detects intruders once they have actually entered the premises. Examples of area protection systems include motion detectors, pressure plates, audio detectors and photoelectric cells.

Point or spot systems are the third line of defence. Bank vaults, paintings in art museums, and so on, are objects that may have sensors attached, or may be surrounded by audio and infrared detectors and other security mechanisms.

Fences and walls. Typically made of wood, wire, or other solid substances, fences and walls may surround property, controlling access. Natural barriers, such as rivers, cliffs, ravines and other similar impediments may provide similar protection to that available through the usual fence or wall.

Even with barbed or razor wire attached, fences and other barriers are not a foolproof mechanism for controlling access to the property. Barriers of this nature may be cut through, knocked down, tunnelled under or climbed over. Walls and fences may be made of material that can be seen through. Persons inside the premises may therefore have a restricted view of what is going on outside the property.

Regular maintenance and patrol of a perimeter secured by a fence, wall or other barrier must be performed in order to maintain the effectiveness of this access control mechanism. Materials stacked against fences and walls that may enable intruders to enter the property should promptly be brought to the attention of a supervisor or appropriate official on the site, as should damage or injury.

Gates and other openings. Fences and walls do not normally continue uninterrupted around a site. Gates or other openings in an otherwise continuous barrier are used as a means of entrance and exit. Security personnel (in access booths at the entrance, or controlling the gate mechanism through a video camera), keys, and other access mechanisms can be used to allow legitimate users to access the premises.

Infrared beam perimeter security systems. These systems consist of a number of poles or columns surrounding the premises. Mounted to these structures are a series of devices that form an infrared curtain around the property. When one or more of the infrared beams are interrupted, an alarm may be sounded.

Typically, each column is fitted with an anti-tamper/anti-climbing device that activates an alarm should an intruder try to step on top of the columns to jump over the beams or attempt to remove or otherwise tamper with the system.

Infrared beam systems are electronic devices. Unless connected to a backup or emergency power source, these devices will not be able to operate in the event of a power failure.

Cameras. Mounted at strategic points on the premises, cameras can be an additional security mechanism that can be used, in conjunction with other access control mechanisms, to protect the property being guarded. Cameras may be fixed (immovable), moveable, or activated by movement, and may be placed to allow vision of the outer perimeter, inner perimeter, or within the central core areas.

Even when set up by experts, camera surveillance systems may not cover all areas that need protection. Cameras do not automatically raise an alarm, or open a gate; a living human being must operate and monitor camera equipment and take the appropriate action in the situation. In conducting camera duties, security guards must maintain a continuous level of concentration throughout their shift. This can be particularly challenging, especially if the shift is long and uninterrupted.

Availability of backup power is a concern as well for closed circuit camera systems; unless emergency power has been provided, the "eyes" of a camera-based security system can be eliminated relatively easily.

Lighting. Property can be provided a great deal of protection simply by ensuring that the premises are properly illuminated. For example, imagine property that has dim lighting or one that has many areas that are completely unlit, full of shadows and have places to hide from observation. Contrast this to property that is brightly lit, without any shadowed areas where an offender can hide. Normally, security can better protect property that is well lit; it is far easier for guards, passers-by, and workers on the site to spot problems before they reach a critical point. At the same time, the risk of guards themselves being attacked from ambush is decreased by a properly illuminated work site.

Lights will normally be placed in all three areas of property: along the outer perimeter, the inner perimeter, and within the inner core. Criminals are also deterred by brightly-lit property, which would render clandestine activities incongruous.

Controls to the lighting should be situated where potential intruders or unwelcome guests would not have access. Again, unless emergency or backup power has been provided, lighting is vulnerable to power failure (natural, legitimate/planned or as part of an unlawful attempt to gain access to the property).

LESSON TWO

TECHNOLOGY USED TO CONTROL ACCESS/EGRESS

Access control usually happens in one of two ways in this area. These ways are: entry through the security guard and entry through a mechanical or electronic device.

1. ENTRY THROUGH SECURITY GUARD

You may be asked to stand or sit at the main entrance of a site. Your main tasks are to check identification and to decide if people are authorized to enter.

- **Personnel recognition -** This is often used at small sites. You let in only people who you recognize. Staff tells you if they are expecting any visitors. You use a special form to write down information about visitors. This method only works if you know each person who enters and if you see each person enter. If your attention is somewhere else or you don't have time to identify everyone, unauthorized people may enter.

- ID systems - **Many government offices use this method. All employees show you an ID card before entering. You check each ID card carefully. Things to look for are:**

    - a coloured photo and physical description of the holder;
    - the full name and signature of the holder;
    - the company's name and an issuing authority's signature;
    - an expiry date;
    - a serial number (for the card itself or an employee number).

- **Special passes -** In high security areas you may allow only people with special passes or badges to enter. You must be very familiar with this type of access control so you know what to look for. If visitors and short-term workers want a pass to enter the area, they may have to give you a piece of ID such as their driver's licence. Their names must be entered in a logbook. You return their ID when they give back the pass as they are leaving. In sites with maximum access control visitors may have their picture taken and be given a temporary ID card that they must wear until they leave the property.

Access control doesn't work unless you follow the rules carefully for everyone. Some people, especially employees who have worked at a site for many years, may become angry or frustrated if they have to show their ID everyday. If you are new to a site you will not be able to recognize all employees. Check ID cards even if you know the person. The card may no longer be good. If someone challenges you remain calm, explain the reason for security, record information in a logbook or report sheet, and follow your post orders.

Security guards are sometimes expected to receive, store or deliver mail, messages or parcels. This is not a usually a security guard's responsibility, and you should only do these duties if you have clear instructions in your post orders. Postal or special delivery messengers should wear special badges and have proper identification. Your duty is to check their ID, record their entry, and give them directions so that they can make their delivery.

2. ENTRY THROUGH MECHANICAL / ELECTRONIC DEVICE

On medium access sites, a security guard does not always control access. Employees can let themselves into the area. There are many ways that this happens:

- **Keys -** Some employees are given a building master key that allows them to enter the building and most areas inside. New technology is replacing the standard metal key at many sites;

- **Touch keypads -** A keypad is on the wall at the entrance. Users are given passwords, codes, or personal identification numbers (PIN) that they must punch in order to enter;

- **ID card tags -** Some cards have a magnetic strip like you see on the back of a debit card. Other cards have a bar code like you see on a store product. The user swipes the card or puts it in a slot in the reader. The reader is mounted on the wall or door. It checks the code on the card. If the card is authorized, the door is unlocked for a short period of time;

- **Proximity cards -** These cards work in a similar way to cards with stripes or bar codes, but they do not have to touch the reader. Someone can unlock the door by passing their card near the reader. These cards may show only an identification number or one side may include photo ID. A key fob is a device that acts the same way as a proximity card. It is a small plastic device that can be attached to a key ring;

- **Biometric identification -** Biographical information about individual employees is stored in a data bank. This could include fingerprints, palm prints, retina patterns (blood vessel patterns in the eye) or face recognition information. If an employee wants to enter an area they must pass their hand, eye, or face by a reader. If the reader matches this information with the stored data bank, the door is unlocked. Because biometric data is unique to each person, this system can be used to prevent theft or fraud. Unlike a password or PIN, a biometric trait cannot be forgotten or lost;

- **Radio Frequency Identification (RFID)** tags the size of a grain of rice can be embedded in access cards or other security devices that would allow authorized personnel access to areas within a facility and would also allow Security to 'track' the individuals as they move throughout the facility. RFID technology is being used in airports in the new e-passport system to help identify legitimate personnel, and distinguish them from possible security risks.

Many guests are not required to produce ID before signing logs; and even where valid ID is required to be produced, this method of screening relies heavily on the honesty of the visitors or the ability of security to spot false identification when presented.

Keys and Locking Systems. Locks are designed to prevent unauthorized personnel from accessing property. Keys may be provided to security in order to allow security access to the property.

A Building **Master Key** opens all doors within a building, except those rooms or areas which have been "keyed off the master".

A **Sub-Master Key** opens a group of doors (which may have unique locks operated by individual keys) within a specific area. For example, a "department master" may access all space held by one department in a complex; and within the property assigned to that department, a Sub-Master key may access only a particular section.

Keys may be "security" protected. For example, a key may be engraved or stamped with a particular insignia, number or logo that locksmiths and key copying services are supposed to identify and refuse to copy.

Specially coded security locks, such as **push-button combination locks**, may also be used. These locks require a code to be entered before access/egress through the door or entryway is permitted.

Master keys, sub-master keys and codes for push-button combination locks are usually distributed with care. As will be discussed shortly, liability concerns arise from the careless use and control of access control devices, such as keys and pass codes.

Timed Locks. Banks and other similar agencies can have locks on vaults and safes on timers. At a preset date and time, once a key, code or other mechanism is used, the lock will open, allowing access to the protected area within. Trying to gain access after regular business hours, for example, may require special overrides to the locking system. Some of these systems may not be overridden at all.

Ticket machines. Tickets are issued to the person accessing the premises, which provide proof that he or she (or, in parking lots, a vehicle) has been granted access to the property. This method provides little security, as it traditionally limits the users of the premises to anyone who can pay a fee. It does not guarantee the conduct of the user or the safety of other persons or property on the premises.

LIMITATIONS ON ACCESS CONTROL MECHANISMS AND TECHNIQUES

The majority of technical access control mechanisms rely on electricity to operate. Backup or emergency power, or a manual override of an electronic system is essential for a meaningful security system.

Loss, theft or duplication of keys, cards or passes is possible. Keys or passes can be stolen. Locks can be picked. Doors, gates, and windows can be smashed open. With enough money, programmable cards and similar devices can also be obtained by illegitimate users and made to operate on security systems. Passwords and pass codes that are not changed regularly can be discovered or sold. The point is, that no security system is foolproof. A security system is designed only to minimize the risks of unlawful access. A security guards should supplement the weaknesses of the security system he or she works with in protecting the persons and property on the site to which he or she has been assigned. He or she should keep these factors in mind, to provide the best security possible to the client.

The control of access devices presents other challenges to the security industry as well. For example, a recent decision in Texas held a security firm liable for $18 million dollars in damages after a woman was sexually assaulted and abducted by a man who gained access to her apartment unit by using a backup key. The offender had broken into the security firm's office and stolen the copy of the victim's apartment key, which was carefully labelled with the victim's correct address. The jury found the firm liable because it assumed responsibility for the safe storage, and foreseeable unlawful use, of a labelled key. The Court held that the security firm had a responsibility to protect the homeowner from the unlawful actions of those who might come into contact with such a powerful tool of access.

LESSON THREE

MATERIALS ACCESS

One of the most sensitive tasks that a security guards will have to deal with in this Chapter is the issue of the removal of materials from a work site. People routinely leave a site with things like computers, computer disks, boxes and briefcases full of materials, vehicles, and other company possessions.

While there can be no doubt that in some instances, industrial espionage may be a concern, a security guards who prevents people from exercising legitimate access to those materials or from removing them from the site will also cause problems. The client agency – the one hiring security – must be the agency that determines what security efforts are appropriate. The client will provide direction formally or informally to the security firm, or to the guards themselves, generally in written form. As with anything, change is inevitable; changes to security operations, policies and procedures will be made from time to time, so it is important for security guards to keep on top of and discuss these with a supervisor.

Shipping and receiving controls. In some instances, clients will ask security to sign for documents, packages and other deliveries. Clear instructions from the client should be taken, or post orders provided to ensure that a security guard complies with the wishes of the client. In some instances clients may require:

- Special forms to be prepared by recipients of packages;
- Logbooks detailing receipt of goods to be completed;
- Deliveries signed for; and
- Arrangements made to send the delivery to the ultimate recipient on the site.

Guards on gate duty normally will be expected to:

(a) check vehicle licence numbers and driver's name;

(b) ensure that deliveries are expected, or proper authorization for the delivery has been given;

(c) receive the delivery in accordance with post orders;

(d) ensure that the "seal" on incoming or outgoing vehicles, if one is used, is in place and has not been tampered with;

(e) verify, when a vehicle is leaving the premises, that its load is confirmed by using a waybill or other supporting documentation authorizing the removal of property; and

(f) search the cabs of vehicles entering or leaving for articles, if required by the client and set out in post orders.

COMPUTER SECURITY

Protecting computers and the programs they contain is a unique challenge. With every technological change improving computers and the services they provide, there are new dangers to be faced. These dangers include:

- Theft of computers;
- Theft or piracy of software;
- Industrial espionage (theft of ideas or products);
- Mischief or damage to computers.

Computer theft presents a unique challenge to security staff. While the simpler offences – a person who clearly does not belong on site, physically ripping the cords from the wall and fleeing from the scene with the computer under arm – are easily detected and responded to, some thefts are more difficult to detect. For example, picture a guard at a kiosk in an office tower at closing time. A person in business attire passes by with a laptop computer in its carrying case and a box containing word-processing software under his or her arm. Is this person stealing the computer or the software? Or, are they simply taking it home to finish up some work they did not have time to complete during the day?

Piracy of software. Software is protected by copyright. Unauthorized use is a violation of this law. Unauthorized copying of software may result in liability for the individual using the software or his or her employer.

Industrial Espionage. Like piracy of software, industrial espionage simply represents a specialized type of theft. Industrial secrets – like the recipes for Kentucky Fried Chicken® and Dad's Cookies® – are often valuable, and carefully protected by the companies that own them. However, it is extremely difficult to tell when a person is taking home legitimate off site work, and when they may be removing secret documents and other possessions of the company.

Non-legitimate uses of company equipment. Some companies may develop policy that prevents employees from using company equipment for personal uses. Again, it may be extremely difficult for a security officer, who does not know the intended use of company equipment, to determine if this policy has been infringed. The difficulties these and other security policies present should be discussed with the guard's supervisor, who should consult with the client to determine an approach that is appropriate.

Mischief or damage to computers includes not only physical injury to the computer but also actions that result a significant decrease in the function of the computer, such as infection with a computer virus, or deletion/modification of data or computer software.

Definitions that may be useful include:

Virus A program that can infect other programs by modifying them to include a copy of itself (possibly evolving as it progresses).

Worm A program that spreads copies of itself through the network and attached computers.

Trojan Horse A program that has hidden instructions designed to do things that the user of the program did not intend it to do.[1]

Computer viruses and worms are self-propagating programs that can infect other programs by modifying them to include a copy of themselves. When the infected programs are executed, the virus/worm spreads itself to still other programs. Viruses and worms may destroy programs and data. They may use up resources (they can fill computer memory with garbage data, usurp computer cycles, and so on). Trojan horses can insert damaging instructions into any program.

CONDUCTING SECURITY CHECKS AND SEARCHES

While the client determines the rules of access at the work site, a security officer must ensure that these rules are complied with. A security guard should be clear on the rules that he or she will be enforcing on the site. The only way to ensure that the access requirements will be met is by making the security officer familiar with the requirements of that particular site. Security firms, when introducing a security guards to a new site, should discuss the rules of access and protocol in detail.

People may not only be greatly inconvenienced by a search of their belongings, but insulted as well. It is vital that security guards comply with the wishes of the client in determining when these types of invasive and potentially reputation-damaging actions are necessary. If the instructions of the client are ambiguous, then the security guards should consult with his or her supervisor.

In the meantime, the security guard should take note of suspicious behaviour, items removed from the site, and so on, in an official report. The guard's notebook should also include a full description of what transpired.

The difficulties these and other security policies present should be discussed with the guard's supervisor, who should consult with the client to determine an approach that is appropriate. It is much simpler for a guard to explain why he or she must search the briefcase of an employee, if management has made the determination that searches are necessary, than it is to look for a new job because he or she decided to search without authorization.

LESSON FOUR

ALARM SYSTEMS

PURPOSE OF AN ALARM SYSTEM

An alarm system may be generically described as any mechanism designed or intended to provide immediate notification of a condition requiring urgent attention or response.

Hundreds of years ago, alarm systems were quite primitive – from dogs barking at potential intruders to bells or other noisemaking devices on strategically placed strings that would provide an alert. Miners used to take small birds down into the mines with them; the small birds, more susceptible to a reduction of oxygen in the environment, would succumb to the lack of air before the miners would, and thus alert them to the dangerous situation that had developed.

Over time, with developments in technology, alarm systems have become ever more complex. They are also able to provide a more accurate response. Some alarm systems are even capable of performing self-analysis to ensure that a false alarm has not taken place.

Today, alarm systems can be used to warn of a broad range of conditions: intrusion, fire, smoke, the release of toxic chemicals, changes in the environment such as temperature or humidity, and the malfunction of equipment.

A security guard should, at a minimum, know how to arm, disarm, and reset an alarm system, test the operating system, and recognize potential (obvious) problems with the system he or she will be working with.

TYPES OF ALARM SYSTEMS

Alarms may be mechanical, electrical or some combination of both elements. Purely mechanical alarms include such devices as the wind chimes placed near the door of a store, so the clerk will be notified of any entrance or exit by potential customers. Electrical alarms include the sensors and devices used in homes, buildings and compounds, that activate an alarm.

WHAT IS THE MAIN PURPOSE OF AN ALARM SYSTEM?

Alarm systems can be used to warn people of many problems such as:

- intrusion (illegal entry);
- fire;
- smoke;
- toxic chemical release;
- changes in temperature;
- changes in humidity;
- equipment breakdown;
- water leaks or other types of leaks.

COMPONENTS OF ALARM EQUIPMENT

HOW DO ALARM SYSTEMS OPERATE?

The types of alarm systems you will work with will vary. Even though some systems are complex, they are all made up of three main parts, the sensor, the transmitter and the annunciator. You can think of an alarm system as a body:

1. The **sensor** is like the senses, such as sight, hearing, touch.
2. The **transmitter** is like the nerves which carry messages from the senses to the brain.
3. The **control panel** or **annunciator**, is like the brain.

1. SENSOR

This hardware receives or detects information from a protected area. Smoke and heat detectors sense smoke or high temperatures. Gauges on boilers and heaters measure fluid levels and pressure.

Sensing hardware includes devices that are connected by wire or through radio or microwave transmission devices to a control panel. The sensing devices are the eyes and ears of the alarm system and indicate the presence of a particular condition (movement, light/ interruption of a light beam, presence of smoke or toxic chemicals, change in temperature, pressure, or humidity, or similar factors).

There are many types of sensing hardware available:

Magnetic contacts, commonly found in many home security systems, detect the opening of doors, windows, drawers, and cabinets. A magnet is placed on the item being opened, and one on the frame around it. As one magnet moves away with the door or window being opened, a spring opens a contact and signals the control panel. These types of devices are easily defeated by substitution of a secondary magnetic field, used to keep the contacts in the open position while one of the magnets is moved. A "balanced" switch may be installed to defeat this method of circumvention.

Shock sensors have replaced older technology designed to detect broken windows. Glass was originally protected by placing a continuous strip of metal wire or foil around the circumference of the window. When the glass was broken, the metal foil or wire was broken as well, interrupting an electric circuit. This interruption was then communicated back to the control panel, which signalled the alarm. Technology has replaced this relatively primitive – and easily defeated – alarm mechanism with vibration or shock sensitive devices attached to the window itself. When the window is shattered, the shock of the blow activates the control panel. Both forms of this technology may also be installed in walls and gates to protect those areas from forced entry.

Motion detectors are strategically placed within the premises to capture the movement of an intruder. Normally, motion detectors are placed in high traffic areas where intruders are likely to go should they enter the premises. Several subcategories of motion detectors are available on the market, each with advantages and disadvantages over other types of motion detectors. **Photoelectric cells,** also known as electric eyes, are composed of a light source and receiver. A beam of invisible laser, infrared or ultraviolet light is sent across the path of travel through a room or hallway. An intruder walking through it will interrupt the beam of light. When the sensor detects an interruption in the beam, it advises the control panel of the breach. Security guardss dealing with premises protected by photoelectric cell technology should be aware of the effects of fog, smoke, and other objects that may inadvertently block the transmission of the photoelectric beam. Intruders aware of the use and location of these devices may be able to step over or crawl under the beam of light.

Ultrasonic detectors operate like miniature radar detectors. They send a pulse of sound into the area being monitored. As sound waves bounce off of objects in the protected area, they reflect a signal back towards a receiver. As with radar, any object that is closer to the sending unit than the reflecting device – as would be the case when a person is moving up a hallway towards the sending unit – would change the "bounce" time and pattern, and activate the alarm.

Microwave motion sensors operate in a fashion similar to ultrasonic detectors. The main difference is that, like all radio waves, microwaves can pass through solid walls, and accidentally detect motion in other rooms or areas.

Audio alarms monitor noises produced in the area being protected. These systems detect small sounds made by movement. Because many things inside protected property make noise (air conditioning or heating devices move air and make a small amount of noise; buildings creak and settle) these devices tend not to be as reliable and may be prone to giving false alarms.

Infrared sensors measure the amount of infrared energy in the area being monitored and are primarily used to detect intruders. All warm-blooded animals give off body heat, which is detected as infrared energy. A sudden increase in the amount of infrared energy in the area being monitored causes the sensor to indicate conditions have changed. Unfortunately, changes in the heating or cooling system, sunlight and other sources of heat may cause the alarm to be triggered.

Pressure sensors. Much like land mines (but without the explosive components) it is possible to insert devices into the areas to be protected that trigger an alarm when pressure – such as the pressure of a person walking across the floor – is placed on the device. Some alarm systems place pressure sensitive mats underneath carpeting in strategic areas of the property being protected.

Gauges. Sensors may be attached to gauges and other devices used for measuring pressure, fluid level, and so on, so that when a minimum or maximum factor is achieved, the sensor advises the control panel of the situation. Boilers and heating devices commonly have these types of devices installed, as the danger posed by explosion from a build up of pressure can be significant.

Temperature sensors monitor the environment for radical changes in the environment. Sensors may monitor a large change in the temperature of the area – for example, a rise from normal room temperature to 1000 degrees (the high temperature of hot gasses released by a fire may be easily monitored in this fashion, as would a fall in temperature below freezing) or may include reaction to a specific temperature (for example, once 500 degrees is reached in the area, the sensor will advise the control panel).

The following table gives some examples of sensors that are used with intrusion alarms:

SENSORS

Sensor type	How it works	Security concerns
Shock	activated by vibration from pressure or forced entry – installed in windows, doors, gates, walls, safes, vaults	a strong gust of windcould set it off.
Motion	activated by movement – installed in high traffic areas	
• laser beam	beam of light sent to receiver – intruder breaks beam	intruder can step over or under beam
• ultrasonic	sound waves sent to receiver – sound causes waves to bounce off off objects, like radar	may be set off by mouse running, air movement
• microwave	radio waves sent to receiver – movement breaks radio signal	waves can move through walls and detect motion in other rooms
• audio	microphone picks up loud sounds, for example breaking glass	may be set off by air conditioning, heating equipment
Magnetic / foil circuit breakers	activated by opening of doors or windows	adding a second magnet can stop it from working
Infrared energy	activated by heat increase from human and animal bodies as well as fire	may be set off by rapid change in heating / cooling systems
Pressure	activated by walking pressure – installed under mats, possibly near vaults and safes	
Wire	activated by change in tension – stretched along perimeter barrier such as fence	
Proximity alarm	electromagnetic field around protected object – activated by entering field, installed around high security fences, safes, vaults, works of art	animals, tall grass can set off perimeter alarms

Here are some examples of sensors:



Magnetic Sensor



Motion Sensor



Vibration Sensor

2. TRANSMITTER

This is any device that sends alarm messages from the sensor to the control panel. This could be hard wiring, telephone wires, fibre optic lines, and radio signals.

Transmitters send a signal from the sensor to the control panel, advising the control panel that certain events have taken place. For example, assume that a segment of light wire or metal foil has been placed on a window to protect the premises from intruders. The protected window is smashed, breaking the wire or foil, and interrupting an electric circuit. This message must be communicated somewhere for it to be acted upon. Transmitters sent the message from the sensor to the control panel. Transmission devices include wires, fibre optic lines, and radio signals.

3. CONTROL PANEL OR ANNUNCIATOR

This is the central part that receives messages and translates the information into a response. Most control panels contain the same type of hardware**.**

C**ontrol panels** are the "brains" of an electronic security system. A control panel receives the messages, warnings and alerts provided by the sensing hardware, and translates this information into a response. When it receives information that it has been designed or programmed to watch for – such as an increase in temperature, the existence of smoke particles beyond a minimum threshold, movement, sound levels, or whatever the key information is – it responds by taking a predetermined action. This action may take the form of a call to a response agency, emergency personnel such as police, ambulance or fire.

Control panel hardware	**What it does**
Data processing equipment from sensors	receives and interprets information
Alarm transmission equipment	sets off alarms such as sirens, horns, telephone / radio signal, buzzers
On / off and reset controls	allow operator to turn the alarm on or off. Made up of panel board with keys, pads or buttons
LCD panel	shows whether alarm is on or off and if system is operating correctly or where trouble spots are
Back-up power supplies	provide emergency power in case of accidental or planned power outage

Here are two examples of control panels:





While individual manufacturers provide different systems to do different things, generally speaking, all control panels contain the same type of hardware, namely data processing equipment, alarm transmission equipment, on/off and reset controls, system status indicators, and a backup power supply.

Data processing equipment receives the information provided by the intelligence gathering devices. This equipment interprets the information received and reacts in accordance with the preprogrammed instructions.

Alarm transmission equipment is the means by which an alarm is raised. This may be as simple as a horn or siren, or it may send a signal over the telephone lines or via radio transmission to a monitoring station on the property or in a remote site.

On/off and reset controls usually consist of a panel board with keys, toggles or digital key pads that allow an operator to turn the alarm on, off or to reset the system (in case a problem has developed).

System status indicators are the mechanisms that are used to describe how (or if) the system is operating. Commonly indicated by a variety of lights, the usual colours are red (to demonstrate that the system is okay, but not turned on) yellow (there is trouble somewhere in the system) and green (system armed and operating correctly).

Backup power supplies are common features in most alarm systems. An emergency power source is used in case of an accidental, planned or deliberate (sabotaged) power outage.

LESSON FIVE

GENERAL OPERATING PROCEDURES

Except during the times in which the public is given unrestricted access to the premises (when the alarm may be overridden or shut off) electronic alarm systems will be activated. When a specific condition is obtained – a motion sensitive detector is activated by an intruder, temperature changes a certain amount over a specific time period, smoke or other chemicals are detected at levels beyond a predetermined threshold – the system will activate the alarm.

COMMON CAUSES OF ALARM ACTIVATION

There are four main reasons why an alarm will activate:

- A specified event has taken place (an intruder has entered the premises, for example), (approx. 0.01%);
- A malfunction has occurred, (approx. 19.69%);
- Human error, (approx. 45.80%); or
- Undetermined, (approx. 34.50%).

According to statistics, the number of errors are far greater than the number of legitimate alarms that are used.[2] A security guard responding to an alarm, however, should not become complacent. Whenever an alarm is detected, the security guards should treat it as if it were a legitimate event.

A **malfunction** is considered any correctable problem discovered within an alarm system that caused the system to operate incorrectly, either by activating an alarm when one was not required (false positive) or by failing to activate the alarm when one was required (false negative). All security systems must be subject to periodic maintenance. Wiring deteriorates, walls crack, fences rot or rust, electronic devices get dropped or bumped into. All of these things must be periodically checked to ensure that they are still fully functional. Failure to maintain may mean significant problems in the operation of a security system.

Human error means that the false alarm was caused by the improper actions of a person. Commonly, this situation arises when someone fails to turn off or turn on the alarm properly; or by failing to install the equipment properly in the first place.

Undetermined means that neither the alarm system nor an operator/ installer could be determined to be the cause of the false alarm.

MONITORING OF ALARMS

Just because a property is protected by an alarm does not mean that the alarm is monitored. Alarm systems are generally broken down into two basic categories:

Local Alarms, also known as unmonitored alarms, when activated, send signals to a localized bell, horn, siren, strobe light or similar device or combination of devices. Outside agencies, such as the police, fire or monitoring agencies are not advised of the alarm. Local alarms, although cheap to operate, may not be heard unless people are in or near the building being protected. The combination of a security guard on site and a local alarm significantly reduces the likelihood that a local alarm will remain undetected.

Monitored alarm systems are broken down into two subcategories: **locally monitored** and **centrally monitored**.

A **locally monitored alarm system** takes the basic local alarm system and adds a dialler or communicator. The control panel is connected to a telephone line (either a committed line or a general line). In the case of an alarm, the control panel automatically selects a series of numbers to which it dials and transmits information about the event that has taken place.

Centrally monitored alarm systems connect the control panel directly to a central agency that monitors alarms all over the country using a dedicated transmission line. The central station is operative 24 hours per day, 365 days per year. When a call is received, trained personnel, who have been provided with a predetermined list of contact numbers, take a predetermined action. For example, in the case of an intruder alarm in a store (a sensor on the window goes off, indicating that someone has tried to enter the premises), the central agency might call the store itself, then the store owner; if no one is available at the first two numbers, then the police or other emergency personnel might be contacted. The alarm signal normally provides the type of alarm (fire, damage to a window or door) that has been triggered so the central agency knows which emergency personnel to contact. These systems typically detect a cut or broken phone line and respond as an alarm.

SECURITY RESPONSIBILITIES DURING AN ALARM

Security guards unfamiliar with the type of alarm system in the area they are guarding should consult either their supervisor or the site owner to determine what the system equipment is like, and to ensure that they operate in accordance with the client's instructions with respect to the alarm.

The responsibilities assigned to a security guard during an alarm must be determined in advance by the client (the agency that has hired the security services), and the security firm that has agreed to perform those duties. These responsibilities may range from notifying the client, or the police, fire or other emergency personnel, to identifying the cause of the alarm and reacting appropriately.

"Regardless of the level of threat occurring, the primary responsibilities of the security guard remain the same, the protection of people and property. In some cases, the security guard may be instructed by his/her company (or the client) to immediately evacuate the site once an . . . alarm has been activated. In other cases, the security guard may be instructed to completely seal the building. For example, after a bank hold-up, security guards are often instructed to secure the crime scene pending the arrival of the police. In securing the crime scene, the security guard often has to encourage bank customers to remain in the premise[s] until the police have had an opportunity to interview them".[3]

REVIEW

Important Points in Chapter 5:

- Sites may have minimum, medium or maximum levels of access control;
- Access control areas include the property perimeter, the inside of the building and the building perimeter and entrance;
- At the property perimeter area, entry may be gained through a security guard or through a mechanical or electronic device;
- The parts of an alarm system are the sensor, the transmitter and the control panel;
- It is important to be well trained in how to respond to an alarm;
- The main reasons for false alarms are mechanical malfunction and human activation.

END NOTES

[1] White, Steve; Chess, Dave; Kuo, Chengi Jimmy, "Coping with Computer viruses and Related Problems", Proceedings: Second Annual Computer VIRUS clinic, 1989.

[2] Protection Officer Training Manual, 5th ed., 1992, Butterworth-Heinemann Toronto. Article by Wilfred S. Thompson, *Basic Alarm Systems,* at p.107, states that of 1,796 reported alarms, 0.01% resulted from a legitimate reason for the alarm (precondition met); 19.69% were due to system malfunction; 45.80% were caused by human error; and 34.5% cause of false alarm undetermined.

[3] Justice Institute of British Columbia, *Private Security Reference Manual,* Module D Chapter 1: Alarm Systems and Security Controls, page 13

Chapter 6

Traffic Control

Security Guards direct traffic. This session will cover the correct manner by which to direct vehicular and pedestrian traffic and the proper use of hand signals.

Canadian General Standards
Board Standard 133.1-99 Paragraph A6.1

OBJECTIVES

In this unit you will learn how to:

- tell when a security guard can legally control traffic in Saskatchewan;
- use standard hand signals for controlling traffic;
- keep yourself safe when directing traffic;
- direct emergency vehicles when you are controlling traffic;
- correctly report a motor vehicle accident in Saskatchewan.

DEMONSTRATION

To show your understanding of this unit, you will be asked to demonstrate the correct way to direct traffic, including:

- safely getting yourself to the middle of an intersection;
- stopping traffic;
- starting traffic;
- directing left turns;
- directing right turns.

WHAT'S IN THIS UNIT?

LEGAL AUTHORITY OF SECURITY GUARDS TO CONTROL TRAFFIC

STAYING SAFE

- Clothing
- Equipment
- Position

HAND CONTROL SIGNALS

EMERGENCY VEHICLES

REPORTING ACCIDENTS

PRACTICE SCENARIOS

PRE-TEST

This pre-test will start you thinking about the information in this unit. Write T for True or F for False before each of these statements. You can check your answers using Appendix A. After you complete this unit you may want to try this pre-test again to see how much you have learned.

1. ____ A security guard has the authority to direct traffic in public places.

2. ____ You should begin controlling traffic at the middle of an intersection.

3. ____ Emergency vehicles always have the right of way.

4. ____ You must report details of an accident on an accident report form.

5. ____ When trying to stop a car, you point directly at the driver of the car.

LESSON ONE

DO I HAVE LEGAL AUTHORITY TO CONTROL TRAFFIC?

Yes and no. Security guards protecting private property have the same authority as the owner of the property. It is your responsibility to see that traffic moves safely on your site. You do not have the authority to direct traffic in public areas, including roadways. However, your uniform and training may make it likely that police will ask you to help during an emergency. By law, you must assist the police when asked. If you must help the police, call your supervisor so that they are aware that you have left your post.

PRINCIPLES OF TRAFFIC CONTROL

This session introduces security guards to the traffic control duties that must be undertaken from time to time. There are three factors of primary importance when engaged in emergency traffic control duties:

- maintaining professional deportment;
- maintaining the safety of those persons subject to traffic control; and above all
- maintaining personal safety.

These issues will not only impact the personal safety of the guard, but also affect the safety of the general public and their property.

TYPES OF TRAFFIC CONTROL

Signs and automatic traffic signals normally control the flow of traffic where people and vehicles intersect with one another. However, from time to time, traffic must be directed manually – for things like construction work, accidents, rush hour or special events that cause traffic congestion.

Security guards should be aware of two basic types of traffic control: **pedestrian and vehicular**. A security guard may have to direct one or both types of traffic, on the private property of his or her employer (for example, at the Centennial Auditorium before and after a concert) or on public property (for example, keeping uninvited people from approaching an accident scene or a fire). This manual will deal primarily with vehicular traffic, although some of the basic principles can be applied to pedestrian traffic especially where pedestrians are mixing with automobiles.

How difficult it is to control traffic varies with the complexity of the specific job. For example, directing a high level of night time vehicular traffic through a dimly lit five street intersection saturated with bits of burning debris would be much different than directing traffic in the middle of the day through an intersection of two infrequently used residential streets.

OBJECTIVES OF TRAFFIC CONTROL

The primary goal of traffic control is to alleviate or prevent congestion, for both vehicles and pedestrians, in a safe and efficient manner. While this function may seem to be fairly simple, a great many variables affect the ability to perform this duty well. The weather, the amount and nature of the traffic flow, the equipment provided to and the clothing worn by the Security Guard are some of the factors that impact safety and performance in the execution of these duties.

WHEN WOULD A SECURITY GUARD BE CALLED UPON TO DIRECT TRAFFIC?

Some examples include:

- motor vehicle collisions;
- fallen electrical wires or tree branches;
- when directed to do so by police – for example;
- where there is a malfunction of traffic lights or other traffic control systems;
- fires, explosions and other similar situations of crisis;
- when directed to do so by an employer or client – for example, congestion in parking lots at events such as football games or concerts;
- protection of crime scenes until arrival of police.

PRINCIPLES OF TRAFFIC CONTROL

There are five guiding principles of traffic control:

1. BE SAFE!

Do not take unnecessary risks. **For maximum traffic control safety, you must have access to the proper equipment and wear proper clothing** – not only for the weather conditions in which you will be directing traffic, but also with the appropriate reflective components. Use of devices such as whistles, illuminated batons and flashlights (including the wands or 'glow-cones' that you may see attached to a police officer's flashlight when he or she performs this type of function), large reflective signs, barricades, reflective clothing (such as vests, luminous cuffs on jackets, reversible clothing that allows for both daily wear and, when turned inside out, is covered in reflective panels), and traffic flares help both in the job function and to protect the individual from the dangers of directing traffic. Although some of these devices are oriented more towards dusk or night-time traffic control, it does no harm to use this equipment in the daylight.

Never assume that an approaching driver has seen you. Remember that the operator of a motor vehicle may not always be taking the care that he or she should in driving the vehicle. If there are flares lit, flashing emergency lights, a roaring fire, pedestrians wandering around the scene, or some other distracting event going on, the operator of a motor vehicle may be more interested in observing what is going on than in where he or she is driving.

Remember that roadside flares are meant to be used in advance of the accident or other development that will impact upon traffic. Place them in advance of the scene if you use them. Pick up any debris left by the flares as well. You should think carefully about using a flare where, if left untended, they may start a fire.

Weather conditions may make it very difficult to see a security guard standing in the middle of the road trying to direct traffic. Dark clothing at night only compounds the problem and the danger posed to the security guard.

Position in the intersection is important. You must be visible to traffic at all times. It is also imperative that you let people know that you are in command of the traffic situation. One of the easiest, most effective and most dangerous ways to meet these needs is by taking a place in the centre of the intersection.

Do not, however, simply walk out into the middle of an intersection to take control of it. Instead, walk up to the edge of the road and stop. Get the attention of traffic in the nearest lane by using a sign with "STOP" on it, or by lifting your hand up and making a stopping motion. Once the traffic in that lane has come to a full stop, advance carefully into the intersection and repeat these actions for all other directions of traffic. Once you have control over the entire intersection in all directions, you may provide instructions to the vehicles:

- Be able to monitor traffic in all directions from where you stand;
- Always be on your guard for those drivers that may not see you.

2. USE CORRECT HAND SIGNALS

Normally, hand held traffic signs can be used to assist in controlling an intersection. However, hand signals are also essential. To effectively control traffic, a security guard must be **acquainted with hand signals commonly used** by police and others that routinely direct traffic.

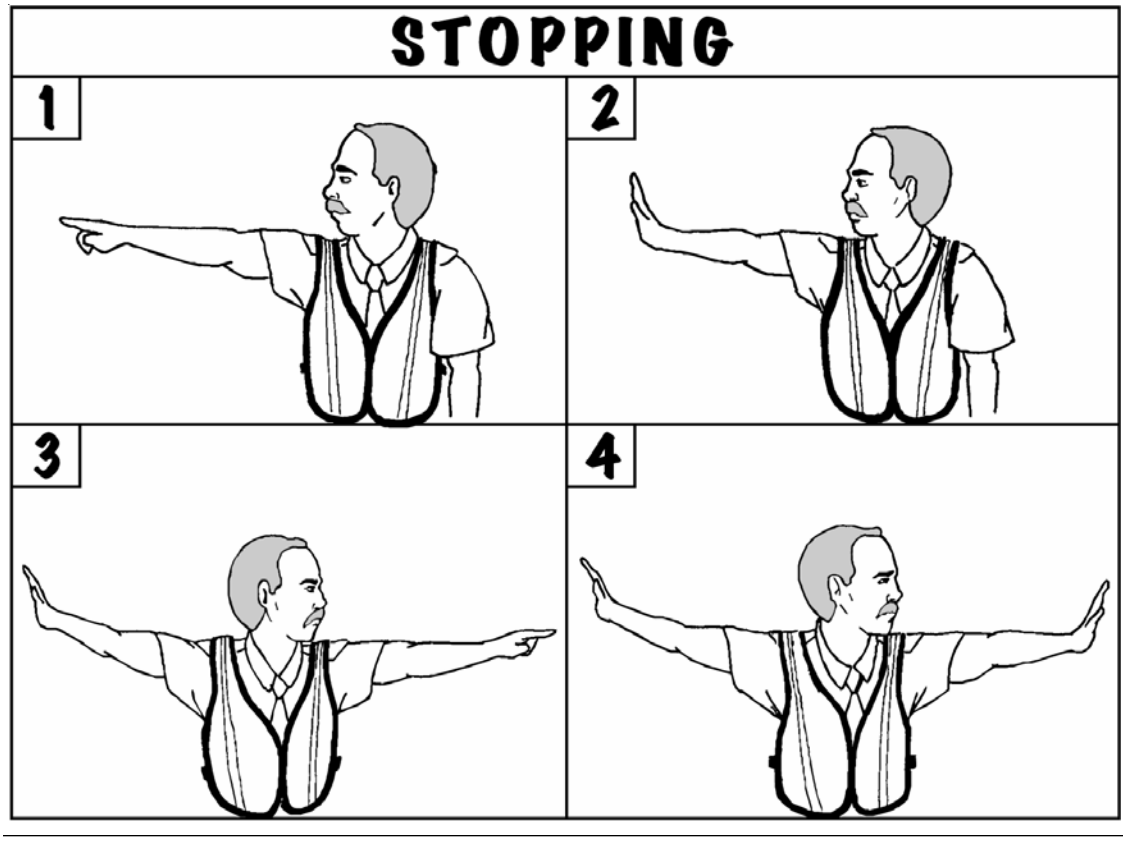
Standard gestures for traffic control have been developed in North America.

WHAT HAND CONTROL SIGNALS SHOULD I USE?

Be sure to use standard signals. Most people are familiar with the signals used by police to direct traffic. If you use the same ones, you will gain control and avoid confusion. You will also be able to coordinate your signals with anyone you are assisting. Practice these important hand signals so that they become automatic.

STOPPING TRAFFIC

1. Choose the vehicle you want to stop.
2. Look directly at the driver and point at them with your arm fully extended.
3. Make sure the driver has noticed your gesture, and then raise your hand so that your palm is facing the driver. Bend your arm slightly at the elbow.
4. Hold this position until the vehicle has stopped.
5. Keep your arm in position and turn your head to the opposite direction.
6. Repeat steps 1 to 4.
7. Do not lower your arms until all traffic has completely stopped.



STARTING TRAFFIC

1. Make sure the intersection is clear and safe.

2. Place yourself with your side toward to the vehicles you want to move.

3. Look directly at the lead driver and point at them with your arm fully extended.

4. Make sure the driver has noticed your gesture. Turn your palm up, bend your arm at the elbow, and swing your hand up from the elbow and past your chin making a semi-circle. This looks like the common signal used for "Come here."

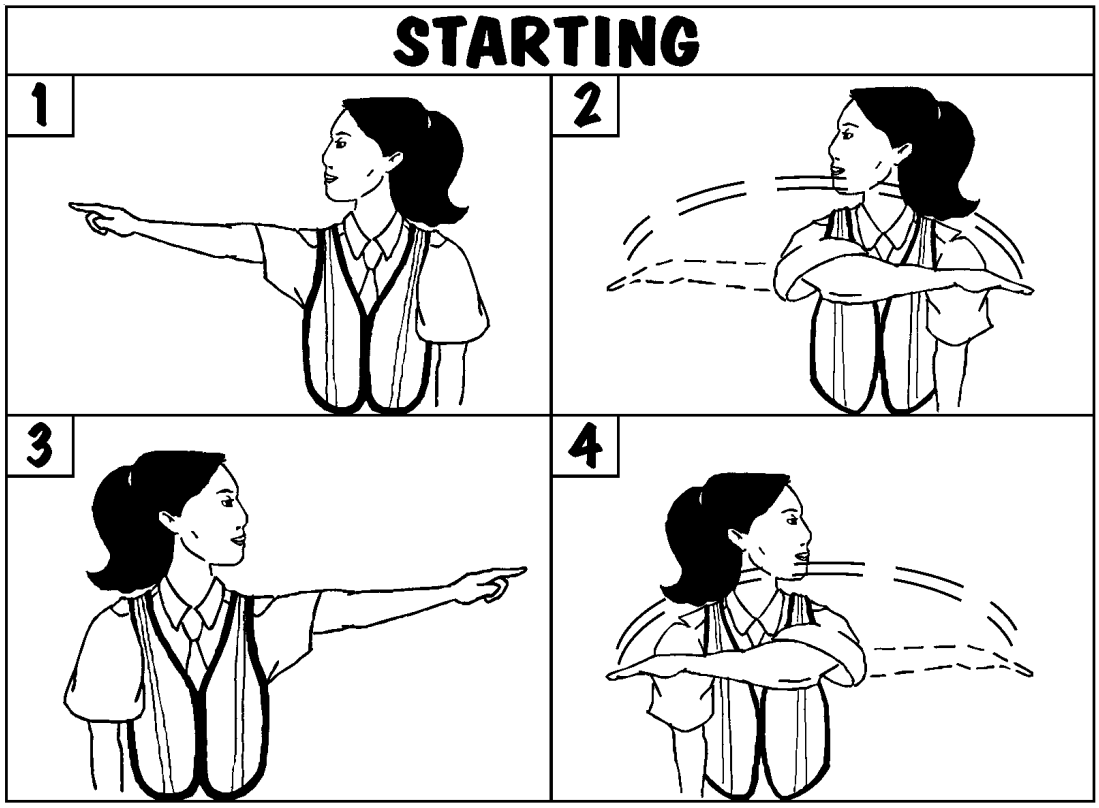
5. Repeat the gesture until the traffic begins to move.

6. When the traffic begins to move, drop your hand to the side.

7. Repeat steps 3 to 5 with your other arm for traffic coming from the opposite direction.

   Slow or timid drivers may need extra help to start moving. Repeat the gesture, but don't overuse it. It may make them more nervous and cause an accident.

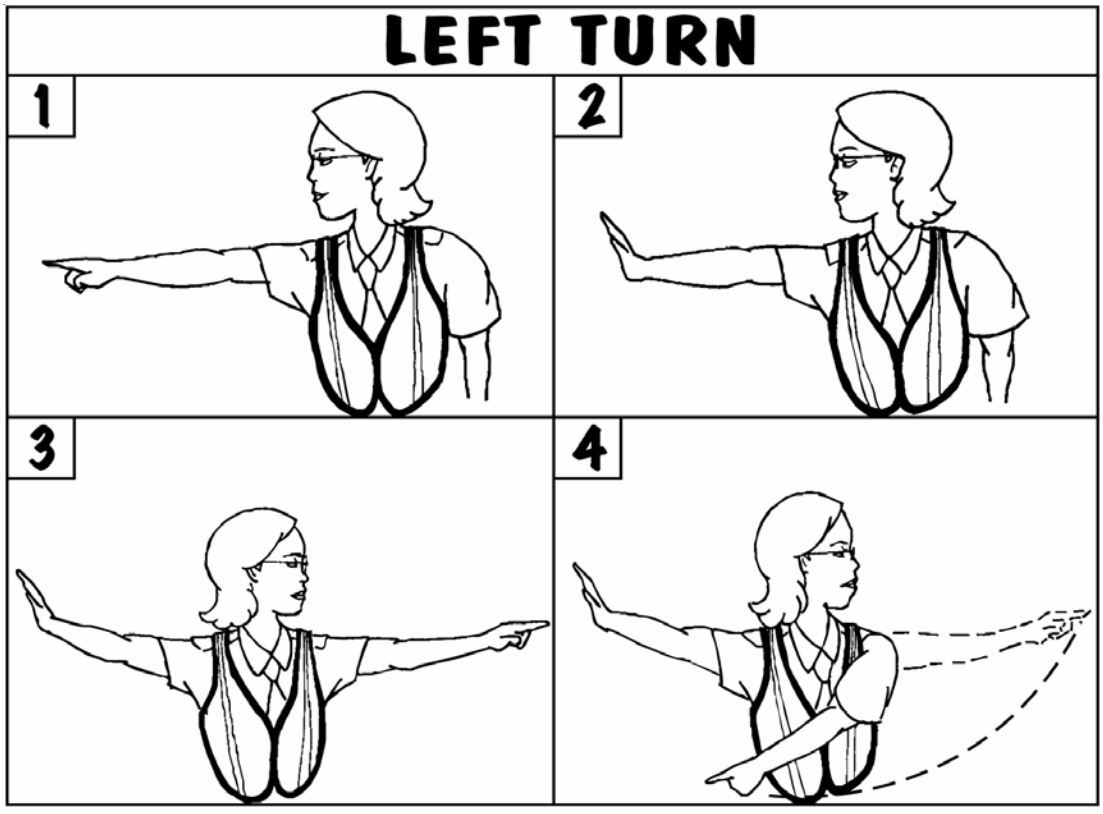
   If traffic is to be started from both directions, repeat the procedure for traffic coming from the other direction.


STARTING
1
2
3
4

LEFT TURNS

These turns are very dangerous, as vehicles will be turning into oncoming traffic. You must make a decision about when to allow left turns depending on how heavy the traffic is and how many people need to make the turn. Use caution:

1. Stop the traffic coming from the opposite direction. Hold the stop signal.
2. Make sure the intersection is clear of vehicles and pedestrians.
3. With your opposite arm fully extended, point at the driver who wants to turn.
4. Make sure the driver has noticed you. Make a downward swinging motion in the direction you want the driver to go.



RIGHT TURNS

Drivers will need little direction when making right turns, as they will not be turning directly into oncoming traffic. If traffic is heavy, you may need to stop drivers turning right to let traffic pass from the other direction. Also if there are many vehicles turning right, you may need to hold back pedestrians, so that the traffic can flow smoothly. If you need to signal a right turn, make sure the driver has noticed you and then make a downward swinging motion to the driver's right.

3. KEEP TRAFFIC MOVING

Drivers may get frustrated quickly, if subject to long waits or little movement in traffic. A driver who is at the end of a long line-up that has not moved in quite some time may feel that there is something wrong. People in this situation may conclude, erroneously, that there is a stalled car and may try to get around the blockage by driving in the wrong lane, over curbs, and so on. This type of activity may well lead to a genuine blockage or even a collision.

HOW DO I DEAL WITH EMERGENCY VEHICLES?

Emergency vehicles have the right of way. Stop all vehicles and pedestrians when an emergency vehicle is approaching. Give the driver a "Go" signal when the intersection is clear. If the driver of the emergency vehicle signals for a turn, motion in the proper direction, showing that the way is clear. Be on the alert for more emergency vehicles.

Below are some things to remember when dealing with emergency vehicles:

- You should know the layout of your site—both inside and outside. Then you will be able to meet the emergency crews at the nearest entrance to the incident or the entrance that gives the best access to the site. You may have to meet the emergency vehicles at that gate and direct them to the scene (both inside and outside). You may also need to direct vehicle and pedestrian traffic at the same time;

- You must know where all the fire lanes are and how to keep them clear. Your post orders will give site-specific details about your duties and authority to keep these areas clear;

- Know the location of all hook-ups for fire personnel and how to get to them on your site. Once again, this may mean directing both types of traffic away from that area at the same time;

- You may be called upon to control people who are watching an accident scene, especially if they are interfering with emergency personnel. You may need to use barricades for this purpose;

- Know the site evacuation plan. You may have to keep staff or visitors moving to safe areas;

- You need to check your post orders to be sure that you know the procedures for calling emergency personnel to the site. Know if there are any areas that require special access (for example locked gates unlocked or areas needing special access cards)?

4. BE ALERT AND DO NOT GET ARGUMENTATIVE

Always be on your guard for those drivers that may not see you.

People will always make mistakes and may not see or understand the directions you are trying to give. Yelling at slow or nervous drivers usually does not make them less nervous. Calmly repeat the directions to clarify what these drivers should do. Cars will honk at you; passengers and drivers will swear at you. Belligerent, rude, and obnoxious people are probably just frustrated with the situation. If they are normally that way, that is their own punishment.

Remember that a security guard, performing traffic control duties, is more in the public eye than when undertaking virtually any other duty. The image that you project to the public is the one that they will take away with them. It will be called upon the next time that person meets a security guard. Be calm, cool, and collected.

Try not to be baited into an argument if someone tries to browbeat you. It not only looks unprofessional, but it keeps you from doing your job, which is to maintain control of the situation.

5. BE FLEXIBLE

Look for areas of particular congestion, such as heavily used lanes or streets. If possible, and appropriate, give that section priority (although not to the point at which other lanes of traffic are held up for extended periods of time, see principle number four above).

Protect pedestrians, paying special attention to children and those with physical or mental challenges such as vision or hearing impairment.

Emergency equipment such as fire vehicles, police cars and ambulances should be given priority, when their emergency equipment (sirens and lights) has been activated.

TRAFFIC VIOLATIONS

Security guards are not normally empowered to issue traffic violations under provincial legislation. Occasionally, however, a security guard will be asked to enforce municipal bylaws by issuing tickets in accordance with municipal bylaws and regulations. The security guard performing these functions should solicit specific advice on how this function should be performed from his or her employer, who will obtain the necessary information from the client.

SCENE MANAGEMENT

There are several tasks that a security guard may be called upon to perform at the scene of an accident or a collision. The tasks must be performed by priority, with the most important performed first, the second next, and so on.

UPON ARRIVAL AT AN ACCIDENT SCENE, CHECK:

Is there a protection of life issue? Determine if anyone has been injured. Discover if the police, fire department, or an ambulance has been called to provide assistance. Has anyone at the scene started first aid? Do you possess the proper skills and/or certification? Do they?

Is there a danger to other traffic? Does the danger presented pose a risk to other vehicles or to pedestrians? Use your vehicle, safety equipment (such as flares, cones, and barricades) to ensure that the danger is minimized. You may also want to extend the protected area to include any evidence (such as skid marks or debris) that you consider important.

Identify any participants. Potential individuals may include drivers, passengers, pedestrians, and anyone who has witnessed the incident. Assess their condition; do they require medical attention? If emergency personnel are removing anyone from the area, if possible (and without risk to the person) try to obtain their names before they leave the scene.

Preserve evidence. Short lived evidence – evidence that can be lost in a short period of time, or can be damaged by things like weather or exposure to moisture – should be preserved. Consider taking photographs of evidence that may be easily damaged or lost.

Notes of the incident. A security guard should probably enter the incident into his or her notebook. Consider recording vehicle license numbers, a description of the people and vehicles involved, what happened, and even a rough sketch of the area.

Record as much information as possible, including:

- name, address, and workplace of each driver;
- time, date, and exact location of the accident;
- registration numbers, makes and years of vehicles;
- driver's insurance company details;
- names of witnesses. You should also get contact information and a statement if they will provide one to you;
- description of accident and damage;
- diagram showing where the vehicles and/or pedestrians were coming from and where they hit each other;
- details of any injuries and what action was taken;
- any conditions that may have contributed to the accident such as an emergency, weather, road conditions, construction, etc.;

- any unusual or strange things that are said by either party in the accident. These could be very important for further investigation;

- any observations that you make of the scene. For example did a beer can fall out when the driver got out of the vehicle? *Be very careful* to record only what you observe and not what you *think* is happening. Do not jump to conclusions or speculate on what you see;

- pictures of the scene and evidence. This may be important for investigations.

Provincial legislative requirements for reporting accidents: The provincial government has introduced changes requiring that a motor vehicle accident reported to the police when one or more of the following is involved:

- hit and run;

- a tow truck is required/used;

- out of province vehicle involved;

- impaired driver;

- injury or death.

The relevant provisions of *The Traffic Safety Act* read:

> **252** In this Division, **"accident report"** means a report in the form required by the administrator providing any particulars of an accident that, in the opinion of the administrator are necessary to establish, as far as is possible:
>
> (a) the causes of the accident;
>
> (b) the persons responsible for the accident; and
>
> (c) the extent of any bodily injuries and property damage arising out of an accident.
>
> **253**(1) In this section, **"unidentified motor vehicle"** means a motor vehicle:
>
> (a) that causes:
>
> (i) bodily injury to or the death of a person arising out of physical contact of the motor vehicle with the person or with the motor vehicle of which the person is an occupant; or
>
> (ii) property damage arising out of physical contact of the motor vehicle; and
>
> (b) with respect to which:
>
> (i) the names of both the owner and the person in charge of the motor vehicle are not ascertainable;
>
> (ii) the name of the owner is not ascertainable and the motor vehicle has no person who was in charge of it; or
>
> (iii) the name of the person in charge of the motor vehicle is not ascertainable and the owner is not liable for the actions of that person.

(2) Every person in charge of a motor vehicle that is involved in an accident shall:

(a) notify the following persons as soon as is practicable after the accident:

(i) the person in charge of any other motor vehicle that is involved in the accident;

(ii) if any property in addition to a motor vehicle has been damaged as a result of the accident, the person in charge of that property; and

(b) provide the persons mentioned in clause (a) with the following information:

(i) his or her name and address;

(ii) his or her driver's licence number;

(iii) the number of the certificate of registration of the vehicle; and

(iv) particulars of any insurance affecting the vehicle.

(3) In the circumstances mentioned in subsection (4), the person in charge of a motor vehicle that is involved in an accident shall:

(a) report the accident to the nearest peace officer as soon as is practicable after the accident; and

(b) provide the peace officer mentioned in clause (a) with any information or written statement concerning the accident that the peace officer may reasonably require to complete an accident report.

(4) The duty to report an accident to a peace officer pursuant to subsection (3) applies if the accident:

(a) involves bodily injuries or death;

(b) involves a motor vehicle for which no certificate of registration has been issued pursuant to this Act;

(c) involves an unidentified motor vehicle;

(d) involves a motor vehicle that was towed from the scene of the accident as a result of the accident; or

(e) involves a person in charge of a motor vehicle who was apparently under the influence of alcohol or drugs so as to be incapable for the time being of having proper control of the motor vehicle.

(5) If the person in charge of a motor vehicle involved in an accident is physically incapable of making a report required pursuant to subsection (3), another occupant of that motor vehicle who is capable shall make that report.

(6) Every person who sustained a bodily injury arising out of a motor vehicle accident and who is physically capable of making a report shall make a report in the same manner as that required by the person in charge of a motor vehicle pursuant to subsection (3).

(7) A peace officer who receives a report of an accident shall:

(a) secure from the person making the report, or by other inquiries if necessary, any particulars of the accident necessary to complete an accident report;

(b) prepare an accident report; and

(c) immediately transmit the accident report to the administrator.

(8) The administrator may require:

(a) any person involved in an accident or having knowledge of an accident or of any bodily injuries or property damage arising out of an accident to furnish any information that is necessary to complete an accident report; or

(b) a peace officer to secure any information that is necessary to complete an accident report.

(9) In a prosecution for a contravention of this section, a certificate of the chief, deputy chief or person in charge of the police service or unit responsible for providing police services in the municipality where an accident mentioned in this section occurred that a report has not been filed is admissible in evidence as proof, in the absence of evidence to the contrary, of the facts stated in the certificate and of the authority of the person issuing the certificate, without proof of the appointment or signature of the person who completed the certificate.

255(1) If a peace officer receives an accident report pursuant to section 253, the peace officer shall do one of the following:

(a) attach to the motor vehicle that was involved in the accident a written notice, on a form provided by the administrator, confirming that the accident has been reported;

(b) provide the owner of the motor vehicle mentioned in clause (a) with a confirmation, in any form and in any manner that the administrator considers appropriate in the circumstances, that the accident has been reported.

(2) If the administrator receives an accident report, the administrator shall do one of the following:

(a) attach to the motor vehicle that was involved in the accident a written notice, in a form that the administrator considers appropriate, confirming that the accident has been reported;

(b) provide the owner of the motor vehicle mentioned in clause (a) with a confirmation, in any form and in any manner that the administrator considers appropriate in the circumstances, that the accident has been reported.

(3) Every owner of a garage or an automobile repair or wrecker's business and every dealer that receives a motor vehicle that to his or her knowledge or in his or her belief has been in an accident involving bodily injuries, death or damage to property exceeding the prescribed amount shall immediately report the matter to the nearest peace officer and furnish any information that may be required if:

(a) the motor vehicle does not have attached to it a written notice described in clause (1)(a) or (2)(a); or

(b) the owner of the motor vehicle does not provide the confirmation mentioned in clause (1)(b) or (2)(b) to him or her.

The reporting requirements for accidents involving hazardous goods may be different than these requirements. A security guard dealing with accidents involving hazardous goods should contact his or her local municipal government office to determine what those requirements are.

PRACTICE SCENARIOS

SCENARIO 1

You have been assigned the responsibility of directing traffic in the parking lot of GPS Consulting Services. You have set up a four-way intersection in the parking lot to disperse traffic in an efficient manner. The operator of one vehicle appears confused by the directions you have been giving, and has driven part way into the intersection before stopping, driving a little more into the intersection and stopping again, blocking traffic in all directions. The driver has disregarded all of the directions you have been giving. What do you do?

- STOP the traffic in all four directions;
- give specific DIRECTIONS to the problem vehicle to get it out of the intersection;
- RESUME your control over the traffic in the intersection.

SCENARIO 2

You are hired to protect a chemical plant in the middle of a large city. Early one morning, a tanker truck delivering chemicals enters the main gate of the plant too fast, hits a ditch, and rolls over on to its side, partially blocking the access road to the plant. You see the "dangerous goods" sign on the vehicle as you approach. You know that workers for the next shift will start to arrive in the next few minutes, while the present shift will soon return to their cars to go home. What do you do?

- CALL your employer, the site manager or backup and get word to the police and the emergency response clean-up team that a possible dangerous goods spill may have taken place;
- KEEP at a safe distance;
- KEEP anyone from approaching – public safety is the main concern;
- REROUTE traffic if possible;
- IF SAFE to do so, check the vehicle to see if anyone is injured.

REVIEW

Important points in Chapter 6 are:

- Security guards have the legal right to control traffic on their sites only. They can do this in a public place only if the police ask for their help;
- When controlling traffic you should consider three things to help you stay safe:
    - your clothing;
    - your equipment; and
    - where you stand'
- There are standard hand control signals for stopping, starting and turning traffic;
- Emergency vehicles always have the right of way.

SOME FINAL WORDS OF WISDOM:

- Establish eye contact with the driver whenever possible;
- Execute your signals and commands, in a clear and simple way;
- Repeat them as often as is necessary to keep traffic flowing smoothly;
- If congestion occurs – stop all traffic and start over again. Maintain your cool in stressful situations;
- Be consistent – Don't allow someone to talk you into using any direction other than what you have indicated.

Chapter 7

Note Taking, Reports and Evidence

Security Guards complete written reports of occurences on duties performed and a comprehensive description of the entire tour of duty. Security Guards also protect evidence and appear in court as witnesses. This session will assist the candidates to better prepare reports, in presenting facts in the protection of evidence and appropriate conduct in court.

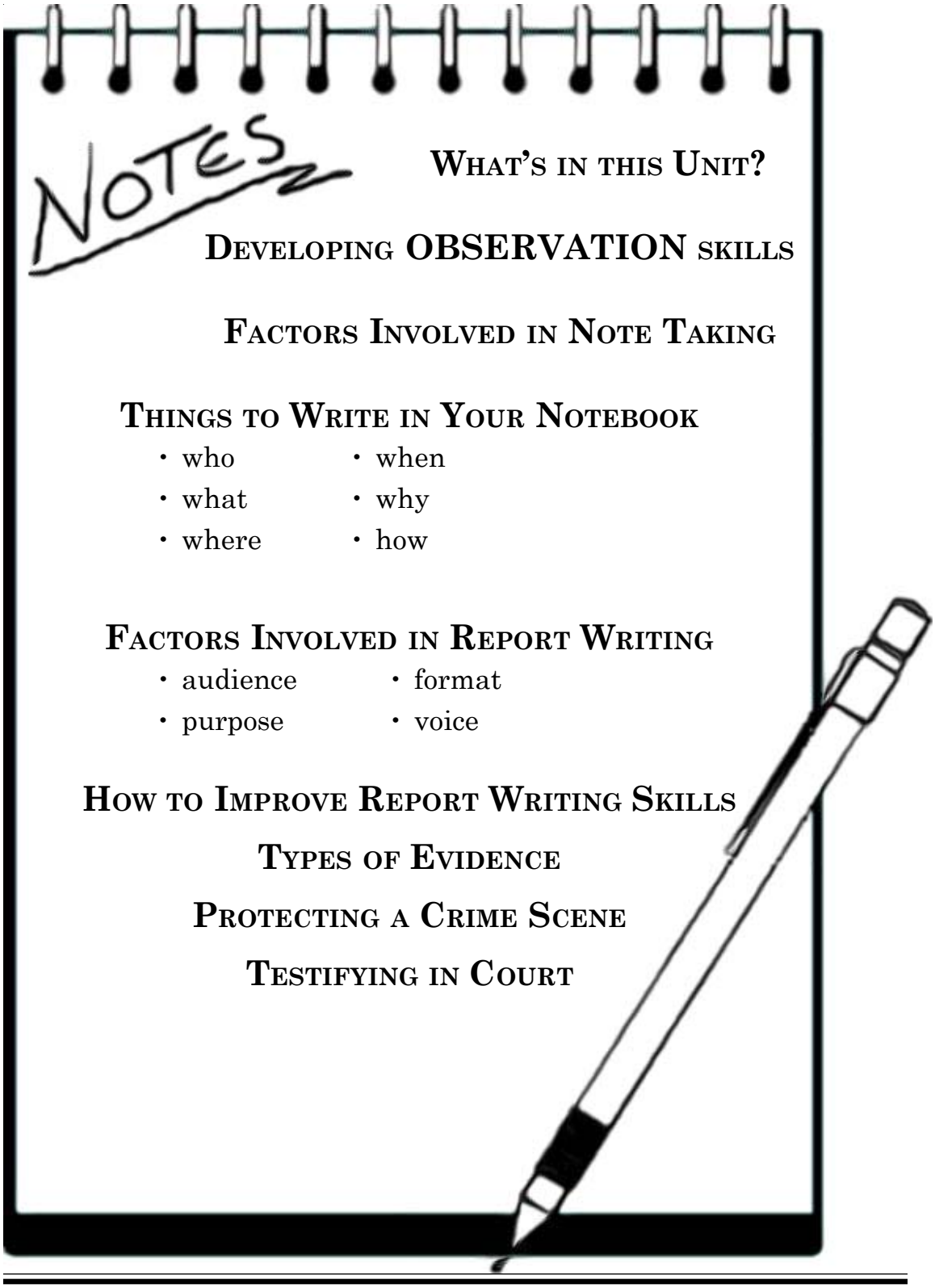
Canadian General Standards
Board Standard 133.1-99 Paragraph A9.1

OBJECTIVES

This unit will help you learn how to:

- improve your observation skills;
- use your notebook correctly;
- write a detailed report that is easy to read;
- properly secure a crime scene and preserve evidence;
- tell the difference between different types of evidence;
- prepare yourself to testify in court.

Remember . . .
Your main duties are to ***observe***, ***deter***, ***record*** **and** ***report***.



WHAT'S IN THIS UNIT?

DEVELOPING OBSERVATION SKILLS

FACTORS INVOLVED IN NOTE TAKING

THINGS TO WRITE IN YOUR NOTEBOOK

- who
- what
- where
- when
- why
- how

FACTORS INVOLVED IN REPORT WRITING

- audience
- purpose
- format
- voice

HOW TO IMPROVE REPORT WRITING SKILLS

TYPES OF EVIDENCE

PROTECTING A CRIME SCENE

TESTIFYING IN COURT

PRETEST

This pretest will start you thinking about the information in this unit. Write T for True or F for False before each of these statements. You can check your answers in Appendix A. After you complete this unit, you may want to try this pretest again to see how much you have learned.

1. ____ The notes from your notebook could be used as evidence in court.

2. ____ You should use a pen to write your notes.

3. ____ Your opinion about an event is important when you write a report.

4. ____ 1700 hours means the same as 7:00 p.m.

5. ____ The words "Bravo" and "Dog" are used to make the letters B and D easier to understand over the telephone or radio.

6. ____ An incident report should include information about who, what, when, where, why, and how an event happened.

7. ____ After a theft, you should fill out an incident report.

8. ____ The most reliable evidence is circumstantial evidence.

9. ____ Photographs are examples of direct evidence.

10. ____ After a crime, you should secure the area.

11. ____ A subpoena is a request to appear in court.

12. ____ You should read from your notes whenever you need to answer questions in court.

LESSON ONE

OBSERVATION SKILLS OF THE PROFESSIONAL SECURITY GUARD

Security guards are often described as the "eyes and ears" of the client. You are hired to notice and report anything unusual at the site you are guarding. It is very important for you to develop strong powers of observation. A great place to practice is on your patrol. In the profession of security, one can develop different skills which make your job easier.

Observation as well as **memory** are skills such as these.

You will find that as your observation and memory skills improve all aspects of your job become easier. This will show from the way you handle situations, including the way you conduct your patrols and the way you complete written reports.

One of the differences between a professional security guard and other security guards, is that the professional can and does utilize his senses, through observation and memory, in all aspects of the job.

WHAT ARE POWERS OF OBSERVATION?

Observation is as a process that includes:

1. Noticing – becoming aware of something through any of your five senses;

2. Interpreting – organizing the information into something meaningful;

3. Recalling – remembering the information and being able to access it when you need to.

Let's look at this process more closely.

1. NOTICING

Have you ever stared at a TV screen, but not really seen what was on it or driven from point A to point B, but didn't remember how you got there? Your brain was on "automatic pilot" and you were probably thinking about something else. Your senses were giving you information, but you weren't really paying attention.

As a security guard you must be actively aware of everything that is going on around you. This is a skill you can develop only with experience and practice.

2. INTERPRETING

The second part of the process of observation is interpreting. It is not enough to just notice things using your senses. You must think about the smells, sights, sounds and touches that you have experienced on patrol. Do they give you clues about dangers, accidents or crimes that may be happening? You must analyze everything you experience to decide if it could harm the people and property you are protecting. You must learn to trust your gut instinct and to be suspicious of anything or anyone out of the ordinary. The old saying "better safe than sorry" truly applies to security guards:

- Be careful not to jump to conclusions about people—describe what you smell, hear, see or feel but do not assume you always know what the cause is. Sometimes people may seem drunk even when they have not had any alcohol. This could be because they have an illness such as cerebral palsy or diabetes.

3. RECALLING

The third part of the process of observation is recalling. You will often be asked to recall incidents, faces, names, dates and many other things by your supervisors, clients, police, and even the courts.

It is important to record anything you observe as soon as possible. You may be able to remember things for a short time, but memories fade quickly. This is especially true if your mind becomes busy with other things.

You can improve your memory by practicing these skills: (Remember **CAR**)

- **Concentration** – focus on a single thing while ignoring everything else. Look closely at one person in a crowd and practice describing them while tuning out other people and sounds. Focus on a different sense each time you patrol;
- **Association** – relate something new to something that is already fixed in your memory. You can practice this with names. When you are introduced to someone whose name you need to remember, think about someone you know with the same name;
- **Repetition** – The more you repeat something, the more likely you will remember it. You can practice this skill with license plate numbers.

A FINAL CAUTION:

On patrol your biggest enemy can be boredom. This is especially true if you have been working at the same site for a long time. You may not listen and watch as carefully as you should during your patrol. You can fight boredom by adding variety to how you do your patrols. If possible, do your patrol in reverse. For example, do it from the top down or inside then outside or you could do odd floors and then even floors. Pay close attention to details. Our brains try to fit what they see, hear, etc., into what they already know and may distort the information they take in. Things may not always be what they seem.

SENSES

Your five senses (hear, smell, touch, see and taste) are the basis for effective observation. As a professional, you will rely on these skills; the better you can use them, the better and more effective you can do the job.

With training and experience the professional will become very good at all aspects of the job, including:

- being able to say with confidence that he/she has conducted his/her tour of duty in the best possible manner;
- being able to see a problem situation forming and take appropriate action before the situation gets out of hand;
- being able to give more accurate descriptions of people, places and things and being able to see signs of untruths when dealing with people.

To improve your ability to gather information through your senses depends on your awareness.

What can we do about sight? There are a few things we should know about seeing and perception that will improve the information our eyes are giving us.

VISIBILITY

The visibility of an object depends upon three things:

1. The **DISTANCE** from the observer:

   A person who has distinctive features will be recognized by friends or relatives in daylight up to 100 yards away, while a person who is not known by the observer can only be recognized in daylight up to 30 yards away. In contrast, a person can rarely be recognized beyond 10-12 yards under a full moon.

2. The **SIZE** of the object:

   A large object can be recognized at a further distance because its features are none distinctive. The larger the object is the further away the observer can be and still be able to recognize it.

3. The **ILLUMINATION** of the object:

   The amount of light that reflects from an object to the observer's eye determines how easily the observer will recognize the object. The observer can recognize an object easier by sunlight than by street lights.

   The direction of illumination is also a factor. The observer can see much better if the light is also a factor. The observer can see much better if the light is on the object and away from the observer, rather than toward the observer.

   The observer must also remember that the colour of illumination can change the colour of the object to the observer's eye.

PROBLEMS RELATED TO SIGHT IN OBSERVATION

1. Night vision – At night you use the periphery of the retina to receive light. The problem you run into is that if you look directly at an object at night it tends to fade away because the image strikes a "dead spot" in the eye.

   To solve this, look slightly above, below or to one side of the object, thus the image will not strike the "dead spot" of the eye.

2. Position of the observer – The position of the observer in relation to the object can alter the observer's perception of the object.

A seated person will often overestimate the height of a person standing nearby. Keep this factor in mind when recording descriptions.

This problem also works in reverse. It is hard to estimate the height of a person seated close by a standing observer.

HEARING

This is an important aid in identifying persons, places of events, and things – especially at night when sight is limited. You must be aware of the different sounds which are normal at your workaday.

The following are sounds which you should learn to recognize and be able to differentiate:

1. ACTIVITY NOISES – animal calls, footsteps, glass breaking, etc.
2. VOICES – volume, pitch, accents, intonation, etc.
3. MOTORS – drills saws, foreign vehicles, domestic vehicles, etc.
4. FIREARMS – pistols, rifles, shotguns, automobile backfires.

SMELL

The professional security guard must be able to distinguish potentially dangerous odours, as this may assist emergency personnel, as well as cut down the extent of loss through life and property.

The following are substances you should know and be able to distinguish:

- gasoline;
- natural gas;
- gas fumes that endanger life and health, such as chlorine gas;
- smoke: wood, electric or rubber.

Remember that certain substances such as ether may kill your sense of smell temporarily. The longer you are exposed to any smell, the less distinguishable it will be.

TASTE

- Taste is closely related to the sense of smell. Our taste buds only allow us to experience sweet, sour, salty, and bitter;
- You should never rely on your sense of taste while on patrol. Your other senses will give you more information and you could become seriously ill by putting unknown substances in your mouth.

TOUCH

This sense can give you vital information that would be difficult to obtain in any other way.

The following are some of the ways touch can assist you in your job:

- Feeling walls or glass for heat from an unseen fire. For vibrations created by sound, movement or tools in a burglary;
- Check the pulse or heartbeat of an unconscious crime or accident victim;
- One's first reaction when discovering a possible intrusion is to use the sense of touch to examine doors and windows in the dark for signs of forced entry. It is safer to use your flashlight rather than risk destroying evidence such as prints and perhaps injuring yourself on the twisted metal, broken glass or sharp slivers;
- Check tires, engines or mufflers for warmth to see if a car has been running recently;
- To identify types of cloth or paper.

MEMORY

Memory is the act of recalling information.

You need this skill, and it is a skill in order to be effective in the security field.

You may have developed your sense to its peak, but if you can't recall the information they give you for your notes and later for your reports for your superiors, you are not fulfilling your responsibilities.

Your memory skills, like your muscles, grow the more they are used. Therefore, you should incorporate memory tests into your everyday life. These memory tests need not be complicated and take a lot of time, but can be extremely simple and can be done at any time of the day or night, in any atmosphere.

Here are some simple exercises to assist you in improving this skill:

1. During your patrols or even when out shopping, examine a pedestrian who walks by you and mentally record his or her appearance, then double back and determine how closely your mental record was to the person's appearance.

   As you progress, cut back on the amount of time you take to study the person and lengthen the time you take to double back to re-examine them.

2. Use this same technique on display cases in stores or other locations which have a variety of objects.

3. Study photographs, set them aside, write lists of your observations, then compare. You can also do this with objects in a box.

HOW TO IMPROVE YOUR SENSES

SIGHT

Ensure that your vision has been tested and that it is in peak medical condition. (If you require glasses or contacts, ensure that you wear them).

Make a conscious effort to focus on what you see instead of just looking. Be aware of what you look at. Concentrate on what you are seeing. This can't be stressed enough.

HEARING

Ensure your hearing is in peak medical condition.

Know and be able to distinguish various sounds sometimes associated with crime, and also those sounds which are normal for your job site.

Know your limits. Don't state that you heard a particular sound unless you are 100% sure that is the sound you heard.

SMELL

Know when this sense is limited, through a cold or other sinus condition. Guard against this happening to you.

Know the various danger smells and be able to distinguish them. Be aware of what you smell; take time to give this sense justice.

TOUCH

Don't hamper this sense by covering it with other materials.

Know when and how to use it; i.e., for feeling warmth on doors and walls when there is a possible fire in the area.

Know the feel of different material.

As you can see, the skills that have been discussed in the chapter will serve you in all aspects of your work. You, your peers, and your supervisors will notice improvements in all aspects of your job the more you work on these skills.

Remember to always be aware of the senses you are using at any given time, and make a point of utilizing them to their fullest capabilities. Think at all times which of the senses will give you the most and the best information and then remember that information.

Remember . . .
Your main duties are to ***observe***, ***deter***, ***record*** **and** ***report***.

DIM LIGHT OR DARKNESS	
Problem	**Possible Solution**
Objects blend in with the background.	Shift your attention a little to the side of the object. It will be easier to see than if you look at the object directly. Crouch down so that the object is silhouetted against the sky.
Slow moving objects and objects close to the ground are hard to see. For example, someone who is crouched down close to a building.	Look above and below the object to try to see a contrast.
You are blinded when you move from a light area to a dark area.	Shut your eyes for a few seconds to allow them to adjust. If you are moving from a dark area into a lighted area and then back into a dark area, you can shut one eye while you are in the lighted area. You will then be able to see better out of this eye in the next dark area.
COLOUR DISTORTION	
Problem	**Possible Solution**
Colours do not seem the same to everyone.	When you interview witnesses, keep in mind that they may be colour blind.
Colours may not look the same under different types of light. Certain types of light can distort colours.	Know what kind of lighting is inside and outside your building and how it may affect the colours that you see (for example, when describing a car).

THINGS TO WATCH FOR WHEN OBSERVING PEOPLE

FACE

Forehead
Shape: high, low, wide, narrow

Skin: smooth, deeply wrinkled, lightly wrinkled

Markings
moles, scars

Ears
large, small, flat against head, sticking out

Cheeks
Shape: sunken, filled out

Wrinkles: shape, deep or light

Cheek bones
high, low, wide, narrow

Facial hair
moustache, beard, sideburns

Hair
Type: straight, loose curls, tight curls, waves

Style: long, short, parted, neatly combed



Eyebrows
arched, straight, down slant, up slant, irregular

Eye Shapes
round, oval, up slant, down slant.

Eyelids
wide open, partly closed

Nose
Shape: flat, wide, long, etc.

Nostrils: narrow, flared, wide

Neck
Front: double chin, large Adam's apple, etc.

Sides: hanging jowls

Chin
Shape: round, oval, pointed, square

Other features: small, double, dimpled, cleft

Mouth
Corners: turned up, turned down, level

Upper lip: thin, medium, full

Lower lip: thin, medium, full

FULL BODY

Jewelry
watch, ring, bracelet, nose ring, earrings, tie clip

Sex
male or female

Age
estimate

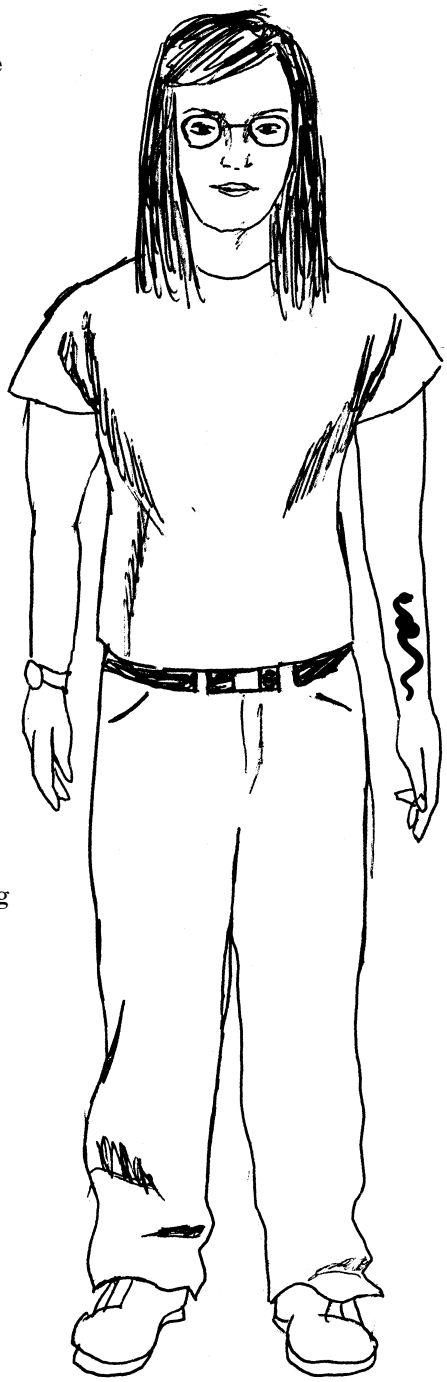
Height
compared to your own height,

Weight
estimate

Build
fat, husky, slim, muscular

Other
unusual make-up, clothing too large or too small, odd colours, patches, etc.

Glasses
size, shape, colour



Shirt
style, colour, sleeves, collar

Extras
belt, chains, scarf

Skin
colour, pimples, pock marks, acne, clean shaven, tattoos

Pants
colour, style (bell bottoms, shorts), cuffs

Socks
colour, pattern, length

Shoes
colour, style (laces, buckles, slip-ons, sandals)

Other clothing
hat, coat , sweater, tie, dress, boots, etc.

General appearance
neat, sloppy, clean, dirty, etc.

TAKING NOTES

INTRODUCTION TO NOTE TAKING[1]

The goal of good note taking is to allow the writer to record a concise, accurate account of daily occurrences in their notebooks. This segment introduces security personnel to the importance of their notebooks and how it can become an integral part of their equipment.

To a security guard a notebook is much like the plumber's wrench or the carpenter's hammer. During the course of his or her duties, a security guard will be called upon to deal with many different situations and persons. Since a great deal of accuracy is required in reporting and in the provision of testimony at trial, a notebook becomes an invaluable tool when used properly.

THE PURPOSE OF A NOTEBOOK:

There are a number of purposes in keeping a notebook, most notably:

To aid you in recalling details, and providing accurate testimony. A notebook is first and foremost an aid to giving accurate testimony. There is a considerable amount of information gathered during the course of an investigation, such as the names and addresses of witnesses, descriptions of things, measurements that are taken, locations of key events, and so on. If these types of things are not taken down and recorded as soon as possible, they may never be accurately and completely remembered.

Furthermore, the passage of time will erode your memory of the event. The lapse in time between the event and the trial is usually at least five or six months. If you do not record the information properly, critical details may be forgotten. Without proper notes you will end up answering questions with "I don't know", "I don't remember" and "I'm not sure". Remember, a judge and a jury are not likely to be impressed by someone who stumbles through a vaguely remembered incident. Your credibility is at stake. Take the time to write down the basics – the "who, what, where, when, why and how."

Finally, things that may not seem terribly relevant at the time may become very important at a later date. You may get lucky and write down some of these facts. Or, a detailed series of notes may be used to refresh your memory and may prompt the intimate details of the incident you are trying to recall.

As a reflection of your work and ability. People reviewing your materials will be making judgments on your abilities on the basis of your notebook and reports. Remember, a good notebook reflects favourably on the author and adds to his or her credibility. A poorly recorded incident may result in the conclusion that the work behind it was sloppy as well.

An efficient, neat, and well-organized notebook reflects your organizational skills and abilities. The relevancy of the material in your notebook shows the knowledge of the law and the offences you are dealing with. The quality of your notes reflects the amount of effort that you put into your work.

As a basis for writing a report. A good notebook will allow you to accurately portray the chain of events that took place for the police, your supervisor, or the client. Writing notes will help you organize and prioritize the information.

As an investigative aid. The act of note taking may help you organize the material you have accumulated. Going over the facts and placing them in chronological order may assist you in putting the entire puzzle together.

Furthermore, the people that you deal with today may become part of an investigation tomorrow. Repeat offenders and old incidents may become relevant in future files. Facts long forgotten may turn into clues that help you deal with other matters. The ability to reflect back and provide accurate information from your previous notes, then incorporate this into current investigations, is crucial.

WHAT TO WRITE IN YOUR NOTEBOOK

Generally speaking, you should start with identifying material such as your name and address. Since you will eventually fill a series of notebooks, include the date the book was started and finished, together with the number of the book. You should use only one notebook at a time.

Security guards who keep one notebook for rough notes and another for good ones not only have been subject to criticism by the courts, but also risk having the charges against an accused dismissed, when evidence that appears in one but not in the other is discovered during cross-examination. The court may get the impression that the evidence has been cleaned up or manipulated by the note taker. The same conclusion may be reached if entries are made in pencil and erased and written over. Make the entries in ink and remove any possible argument that the notes have been changed.

Keep your notes in chronological order. If a mistake is made in an entry, draw a single line through it, initial it, and rewrite the entry on the next line in the notebook. Do not leave blank spaces, lines or pages in your notebook. If this happens, draw a line through the space and initial

and date it. Do not tear out sections or pages from the notebook. Make sure the entries are legible and do not use abbreviations or shorthand unless you also include a full description the first time the abbreviation is used. Remember, the goal is to let someone else looking at your notebook know exactly what the notes mean.

Keep control of your notebook. Over time, it will contain many things that should be treated as confidential – descriptions of events, telephone numbers, addresses, and so on. At worst, this information may fall into the wrong hands. And in the best case scenario, if you only lose it, it will be as if the notes you will come to rely on were never written.

Start each day with a fresh heading, recording the time and date you are working, weather conditions, location of the job site, and so on. These details may help you to recall your memories of the event that took place.

Following these entries, you should detail events that take place during the day. Things you may want to keep track of include:

- the time the call is received, the event viewed, or the complaint made;
- the nature of the incident;
- factual information, such as names and addresses;
- any diagrams required (a picture is often worth a thousand words);
- evidence found:
  - by whom;
  - where;
  - at what time;
  - how it has been labelled;
  - disposition;
- statements or summaries of statements of victims (statements by suspects or accused persons must be recorded verbatim);
- names of the parties involved, including aliases and nicknames, if appropriate, and if possible, addresses, telephone numbers, and dates of birth;
- descriptions of individuals (clothing, age, height, weight, sex, colour of hair and eyes, ears, nose, scars, tattoos or other distinguishing characteristics);
- description of property (serial number, size, damage, colour, make, or other identifying features);
- description of the scene (including diagrams and measurements as appropriate);
- weather conditions.

Do not use profanity in your notebook, unless it is part of a witness statement or statement from the accused. Quotation marks should be placed around the exact profane words that were used. Make sure that you keep your notes and observations as objective as you can.

Unless your opinion is relevant, place only facts in your notebook. Avoid writing your opinions down; chances are, you will likely recall these when you review the observations you have recorded. For example:

Opinion:

The accused was drunk.

Observations:

The individual staggered down the street, and when I approached within about three feet I could smell a strong odour of liquer on him. His eyes were glassy and bloodshot, and when I spoke with him his speech was heavily slurred. I asked...

Remember . . .
Your main duties are to ***observe***, ***deter***, ***record*** **and** ***report***.

The key to writing good notes is to record as many details as possible. This is why it is important to make your notes right after you observe something, before you start forgetting the details. **Record information received with all your senses, not just what you see.** If you hear or smell something unusual, it could be important later on. It is better that you write too much instead of too little, as some information may end up being more important than you realize. For example, someone may try to distract you by telling you that there is a problem in the parking lot, meanwhile a robbery is taking place inside the building. If you have a clear description of the person who told you about the problem in the parking lot, it may be helpful during an investigation.

If you observe an incident that you know you will need to write a report about, make sure your notes include the answers to these important questions: Who,What,Where, When, Why, and How.

24-HOUR CLOCK

With a regular 12-hour clock there are two times in the day for every number, such as six o'clock in the morning and six o'clock in the evening. This can be very confusing.

The 24-hour clock is much clearer, as there is only one time in the day for each number. Six o'clock in the morning is 0600 hours and six o'clock in the evening is 1800 hours. The 24-hour clock is used by many people in many places when the exact time is very important. It is used in airports and train and bus stations. It is also used by the military, the police, and the security industry. You will need to write your notes and reports using the 24-hour clock. You will also use the 24-hour clock if you have to testify in court.

Note: Midnight is also sometimes referred to as 00:00

TO CHANGE FROM 12-HOUR CLOCK TIME TO 24-HOUR CLOCK TIME

In the 24-hour clock system we give the number of hours since the beginning of the day for the first two digits, and the number of minutes since the beginning of the hour for the last two digits.

EXAMPLE

Think about 4:30 in the afternoon. You have 12 hours in the morning + 4 hours in the afternoon, which makes 16 hours since the beginning of the day. There are 30 minutes since the beginning of the hour, so the 24-hour clock time is 1630.

Note: The 24-hour clock time always has exactly four digits with no breaks between the digits.

12-hour clock time	24-hour clock time
3:06 a.m.	3 hours since beginning of day, so time is 0306
12:05 p.m.	12 hours since beginning of day, so time is 1205
5:00 p.m.	17 hours (12 +5) since beginning of day, so time is 1700
8:14 p.m.	20 hours (12+8) since beginning of day, so time is 2014
12:59 a.m.	0 hours since the beginning of day, so time is 0059

TO CHANGE FROM 24-HOUR CLOCK TIME TO 12-HOUR CLOCK TIME

The times between one in the morning and one in the afternoon are not difficult to change. The numbers stay the same, and you just have to add a.m. or p.m. For example, 0312 is 3:12 a.m. and 1259 is 12:59 p.m.

From one in the afternoon until midnight we must take 12 from the first two digits and add p.m. For example, 1432 is 2:32 p.m.

THE USE OF NOTEBOOKS IN GIVING EVIDENCE

Unless you are classified by the court as an expert in some particular area, your opinion is probably not going to do anyone any good. In fact, it may be seen as inflammatory or prejudicial and suggests that you lack objectivity in your work.

From time to time, a security guard who has made notes would like to rely on those notes to refresh his or her memory during examination in-chief or during cross-examination.

The law with respect to the use of notes in court is as follows:

Provided that the document in question is made substantially at the same time as the occurrence of the event to which it relates and provided also that it was made, read over by and prepared under the supervision of the witness, that witness may use the document in giving evidence in order to refresh his [or her] memory.

Of course, the **permission of the court is still required** before the guard may open his or her notebook and peruse the material, in order to provide an answer to the question presented.

On the witness stand the temptation will be very strong to simply read the answer directly from the notes. The actual purpose of the notes, however, is to enable the note taker to refresh his or her memory of the events that took place. The use of notes should not be a substitute for memory but rather as an assist or aid to it. Read the notes. Refresh your mind with them. Recall what happened and then answer the question as best you can.

The exception to this rule is that you may want to read from the notebook when quoting statements, giving measurements, and so on, where exact detail is required.

With these rules in place, it may seem to be more work to make, keep, and maintain a notebook than it is worth in the long run. However, in the absence of the notes, the security guard's memory may fail and result in the dismissal of the charges against the accused.

CROWN DISCLOSURE

The Crown has a general duty to disclose to defence counsel the existence of all relevant evidence, as well as to disclose all of the evidence that it has in its keeping prior to being called upon in court to enter a plea or make an election.[3] This same privilege is extended to an accused person who does not have the benefit of counsel. This privilege is based on the Charter right to make full answer and defence.

The purpose of this broad approach to disclosure is:

- to ensure that defence is aware of the case of the Crown and is adequately able to prepare a defence;
- to resolve non-contentious issues in advance of trial and to ensure a more efficient use of court time;
- to encourage the Crown and defence counsel to review the evidence and promote the early resolution of cases where appropriate.

Normally, disclosure includes things like:

- written witness statements;
- notes and reports prepared by police officers or security staff summarizing relevant evidence, including oral witness statements or a summary of what a witness said when interviewed or a "can say" outlining what the witness is expected to say if no statement has been taken;

- names and addresses of those witnesses who did not provide a statement;
- a copy of any statement by the accused;
- particulars of the accused's criminal record;
- copies of all forensic and scientific reports;
- a list of exhibits available relating to the offence together with reasonable access or, if possible, copies of documentary evidence or photographs;
- copies of videotaped statements or access to the tapes.

There is a continuing obligation of the Crown to disclose any new relevant evidence that becomes known to the prosecution without the need for a further request for disclosure.

Additional disclosure will be made as required by the Crown on a case by case basis, balancing the need for full disclosure with the need to prevent endangerment of the life or safety of a witness and to protect the integrity of the Justice system.

A security guard should make full disclosure of materials he or she possesses to the Crown. If you have some concerns about the evidence falling into the hands of defence counsel, you should immediately bring it to the attention of the Crown. The Crown prosecutor deals with these issues on a daily basis and is in the best position to determine if there are grounds to keep the evidence from the accused.

If defence counsel wishes to see your notebook, come prepared. Have the area related to the matter at trial ready. Use rubber bands to limit the portion defence reviews to those notes relating to the trial. Do not, however, attempt to edit out portions of relevant notes by using the bands to keep prying eyes from reviewing sensitive areas.

LESSON THREE

INTRODUCTION TO REPORTS

To many security guards, report writing is difficult, time consuming, and in general, not very important. To most investigators, report writing is the most boring part of an investigation. It seems that in general, for a few short minutes of excitement, a guard may have to literally spend hours preparing paperwork. This lack of appreciation for what will probably turn into the most important support for a security guard's conduct is alarming.

In the course of a security guard's duties, he or she will encounter literally thousands of occasions which will require the passage of factual information to persons who were not present at the actual event that the security guard witnessed. These persons may include: co-workers, superiors, subordinates, police, insurance companies, private investigators, clients of the firm, the media, defence lawyers, the Crown prosecutor, and the court.

A security guard must be able to take the observations he or she has made at the time and accurately record them in a clear, concise and logical manner.

Reports are a means by which detailed facts of the events are recorded so that others may learn what has occurred. When complete, a report must be able to paint a complete picture of the events that occurred in the mind of the reader.

Remember, a good report reflects favourably on the investigator and adds to his or her credibility. A poorly recorded report may result in the conclusion that the work behind it was sloppy as well.

HISTORY OF REPORT WRITING

These materials are based upon those provided at the Regina Police Service *Cooperative Policing Program* training. Prior to the development of this program in 1995, the loss prevention and security industry in Regina was submitting a variety of reports to the police. Although some reports were felt to be adequate, a general concern was expressed that the industry would benefit from a standard report writing model based on the material delivered by the police college to new police recruits.

The format described herein is not permanent and may be subject to change with the needs of the industry and the Justice system from time to time. For example, report writing 20 years ago was much simpler than it is today. With the advent of the *Canadian Charter of Rights, The Youth Criminal Justice Act,* and the increasing complexity of the *Criminal Code,* the content and detail of reports has had to change as well.

REPORTS

There are, generally speaking, two categories of reports that a Security Guard will complete.

Administrative, or "Routine" Reports These are the reports that are required by the general paperflow through the office on any given working day. For example, these reports could include: a requisition for equipment, a visitor's register, a temporary pass registry, a time card indicating hours worked, requests for vacation leave, requests for training, budgets, and so on. Typically, these reports are based on a series of company generated documents with tick boxes and similar tools available on the forms to assist the individual in completing the document.

Operational, or "Incident" Reports These reports may describe those things that your supervisor or the client wants a description of, or they may describe the occurrence of a non-typical event, that is, some unusual incident that has drawn attention to itself during the execution of the daily duties of the security guard. Examples of things that may generate reports may include criminal offences such as damage to property, robbery, theft, or assault, a fire, or some other activity, or the daily activities of strikers on a picket line.

Some of these reports, such as those outlining the events surrounding a shoplifting incident, for example, will be passed on to the Crown for use at trial. Others may be provided to an insurance company in the event of a claim. Regardless of the use of the report, it must contain a clear and accurate description of what transpired.

The purpose of an operational report is threefold:

- to become an official record of what happened;
- to record the occurrence for the writer's future reference; and
- to pass the facts of an occurrence on to others for a variety of uses.

Your report may form part of the official record of what happened during the incident. For example, if several complaints about a dangerous situation are made to the security guard on duty at a site, and someone is hurt because nothing is done to remedy the situation, the security guard's report may become an essential exhibit in an insurance claim or civil trial for liability.

Records are important for another reason. The time lag between the commission of an offence and a trial is often a long one. Our memories of a specific event may grow cloudy over this long time period. A good report may well assist you to recall exactly what happened at the time of the offence, in preparation for trial.

ESSENTIAL INGREDIENTS OF GOOD OPERATIONAL REPORTING

Good report writing requires attention to detail, an understanding of the reasons why a report is required, and whom the audience of the report will be. A good report will be planned out in advance, will be factually correct and describe accurately the order of events that took place in clear and concise language.

Reports must be:

Organized: Get organized before writing the report. Gather the facts first. Record the facts in your notebook at the time of the incident or as soon thereafter as possible. Organize your thoughts by figuring out how to best address the situation and present a clear picture of what happened to the reader. Then draft the report. Remember, facts should be presented in chronological order.

Clear: Keep the sentences, the paragraphs, and the report short and to the point. Present a clear picture of what happened but don't be too wordy.

Legible: If the report is handwritten, make sure that it can be easily read by others. If you have poor penmanship, please print the report.

Complete: Cover off all possible relevant questions (who, what, where, when, why, and how).

Accurate: All facts in the report must be accurate. Do not assume anything and do not add anything that you do not know happened.

Proofread: Reread the report to make sure everything is there. Better yet, once you have reread the report, have a co-worker go over the document to make sure that everything makes sense.

Reports have essential ingredients. To be effective, they should include **the five 'W's' and the one 'how'**. While some of the questions may not have answers at the time the report is drafted, a thorough report will try to answer as many questions as possible. Remember, your goal is to paint a clear picture of what transpired for the person reading or hearing the report. Try to imagine hearing someone else telling you about a movie they have seen. If key messages are missing, the picture you have in your mind of the movie would be incomplete. A person who relies on your report to explain what has happened is trying to do the same thing. Make sure these basics are covered in your report.

1. WHO?

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

The "who" of the report describes anyone involved in the event. It can include people like: a victim; the person making a complaint, or asking that something be done, or stating that something was observed; who initiated the event; who reacted to the event; who owned property affected by the event; and so on.

2. WHAT?

- What actually happened?
- What evidence is available?

This portion will likely provide the majority of the substance of a good report. It includes things like: a description of the events that occurred; what actions were taken by the people involved (including the security guard); what evidence is available (not only the physical evidence, but also what witnesses will state), and what was done with the evidence.

3. WHEN?

- When did the event occur?

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

4. WHERE?

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

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

5. WHY?

- Why did what happened, happen?

What motive was there for the incident? Why did this particular series of events occur? Many of these questions can be determined by investigation at the scene. Some questions may remain unanswered even after a thorough investigation.

6. HOW?

- How did this event come to your attention?
- How did the event take place?
- How did the accused act?
- How did the witnesses act?
- How was the evidence recovered?
- How was the suspect/accused arrested?

This portion describes how the incident took place and what action was done in response.

FORMAT

Reports should be written the same way to guarantee that a consistent product is produced. The consumers or end-users of the reports (note the earlier examples such as Crown prosecutors, insurance companies, and so on) should be able to find the same elements in all of the security reports they encounter. Consumers of the reports will have an easier time distilling out the essential information in the reports, if they are all written in a consistent manner.

Before a report is written, the security guard should take the time to organize the main points to be contained in the report, including the questions that should be answered that will best allow his or her audience to understand the situation.

Report writing styles vary. Your employer should specify the style of report writing that you should use. The Cooperative Policing Program recommends, in part, the following:

- Write reports in the **past tense**:

  I noted...;

  I observed...;

  The accused selected...;

- Date the report with the **incident date**, not the investigation date;

- Use the legal address:

  1909 Rose Street – not Heritage Mall;

- Make sure that you use in your report the actual legal business name. This may require checking the business licence;

- Names should be printed (not written) with the surname (the last name) first, in capital letters, followed by a comma and the first name. The first letter of the first name should be capitalized. A slash is used between the first and second names;

- Make sure that if the accused has no identification, he or she spells out his or her name. The names in your notes and report should be the actual name, not a nickname or shortened version of the full name (for example, "Bill" is often used in place of "William", which is likely the legal name of the person). Write in your report any aliases or nicknames the person may have;

LESSON FOUR

EVIDENCE

INTRODUCTION TO THE RULES OF CRIMINAL EVIDENCE
WHAT ARE THE BASIC TYPES OF EVIDENCE?

How should security guards collect evidence? How should the things they take into their possession be maintained? These are the questions we will attempt to answer in this section.

TYPES OF EVIDENCE

Direct Evidence. Direct evidence is the testimony of a witness with respect to something that witness perceived with one or more of their five senses and which directly relates to one of the facts in issue. For example, when someone witnesses an assault and gives testimony that it was the accused who struck the victim, that is direct evidence.

Direct evidence is given as the truth of what was perceived and as the proof of a relevant fact in issue. Of the different types of evidence which may be presented at a trial, direct evidence provided by a witness testifying is preferred. Like any other form of evidence, the judge must determine what weight should be given to direct evidence.

Various factors can affect the reliability of direct evidence including the ability of the witness to perceive what he/she is testifying about, the witness' ability to recall the event and the witness' ability to express and to describe what was observed. In addition, understanding the questions asked may also affect the witness's evidence. Judges must consider the presence of any of these factors when deciding how much weight to give the evidence.

The reliability of direct evidence can be tested by questioning the witness. Questioning by either the accused or the Crown or the judge can assist in determining not only the witness's credibility but also whether any factors exist that affect the reliability of the witness's evidence, such as the fact that the witness had consumed alcohol prior to witnessing the occurrence or the existence of poor lighting conditions.

Circumstantial Evidence. Unlike direct evidence that relates directly to a fact in issue, circumstantial evidence is evidence which proves facts or circumstances from which the existence or non-existence of the fact in issue may be inferred.[4] For example, the evidence of a witness who saw the accused stab the victim is direct evidence, while evidence that the accused owns the same kind of knife as the one used in the stabbing, the same type of gloves as the ones found beside the victim, and was seen in the vicinity shortly before the stabbing, is circumstantial evidence.

One concern about circumstantial evidence is its reliability. To be reliable and useful, the circumstantial evidence must be sufficiently connected to a relevant fact to assist in either proving or disproving that fact. Another concern with circumstantial evidence is that the correct inference be drawn from the evidence.[5] For example, if the grass and ground are wet, one may infer that it rained. However, this is not the only possible conclusion; there could have been a heavy dew or a sprinkler may have been used in the area.

It is not necessary that each piece of circumstantial evidence lead inevitably to the conclusion that the accused is guilty in order to be accepted. Circumstantial evidence may be used like other types of evidence either in isolation or in conjunction with other evidence to determine guilt or lack of guilt.[6] For example, the evidence that the victim was seen being assaulted by someone wearing a red jacket with the number 23 on it, and the evidence that the accused owns the same type of jacket may be sufficient when considered in conjunction with further evidence that the accused was seen in the same area immediately before the assault wearing a red jacket with the number 23 on it.

Hearsay Evidence. Hearsay evidence is a statement originally made by someone other than a witness testifying at trial and which is submitted for the purpose of proving the truth of the original statement.[7] For example, if a witness gave evidence that at work on Tuesday, Mr. Jones told her he saw the accused hit the victim, and the purpose behind the witness's evidence is to prove that the accused assaulted the victim, then the statement of Mr. Jones is hearsay.

Hearsay evidence may be of questionable reliability because the person who made the original statement is not present to be questioned. That person's credibility and honesty cannot be tested and the truth of the statement cannot be assessed. The danger of unreliability increases each time a statement is repeated.

Hearsay evidence may be presented in the form of oral evidence given during the testimony of a witness, or in writing through a witness presenting a document for the truth of its contents. For example, if a witness submits a letter written by the victim detailing the events of an alleged assault, the contents of the letter is hearsay if it is being submitted to prove the circumstances of the assault.

Traditionally, hearsay evidence was excluded in courts because of its unreliability unless one of the exceptions applied. For example, statements made spontaneously and concurrently with an event are considered part of the event, such as if the victim of an assault is heard yelling "stop hitting me Bob" during an assault. A statement made by a dying individual is a further exception to the hearsay evidence rule. In these circumstances it is considered unlikely that the statement was concocted. This general exclusion of hearsay evidence has expanded and courts are now more open to accept hearsay evidence in circumstances where it is shown to be reliable and necessary.[8]

Admissions. Voluntary admissions made by an accused and reported by another witness, fall outside the hearsay rule and may be admissable.[9]

Documentary Evidence. Documentary evidence is traditionally defined as "any written thing capable of being made evidence no matter on what material it may be inscribed".[10] This may include documents, books, cards, photographs, sound recordings, films, videotapes, microfiche, computer records, and other information recorded or stored by means of any device.

To determine the reliability of documentary evidence there are a number of factors, related to the nature and quality of the document that the presiding officer should consider. For example, a video recording may be unclear in sound or in image, handwriting may be illegible or the condition of a document may make the contents impossible to accurately decipher.

If the document is a videotape or picture, the court will want to be satisfied that it has not been tampered with or the images altered, and that what is shown is a true depiction of what the document is supposed to be showing. If the document is a paper document, it is important that all the information be readable or visible, and if it is a paper copy of the original, that the contents have not been altered.

Further, no matter what kind of document is presented, the judge must be satisfied that the contents are accurate before relying on the document. For example, an accounting ledger may be authentic and unaltered, but it has little evidentiary value if the person who made the entries in the ledgers failed to total the figures correctly.

There may be reliability concerns with certain documentary evidence. A document can be tampered with and is only as reliable as the person who created it. Although close examination of a document may help the presiding officer detect any problems such as tampering, it is important that someone who has personal knowledge about the document be available to give evidence and be questioned about the evidence where that would be of assistance.

Although an investigation report cannot be used as evidence, the maker of a report may be called to testify with respect to how the investigation was conducted, the contents of any statements made to the maker by the accused, and any other matters of relevance contained in the report about which the maker of the report has personal knowledge. As well, there may be documents attached to the report such as statements by an accused which are relevant and which the presiding officer may accept as evidence in their own right. Statements by other witnesses may also be introduced. Where possible statements should be introduced through the person who actually gave the written statement or the person who received it.

Real Evidence. Real (physical) evidence refers to things presented to a court. Real evidence can include material objects, such as a weapon or item of clothing, and demonstrations or experiments conducted for the benefit of the court.

Where real evidence that is determined to be of assistance and relevant is received into evidence, the judge will still have to determine the "weight" to be given to it. As with other forms of evidence, the reliability of real evidence will have to be assessed. Normally, this arises in relation to the identity of the object. To ensure the object presented as evidence is the same object, related to the alleged offence, a witness would ordinarily be called to introduce the object, and to give evidence about where the object was found, how it was found, and where it has been kept since it was found. The need to establish the identity of the object will be especially important if the object is somehow linked to the accused or to the commission of the offence.

For example, the accused is charged with assaulting someone with a book, and a book found at the scene of the alleged offence has the accused's name in it. It is important to have a witness who can confirm that the book was found at the scene after the alleged assault, explain how it was found and indicate that it has been kept safe with no possibility of tampering or being switched before the trial.

Another related concern about the reliability of real evidence is that on its own, it provides only circumstantial evidence. Depending on the circumstances, the judge must be cautious not to infer too much from its existence. Real evidence can be used to corroborate the direct evidence given by a witness. For example, the mere fact that the book used in an assault belongs to the accused is not proof on its own that it was the accused who used the book and committed the assault. However, proof that the book belongs to the accused may corroborate a witness's evidence that the witness saw the accused throw the book and strike the victim.

Trace evidence. Sometimes physical evidence is very small or even invisible to the untrained eye. This type of evidence is called trace evidence. It includes things like fingerprints or footprints in and around the area where a crime took place. It could also include very small physical objects like a hair or fibre from a piece of clothing. This type of evidence must be collected or photographed by experts. If you are the first one to arrive at a scene of a crime, it is important for you to make sure the crime scene is not changed in any way before the experts arrive.

Opinion Evidence. Unlike evidence involving the personal knowledge of a witness or particular facts, opinion evidence is evidence of what a witness thinks, believes or infers regarding the facts in dispute. The opinion must be based on facts that have been received into evidence.

It is not necessary that a witness be an expert on the subject in order to be able to give reliable opinion evidence. There are many everyday occurrences and experiences that most people could give an opinion on. For example, most people can give a reliable opinion on whether someone was intoxicated on a particular occasion, without any medical expertise, based on having observed people who were intoxicated on other occasions.

If opinion evidence is given at trial, there is no requirement for a judge to automatically accept any opinion evidence given. Like all other evidence, once the opinion is found to be relevant and of assistance, the judge must then determine the weight it is to be given. The judge could decide not to give the opinion any weight. When considering opinion evidence the presiding officer must be cautious not to allow the opinion of any witness to circumvent the role of the presiding officer to decide what occurred in a particular circumstance.

Unsworn Evidence. Each witness called to give evidence at a trial, must do so under oath or solemn affirmation. In the event that a witness does not appear to understand the nature of an oath or a solemn affirmation, due to their age or apparent mental incapacity, the Crown should be consulted.

THE BASIC TEST: RELIABILITY AND RELEVANCE

The rules of evidence are intended to ensure that only evidence that is reliable and relevant will be admissible in court. There are many rules of evidence which lawyers must be familiar with such as issues which often appear as devices to suppress the truth rather than bring out the truth. During the trial, objections from council may be related to ensuring that the testimony complies with these rules of evidence. The prohibition against hearsay is one rule of evidence.

BAD CHARACTER

The Crown cannot call evidence in order to establish that the defendant has bad character. This is considered irrelevant to whether the defendant committed the offence in question. Previous convictions or offences are not, therefore, usually referred to in a trial. Evidence can be called, however, to establish a pattern of behaviour (such as similar offences that have been perpetrated in the past), or evidence of bad character may be available as rebuttal evidence where evidence of good character was introduced by the defence.

JUDICIAL NOTICE

Although each side must prove the trial facts upon which they will rely to establish their case, the court is entitled, in certain limited circumstances, to take notice of certain facts not proved at trial. This is known as "judicial notice". The basis of this rule of evidence has been described as follows:

"Courts will take judicial notice of what is considered by reasonable men of that time and place to be indisputable, either by resort to common knowledge or to sources of indisputable accuracy, easily accessible in the situation of members of the court".[11]

THE CONTINUITY RULE

Another rule of evidence, which applies to documents or other items that are to be put into evidence as exhibits, is the rule of continuity. Under this rule, the witness who wants to put forward physical evidence must be able to state that the item they are putting forward is the same one that the witness originally seized or took possession of.

For example, if you seized a cassette tape that an accused person took without paying for or a weapon that they used to threaten another client, you must be in a position to say that you had control over the item up until the time that it is introduced into court. The court must be satisfied that there was no tampering with the item to alter its state or to replace it with a different item. This can often be done by keeping it in your physical possession or placing it in a safe location, such as a locker, where no one else will be given access to the item. You could also place the item in a container and seal it with your signature, for example, to demonstrate that no one could open the container and tamper with the item in your absence. Often, however, the item may be simply photographed and the photograph carefully guarded.

GATHERING AND PRESERVING EVIDENCE

Commonly, a security guard assigned responsibility for a site will be one of the first persons to arrive at the scene. And, while he or she may not ultimately have responsibility for investigating any crime that has resulted, he or she will play a critical role in protecting the scene (and ultimately preserving any evidence) from damage or injury. Of course, if a crime scene is not protected or is inadequately protected, crucial evidence can be damaged or even lost. Without evidence the perpetrator(s) may not ever be held accountable for their actions.

The areas that security guards may have to protect will range in size (and therefore difficulty) from an interior room with only one entrance/exit, to a large area with many means of access, such as an apartment building.

Methods of securing a scene are as numerous as the scenes themselves. The key is to keep the ultimate objective in mind – allowing enough evidence to be preserved so that the person or persons responsible can be made accountable. Review the situation. What evidence is present? How is it vulnerable? What is the best method of protecting it until the authorities can complete their investigation?

Some evidence may be damaged or destroyed by exposure to the elements. For example, fingerprints may be washed off if exposed to rain, snow, and wind. A footprint in the dust may be disturbed by traffic in the area. Use your common sense. If you believe that evidence may be disturbed by some particular activity in the area, ask whoever is responsible to cease the activity. Do not allow strangers access to the scene until the authorities are through. Close doors and windows to prevent people from accessing the scene. Use plastic sheeting to prevent exposure of the scene to the elements. The key here is to be creative and to use whatever is at hand to assist you in preserving the evidence.

WHAT CAN I DO TO MAKE SURE THE CRIME SCENE IS PROTECTED?

If you are the first one at a scene of a crime, you may be called to give evidence in court about what you saw when you first arrived.

While you are waiting for the police:

- get medical attention for anyone who needs it;
- take notes of anything you see, hear or smell. Make sure you record the time;
- draw diagrams to make your notes clearer;
- write down the names and addresses of any witnesses, and any information they give you. Ask them to stay at the scene until the police arrive;
- include a description of anyone suspicious that you see near the crime scene;
- make sure no one enters the scene to damage or remove evidence. You could set up a barrier with tape or anything else available, or keep a door closed;
- protect trace evidence such as footprints, tire prints, cigarette stubs, etc. If the weather is bad, you could use a plastic sheet to cover this evidence;
- escort all authorized people, such as fire or ambulance personnel, to the scene;
- write down the details of any changes that were made to the original scene.

WHEN THE POLICE ARRIVE:

- make sure you know who is in charge, and turn the responsibility for the scene over to that person. This is important because the court will need proof that there was no break in the chain of people in charge of guarding the evidence;
- complete your notes. Include the name of the person in charge and their badge number and the time when they took control of the scene;
- help the police as needed, then return to your normal duties.

WHAT SHOULD I DO IF I HAVE TO TESTIFY IN COURT?

You may receive a document that tells you to appear in court to give evidence. This document is called a **subpoena**, and it will tell you exactly when you must be present in court to testify. This document is an order, not a request. Even if you change jobs, the subpoena is still in force. If you fail to appear, you could face contempt of court charges.

You will likely be called as a Crown witness. That means you will testify against someone who is accused of committing a crime. First, you will be questioned by a lawyer for the Crown (Prosecutor), then by a lawyer for the accused (Defence). It is important for you to present a professional image and to convince the court that the evidence that you are giving is reliable. Here are some things you can do.

PREPARING FOR COURT

- Carefully review all of your notes. Be sure of the time of day, date, and location where the incident took place.

- Go over the order in which the events happened, and try to remember exact details, such as weather conditions, licence numbers, lighting etc.

- Speak to the Crown about what they want to bring out in your testimony and what kinds of questions the Defence lawyer may ask you.

- Make sure your uniform is clean and ironed and that you are well groomed.

- Try to arrive early in case the Prosecutor has questions to ask you before you testify. This will also give you time to relax before you are called to the witness stand. If you can't arrive early, make sure you arrive on time.

TESTIFYING IN COURT

- Stand or sit up straight. Do not slouch or lean on the side of the witness box.
- Look at the lawyers when they question you, and direct your answers to the judge or jury.
- Speak loudly enough for everyone to hear you and slowly enough for the judge to take notes.
- Do not answer more than the question asked. The answer to "When you arrested him, did he say anything?" is "Yes," not "Yes, he said he didn't do it."
- Give the facts, not your opinion. Do not say, "He was looking around to see if anyone was watching him." You could say, "He looked around often."
- If a question calls for your opinion, for example, "Was she under the influence of drugs?" say that you will have to give an opinion and ask if that is what is wanted.
- If either lawyer objects to a question, stop. Do not answer until the court rules on the objection.
- If you think a question is too personal, you may ask the judge if you must answer it. Refer to the judge as "Your Honour."
- If you do not know the answer to a question, say so in a direct way. Avoid phrases like "I guess" and "I think."

- Read from your notes only if necessary and if allowed by the judge. Your testimony should be from your memory and you should refer to your notes only for very specific details, such as someone's exact words.

- Use a polite, reasonable tone. If you say, "He had some CDs that he forgot to pay for," your tone is sarcastic, and your testimony may not be taken seriously. It is not a crime to forget to pay for something.

- Show equal respect for both the Prosecutor and Defence lawyers. It is the Defence lawyer's job to question your reliability. Don't take it personally. If you feel yourself getting angry, keep a neutral expression on your face.

- Do not leave until the judge excuses you.

REVIEW

Important points in Chapter 7 are:

- Carry your notebook with you at all times when you are on duty;
- Only use the special notebook with numbered pages that your employer gives you;
- Make sure your notes are detailed and easy to read because they may be read by many different people for many different reasons;
- Follow a specific format when writing notes and reports;
- Use an objective voice - Avoid writing opinions;
- Use the 24 hour clock to make writing your timings clearer;
- You can improve your report writing skills at all parts of the process: before writing, during writing, or after writing;
- There are many different types of evidence and some types are more reliable than others;
- You must know how to secure and protect a crime scene so that evidence is not destroyed;
- There are correct procedures that you should follow if you have to testify in court;
- Good notes can help you prepare to make a reliable testimony in court.

END NOTES

[1]A special thanks for this section to Darren Wilcox, Lonnie Dynna and John Siler

[3]*R. v. Stinchcombe* [1991] 3 S.C.R. 326.

[4]*Blacks Law Dictionary* 5th Ed. 1160.

[5]*John v. R.* [1971] 2 C.C.C. (2d) 157 (S.C.C.).

[6]*R. v. Cooper* [1978] 34 C.C.C. (2d) 18 (S.C.C.).

[7]*Blacks Law Dictionary,* supra, at 649.

[8]There is a series of Supreme Court of Canada cases that have set out and adopted the more flexible test for the admissibility of hearsay evidence; *R. v. Khan,* [1990] 2 S.C.R. 531, *R. v. Smith,* [1992] 2 S.C.R. 915, *R. v. F.J.U.,* [1953] 3 S.C.R. 764. There is a two-part test for hearsay evidence to be accepted. The evidence must be reliable. Where the statement "is made under circumstances which substantially negate the possibility that the declarant was untruthful or mistaken…a circumstantial guarantee of trustworthiness is established" *(R. v. Smith* at 933). As well, it must be necessary to use the evidence in order to prove a fact in issue, which would exist when "[t]he person whose assertion is offered may now be dead, or out of the jurisdiction, or insane, or otherwise unavailable for the purpose of testing [by cross-examination]" or "[t]he assertion may be such that we cannot expect, again or at this time, to get evidence of the same value from the same or other sources" *(R. v. Smith* at 934).

[9]*R. v. Evans* [1933] 3 S.C.R. 653 (S.C.C.).

[10]*R. v. Daye* [1908] 2 K8 333 at 340

Chapter 8

Response to Immediate Crisis

Security Guards are expected to react to the unexpected, to minimize the negative impact caused by emergency situations occurring at the work site. They may be called upon to perform a myriad of duties throughout disaster or emergency operations. Security guards in the regular performance of their duties encounter situations requiring identification and elimination of fire hazards. At times, the security guard is required to take a leadership role in fire emergencies. The session will stress the organization's processes and the security guard's responsibilities in relation to those processes, will help candidates to understand the causes of various types of fires and the basic tenants of prevention and safety to better protect the people and property associated with their assignment.

Canadian General Standards
Board Standard 133.1-99 Paragraph A9. 1

FIRE

OBJECTIVES

This unit will help you learn how to:

- detect fire hazards;
- operate a fire extinguisher;
- tell what a security guard should do during a fire emergency;
- understand a fire safety plan;
- explain the operation of basic fire suppression systems.

WHAT'S IN THIS UNIT?

FIRE DANGERS

- smoke
- gas
- flames

FIRES NEED

- fuel
- heat
- air

FIRES CAUSED BY

- poor housekeeping
- poor maintenance
- improper use
- arson
- spontaneous combustion

OPERATING A FIRE EXTINGUISHER

FIRE DETECTION AND SUPPRESSION SYSTEMS

EMERGENCY PROCEDURES PLAN

BEING PREPARED FOR A FIRE

WHEN TO TRY TO PUT OUT A FIRE

TYPES OF FIRES – A, B, C, D

PRETEST

This pretest will start you thinking about the information in this chapter. Write T for True or F for False before each of these statements. You can check your answers using Appendix A. After you complete this unit you may want to try this pretest again to see how much you have learned.

1. ____ To put out a fire involving rubber, throw water on it.
2. ____ Fires need fuel, heat and carbon dioxide.
3. ____ The first thing you should do if you detect a fire is call your supervisor.
4. ____ Some materials, such as oily rags, can start on fire on their own
5. ____ One way to put out a fire is to lower the temperature.
6. ____ Smoke can cause you to lose muscle control.
7. ____ Poor housekeeping is a major cause of fires.
8. ____ You should walk, staying close to walls, in smoke filled rooms.
9. ____ Class C fires involve flammable liquids such as oil.
10. ____ When using a fire extinguisher, sweep from side to side while aiming at the base of the fire.

RESPONSE TO IMMEDIATE CRISIS

INTRODUCTION

In addition to his or her regular duties, a security guard may be required to provide assistance to those requiring it on or around the work site during a time of crisis, such as on the rare occasions in which there is a fire, an explosion, or a bomb threat. He or she may be required to assist patrons in the evacuation of a building or to provide information, advice, or direction to emergency personnel such as police and fire-fighters. It is trite to say that during these events a security officer becomes the most valuable person, provided that he or she is able to maintain composure. A Security Guard who panics or freezes on these occasions is less than helpful. Such an individual may actually worsen the situation, causing even more confusion and causing others to operate with less effectiveness at a time when the greatest amount of efficiency is required.

LESSON ONE

FIRE SAFETY

WHY ARE FIRES SO DANGEROUS?

If you have never been in a fire situation, it is hard to imagine what it is like. The fires you see in movies are nothing like the real thing. There is a lot more smoke involved in real fires. More people die from breathing smoke than from getting burned. Smoke moves far ahead of flames and it can fill a building in minutes. Smoke is black, so it takes away your valuable sense of sight. It causes your eyes to tear and it burns your lungs. Smoke disables before it kills. It does not contain the oxygen that you need to breathe. This means that your brain does not work properly when you are inhaling smoke. Because of this your muscle control, coordination, judgement and reasoning ability are all affected. It is very easy to become disoriented and lose consciousness in smoke.

When something burns, it releases transparent gases. These gases are lighter than air, so they move very rapidly throughout a building. They are also toxic, so they can kill quickly.

When a fire burns in a room, it builds up heat and it can instantly flash over into another room or space. This ball of fire will shoot into any areas that are available. For example, in a high rise, fire can travel sideways from room to room, up elevators, vent shafts, and stairwells if the doors have not been closed.

Fires are fast and deadly. When you are in a fire situation, you won't have time to think about how to handle it. This is why you must study your site's fire safety and emergency procedure plans *before* a fire happens. Know the plan and your role in it very well.

Security guards will often be the first to detect a fire or arrive on the scene of a fire at the site they are guarding. As the individual who first responds to the emergency, it is important that a Security Guard understand the chemistry of fire, what classes or types of fires there are, and basic fire control and extinguishing methods.

PREVENTION AND DETECTION OF FIRES

Security is utilized because the client wishes to protect persons, property and information that may be subject to injury or damage by an unseen event such as a fire. A building worth millions of dollars may be levelled by fire. Loss of life may also occur if a fire is not dealt with quickly and appropriately. The detection and prevention of fires is an essential part of the duties of a Security Guard.

Whether on patrol or operating a fixed point, a Security Guard should be constantly on the lookout for fire hazards. Watching for the common things that are likely to generate a fire, for example, electrical equipment that produces heat or sparks when it shouldn't; combustibles placed near sources of heat; or routinely scanning for evidence that a fire has already started, for example, alarms that have been activated or smoke and heat in places where they shouldn't be found, will assist the Security Guard in the performance of his or her duties. These observations should also be extended to include an examination of the entire job site for particularly dangerous situations should a fire or an explosion take place. Knowledge of potential dangers or problems on escape routes to be used by people fleeing a building would be particularly useful. Examples of information that may become invaluable during such an emergency might include stairwells or emergency evacuation routes that are blocked or allow only restricted access.

The Security Guard who is able to provide firefighters advice on the easiest way to access the scene of a fire may drastically shorten the time required for these professionals to get to and deal with the fire.

Having said how beneficial a Security Guard can be in a crisis, it must also be stressed that it is up to the individual to determine the appropriate reaction to the situation. Before a guard begins to work on a new job site, his or her supervisor, should discuss possible actions that a guard may be expected to take during a crisis.

It is expected that, at most work sites, security will conduct routine inspections to detect, identify and mitigate fire hazards such as a cursory examination of fire suppression systems, accumulations of combustible materials in the vicinity of potential sources of ignition, and things that may impede or prevent access to escape routes. Security personnel should take notice of, and react appropriately to, the presence of ignition sources, flammables, and combustibles.

What is an appropriate reaction? This will vary from site to site. For example, at a fireworks factory, it would be of little benefit to report the presence of gunpowder. However, if something appeared to be unusual or dangerous, the guard should probably take some steps to bring the situation to someone's attention. Things that might be considered unusual might include storage of flammables or explosives next to a source of great heat such as a furnace. It might also include the presence of boxes or some other obstruction blocking access to fire doors on an escape route. Whether the person advised is his or her supervisor or someone with responsibility at the site will be determined by the policies that have been set. This is why it is important that the security company discuss with their staff how these types of issues will be dealt with in advance.

Some basic things to watch for:

- Explosives or flammables should not be stored near potential sources of ignition;
- Corridors, particularly those that are likely to be used in an emergency evacuation, should always remain free of obstructions or impediments, and combustible or flammable materials should not be stored there;
- Exit doors, including the floor area on both sides of the exit door, should be kept clear and accessible at all times;
- Damage or deterioration of fire suppressors should be reported;
- Fire alarm systems should appear to be operative.

As a security guard, you are not responsible for storing and looking after materials and equipment. However, you are responsible for reporting fire and safety hazards. It is very important for you to be aware of "hot spots" at your site and to use all of your senses to detect problems. A good time to look for these problems is when you are on patrol. Here are some additional things to look for:

Poor housekeeping

Sometimes things are not properly put away, lying around or put in the wrong place. Watch for the following:

- flammable materials, such as gasoline, that are not stored in approved air tight containers;
- combustibles, such as cardboard boxes and paper stored too closely to heat sources, such as furnaces, motors, stoves, space heaters or boilers;

- oily rags or greasy uniforms that are left near motors;
- litter and dust around machinery;
- blocked garbage or laundry chutes;
- vapours escaping from flammable materials such as alcohol, gas, acetone, naphtha, ether, paint

Poor maintenanc.

Sometimes things are not kept in good repair or are not properly made. Play close attention to the following:

- chimneys and flues that are blocked or poorly constructed;
- electrical wiring that has worn ;
- wires installed for temporary use which are below standard;
- fuse or circuit breakers that are not properly maintained;
- oil stoves, heaters, furnaces or boilers with defective burners and / or improper fuel adjustments;
- damaged electrical equipment;
- heating ducts and / or pipes that are in contact with combustible material;

Improper use

Sometimes things are used carelessly or not according to the manufacturer's guidelines. Look for the following:

- smoking materials not properly thrown away;
- overloaded electrical outlets or power bars;
- electrical, heating or cooking equipment left on after working hours. Some examples are coffee makers, hot plates, irons, fans, soldering guns, holiday lights. Before turning off any equipment, make sure that you are allowed to do so;
- holiday decorations or displays in an unsafe location;
- sparks from equipment such as welding torches falling on burnable material;
- overheated equipment, wiring, electrical outlets, fuse boxes, motors – this could also be a result of poor maintenance;
- light bulbs that are too powerful;
- breakers taped to *on* position;
- circuit breakers that are blocked or tied so that they don't work;
- overuse of extension cords.

If you unplug something or move something, always leave a note and record it in your notebook and reports.

Arson

Arson happens when someone starts a fire on purpose. It is important for security guards to be on the lookout for this. Prevention is the key to dealing with arson. Think about what you would look for if you wanted to burn the building down, and then try to make sure these conditions do not exist. Do thorough patrols to make sure that there are no obvious ways for someone to break into your site and start a fire. Make sure that there is nothing lying around either inside or outside your site that can be easily ignited. Make sure all trash cans get emptied every night. When you are on patrol, check to make sure that there are no tree limbs under the building eaves. If suspicious people are hanging around on the site you are guarding, approach them with caution, and try to find out their purpose for being there. If a fire has started and you suspect arson, take special care that nothing is touched, so that all evidence is preserved.

Spontaneous combustion

Another cause of fires is spontaneous combustion. Chemical changes can take place in some materials. Over time, enough heat can build up inside to make them burst into flames. Heat from an outside source is not needed. Oily rags, flammable liquids, floor oils, hay, grain, charcoal, soft coal, and foam rubber can all start on fire if not properly stored.

Storage of volatile substances will not likely be your responsibility, but you have a right to know about the hazardous substances on your site. Know the WHMIS (Workplace Hazardous Materials Information System) symbols and read the WHMIS labels on materials at your site. See Chapter 11, *Safety Issues for Security Guards*, for more information on hazardous materials.

If the guard discovers the presence of an unplanned fire, he or she should normally activate any alarm system present (if one is available and operative) and should either contact the fire department directly or have someone else at the site do it. Security may be able to assist in the suppression of the fire and the evacuation of the premises if possible in the circumstances and if site emergency policy requires it. Once emergency personnel attend to the scene, he or she should be prepared to provide any necessary advice and direction. Normally, a Security Guard who works in and is responsible for the area will know the best ways for the emergency equipment to navigate around the site. A Security Guard who has kept his ears and eyes open will also likely know the location of hazardous goods, impediments to safe passage, evacuation routes, and possibly where people might be trapped. This information can be invaluable to the emergency personnel arriving at the scene, allowing them to avoid danger zones and to deal with the fire or injured people in the most expedient manner possible. Security may also be able to assist by directing vehicular and pedestrian traffic on the site.

Of course, the Security Guard should consider the appropriateness of these types of actions in light of factors such as the potential risk to life and the policy and instructions of his or her employer and the owner of the site.

THE CHEMISTRY OF FIRE

The Concise Oxford Dictionary defines *combustion* as:

1. burning.

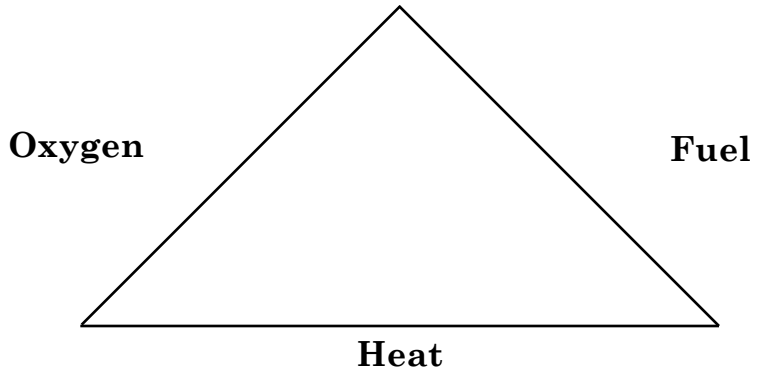
2. *Chem*. the development of light and heat from the chemical combination of a substance with oxygen.[1]

Fire is simply a chemical reaction, between one substance (defined as a fuel and includes things such as paper or wood, gasoline, or certain metals like sodium and magnesium) and oxygen, that is of such intensity that light and heat are produced.

Oxygen and fuel can exist in the same environment without spontaneous combustion occurring. For example, the wood you cut for a campfire does not automatically ignite itself after you split it with an axe. Oxygen and fuel cannot react to each other with sufficient intensity to start a fire without the assistance of some initial source of energy to get these substances over the "activation" barrier. "Once the reaction [is initiated], the energy released [by the fire] continues to supply this activation energy. This is why most fires continue to burn as long as fuel and oxygen are available".[2] This activating energy is usually the heat generated from a spark or a flame. When dealing with a fuel with a low flash point such as rags soaked in paint and solvent, the activating energy might be something as simple as the sun's rays.

For a fire to exist, fuel, oxygen, and a catalyst – heat – must be present, and continue to be available. (See Figure 1.1). Without the presence of all of these essential elements, a fire cannot start, or, once begun, cannot continue to burn. The efforts of fire suppression devices are oriented at the reduction or elimination of one or more of these elements.

FIGURE 1.1: FIRE ELEMENT TRIANGLE



FUEL

Whether in solid, liquid, or gaseous form, fuel is a necessary ingredient in the production of fire. Fuel goes through change as it is heated to the point of ignition. Fuels that are solids or liquids at normal room temperatures are essentially converted to a gaseous state, immediately prior to combustion, from the heat released from a catalyst, the "activation" source described above. For example, at room temperature a candle is in a solid state. When the wick is lit, the heat from the ignition source (perhaps a match or lighter) liquefies some of the nearby wax. This liquid wax is drawn up the wick towards the flame. The heat from the flame is so intense that the wax turns into a gas immediately prior to encountering it and ignites upon contact with the flame. This ignition releases more heat, which then melts more wax, continuing the process.

The ignition point of a substance is commonly referred to as a flash point. The *Macmillan Encyclopedia of Chemistry* states:

> The flash point is that temperature at which enough vapour is generated to form an ignitable mixture with air.[3]
>
> Some fuels have lower flash points than others do. For example, gasoline has a lower flash point (40°F) than kerosene (138°F). Atmospheric pressure also impacts significantly on the flash point of a substance.[4]

OXYGEN

A fire cannot start, or if started, cannot continue without oxygen, technically a second fuel source in the chemical reaction. Unfortunately, in most fires there is an abundance of oxygen. The air we breathe and thus, the air that a fire has access to naturally contains about 21 percent oxygen. The factor that limits fire growth and duration is almost always the amount of fuel available.

Carbon-dioxide fire extinguishers attempt to interrupt the chemical reaction of fire by introducing this inert gas to the environment preventing atmospheric oxygen from coming into contact with the fuel. Dry chemical extinguishers attempt to do the same thing by placing a non-reactive powder between the fuel and the oxygen effectively smothering the fire.

Caution should be exercised before concluding that a fire has been smothered because of a lack of oxygen in the environment:

> [I]f a room in a house is somewhat sealed so that the oxygen in a room becomes the limit[ed] …the fire does not continue to burn as the oxygen is depleted. Instead, the fire burns actively only until the oxygen level drops from the usual level of about 21 percent to about 15 percent. At this point, despite the [reduction in the] presence of oxygen, the fire smoulders without flame. Firefighters [and anyone else involved in fire safety] must be alert to this condition because inadvertently opening a door or window will admit fresh oxygen and cause a dangerous backdraft explosion.[5]

HEAT

The source of ignition of a fire is some source of heat, which acts as a catalyst and initiates the chemical reaction between oxygen and some secondary substance (fuel). When you observe a flame, what you are actually witnessing is a highly exothermic chemical reaction. This is a type of chemical reaction that releases a great deal of energy in a short period of time, mostly in the form of heat (but also producing light).

Heat is the transfer of energy from a substance to the surrounding atoms causing them to vibrate and to move faster. Since fires release so much energy, much of it is transferred to the surrounding atoms and molecules as heat. Once the chemical reaction of fire commences, until the fire is deprived, naturally or unnaturally of one or more of the essential elements (fuel, oxygen, or heat), it will be self-sustaining and continue to burn.

Heat reduction – slowing down the molecules and atoms below the point of ignition – is one method of suppressing a fire. Water is commonly used to reduce heat. When sprayed on a fire, water molecules adhere to the fuel source and absorb some of the heat energy radiating from the portion that is already burning.

If enough water is applied to the fire, its temperature will be reduced below the ignition point of the fuel, and the chemical reaction between the oxygen and the fuel will cease. However, water has a low boiling point. This means that it is converted from a liquid form to a gaseous form at a relatively low temperature. If an insufficient amount of water is applied to a large fire, the water will absorb all of the heat that it can and evaporate. Because all of the fire has not been extinguished, however, the lost heat will soon be replenished by the continuing chemical reaction between oxygen and the fuel source that was not affected by the cooling water.

CATEGORIES OF FIRE:

Fires are universally classified by using the following categories (see also Figure 1.2, Fire Classification Symbols):

Class A Ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, and so on.

Class B Flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances.

Class C Electrical equipment such as appliances, wiring, breaker panels, and so on. These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity.

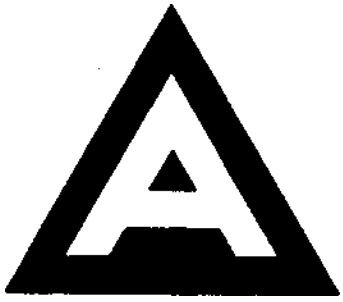
Class D Combustible metals such as magnesium, titanium, and sodium. These fires burn at extremely high temperatures and require special suppression agents.

The classification of fire that a specific extinguisher is designed to suppress is indicated on the extinguisher itself. The symbols indicated in Figure 1.2 are often the only indication of the classification, so an individual attempting to use the extinguisher must understand the classifications that the symbols represent.

The categorization of fires provides assistance in the general understanding of the nature of a particular fire and in determining the best course for the suppression of that particular fire. However, it is important to realize that the heat generated by the combustion of one fuel may cause other substances to ignite, increasing the difficulty of extinguishing the fire. For example, suppose some electrical wires short out in an older wooden building. The sparks from the electrical wires cause some paper on the floor to catch on fire which causes the wooden walls to ignite. The tar on the roof of the premises melts in the excessive heat, and this gooey mess catches fire as well. In this example, several classifications of fires coexist. Firefighters would be hard pressed to develop a single strategy to deal with the blaze, as they may not even know all of the types of fire until they arrive at the scene and review the situation. This is why it is recommended that an untrained person attempting to deal with a fire exercise extreme caution.

FIGURE 1.2: FIRE CLASSIFICATION SYMBOLS

Ordinary combustibles: Fuels such as wood, paper, cloth, and carpeting require an extinguisher labelled "A". Symbol colour: green.



Flammable liquids: Fuels such as gasoline, paint, solvents and other flammable liquids require an extinguisher labelled "B". Symbol colour: red.



Electrical equipment: Fires that involve energized electrical equipment, where the electrical non-conductivity of the suppressant is of importance, require an extinguisher labelled "C". This category includes transformers, electrical shorts in wiring, fuse boxes, and similar sources of electrical heat. Symbol colour: blue.

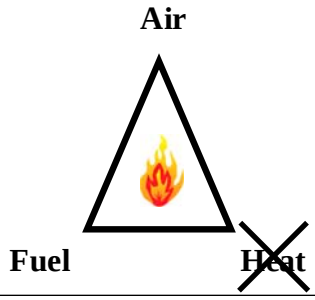
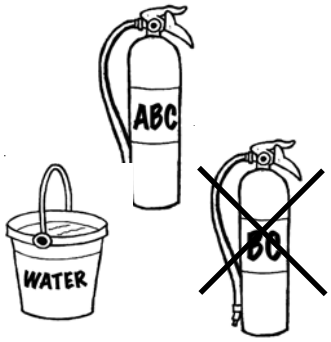
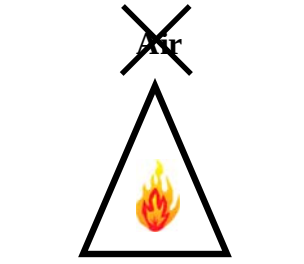
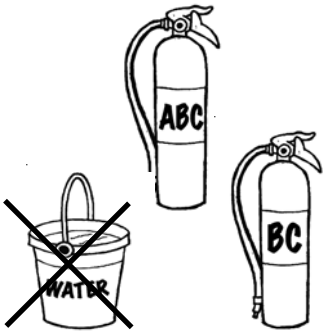
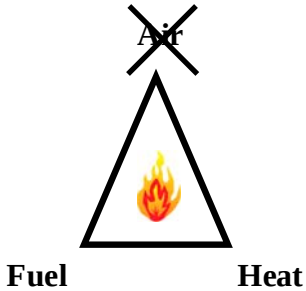
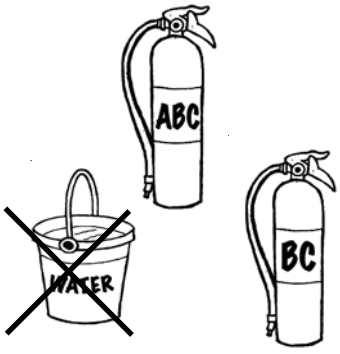


Metals: Metal fuels such as magnesium, sodium, and titanium require extinguishers labelled "D". Symbol colour: yellow.



TYPES OF FIRE EXTINGUISHERS

Fire suppression works by eliminating one or more sides of the fire element triangle (Figure 1.1), preventing the chemical reaction between oxygen and fuel. No single suppression substance has been developed to deal with all four classes of fire.

Type of Fire	Best Way to Put It Out	Recommended Extinguisher
Class A Fires combustible solids • corn stalks • cloth • hay • paper • wood • rubber  (green)	**Remove Heat**  	
Class B Fires flammable liquids • gasoline • oil • cooking oil • diesel fuel • grease  (red)	**Remove Air**  	
Class C Fires live electrical source • heat lamp • exposed wiring • Christmas lights  (blue)	**Remove Air**  	

Water. Water is used to reduce the temperature of a combustible substance. When heated into gaseous form (steam) by the energy it absorbs, the water will also be dispersed into the atmosphere surrounding the fire. This may have the secondary effect of diluting the amount of oxygen available, providing the fire is in a relatively small, contained area.[6] Water is normally reserved for use on Class A fires. If used on Class B fires, it may spread the flames around. It is never used on Class C fires because water conducts electricity and poses substantial risk of electrical shock to the person attempting to extinguish a Class C fire. Class D fires are unlikely to be effected by water because of the extrememem heat generated by these fires.

Firefighter often spray other potential sources of fuel (neighbouring houses, walls that have not yet caught on fire, and so on) that are subject to radiating heat from the fuel that is already burning. The water on the additional fuel source will absorb the heat and must be evaporated before the secondary fuel catches fire as well.

Carbon Dioxide. Carbon dioxide (CO_2) is an inert gas that is ejected under pressure from an extinguisher and is used to blanket a fire so that atmospheric oxygen is prevented from contacting the fuel source. Normally, carbon dioxide extinguishers are used on Class B fires. If CO_2 is used on a flammable liquid fire, when it dissipates, the liquid will not automatically re-ignite as flammable liquids are usually not hot enough to re-achieve activation after the flames have been put out.[7]

On the other hand, a CO_2 extinguisher may not be effective on a Class A fire because the temperature of the fuel, even without the flames, will likely be sufficient to re-ignite once the CO_2 has dispersed.[8]

Carbon dioxide is also very cold. Caution should be exercised in using this substance for this reason. Frostbite may result if bare skin is contacted. Carbon dioxide should also be used cautiously in contained areas as it tends to displace oxygen, which the person fighting the fire also requires.

Halon gas. This heavier-than-air compressed gas is used to suppress Class A, B, and C fires. Halon offers both the cooling effects of water and adds the smothering effects of carbon dioxide. Its primary effect is to interrupt the reaction between oxygen and fuel. Halon leaves virtually no residue after use making it especially useful in suppressing fires where damage from suppressant use and cleanup of residue would be very costly. Again, like CO_2 suppressors, Halon tends to displace oxygen and in contained areas should be used cautiously.

Aqueous Film Forming Foam. This product, known as AFFF, is essentially an improvement on simply spraying water on a fire. It adds a detergent-like substance to the water to make a foam, which allows the water to cling to vertical objects like trees and walls. The foam also acts as a thermal layer, blocking the transference of heat from the burning substance to other objects. Foam also acts to smother fires by forming a barrier between the fuel and oxygen. It is designed for Class A and B fires. Because AFFF is water-based, it possesses the same disadvantages for use on Class C fires.

Dry chemicals. Dry chemical fire extinguishers interrupt the contact between the oxygen and the fuel by covering the fuel with a coating of non-reactive powder. There are two types of dry chemical fire extinguishers each capable of dealing with a different group of classes of fires. Regular dry chemicals (sodium bicarbonate, and similar types of dry chemicals) are effective against Class B and C fires. Tri-class dry chemicals (such as monoammonium phosphate) are effective against Class A, B and C fires.

Metal fire suppressors. These dry powders are designed exclusively to suppress metal fires. There are three commonly available suppressants – Met-L-X, Lith-X, and Pyrene G-1. Each is designed for a specific type of metal fire.

DETERIORATION OF FIRE EXTINGUISHERS

A Security Guard should take the time to learn not only the location and nature of the fire extinguishers on the site, but also should keep an eye out for the condition of the equipment. Fire extinguishers do deteriorate with age. Anything out of the ordinary should be reported to the officer's supervisor who will carry the message to the client. Things that a Security Guard should pay close attention to:

- Are the extinguishers available appropriate for the job site? For example, if the site is used to manufacture magnesium-based roadside flares, the appropriate metal fire suppressor should be available.
- Is the extinguisher container corroded, cut, or damaged?
- Is the nameplate or instruction guide plate firmly attached?
- Is the hose and/or nozzle damaged, plugged, or broken? The rubber hose itself is also prone to cracking and dry rot and may break when the time comes to use the extinguisher.
- Is the pressure head assembly in operating condition? The gauge should show proper pressure, the safety pin should be in place, and any tamper seal should not be broken.
- Inspection and test dates should not have expired.

DELIVERY SYSTEMS

There are three basic hand-operated devices for delivering the suppressant:

Hand pump. A hand-operated pump may be used to apply the suppressant onto the fire. Normally, water is the only substance that is dispensed through this type of device.

Pressurized storage container. These cylindrical storage containers customarily contain water, AFFF (foam), Halon, or dry chemicals, under its own pressure or together with an inert gas that provides sufficient pressure to blow the suppressant out of the cylinder. The suppressant is forced out of the cylinder under high pressure when a safety pin is removed and the trigger squeezed. Additional dispersement devices also rely on pressure such as the water pressure in fire hydrants and the standpipe systems commonly found in many commercial buildings. Anyone attempting to operate one of these systems should be aware that the force of the water travelling through the hose might generate a substantial back-pressure.

Gas cartridge. These extinguishers operate in a similar manner as the pressurized storage containers. The large cylinder contains the suppressant, which is under no pressure at all. When the trigger device is engaged, the propellant, located in a small cylinder on the side of the larger container, is activated to blow the suppressant out of the main cylinder. Gas cartridge extinguishers are used to apply dry chemical and metal fire suppressants.

WHEN TO USE A FIRE EXTINGUISHER

Fire-fighting is normally the responsibility of the local fire department. However, individuals may wish to attempt to extinguish or contain small fires where there is no risk to life, health, or personal safety.

An individual who does not know how to use a fire extinguisher properly should be cautious about attempting to use it. He or she should call on the professionals instead. Improper usage or use of an improper extinguisher by an untrained person may actually increase the danger posed by the fire. For example, imagine a person attempting to use a garden hose to extinguish a grease fire in a kitchen. Water from the hose will not extinguish that type of fire. Instead, the water may cause the fire to spread, igniting more of the premises and worsening the situation.

The general process for fighting a fire with a hand-held fire extinguisher may be characterized with the acronym **PASS:**

Pull the safety release pin.

Aim the extinguisher at the base of the flames.

Squeeze the trigger.

Sweep the base of the fire from side to side until it appears to be out.

Not all fire extinguishers operate in accordance with these general directions. If special instruction is required, the Security Guard should obtain guidance from his or her supervisor on the operation of the particular extinguisher.

Before fighting a fire, security should activiate the fire alarm should, or if there is no alarm on the premises, ensure that the occupants of the site are notified of the fire. Ensure that all persons are out of the immediate area and that a general evacuation has been started, if necessary.

The fire department should also have been called and advised of the fire. If you are unable to extinguish the fire, fire-fighters will provide backup and be able to take over where you left off. And, if you have been able to put the fire out, the fire department officials will be able to inspect the remains to ensure that the fire is completely extinguished; they also may be able to determine the cause of the fire, if one is not readily apparent.

Some points to consider:

- Only attempt to use a fire extinguisher that can be reached without going between the fire and your (potential) escape route;
- Always assume that you will be unable to extinguish a fire. Do what you can, and if the situation turns dangerous, flee;
- Always make sure that you use the correct fire extinguisher for the type of fire you are facing;
- Always limit your efforts to smaller, contained fires. The average fire extinguisher lasts for seconds, not minutes. If the fire cannot be extinguished within ten seconds or less, it should probably be left for the fire department;
- Always make sure that your back is to an unobstructed exit that is not in danger of catching fire before you can escape through it. If there is a wind, position yourself with your back to it, if possible, so that if the fire spreads you are not in danger of being cut off from the exit;

- Always make sure that the room is not filled with smoke when you attempt to extinguish the fire. You do not have the benefit of the protective equipment firefighters possess to protect them from toxic smoke. Smoke is also hard to see through and may make it difficult to locate your escape route;

- Always remember that the content of fire extinguishers is under pressure. Make adjustments for the size and location of the fire. For example: "The most important thing to know is the distance to be from the fire. For a dry powder [extinguisher], you must be eight to ten feet away. For a CO_2 [extinguisher], it is five to six feet. If you are too close, you could spread the fire. For example, if you aim at a pot on a stove and you are too close, you will basically pick up the contents of the pot [with the pressure of the extinguisher] and splatter it, spreading the fire around the kitchen".[9];

- Always test the fire extinguisher before you approach the fire.

RANK STRUCTURE OF FIRE DEPARTMENTS

At the scene of a fire, explosion, accident, or similar incident, a Security Guard may have to interact with personnel from a fire department. Security Guards should be aware of the rank structure of the fire departments as interacting with an individual of the appropriate rank and job function will save a great deal of time and effort. This is not to say that in an emergency security should waste a great deal of time in searching for a particular colour of helmet. If you are trying to advise fire department officials of a dangerous situation or of people that are trapped somewhere on the site, speak with the first person that is available and ask if you should find someone else that needs to know.

Keep in mind that Table 1.1 – Fire Department Rank Structure – represents a general colour pattern across Canada. However, some individual departments may not have elected to follow this pattern. It is recommended that security companies check with their local fire department officials to determine what rank/colour structure is used in the location guards will be working within. Individual officers should also be aware that safety equipment like helmets may be exchanged in the event of damage or defect. Colour may therefore not be an absolute indicator of an individual's rank.

Table 1.1: Fire Department Rank Structure

HELMET COLOUR	RANK AND TITLE
White	Chief
White	Deputy or Assistant Chief
Red	Captain
Red	Lieutenant
Yellow	Firefighter
Blue	Safety Officer

METHODS OF ALARM ACTIVATION

There are several ways in which a fire alarm may become activated, to draw the attention of persons placed in danger by the fire.

Manual alarms. An individual discovering smoke, flames or heat, and concluding that a fire has occurred or is in danger of commencing, may activate a manual alarm. This is done by locating a "pull station" device on premises protected by a manual alarm system. These small red boxes have a lever marked "pull in case of fire", usually protected by a thin glass rod that is pulled to sound an alarm within the premises. The alarm may also send a signal to the local fire department. The weakness of this type of an alarm is that it requires human intervention before it is activated. An unoccupied building protected only with this type of an alarm is vulnerable to severe damage by a fire that is not discovered until someone detects smoke and flames from outside of the building.

Automatic alarms. Automatic alarms are activated without human intervention. They are automatically engaged to alert occupants or other persons that a fire may be occurring. The alarm that is engaged may be on the premises, at a different location such as at the local fire hall, or at both.

Heat detectors. These detectors are usually thin strips of metal that react to the presence of heat and activate an alarm when a specific temperature is reached. The thin strips of metal warp easily when heat from the air comes into contact with them. When the metal warps to a sufficient degree, contact is made with an electrical circuit activating the alarm.

One other type of heat detecting system that may be encountered is the "rate-of-rise" heat detector. This detector is technologically more advanced than the other system and involves monitoring the rate at which room temperature changes over time. When the temperature changes at a specific rate, the system concludes that a fire is present and activates an alarm.

Smoke detectors. When oxygen and the fuel source combine, the chemical reaction between the two products often produce other by-products, including smoke and other toxic gases. Smoke detectors do not detect flame, heat, or gases. A smoke detector works by monitoring the air for particles of smoke – the minute particles produced by combustion.

Smoke detectors initially relied only on nine-volt batteries for power. When the batteries ran down or were removed, the detectors became useless. Today, many building and housing codes require that these detectors be hard wired into the electrical system of the premises and the battery used only as a backup.

There are two types of smoke detectors commonly in use:

Ionization Smoke Detectors. The most common smoke detector uses ionization detection to determine if a fire is occurring. A small amount of radioactive substance is used to ionize air that circulates through the detector. A weak electrical charge is passed through the ionized air, which is analyzed by the detector to determine if smoke is present in the room.

While this type of smoke detector is cheaper than the photoelectric smoke detector, it may have problems detecting slow, smouldering fires that do not produce large amounts of smoke. By the time sufficient amounts of smoke and toxic gases have been produced that can be detected by the device, the fire may have progressed to a higher level.

Photoelectric Smoke Detectors. These smoke detectors work by projecting a beam of infrared light from a transmitter to a receiver unit. Smoke particles block part of the light beam being sent to the receiver. The device measures how much light was sent and how much was received to determine if smoke is present. When smoke is detected in the beam for a particular period of time (usually seconds), an alarm is activated. The sensitivity of the detector can be set to compensate for dust and dirt in the environment and buildup on the receiver.

Some devices, usually called *combination or dual detectors,* have both types of smoke detection methods present.

Flame detectors. As already discussed in this chapter, combustion produces both light and heat. Heat detectors monitor the amount of heat produced in the chemical reaction. Smoke detectors monitor the by-product of the reaction, smoke. Flame detector systems monitor the production of certain spectrums of light produced by fire. Some of these systems monitor infrared light while others monitor ultraviolet light produced by the fire.

AUTOMATIC SUPPRESSION DEVICES

Sprinkler systems. In some work sites, the heads of sprinklers may be seen projecting from the ceilings and walls of buildings. These sprinkler heads are actually the visible portions of a sprinkler suppression system. Behind the ceiling or wall structure is a network of pipes that will, in the case of a fire, dispense suppressant (usually water, but other substances in gas or liquid form may be dispersed to extinguish a fire). On occasion, in incomplete structures, or where the building has been designed to allow it, you will be able to observe the piping system itself without having to remove a portion of the covering structure.

Although the piping of a sprinkler system may appear to be very complex (especially for larger buildings), the sprinkler system eventually connects to a water (or other suppressant) supply which is under pressure. Upon activation, the system allows suppressant to flow through the piping system and out of the sprinkler head.

A sprinkler system is activated when heat from an unwanted fire raises the temperature in a sprinkler head to its **activation point** (usually around 165°F). At this temperature, either a solder link will melt or a liquid-filled glass bulb will shatter activating the sprinkler head and releasing the water or other suppressant directly over the source of heat. Although many sprinkler heads are present in a system, normally,

only the sprinkler heads that have been activated will allow suppressant to pass through them. This concentrates the suppressant efforts where the heat is – at the scene of the fire. However, some systems, called **deluge systems,** allow suppressant to pass through all sprinklers on the network once the system has been activated.

There are several types of sprinkler systems available on the market. All possess the basic framework that we have discussed; they are simply tailored for specific use.

A **wet pipe** system, commonly found in buildings in Saskatchewan, is filled with water or other suppressant under pressure. As each sprinkler is activated, the suppressant flows out of the system and either onto the heat source or in its immediate vicinity. Water is commonly used as a suppression device, both because of its abilities to suppress fires and because the water supplied to our homes and buildings is already under pressure.

A **dry pipe** system is virtually the same as a wet pipe system with the difference that suppressant is not allowed into the pipes until the system is activated. Air pressure is used to keep the pipes dry and water free until a sprinkler head is activated. When this happens, the air pressure will be released and water allowed to move freely through the pipes to the source of the fire. This system is normally used where there is a significant chance of the water freezing and bursting the pipes.

A **pre-action** system uses smoke or heat detectors to activate the sprinkler system. The smoke or heat detectors turn on the water flow, but again each sprinkler head must individually be activated by heat before suppressant can pass through the sprinkler.

RESPONSIBILITY OF SECURITY AFTER A FIRE

Once the fire has been extinguished, a security guard may find that his or her responsibilities have to shift to accommodate the needs of the client. In the aftermath of a fire, the worksite may suddenly appear much different than it looked prior to the incident. Holes cut in the roof, doors and windows smashed, and walls knocked in by firefighting efforts are commonly seen after a large fire. There are several reasons why damage at the scene of a fire goes beyond the damage caused by the flames and heat of the fire. Water and other fire suppressants are likely to saturate the area damaged by the fire and beyond. The smoke and gases produced by a fire are toxic, and even with specialized breathing equipment make fire-fighting difficult. It may be essential for a firefighter to eliminate these hot gases and smoke in order to prevent a backdraft. Holes may be cut in the roof and exterior walls; or windows and doors may be smashed to properly ventilate the interior of the building. The firefighters must also be sure that there are no hidden fires burning inside the walls or ceilings. The only way they can be certain is to cut the walls or ceilings open and saturate whatever they see with suppressant.

After a fire occurs, the first step is to protect the site from any further damage from things such as weather, vandalism and looting. A security guard may also be assigned responsibility for guarding the premises until investigation into the fire is complete.

Wherever possible, openings into the premises (doors and windows, as well as holes in the walls and roof), should be covered to guard against weather and unauthorized entry. Outside doors should be locked or otherwise secured. If possible, the owner of the building or tenants should consider removing all remaining valuables.

Personnel attempting to re-enter the site after a fire has been extinguished should exercise extreme caution. The premises should be inspected for structural damage. Depending upon the size of the fire and the heat generated, the roof or floors of the site may have been significantly weakened. Suppressants and the efforts of the fire department may also have damaged the structural integrity. Electrical wiring which may have been burned by fire or damaged by suppressants should be carefully examined before it is reused. It is probably a good idea for the owner of the property to have a professional plumber, electrician, and gas line expert inspect the area and contents before attempting to use these things again.

BOMB THREATS

OBJECTIVES

This unit will help you learn how to:

- tell what kinds of people make bomb threats and why;
- respond to a bomb threat over the telephone;
- fill in a Bomb Threat Checklist;
- describe what a security guard must do after receiving a bomb threat;
- search for suspicious objects;
- know what to look for and what to do if you find something suspicious.

WHAT'S IN THIS UNIT?

BEFORE A THREAT

Think about psychological factors

- What are people who make bomb threats like?
- Why do people make bomb threats?

DURING A THREAT

- Fill in a Bomb Threat Checklist

AFTER A THREAT

- Evacuate
- Search
- Look for suspicious objects

PRETEST

This pretest will start you thinking about the information in this unit. Write T for True or F for False before each of these statements. You can check your answers using Appendix A. After you complete this unit you may want to try this pretest again to see how much you have learned.

1. ____ People make bomb threats to feel a sense of power.

2. ____ Most threats do not involve a real bomb or explosive device.

3. ____ After you receive a bomb threat you should tell everyone that they must evacuate the building in case the bomb explodes.

4. ____ You should start a search from the top floor and work your way down.

5. ____ You should be suspicious of a letter or parcel with no return address.

6. ____ If someone phones in a bomb threat, you should not ask them for their name.

WORDS TO KNOW

The following words appear in this unit. Many of these words are used in different ways. This list only includes the meanings that are important for this unit. Try the exercise on the next page to see how well you know the words. You can read the meanings first to help you with the exercise.

to detonate	to cause to explode
device	something that has been made for a special purpose
to disrupt	to confuse or upset
to evacuate	to empty
to evaluate	to assess, make a judgement
hoax, prank	a trick or joke
obstacles	things in the way
prearranged	set in place before
residue	small amount that is left
threat	a chance or promise that something bad is going to happen

PRACTICE EXERCISE

Read each sentence and put the best word in each blank from the *Words to Know* list. You may need to change the form of the word to make it fit well into the sentence (for example add *-ed* or *-ing* to the end of the word).

1. They _____ the building because someone saw a package that looked suspicious.

2. The caller _____ to _____ a bomb if the security guard didn't follow his orders.

3. An _____ blocked the entrance to the building.

4. Work at the factory was_____ by the caller's _____ .

5. It is up to the police to _____whether or not a threat is a _____ .

6. The procedure for the guard to follow was _____ by the company and explained in the post orders.

7. The guard followed a trail of white_____ and soon found a _____ that looked like a bomb.

BOMB THREATS

Bomb threats are not common, and most of them are pranks (tricks). However, anything that can explode can kill people and destroy property, so all bomb threats need to be taken seriously.

Do not take chances. Never ignore a threat.

WHAT KIND OF PERSON MAKES A BOMB THREAT?

There are many kinds of people who make bomb threats. It is impossible to guess what type of person you will have to deal with, but it may help prepare you to think about these examples:

Co-worker / family member – someone who has a problem, usually with one person, and wants to make that person feel responsible for the suffering of many others.

Unhappy customer – someone who feels that they have not received the service they deserve or is not pleased about a product. For example, someone takes a stereo back to a shop, and they are told that there is a no-return policy. They are treated disrespectfully by the clerk and the supervisor.

Angry employee – someone who feels that their company or organization has treated them unfairly and they want to get back at the management. For example, someone who has been fired, returns with a live grenade and threatens to blow up everyone in the office.

Protester – someone whose political or religious beliefs are different from the organization they are threatening. This person may target a government office, a clinic, a newspaper.

Prankster – someone who is playing a trick or acting on a dare. A student may call a bomb threat in to a school to see if they can get away with it, or to get some time off.

WHY DO PEOPLE MAKE BOMB THREATS?

There are many reasons why someone may make a bomb threat. The main reason behind most threats is that making the call gives the person a sense of power.

The caller is probably angry about something, but they lack the courage or the social skills to be public about what they want or need. If they can create a feeling of fear or cause problems with the running of an organization, they have control over others. They may even hang around watching an evacuation. They like knowing that they are responsible for dislocating so many people.

Another possibility is that the person has information about a dangerous device and does not want others to get hurt or property to be damaged.

For the purposes of this section, an explosive device is:

> "Anything that is used, intended to use, or the guard believes is being used as part of a threat or actual attempt to cuase an explosion".

This definition does not make reference to types of explosive devices and nor will this section describe the various explosive devices that are possible. It is sufficient to state that explosive devices can range from extremely elaborate high-tech devices to crudely designed incentiary devices like Molotov cocktails. Hollywood's portrayal of tightly wrapped sticks of dynamite rigged to a simple timing device has been replaced with concoctions made from common household products including fertilizer.

Although bomb threats are relatively rare, on occasion a Security Guard may have to deal with a bomb threat or provide assistance to someone on a site that receives a bomb threat. Although threats are occasionally received through the mail, bomb threats most commonly arrive by telephone. A bomb threat checklist has been prepared for your use in handling a threat of this nature and should be kept in easy access to the telephone in case a threat is made.

Although some general guidelines on how to deal with a bomb threat will be discussed, it is impossible to cover all possible situations that security may be confronted with. Quick thinking and good judgment applied to the situation at hand could prevent a major disaster. The protection of life rather than the protection of mere property should be given foremost consideration.

Never ignore a threat. Always treat a bomb threat as if it were serious. Even if you believe it to be a hoax, lives are at stake, and you may be held responsible for your actions if you do not take the matter seriously.

BOMB THREATS BY PHONE

Remain calm. The most important thing to remember in responding to a threat is to remain calm. The person receiving the threat should attempt to obtain as much information from the person making the threat as possible. In all likelihood, the caller will not phone back a second or third time to provide additional information and is certainly not going to provide a phone number in case you think of additional questions after the call has been terminated.

Get a second person involved. It is always more desirable to have another person listen in on the call. The person initially receiving the call might be able to covertly signal another person to silently listen in. The second person would be able to assist in accurately recording the information that is elicited from the caller.

Listen carefully. The person receiving the threatening phone call will likely be the only person to speak to the caller. Listen to the caller's words, but also to their tone of voice, background noise, and so on. Not only will these things help police determine if the caller is serious about the threat but will assist them in tracking the person making the call. Background noise may provide a particular clue to the location and identity of the caller.

Take notes. Write down the caller's exact words. You do not want to make a mistake about a key element of the threat. Imagine the consequences if a person erroneously recorded the wrong location, date

or time, and an evacuation did not take place at the correct place or time. Remember to record the telephone number appearing on the screen, if the telephone the call was received on has caller identification functions available.

Ask questions. Keep the caller talking. Follow the bomb threat checklist that follows and make sure that you understand when the bomb will explode, where it is located, what kind of bomb it is, why it was placed, and so on. Get the caller to repeat the key details to make sure that you have the information recorded accurately. Try not to interrupt the caller and cut off any information. Instead, try to obtain the maximum amount of information from the caller. A caller will usually call to make a statement to avoid injuries or deaths. If told that the building is occupied or may not be evacuated in time, the bomber may be willing to provide more specific information about the bomb's location, components, or detonation process.

You may notice in the bomb threat checklist that it includes questions about the caller's name, address, and telephone number. The caller may react automatically to these questions when asked, without thinking about what you will do with the information. Or, the caller may volunteer this information at some point during the call. Never hang up first, let the caller hang up.

Dial *57. When the call is terminated, immediately dial *57 to enable police to trace information available about the telephone number that originated the call. Listen and write down what the message says. Remember that this must be done before another incoming call is received.

Dial *69. When *57 services have been completed, dial *69 to access call return features of the telephone system. Listen carefully and write down what the message says. Again, this must be done immediately, before any other incoming calls are received. Police will have to be advised of any messages recorded by you in response to *57 and *69.

Call Police. Police should be contacted to start the call tracing process after, or if another telephone is available, during the *57 and *69 functions. This step should take place whether the telephone system was able to trace the call or not. Police will be involved in the assessment of the seriousness of the threat and what actions should take place to resolve the situation. The police should be contacted and advised of the threat even if the person receiving the telephone call believes that the call is a hoax. Bomb threats are serious matters that demand serious responses, and the hasty dismissal of any threat may well mean the lives of innocent people are at risk.

Police should also be advised of any other important information recorded on the bomb threat checklist and any background information that the caller is aware of. Sask Tel can also be contacted to commence additional tracing activities at 1-800-651-1125, during regular office hours, and by pressing "0" after that time.

Follow up with company protocol. Between the employer of the security firm and the owner of the site, a bomb threat plan should be developed. Once the police have been contacted and advised of the threat, the protocol developed between the security firm and the employer should be followed.

BOMB THREAT CHECKLIST

Be calm. Be courteous. Listen carefully. Don't interrupt.

Date: _____ Time: _____ Length of Call: _____

Exact words of threat: _____

_____

Questions to ask:

1. Are you sure you are calling the right building?
2. When will the bomb go off?
3. Where is it?
4. What floor?
5. What side of the building?
6. What does it look like?
7. What sort of explosives were used?
8. How powerful is the bomb?
9. How was it placed?
10. What is the reason for the bomb?
11. What is your name?

Caller information:

Sex: __ Estimated age:_____ Accent: (describe) _____

Voice	**Speech**	**Manner**
☐ loud	☐ fast	☐ angry
☐ soft	☐ slow	☐ calm
☐ high pitched	☐ clear	☐ emotional
☐ deep	☐ distorted / disguised	☐ crying
☐ raspy	☐ muffled	☐ laughing
☐ nasal	☐ slurred	☐ abusive/vulgar
☐ familiar (details)	☐ stutter	☐ intoxicated
_____	☐ lisp	
	☐ incoherent	

Background sounds

☐ street noises
☐ voices
☐ motor vehicles
☐ planes / trains
☐ music / party
☐ recorded message
☐ static
☐ animals
☐ equipment

Call display number? _____

Receiver information

Call taken by: _____

Ph: _____

Reported to: _____

Action taken: _____[12]

WRITTEN BOMB THREATS

Threats may also be sent through the mail system. Where a written threat has been made, save all materials including any envelopes, folders or containers that the message came in. Place these objects in a fresh plastic bag and handle the items no more than absolutely necessary. Every effort should be made to retain evidence such as fingerprints, explosive residue, handwriting, typing, and postal marks. These items will be essential to the police in order to trace and evaluate the threat.

WHAT IF I RECEIVE A WRITTEN BOMB THREAT?

Save all materials, including any envelopes, folders or containers that the message came in. Touch them as little as possible and place them in a clean plastic bag. Fingerprints, powder from explosives, typing or handwriting, and postal marks may give police important information about the sender.

WHAT IS MY RESPONSIBILITY AFTER I RECEIVE A THREAT?

You must give as much information as possible to management and police so that they can decide whether or not to evacuate the site. It is *not* your responsibility to make this decision.

WHAT IF THE AUTHORITIES DECIDE TO EVACUATE THE SITE IMMEDIATELY?

It is your responsibility to:

- control entry into the building;
- search public areas including entrances, stairways, elevators, washrooms, hallways, loading docks, parkades and assembly areas outside the building;
- keep exits and evacuation routes clear;
- keep people moving quickly and calmly;

- make sure no one is left behind;
- assist in a re-entry search before people are allowed back inside;
- communicate closely with the people in charge.

WHAT IF THE AUTHORITIES DECIDE TO DO A SEARCH BEFORE EVACUATION?

The police and the fire department are not likely to be familiar with the site.

The person named in the emergency plan should head the search. They will tell employees about the threat and have them search their own work areas.

You may assist with this job, but your main responsibility is to make sure all public areas are clear. Do the following:

- Search the outside of the building and evacuation areas;
- Try to have only searched areas between you and the exit. Start on the main floor and work your way up to the higher floors or down to the lower floors. Try not to have an unsearched area between you and the exit;
- Search public areas of the building first as they are the easiest areas for a bomber to have access to;
- If you must search a room, listen for any unusual sounds such as clicking, buzzing, ticking or beeping. Your hearing is stronger if you close your eyes;

- Look for objects that are out of place, that don't belong where they are. This may include such things as a stack of boxes that is much higher than usual;
- Scan with your eyes: first from floor to waist level, then waist to head level, and finally from head level to ceiling;
- Pay attention to any place where a device may be hidden, such as rugs, furniture, drapes, pictures, false ceilings and lighting fixtures, heating and air conditioning vents;
- Do not disturb anything that could cause an explosive device to blow up;
- Use a note, tape or chalk to show that the area has been searched;
- Communicate closely with those in charge.

WHAT IF I SEE A SUSPICIOUS OBJECT?

Do not touch it – Switches, lids, flaps, zippers, buttons and other fastenings may explode when opened or closed. Your job is to report anything that looks out of place or suspicious. T he bomb squad's job is to investigate more closely.

Do not change the environment – Too much heat, or light, or other changes may cause the device to explode. If, however, you open or close any doors or windows, or turn any lights on or off, record this information.

Do not use your radio or telephone – A bomb may be set up so that an electronic device can detonate it. Move at least 150 feet away from a suspected bomb before using any communication device such as a cell phone.

Clear and secure the area. Make sure that no one can get into the area – Use tape or whatever is available to make it clear that the area is off limits.

Report – If you find a suspicious object, report it right away to the person named in your post orders. In your report include:

- a complete description of the object;
- the exact location, including if it is close to gas and water lines, or electrical panels;
- any obstacles in the way;
- safe access routes;
- the exact time that you found the object.

Remain on alert – It may not be the only device that was set to explode. Be ready to act when you receive further instructions from the authorities involved.

Do not make statements to the media – Management or the police have people who are trained to do this. It is not your responsibility.

WHAT DOES A BOMB LOOK LIKE?

Bombs come in many shapes and sizes. They can range from high tech, professional devices to simple, homemade devices. In fact, people can learn how to make a bomb on the Internet and the ingredients can be found in homes and drugstores. Bombs can look like an envelope, pen, telephone, briefcase, shoebox, pipe, or even a gift. No two bombs are alike, but they are all dangerous. Be suspicious of anything unusual.

LETTER AND PACKAGE BOMBS

Some bombs arrive through the mail. WARNING: Examine all mail gently.

Be aware of these warning clues:

1. **Balance and feel** – Letters that feel stiff or unbalanced may include more than paper. It may be thick or heavy. A parcel may make a sloshing or clunking sound.

2. **Writing** – It may look disguised. It may be badly written or typed.

3. **Place of origin** – Note where the package came from and the name of the sender. Are they familiar? Is the package expected? Has the return address or the sender's name been omitted? It may be from an unusual place such as a foreign country.

4. **Special instructions** – These may include such things as: Personal, Private, Confidential, Only to be opened by _____ , Fragile, Handle with Care, Urgent, Rush, Special Delivery.

5. **Name of receiver** – The letter is addressed to a title, such as President, with the name omitted. The receiver's name is misspelled. This person doesn't usually receive mail or parcels.

6. **Smell** – There is an odour coming from the package. Explosives may smell like almonds.

7. **Protruding objects** – There are wires, tinfoil, strings or anything sticking out of the package. There may be small holes made by the removal of wires.

8. **Packaging** – It looks like the wrapping has been used before. The paper is wrinkled and has glue, tape or label marks, or writing that has been crossed out. It may be wrapped with lots of tape or string. The shape is irregular. There are soft spots or bulges. There are oily marks on the wrapping. There is excessive postage.

9. **Sound** – Any sound or noise should make you suspicious.

DECISIONS

Probably the most serious of all decisions facing management after receipt of a bomb threat is whether to evacuate the premises. If management has prepared for the event, as they should have, and has developed a bomb threat plan, the decision may already have been made. Many building owners have developed a policy that in the event of a bomb threat there will be total evacuation of the affected premises. However, some may have a different policy or will not have developed a plan at all.

Normally, all sides of the situation are carefully evaluated, and a decision is not made until all factors have been considered. The circumstances surrounding the threat must be carefully reviewed. This is why it is so important that as much information as possible is recorded by the threat recipient. Something as insignificant as background noise may provide a clue to indicate if the threat is or is not real. Written threats may not only include fingerprints that may lead investigators to the threat maker, but may also contain traces of explosives suggesting that the threat is genuine. Management, in consultation with the police, reviews and analyzes all information available on the bomb threat.

There are three alternatives upon receipt of a bomb threat. Each has its own advantages and disadvantages:

(I) DO NOTHING

One option is to ignore the threat completely. While many bomb threats are not real, some are legitimate. Careful analysis of the situation, and the determination of the likelihood that the threat is genuine, should be done before this option is exercised. There is also the possibility that a threatener whose threat is not taken seriously may go beyond simply threatening and actually plant a bomb.

(II) EVACUATE IMMEDIATELY

Immediate evacuation whenever a bomb threat is received is another option. While evacuation may result in a costly loss of time and resources, it does demonstrate the importance of the life and safety of those using the premises. Evacuation routes are normally readily accessible to anyone on the premises, including individuals wishing to place an explosive device. When evacuation is elected, a search of the evacuation route and any alternate routes should be considered before exposing potential evacuees to the danger of explosive devices planted along those routes.

One of the major disadvantages is the disruption to the operation of the premises. This may encourage the threatener, or others who see the success of the original caller's threats, to make further calls. Another disadvantage is a bomber intending to kill or injure could also plant a bomb along the route normally used to evacuate, and then call in the threat ensuring that the maximum number of people are in the vicinity of the explosion.

(II) SEARCH, THEN EVACUATE IF REQUIRED

The third option is to conduct a search of the premises and evacuate only if a suspicious device or package is located. This approach is less disruptive than immediate, automatic evacuation and demonstrates concern for the lives and safety of those potentially affected by an explosion. It does, however, contain some risk for any untrained individual assisting in the search. Further, there is no guarantee that the search will uncover the explosive device.

Someone familiar with the premises should preferably perform the search of the site and the things customarily found there. For example, it would do little good to use an outsider, who would not know what should be or should not be in the building. To this individual, everything might appear to be a "suspicious package". Or, an outsider could easily overlook something that he or she might presume to be part of the site, when someone who works there would immediately note it as something that did not belong. An outsider would also not be able to locate all of the concealed or hard to access areas in which a bomb might potentially be hidden.

CONDUCTING A SEARCH OF THE PREMISES

Responsibility. As we have already discussed, the decision on how to react to a bomb threat should be made by management, and the agency in authority over the premises, in consultation with the police. These same individuals should formulate a comprehensive bomb threat plan detailing who will search for a bomb, under what circumstances, and conditions under which an evacuation will take place. Under normal circumstances, the decisions of how, when, and in which order can only be made after a thorough analysis of the facts surrounding the threat and other information as it becomes available. Decisions to discontinue, or to terminate a search, or to order the re-entry of evacuated premises should also be made by the same authority.

Coordination of the search. Usually, when a bomb threat is received, there is not a great deal of time between receipt of the threat and the detonation of the bomb. Searches must therefore be conducted in as efficient a manner as possible. "Without planning, control and communication, only a cursory search can be conducted".[10] Under most circumstances, a search will be coordinated through a control centre, to ensure that time is not wasted searching the same area repeatedly. The authority in charge of the search can be constantly apprised of developments in the search, any progress and problems searchers are experiencing, and will be aware of the location of the searchers at any given time.

Who should conduct a search. The people best qualified to conduct the most thorough search are the people most familiar with the premises – the employees or occupants. These persons have the best understanding of what belongs in the area and what does not. Security Guards will not normally possess these intimate details, although they may be asked to assist employees or occupants in conducting the search.

Security Guards, if instructed to assist in the search of a site, are also likely to be assigned to search the common or public access areas. These areas might include: ***areas outside buildings*** such as sidewalks and parking lots; ***building entrances; public areas within buildings,*** such as foyers, hallways, washrooms; ***stairways and elevators;*** and ***unsecured cleaning material closets.***[11] It should be noted that under normal circumstances these are the areas that are the most accessible to the public and to the bomber. These areas may therefore pose an increased risk of containing the explosive device. They are also the areas which evacuating persons must pass through to reach safety.

Tactics in conducting a search. If possible, searchers should be divided into teams to search for suspicious devices. Using supervisory personnel to conduct a search allows a simple, basic search to be performed in a short amount of time. Unfortunately, it is not as thorough as a detailed search using employees from each area that are familiar with their workplace. A search conducted by a trained team of explosive experts is probably the most thorough and safe method of conducting a search. Unfortunately, it is also the most time consuming method as these individuals will regard every item as suspicious.

Normally, a search of external areas and the areas in which the public has easiest access will be searched first. Once these areas are cleared, the search can be continued beginning at the lowest level (basement, subbasement, or crawl space) and working progressively higher. As a floor or room is cleared, it should be marked with tape or chalk to indicate to other searchers that it has already been examined.

The first action in entering a room that must be searched is to stand quietly, concentrating to hear any unusual background noise such as clicking, ticking, buzzing or beeping. This action may have to be repeated at several points in the area, especially if the searchers are in a large area or if there is significant background noise present. If nothing unusual is identified, start scanning the room at floor level and working upwards to waist level. Once this is complete, scan the room again from waist level to about eye level, and from eye level to ceiling.

Once the visual search of the area has been performed, a physical search should be performed in roughly the same pattern. Care should be taken before disturbing anything (such as drapes, furniture, pictures, and so on), as this movement could act as a switch or initiating mechanism and detonate the device.

It may be necessary to look in false ceilings or in tile ceilings to see if devices have been hidden there. Again, caution should be exercised whenever disturbing these areas.

Spotting suspicious items. The number one rule when a suspicious item is discovered, **do not touch.** Mercury switches may cause a bomb to detonate when the device or things attached to it are disturbed or moved. Lids, flaps, zippers, buttons and other fastening or closing devices can be rigged to cause the device to explode when opened or closed. Your job is to spot things that look out of place or suspicious. The role of the police bomb disposal unit is to investigate the suspicious item, and if it is a bomb deal with it from there.

The number two rule is **do not change the conditions in the environment surrounding the suspicious item, if possible.** If you do, record what you changed, and advise someone in authority of the things that have been changed. Changes in the immediate environment of the device may change the stability of the explosive used. Too much heat, exposure to light, or other changes may cause the device to detonate. Record whether you opened or closed any doors or windows, turned any lights on or off, and so on. This information will become invaluable to a disposal unit investigating the device and could potentially save the lives of these individuals.

The number three rule is **tell someone.** Record and advise someone in authority (the control centre, if there is one; otherwise, contact a supervisor, the manager or owner of the building, or police) of things like:

- the exact location of the suspicious device;
- its size;
- obstacles in getting to the item;
- whether there are any doors or windows in the area, and whether you opened or closed any of them during your search;
- safe access routes;
- the exact time the device was located and by whom;
- if known, who put it there.

When a suspicious item is discovered, security should also cordon off the area to prevent unauthorized persons from obtaining access and detonating the device.

Do not assume that the device is the only one that has been set. After investigation, the bomb disposal unit may determine that the suspicious object may not be a bomb after all; or even if it is the device, it may be one of several that have been set.

STATEMENTS TO THE MEDIA

Unless it is clearly the direction of his or her employer and the client/ owner of the premises, a Security Guard should not make any statement to the media about the incident. Management or the police, are likely to have trained spokespersons that will provide the press with information concerning the circumstances of any incident that has taken place. Remember that the reason that terrorists make threats and set bombs is to obtain publicity for their cause. Let the professionals who are trained in dealing with these issues deal with the media.

LESSON ONE

EVACUATION

GENERAL

On occasion, partial or total evacuation of a site may be required. Evacuation from a site may be necessary as the result of fire, explosion, chemical leak, structural fault, or equipment failure.

Generally speaking, there are two categories of evacuations security staff could be called upon to assist with. The first type takes place where the site is (primarily) a "closed" site. Although special tours and similar events take place at these sites from time to time, for the most part the security guard will not be dealing with individuals that have not been exposed to evacuation training or some evacuation plan. A "closed site" would include an office tower, for example, where the majority of building patrons are individuals who work at the site on a daily basis.

The second category of evacuation site is the kind where a large number of people gather to attend a specific event, such as a concert, public gathering, trade show or similar activity. This category involves occupants who are not regularly on the premises and may not know where exits and evacuation routes are located. They will not be familiar with hazards at the site and will not be familiar with evacuation plans. The second category normally requires security to play a much more active role in assisting those on the premises to evacuate the property.

The general emergency evacuation procedures outlined should be supplemented with site-specific procedures that all employees should be made aware of.

Regardless of the category of the site, all security personnel should be aware of the emergency evacuation procedures at the location where they are working. These procedures should be posted at the site and be distributed to all occupants. Security should also make themselves familiar with the location of all fire exits, fire alarm activation devices, fire extinguishers, emergency equipment, and assembly areas available at the site.

GENERAL RECOMMENDATIONS

Remain calm. Others will be looking for leadership and assistance in the time of crisis. Effectively leading others requires a calm and confident demeanour. A Security Guard who appears uncertain or visibly lacks confidence will not be able to take control of the situation and provide the best assistance to the people who need that direction.

If an emergency alarm sounds. All occupants are required to evacuate the premises immediately when a fire or other emergency alarm sounds or some other evacuation instruction is given.

Call 911. If the security company or site owner/operator has specified other protocols for emergency response, such as telephoning the building manager, a supervisor or similar individual, this plan should be followed as well:

- Shut down all hazardous operations;
- Assist disabled persons to evacuate;
- Close all doors and windows to the room where the fire or other hazard originated;
- Leave the building through the nearest, safest exit;
- In making this determination, review the placement of hazardous and or flammable materials, restrictions to passage, and blocked or non-functioning exit routes;

- Do not use the elevator. Use the stairwell;
- Unless there are people following behind, do not leave any doors open behind you as you evacuate. Unlock and close all doors if possible;
- Feel the surface of a closed door before you open it. Never open any doors that feel hot to the touch, instead, select an alternative exit;
- Never attempt to travel through smoke-filled rooms or hazardous areas unless there is no alternative route available;
- After evacuation, have everyone move away from the building or site to a safe location;
- Have employees go to pre-selected assembly areas for head counts and other tests to ensure that everyone has evacuated the premises safely. Advise police and fire officials of anyone that has not left the premises;
- Do not allow evacuees or bystanders to block fire lanes, exits, walkways, streets or doorways. They should remain in the assembly area until advised by police, fire or security otherwise.

IF YOU BECOME TRAPPED BY SMOKE, HEAT, FLAMES OR OTHER HAZARDS:

- Leave the door to the room closed. Seal all cracks around doors and windows and ventilation grills with, if possible, wet cloths, clothing, or towels;
- If a telephone is available, call 911 and advise of your location. If you have access to an outside window, hang something (such as an article of clothing or a flag) out of the window to alert emergency personnel of your position;
- If smoke enters the room, open an outside window to release it. If smoke from outside enters the room through the window, close it. If necessary, tie a piece of wet cloth around your nose and mouth to filter out smoke. Stay close to the floor where the air is usually cleaner.

EVACUATION PLANS

Evacuation plans consist of written statements describing exit routes available from the premises, and the anticipated response of personnel (including security personnel) to the alarm or direction to evacuate.

A good evacuation plan should address:

- The needs of persons with disabilities (mobility, visual, or hearing impairments);
- Hazardous, flammable or volatile substances on or near the site;
- Sensitive or valuable items to be secured;
- Assembly areas after evacuation and methods for accounting for personnel.

All site occupants should be familiar with the evacuation plan through practice drills and employee orientations.

EVACUATION FOR PERSONS WITH DISABILITIES

Elevators are not operable during most emergency evacuations. Persons with mobility, vision, and other disabilities are confronted with significant obstacles in joining a general evacuation of a site. These needs must be taken into consideration in any evacuation.

Persons with disabilities may not be able to evacuate unassisted. If this is the case, they should inform another person on site that assistance is required during an evacuation. The use of a "buddy" system is recommended. If this option is exercised, the "buddy" is advised of any special assistance that may be required for the person to leave the premises (hearing the alarm/announcements, requiring guidance during the evacuation, mobility problems over stairs, rough or burning terrain, and so on). The first step is for the "buddy" to make sure of the location of the person needing assistance. The "buddy" will then leave the building, and once outside, inform security or emergency personnel that a person in a specific location requires assistance in leaving the premises. A person with a disability who is alone should dial 911 to advise of his or her present location and need of assistance, or the assembly area to which they are heading. Emergency personnel familiar with techniques for evacuation assistance will enter the building and assist the person with the disability to leave the premises.

Mobility impairments. Persons with less than complete mobility may be able to negotiate stairs and other hazardous areas by themselves or with the assistance of others. If danger is imminent, the person should wait until the majority of traffic has cleared before attempting to exit. Exiting in front of or in the middle of heavy traffic flow may result in panic. If there is no immediate danger present, the person may wish to remain in the building, at the location specified to the "buddy" or over the telephone to the 911 operator, until emergency personnel arrive.

Hearing impairments. Some sites will be equipped with both flashing strobe lights and alarm sirens. The strobe lights will advise hearing impaired persons of the existence of the danger the alarm signals. For those premises that are not protected by this mechanism, persons with hearing disabilities will have to be advised of the emergency as they may not notice or hear emergency alarms.

Visual impairments. The sound of the emergency alarm should alert persons with visual impairments of the need to evacuate the premises. However, since the emergency route may be different than the route that person is familiar with, persons with visual impairments may require assistance and guidance through the evacuation route.

EVACUATION CONSIDERATIONS

Horizontal evacuation: Occupants of the site should be moved a safe distance away from the area of immediate danger. For example, if one wing of a building catches fire, and it is not possible to remove the occupants from the premises entirely, they should be moved to an area as far from the immediate danger zone as possible.

Vertical evacuation: Stairwells should be used to evacuate occupants from the site whenever possible. Persons with disabilities may require assistance in evacuating or may use their own discretion to join the general evacuation. Generally speaking, elevators should not be used during evacuation.

Stay in a place of refuge. Unless danger appears imminent, those persons unable to evacuate are best advised to seek a place of refuge, such as a room with an exterior window, a telephone, a sprinkler system, and a door that can be closed to shut out flames and smoke. The telephone should be used at once to call for assistance (911). The operator should be advised of the names of the persons in the place of refuge, their location, and why there is an emergency. Phone lines normally remain in operation throughout most building emergencies. If the telephone lines fail, however, signals can be sent from the window by waving some highly visible object to get the attention of onlookers and/or rescue personnel. Cracks around the door, ventilation ducts, and so on should be blocked (if possible) with a wet cloth to keep smoke and/or fumes from entering the place of refuge.

REVIEW

FIRE

Important points dealt with in Chapter 8:

- Smoke and toxic gases kill more often than flames;
- It is important to know your site's fire safety and emergency procedures plans;
- Know the location and operation of all fire equipment at your site;
- Keep all exits clear;
- Air, fuel and heat are all necessary to start a fire. Removing any one of these will put the fire out;
- Fire hazards are often caused by poor housekeeping, poor maintenance or improper use;
- Arson and spontaneous combustion also cause fires;
- Class A fires involve combustible solids, Class B fires involve flammable liquids and Class C fires involve live electrical sources;
- You must use the right type of extinguisher for each class of fire. Water can only be used on a Class A fire;
- Only fight a fire if it is safe to do so;
- Call the fire department in the case of any fire.

REVIEW

BOMB THREATS

Important points in Chapter 8:

- There are many kinds of people who make bomb threats;
- Making a bomb threat gives people a sense of power;
- The most common type of threat is made by telephone;
- Keep a Bomb Threat Checklist near the phone to help identify the caller;
- If you receive a phone threat stay calm and listen carefully;
- Try to keep the caller on the line and get help immediately;
- Let the authorities decide if the site should be evacuated;
- Make sure all public areas are safe and clear during an evacuation;
- Search carefully and communicate closely with those in charge;
- If you see a suspicious object, clear and secure the area;
- Give a detailed report of the suspicious object to the authorities;
- Remain on alert and don't talk to the media;
- Letters and packages often have clues to warn you that they may be dangerous, examine them closely and carefully.

END NOTES

[1]*The Concise Oxford Dictionary of Current English,* 8th Ed., Clarendon Press Oxford, 1990.

[2]Joseph J. Lagowski, Ed., The *Macmillan Encyclopedia of Chemistry, Volume 2,* 1997, p.385.

[3]Joseph J. Lagowski, Ed., The *Macmillan Encyclopedia of Chemistry, Volume 2,* 1997, p.385.

[4]Illustrated by the Joule-Thomson effect.

[5]Joseph J. Lagowski, Ed., The *Macmillan Encyclopedia of Chemistry, Volume 2,* 1997, p.386.

[6]Joseph J. Lagowski, Ed., The *Macmillan Encyclopedia of Chemistry, Volume 2,* 1997, p.386.

[7]Joseph J. Lagowski, Ed., The *Macmillan Encyclopedia of Chemistry, Volume 2,* 1997, p.386.

[8]Joseph J. Lagowski, Ed., The *Macmillan Encyclopedia of Chemistry, Volume 2,* 1997, p.386.

[9]From *Fire Extinguishers: Do You Know How to Use One?* December 1998 Regina Community Alert, volume 1, number 4.

[10]Regina Police Service handout "Explosives and Improvised Explosive Devices", page 6.

[11]Regina Police Service handout "Explosives and Improvised Explosive Devices", page 6.

[12]adapted from RCMP Canadian Bomb Data Centre pamphlet

Chapter 9

General Patrol Tactics and Techniques

Security Guards perform patrols.

Canadian General Standards
Board Standard 133.1-99 Paragraph A11.1

OBJECTIVES

This unit will help you learn how to:

- tell why patrols are important;
- prepare for a patrol;
- patrol a site;
- keep yourself safe while patrolling;
- use your powers of observation well.

WHAT'S IN THIS UNIT?

PURPOSE OF A PATROL
- detect hazards and emergencies
- help employees
- check for damage or equipment that is not working properly
- detect crimes
- protect confidential information
- improve community

PREPARING FOR A PATROL
- study post orders
- talk to other guards
- know your site
- check your equipment
- develop a plan

OBSERVING
- use your senses actively
- make meaning from the information you get through your senses
- improve your memory by focusing, associating and repeating information

KEEPING SAFE
- never approach a suspect alone
- use your flashlight effectively
- use caution with windows and glass doors
- use the shadows
- be quiet
- don't smoke
- watch where you walk
- ask questions

PATROLLING
- know when to be seen
- take your time
- patrol the exterior
- look for anything unusual
- use your notebook
- get to know people
- avoid routines
- be careful to notice everything on your first patrol
- use all your powers of observation

PRETEST

This pretest will start you thinking about the information in this unit. Write T for True or F for False before each of these statements. You can check your answers using Appendix A. After you complete this unit you may want to try this pretest again to see how much you have learned.

1. ____ When your flashlight is turned on, you should hold it close to your body.

2. ____ One purpose of a patrol is to look for machinery that is not working properly.

3. ____ Patrols may be done in a vehicle or on foot.

4. ____ Sometimes, it is okay to complete only half of a patrol before returning to your station.

5. ____ When patrolling a building you should start at the bottom floor and work your way up.

6. ____ When patrolling at night, you should walk quickly past windows and glass doors.

7. ____ If you see an intruder you should arrest them immediately.

8. ____ Associating new information with something you already know will help you remember.

9. ____ Hearing is your most important sense when on patrol.

PATROLLING

WHAT IS THE PURPOSE OF A PATROL?

Security guards are hired to protect people, property and information.

A uniformed guard will help to deter crime just by being in an area. When you do a patrol you widen the area that you are protecting.

Remember . . .
Your main duties are to ***observe***, ***deter***, ***record*** **and** ***report***.

GENERAL PATROL TACTICS AND TECHNIQUES

INTRODUCTION

In this chapter, security guards will learn the various types of patrol assignments such as foot and mobile patrols. The advantages and disadvantages of each will be discussed.

The patrol function is one of the most complex, difficult, and most highly visible of all security activities. One of the first things a security guard should be aware of is that a uniformed patrol force goes a long way in the areas of crime prevention, the apprehension of individuals committing offences, and, in general, the preservation of the peace. It is the primary reason that security is hired.

Security guards are hired to protect people, property and information.

A uniformed guard will help to deter crime just by being in an area. When you do a patrol you widen the area that you are protecting.

PURPOSE OF PATROLS

The main purpose of a patrol is to maintain the security of the premises under your authority. That is, a Security Guard is assigned a patrol function because it has been identified that in the circumstances it is the best way of protecting the property and people at the location. There are as many risks presented to persons and property as there are reasons for security. Like the beat cop of old, a patrol emphasizes the presence of security, acting as a general deterrent and discouraging lawbreakers. Patrol by a well-trained individual with an eye for detail also increases the likelihood that hazards and emergencies will be detected, such as the boiler that is about to overheat or the sparking electrical wires that may start a fire. The enormous cost of ensuring that these things will be detected by other mechanisms (electronic monitoring systems, alarms, and so on) may make the use of security a more cost-effective alternative. In addition, the presence of a person that possesses the capacity to immediately react to a wide range of situations also increases the responsibilities of a Security Guard.

As a Security Guard, you may be asked to watch for things like fires, offences being committed, damage to property, and so on, as well as for those things that allow you to anticipate these types of occurrences.

Remember . . .
Your main duties are to ***observe***, ***deter***, ***record*** **and** ***report***.

PREPARATION FOR PATROL

Preparation for a patrol should always begin with a statement regarding the purpose of the patrol. For example, is the security guard expected to keep intruders away? Assist members of the public who appear confused or in need of assistance? To check boilers and other equipment, to make sure they are still functioning safely? The purpose of a patrol can change from time to time, even within a single shift. The first time that a patrol is made, security may focus on breaches of the property by an intruder; the second time, to make sure that the safety equipment on machinery in the area is functioning properly; the third time, to check again for intruders and breaches of the work site, and so on. Refocusing on the particular purpose for the patrol each time it is initiated will assist the Security Guard to concentrate on activities he or she is responsible for and will ultimately be assessed on. This is not to say that security should focus exclusively upon a single activity during the patrol, to the exclusion of all other things. For example, it would be ridiculous to ignore a raging fire in the building being guarded just because the Security Guard has been asked to perform a perimeter patrol to check for intruders. Remember that you are being hired to protect the persons and the property in the best way possible. A Security Guard will be expected to use common sense in the execution of his or her duties.

Site orders may assist the Security Guard in preparation for patrol. Site orders will often give clear and precise instructions as to what will be required of all officers while on patrol.

A Security Guard should take the time to familiarize him or herself with the work site upon arrival. Ask questions of other guards and of workers at the site about what, if anything, has changed since the last shift. Things change. An effective Security Guard, like the proverbial Boy Scout, must be prepared for virtually everything. You cannot be adequately prepared if you do not have all the pertinent facts.

A thorough knowledge of the geography of the area to be patrolled is essential. Determine, in advance, where telephones, water shut-off valves, and electrical and alarm panels are located. Find out where light switches are located, and where emergency lighting is provided. Know where emergency equipment, such as back-up generators, first-aid kits, fire alarms, hydrants, and extinguishers, is located. These things should be as familiar to the officer as his or her own home. The Security Guard should know the best routes to follow in an emergency, selecting the simplest, most direct route with the least number of safety hazards.

Make a list of activities that need to be done while on a specific patrol. Devise your route in advance, including a map of the major check points, passageways, rooms, stairwells, doors and windows, and so on. Plan alternate routes in case specific areas are made inaccessible due to an emergency such as a fire, explosion, or chemical leak. The timing and route of the patrol should be varied to ensure that it does not become too routine or too predictable.

Make sure you possess the proper equipment including climate appropriate clothing, first-aid supplies and communication devices. Know what keys and other specialized equipment is necessary to conduct the patrol you are to undertake. Make sure that your communication equipment is operative before you start the patrol. Determine if it will operate in all of the areas that your duties will conceivably take you. Various things in the environment will restrict or eliminate the operation of cellular phones and radios. Be aware of these "dead zones" and where communications can be re-established. Some clients will not allow the use of cellular phones and radios in certain areas. For example, hospitals frequently prohibit the use of these devices because of the danger of interference with delicate electronic equipment. It is recommended that you determine, in advance, where these restricted areas are and comply with the employer's request.

Make sure that a list of emergency numbers has been provided. Map out all evacuation routes and procedures keeping in mind specific hazards and danger zones in the area such as storage areas for flammable materials, explosives, and so on. For example, in the event of a fire, you would probably not want to walk past an open vat of gasoline, if at all possible.

FOOT PATROL

> An alert officer on foot patrol has a better chance to prevent crime and make apprehensions at the scene of crimes in progress than do motorized patrol officers.[1]

Some persons reading this quote may feel the position taken is too strong and that other methods of patrolling are equally as effective. In some cases this is true. However, strictly speaking, most crimes that can be directly affected by enforcement activities, such as mischief, robbery, break and enter, shoplifting, and car theft, take place in the public eye. Vigorous foot patrol can affect these crimes directly through prevention or immediate apprehension of the offender.

Foot patrol is the most common method of patrol in the security industry. It is normally utilized where it is not possible to provide the same protective coverage through other methods such as motorized patrol or electronic surveillance. Virtually all of the senses of the Security Guard (sight, hearing, smell, and touch) may conceivably be used during foot patrol.

Areas of frequent "sidewalk" crimes, such as damage to storefronts, purse snatching, drunkenness, vagrancy, and loitering, or an area known for a high concentration of vehicular or pedestrian traffic (such as around bars and areas of prostitution) may also require foot patrol. Large suburban shopping centres, shopping malls and pedestrian-only shopping streets where vehicles are not permitted may necessitate frequent foot patrol as well.

As with every patrol technique that an employer or a client wishes security to use, certain advantages and disadvantages are apparent in foot patrol. They can be summarized as follows:

DISADVANTAGES OF A FOOT PATROL:

- restricted mobility and area of coverage;
- length of time to patrol;
- inclement weather prevents or curtails some activities;
- capacity for pursuit is limited;
- difficulty in carrying equipment such as reports, forms, and first-aid kits;
- communication may present a problem, unless portable radio or telephone equipment is used;
- supervision of foot patrols is difficult.

ADVANTAGES OF A FOOT PATROL:

- is highly visible;
- makes more person-to-person contact and therefore has a greater opportunity to improve security – community relations;
- because the foot officer knows more people on the beat, there are more opportunities to develop sources of information;
- greater familiarity with the physical characteristics of the beat, such as places for offenders to hide and danger zones;
- knowledge of patterns and characteristics of an area may help to anticipate an incident before it becomes more difficult to control;
- all senses may be used;
- ability to access smaller spaces such as stairwells.

VEHICULAR PATROL

Patrol from a vehicle, such as a bicycle, car, motorcycle, truck, or snow machine, enables a Security Guard to conduct his or duties by doing a more cursory visual check of the area he or she is assigned to protect. Larger sites, or perhaps even multiple sites, can be covered by a single guard with a vehicle. Each method of vehicular travel may have different advantages and disadvantages. For example, a Security Guard operating a motor vehicle may be able to carry a larger amount of equipment than an officer on a bicycle. A bicycle, however, is far more quiet and may provide access to areas where a motor vehicle cannot go such as through a park.

DISADVANTAGES OF A VEHICULAR PATROL:

- the vehicle may be restricted to particular areas, such as roads or paths;
- vision may be partially restricted inside a vehicle;
- inclement weather may prevent or curtail some activities;
- capacity for pursuit may be limited under some circumstances;
- the engine noise made by a motor vehicle may mask some noises or alert others of the presence of security;
- sealed cabs on some vehicles may prevent the detection of some dangerous situations (for example, the leaking chemicals that a guard on foot would smell might not be noticed by someone inside a vehicle);
- lower level of interaction with people.

ADVANTAGES OF A VEHICULAR PATROL:

- motor patrol is highly visible;
- larger areas can be covered in a shorter period of time;
- speed in responding to other areas of the site increased;
- additional equipment may be carried;
- protection from inclement weather – rain, snow, temperature extremes.

There is an added responsibility for the Security Guard when they use a vehicle for patrol. To ensure that the vehicle is functioning properly, and will not become a hindrance as they complete their patrol, a fundamental pre-check is recommended. A suggested format follows on the next page.

VEHICLE INSPECTION LOG

Guard's name _____ Date _____

Mileage end _____ Shift _____

Mileage start _____

Mileage total _____

Checks

Lights:

Headlights ☐ Brake lights ☐ Tail lights ☐ Turn signals ☐

Fluids

Transmission ☐ Brake ☐ Rad water ☐ Power steering ☐

Belts and hoses ☐

Damage

During your initial vehicle inspection, did you find any new or unreported damage?

Yes ☐ No ☐

If yes, describe the damage _____

_____

While you were on duty was there any damage to the vehicle?

Yes ☐ No ☐

If yes, please attach damage report.

Fluids

Did you add gas or any other fluids? Yes ☐ No ☐

If yes, please indicate amount and cost.

Fluid type	# of liters	Cost

Sign here _____

SURVEILLANCE (NON-MOBILE PATROL)

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

DISADVANTAGES

- cameras and fences may be circumvented or defeated;
- all areas cannot be kept under continuous observation – blind spots will exist despite careful planning;
- reliance on equipment that may fail, especially in adverse weather conditions;
- personnel must concentrate on one area for long periods of time;
- reliance on only one sense – vision;
- response may be restricted to calling police or internal personnel, especially if the guard is not on site but is monitoring from a different location;
- none or limited interaction with the community.

ADVANTAGES

- access and egress (entry and exit) of the site readily controlled;
- difficult for individuals to enter the premises and physically attack the guard;
- guard station or highly-visible camera placement acts to deter would-be perpetrators;
- lower number of guards required to contain the area.

WHAT TO WATCH FOR WHILE ON PATROL

Following are some general guidelines for what a security guard might be wise to do while he or she is on patrol. The list should not be taken as a list of absolutes; the Security Guard should be prepared to develop his or her activities to suit the specific location and job function he or she has been assigned.

1. Use a Notebook

All unusual circumstances must be recorded in the Security Guard's notebook. This is why it is a good idea for a security guard to carry a notebook and pen along on patrol. Remember to make notes at the time observations are made, or as soon as possible thereafter. Add the date and time of the observation and add when you recorded the observation.

For example, if a suspicious vehicle is spotted in the area, the wise Security Guard will make notes about the description of the vehicle, its licence plate number, and a description of any occupants of the vehicle when it is observed.

2. Daylight Patrols

A security guard should strive to be conspicuous while on patrol during the daytime to obtain the maximum deterrent effect. The idea is to be seen and to make your presence known. Members of the public may see a uniformed Security Guard as an individual in authority with special knowledge of an area. A Security Guard who is patrolling a shopping centre or maintaining a post in a kiosk in the lobby of a building may see anything from parents searching for lost children to visitors seeking help to find a particular part of the building. Expect this type of attention and be prepared for it to come at the worst possible time.

As said in other chapters, a security guard is often perceived as the representative of the entire security industry. A Security Guard who yells, uses emergency equipment such as radios, intercom systems and flashing dome lights without cause makes a poor ambassador and will not add anything to the public perception of security. In short, do not act unprofessionally.

Not all of the action that happens during the daytime will be so "clean". Many criminal acts, including assault, shoplifting (theft), robbery, and break and enter, commonly occur during daylight hours. Make an effort to know the people that you will be seeing and dealing with on a daily basis. They will be able to provide you with a wealth of information, or perhaps, by a signal, could even alert you to a special problem without announcing it to the entire store.

3. Look for the unusual

As you conduct your patrol, look for things that appear out of place or don't make sense. For example, when the store clerk who generally waves to you as you walk by inexplicably doesn't look up from the cash register, it may be because he or she is particularly engrossed in the sale they are making – or it may be because there is a robbery in progress. The person moving from car to car in the parking lot might be trying to find an unlocked vehicle to steal from, or he or she might be lost and looking for their own vehicle. The person running through the shopping mall might be fleeing with stolen goods, or he or she might be running to catch the bus. The person sitting in a car outside a building might be waiting for a passenger to come out, or he or she might be "standing six" for accomplices breaking into the premises.

The point of all of these scenarios is to demonstrate that the number of things that could draw your attention is potentially unlimited. Look for the unusual and the out of the ordinary, no matter how small or insignificant. Things like pry marks on doors, hinges, or windows, broken glass in or near windows, sparking wires, flashing alarm panels, fire or smoke, running water, or broken pipes, and unidentified vehicles, may be out of place and suggest that a closer review of the situation should be performed.

Special attention should be paid to fire and safety hazards that are uncovered during patrol. Are there a sufficient number of fire extinguishers available to react appropriately in an emergency? Are they appropriately placed and fully charged? Are any emergency exists inoperable, blocked or damaged? Are there hazardous and/or flammable goods stored on or near the premises? Are floors covered in something that makes them slippery? Are stairwells well lit? Is there construction, an excavation or some other specific hazard that might pose a danger to people or property? Are there fumes that might suggest a problem has developed or that might pose a danger? By drawing attention to these types of details, a Security Guard is better prepared to warn people of something that has happened, or, in the event of an emergency, to protect them from something that might happen.

4. Patrols at night[2]

Patrols during the night-time should actually be renamed "patrolling during situations of poor illumination". What this genre of patrols refers to is situations where security is able to take advantage of darkness and use that condition to observe what is happening around him or her to better protect the persons and property that he or she has been hired to guard.

A Security Guard that wishes to use this type of patrol technique would be well advised to inspect the area to be guarded during daylight hours. Obtaining the proper equipment for a night-time patrol is also essential. At the very least, in addition to climate appropriate clothing, the patrolling member should carry a working flashlight.

In these circumstances, a Security Guard on patrol, who wishes to remain unobserved while viewing the surroundings, would best be advised to walk next to buildings and spend time in shadows or darkened areas. While walking, standing, sitting, or parking, and listening quietly, an individual may better hear things happening that affect the persons or property he or she has been hired to protect.

Again, look for anything unusual or out of place, such as unlocked doors that should be locked, strange vehicles, a light out in a building that is usually left on, loitering strangers, things stacked near doorways and other places they do not belong, strange smells, from chemicals to smoke, and so forth.

5. Checking Doors and Buildings

Checking the security of buildings may be one of your primary duties. The exterior of a building should be checked first. The Security Guard should look for signs of forced entry and signs of fire such as flames, smoke, and excessive heat.

If possible and appropriate, the roof should also be checked, not only for signs of forced entry, but also for equipment loss, damage, or failure.

When checking a door, the Security Guard should not simply grasp the handle and shake vigorously. This will alert anyone inside that someone is there and has discovered their means of entrance, and likely, their means of escape. Instead, the door should be first checked to see if it was forcibly entered. If needed, a flashlight may be used to look at the hinges, latch, bolt, and lock for fresh damage or pry marks. When the door is tested to see if will open, it should not be jerked open, but instead opened gently and for only a short distance.

If the door opens, when it is supposed to be locked, the Security Guard will know that someone may have entered the premises and might still be inside. The investigating Security Guard should not enter the building alone unless he or she believes that someone's life is at stake. Instead, they should always call for assistance or alert backup that the door was found open, even if they believe that it was left unlocked by someone who had legitimate access and was careless in securing the door. While waiting for help to arrive, the door, window, or other points of entry should be kept under close observation.

6. Smash and Grabs

This colourful description refers to the situation where someone smashes a display window in a store or business, reaches inside, and grabs merchandise on display. When a Security Guard finds a display window smashed open, he or she should look from the outside (without touching anything if possible) to see if there is any missing merchandise or evidence that the premises have been entered. Evidence of missing merchandise might include an empty display case, or an outline in the dust of something that has been removed. Evidence that a perpetrator has entered the premises might include a larger hole in the window or door that might permit entry, items knocked from the display case into the store, footprints inside the display case or inside the store, or additional damage to the contents of the premises itself.

In any event, police should be contacted at once. It is your job to report and their job to enforce the law.

SMOKING WHILE ON PATROL

A security guard should refrain from smoking while on patrol. This activity not only distracts the officer from his or her responsibilities, but also adversely affects his or her ability to smell odours.

You must take special care when you are patrolling at night. Here are some specific things to remember:

1. Use your flashlight effectively – Turn off your flashlight when it is not needed. If you must leave it on while walking, carry it in front of you at arm's length away from your body. In this way, if someone attacks you in the area of the light they will not hit your body. Get in the habit of not holding your flashlight in the hand that you write with so you can use your dominant hand to operate your radio or do other things.

2. Use caution with windows and glass doors – Try not to pass directly in front of them. At night your body will be visible as a silhouette. Don't be a target. If you must pass, walk by quickly. Don't approach a dark window or door and look inside. Shine your flashlight before approaching and stand to one side when observing.

3. Be careful entering a dark room – You should not just walk into a dark room, especially if you are investigating something suspicious. Open the door first by pushing it all the way open (someone could be behind the door) and shine your flashlight around the whole room before your enter. Identify yourself as security and listen for sounds. If you get a bad feeling or something doesn't look right, do not enter without back up. Call for back up and then stand back and observe until back up arrives.

4. Know when to be seen and when to be heard – It is important for you to use good judgment and common sense when you patrol at night. At many sites you will want to patrol quietly and walk in the shadows close to buildings. If you are patrolling in a vehicle, minimize any noise from your engine, brakes and tires, and don't slam doors. Generally, you do not want to set yourself up to be a target by being overly noisy and announcing your presence. If you see anything suspicious happening, you can stay out of sight, make your observations, and report the activity.

If you are patrolling alone in an area where you feel uneasy, you may want to make some sound, such as humming or jingling keys. This will let employees know that you are around. You would also not want to surprise one or more criminals in an act, especially if you are blocking their escape route. Making some noise will alert criminals to your presence and deter them from continuing with the crime. It will give them the option of fleeing without harm to you. You can then record any information you have about the events and suspects, and use it to help the police.

WHAT SHOULD I DO IF I SUSPECT THAT A CRIME HAS BEEN COMMITTED?

Get help. Call the police. It is your job to report and their job to enforce the law. Notify your dispatcher and use other guards for back up whenever possible. If no other guards are available as back-up, you should wait for the police whenever possible. In some situations you may need to help someone before the police arrive. An example of this is giving someone first aid.

LIABILITY FOR BREACH OF DUTY

Security is required for a reason. Clients do not pay money to have a Security Guard fail to perform his or her duties. Security companies and the guards themselves may be liable for negligent conduct, such as:

- failing to patrol as required;
- failing to follow specific instructions while on patrol (such as checking boiler water levers, check valves, and so on);
- sleeping on the job;
- being impaired while on the job (alcohol or drugs);
- falsifying records, including notebook entries;
- leaving the site without permission.

REVIEW

Important points in Chapter 9:

You can prepare yourself before you patrol by:

- being sure to study your post orders and know your site well;
- checking in with other guards to see what happened on the shift before yours;
- checking your equipment to make sure it is in good working order.

When you patrol:

- do a complete patrol the first time, but avoid routines;
- use all of your senses to become aware of anything unusual;
- don't rely on your memory. Always use your notebook;
- be visible. Meet the people on your site.

Patrol safely by:

- getting back-up before you confront someone;
- walking quietly and trying not to be seen at night;
- assessing hazards and avoiding them.

Try to develop your powers of observation by:

- developing a plan;
- using the information you get from your senses wisely;
- finding ways to help yourself remember details.

END NOTES

[1]*Introduction to Patrol,* lecture materials to the Saskatchewan Police College, prepared by Cst. Rick Hawes, Estevan Police Service.

[2]This section is closely based on the *Introduction to Patrol,* lecture materials to the Saskatchewan Police College, prepared by Cst. Rick Hawes, Estevan Police Service

Chapter 10

Labour Disputes

A great deal of the work of many security guards is carried out in or about the workplace of the client's employees. In performing these duties, therefore, it is vital that a security guard be aware of the essential features of the employer-employee relationship and their implications for the security guard's work. This is especially the case when the guard is required to work during the course of a labour-management dispute. In this session, the general principles of labour-management relations that are relevant to a security guard's work, and the role and responsibilities of a security guard during industrial disputes are reviewed.

Canadian General Standards
Board Standard 133.1, Paragraph A12

OBJECTIVES

This chapter will help you learn:

- What a labour dispute is;
- How the *Charter of Rights* impacts the strikers;
- What Security Guards do during a strike;
- What to look for during a strike;
- The difference between a "legal" and "illegal" strike.

Remember . . .
Your main duties are to ***observe***, ***deter***, ***record*** **and** ***report***.

WHAT'S IN THIS UNIT?

DEFINITION OF "LABOUR DISPUTE".

HOW THE CHARTER OF RIGHTS AND FREEDOMS IMPACTS THE STRIKERS, MANAGEMENT AND SECURITY GUARDS.

WHAT TO WATCH FOR IN CROWD BEHAVIOUR.

THE DUTIES A SECURITY GUARD MAY BE ASKED TO PERFORM:

- **General duties**
- **Gate duty**
- **Perimeter patrols**

HOW A SECURITY GUARD SHOULD CONDUCT HIM OR HERSELF WHILE ON PATROL.

LABOUR DISPUTES

A labour dispute is a disagreement between employees and employers. Working during a labour dispute is one of the most difficult jobs a security guard has to face. This is because all labour disputes have two sides, and strong emotions will be felt by people on each side. Your job will be to remain neutral and to follow correct procedures. In other words, you must not take sides while carrying out your duty to protect the people, property, and information at the site. You may find your patience and self-control tested. It will be a chance for you to show your professionalism.

> **Labour dispute.** The term generally includes any controversy . . . concerning terms, tenure, hours, wages, fringe benefits, or conditions of employment, or concerning the association or representation of persons in negotiating, fixing, maintaining, changing, or seeking to arrange terms or conditions or employment.[1]

Employment is the mechanism that enables us to feed our families, and for most people, work forms a significant portion of who they are. Remuneration for work performed, at some subconscious level, often reflects the value people place upon themselves. When a disagreement between labour and management breaks out, it centres around these essential parts of peoples' lives, and the situation tends to become very tense. Often these disputes can be stressful and emotional times for people at the site, and people may act and say things that, under normal situations, they would not do or say.

Security guards will often be retained to work at sites during the course of a labour-management dispute. In these situations, it is very important that the security guard does not allow him or herself to become involved in the dispute, acting in an independent, professional manner at all times. One of the legal principles of the justice system is that "Justice not only needs to be done, but justice must also be seen to be done" by

those it serves – the public. This principle stands for the idea that although people involved in the justice system (such as prosecutors and judges) do their best to make sure that they act fairly and without bias, sometimes it is hard for members of the public to believe that they are acting fairly. The people involved, therefore, go out of their way to make sure that there is no appearance of impropriety, that one side is not favoured over the other. A security guard is subject to similar scrutiny in the high stress situation of a labour dispute. A security guard must not only hold his or her feelings in check, but also always appear to be neutral and fair in dealing with either side in the dispute. Regardless of the guard's personal feelings, he or she has been hired to perform a specific job – commonly, to protect the peace and prevent violence, interference with the work site and property damage.

IMPACT OF THE CHARTER OF RIGHTS

The right of employees to take action against their employers is entrenched in the *Canadian Charter of Rights and Freedoms*. As long as the efforts of the strikers are lawful, the actions of strikers should not be of concern to a Security Guard. Section 2 of the Charter sets out the basic freedoms all citizens should be allowed to enjoy in Canada. It holds:

> **2.** Everyone has the following fundamental freedoms:
>
> (a) freedom of conscience and religion;
>
> (b) freedom of thought, belief, opinion, and expression, including freedom of the press and other media of communication;
>
> (c) freedom of peaceful assembly; and
>
> (d) freedom of association.

The freedom identified in 2(b) protects all forms of expression, whether written (regardless of language), spoken, or acted out. This freedom has been held to include the right to picket, although the right to express oneself in this manner does not include actions such as violence, disruption of property, assault, or other unlawful conduct.[2]

Although the courts would ultimately determine whether a protester had exceeded these rights and committed a criminal offence, a security guard should be aware of these fundamental freedoms. Knowledge of these rights may prove invaluable to a guard hired to protect property and maintain peace in a hostile strike situation, for example, where the strikers are demonstrating outside of the employer's property. To add to this scenario, assume that the picketing group is extremely loud, walking up and down the streets and sidewalks adjoining the employer's property. While the strikers may be technically causing a disturbance contrary to the *Criminal Code* (Canada), a wise security guard would recognize that this conduct would likely be held by the courts to be part of the freedom of expression protected by the *Charter*.

The freedom described in 2(c) is the freedom of peaceful assembly, provided that the assembly is lawful in nature.[3]

The freedom described in 2(d) is the freedom of association, and basically guarantees that we can associate with whomever we please, to ensure that activities and goals can be pursued in common.[4]

UNDERSTAND WHAT IS EXPECTED

Every guard who has been asked to work at a site where there is a labour dispute should first obtain a very clear understanding of the duties and responsibilities his or her employer has assigned. A security guard's employer will assign these duties to the individual on the basis of the contract he or she has entered into with the client.

The security guard's employer should be able to provide a clear definition of the client's reasons for hiring security, and the role the security guard will be asked to play. A thorough understanding of specific job requirements will not only lay out a formal list of what the guard should and should not do, but may also assist should he or she be asked to assume additional responsibilities after arriving at the site. It may also help to explain to angry or upset strikers that he or she was simply trying to do their job should a Security Guard become involved in a confrontation.

One of the most important questions to ask is the client's motivation for hiring security services. Clients hire security for a variety of reasons and some have false expectations about what a security guard may be asked to do. For example, many clients see the security industry as muscle, intending the guard to act as a physical deterrent and threat to potential "troublemakers." In reality, the role of a security guard is to observe and report, and contact professionals – the police – if the situation becomes unmanageable. Security guards are not strikebreakers. They should not be asked to intimidate or attack workers that are simply exercising their constitutional rights. This is why it is important that a security guard be aware of the expectations of the client.

Similarly, it is important that a security guard working at a site involved in a labour dispute do some background checking and research to determine exactly what has transpired at the site before he or she arrived. Events that may have already taken place, such as a lockout, vandalism or property damage, the use of replacement workers, and the crossing of picket lines by customers or members of the public are some issues that impact directly upon the tension of the site.

CROWD BEHAVIOUR

Security guards may be able to benefit from an understanding of the position of the people who are on strike. The individual striker is represented through an organized bargaining unit, or union, who will negotiate on his or her behalf for benefits, pay, and resolution of safety and other issues in the work place. When the unionized employees and management are unable to negotiate a mutually agreeable contract, the employees may be able to refuse, in whole or in part, to work, demonstrating to management that the needs of the employees are not to be cast aside. Through picketing, they attempt to influence public opinion and bring outside pressures to bear on the employer.

As the strike wears on, frustrations build and the potential for problems, such as violence on the picket line, increases. Frustrations grow at home as the striking employees are faced with the day-to-day pressures of supporting their families. During the strike, no income is earned (although a small benefit may be obtained, from the accumulated union dues available to the union) although the mortgage payments, utility bills, and expenses of feeding and clothing their families represent a constant reminder of their serious financial situation. It is no wonder that strikers take anything pertaining to the strike very personally.

This includes how they are treated by security guards hired to protect the strikebound facility.

On the picket line, personal frustrations are combined with peer group pressures. Occasionally some members of the crowd are intoxicated which intensifies the problem. It is a hallmark of mass psychology and crowd behaviour that individuals in a group are highly suggestible and will take actions that they would not take if they were alone.

The potential for violence is high in a crowd situation; especially on the picket line, where tensions run exceptionally high. All security guards should be aware of this fact. When talking to individual strikers the security guard should not consider them as individuals but should consider them as part of the whole crowd. Any action security may take against such individuals is likely to be construed by the crowd as an action taken against all of them. If such incidents are dealt with by security in a professional and friendly manner, the actions are likely to be regarded by the crowd as friendly, or at least neutral, toward all.

DUTIES OF A SECURITY GUARD DURING A STRIKE

Typically, a security guard will have many responsibilities during a dispute, including protecting the client's property from damage and theft and protecting people from injury, which may occur when replacement workers or other persons attempt to cross picket lines.

Security may be employed to:

- prevent picketers from entering the premises;
- prevent confrontation between the sides involved;
- prevent damage to, or theft of, property;
- prevent attacks being made on replacement workers as they cross picket lines.

The guard should be alert at all times, and notes of relevant issues should be taken, making sure to record the time, activities, descriptions of people and vehicles involved, and the place of occurrence.

The guard should know to call the police when a criminal offence has occurred, or when the dispute grows to such a proportion that public peace is at risk. Should the police attend, the guard must be able to provide a clear summary of the situation, identifying individuals causing the disruption or who have committed criminal offences.

During labour disputes, a guard should try not to overreact to any situation but always try to make the best use of their interpersonal skills and tactics. The guard should always observe the crowd, ignore people who may try and bait him or her, and always refrain from bullying or threatening individuals involved in the dispute.

The duties of a security guard will vary according to the characteristics of a particular strike. Conditions can change very quickly so it is difficult to outline exactly what your duties will be. Detailed instructions will be given to you when you assume your post and daily briefing sessions will keep you up-to-date about the strike and your specific duties.

The following is a list of some basic duties you may be called upon to perform:

GENERAL DUTIES

Perhaps the single most important security function is to ***observe deter, record and report***. Observe all conditions in the area you are patrolling and events that take place while you are on duty. Report your observations to your supervisor via written reports, telephone, radio or other means. Your report should be accurate, complete and reported in a timely fashion – efficient communications are critically important during a strike.

Security guards are likely to be assigned responsibility for protecting the physical plant as well as the safety of all persons on the premises. Special emphasis should be placed upon loss prevention due to fire, theft, or damage. Some firms responsible for security services under strike conditions feel that a good fire watch is especially important, as it often poses the largest risk to the safety of persons and property. Others feel that thefts often occur to punish the other side in a dispute, or to make the ongoing operation of the site more difficult. Thefts can occur at anytime and be perpetrated by anyone. Acts of malicious destruction by strikers or others is reportedly a common security problem during a strike.

GATE DUTY

Access control, or "gate duty", during a strike is very different from the same function during normal operating conditions. It is especially important for guards to admit only authorised company personnel during a strike. Commonly, instructions from clients include a strict requirement that proper identification be obtained from all persons before access to the premises is allowed. Often, a sign-in register is kept and the particulars detailing the entrance of each person on to the site are recorded.

A second key responsibility of security guards on gate duty is to observe and report the condition of the picket line and the conduct of the strikers. Any change in the number of persons on the picket line, the type and wording of placards and any acts of violence or intimidation should be reported immediately. When non-striking employees, company managers or others cross the picket line to enter the facility, they may become the targets of verbal and physical harassment by the picketers. There are many different types and degrees of harassment that picketers may use. Most are unlawful and all should be reported. Here are a few examples:

Pedestrians crossing the picket line are subject to:

- derogatory or insulting remarks; ie – being called a "scab" by the strikers;
- verbal threats against their safety and well-being;
- intimidation by threatening gestures;
- having their path physically blocked;
- being pushed, shoved or physically assaulted;
- other acts meant to intimidate and prevent the person from entering the premises.

Vehicles crossing the picket line may be damaged in one or more of the following ways:

- nails scattered on the road or driveway to cause flat tires;
- picket signs used to scratch the paint on vehicles. (The offender may discreetly reach out with a nail, key or other sharp object and scratch the vehicle as it drives by). Sandpaper on the palm of a glove, or corrosive substances can also be used to damage paint;
- cutting the brake lines on trucks;
- slashing tires and vinyl tops.

Other acts of violence, intimidation, or destruction of property may include:

- throwing rocks, ball bearings, or other projectiles by hand or with a slingshot;
- cutting off the water supply by damaging lines or transformers;
- damaging other utility services – gas, water, telephone services;
- setting fires.

The course of action taken by a group of picketers is unpredictable. As a strike wears on and as the tension on the site grows, the number of picket line incidents tends to increase.

PERIMETER PATROL

Perimeter patrol in a labour dispute means the frequent and careful inspection of all fences, walls, or other barriers that surround the facility you are protecting.

Obviously, during a strike, it is crucial that there are not opportunities for unauthorized persons to gain entry to company property either surreptitiously or by force. This threat to security is increased because striking employees who may attempt to enter the premises (to disrupt operations or cause damage) have a thorough knowledge of the plant layout and possible means of entry.

Check carefully for the following weakness in perimeter security:

- breaks in, or damage to, the fence or perimeter barrier;
- unsecured culverts or washed-out areas under fences;
- unsecured sewers or utility tunnels;
- unlocked gates, open doors or windows;
- protective lighting defects;
- alarm systems defects.

CONDUCT OF A SECURITY GUARD DURING SERVICE AT A LABOUR DISPUTE

A Security Guard should never engage in verbal jousting matches with any of the parties involved. Guards working at these sites should be aware that people from either side in a dispute, as well as others (such as the media, and passers-by) may be watching and listening to the guards actions and words.

It is important for security guards to realize that they are in no way to act as strikebreakers. Guards will not normally engage in any of the activities or services that were previously performed by the striking employees.

Security guards should never interfere with peaceful picketing or with the legal rights of any client employees.

Respect and discretion will go along way in helping to deal with the situation. The security guard should remain calm and common sense should prevail. Do not hesitate to call for assistance as even the most harmless incident can quickly escalate out of control. An alert guard should be able to make the decision as to when to call for assistance.

Remember:

- the police are equipped and trained to deal with people and situations that are out of control;
- the safety of individuals, be it people in the dispute, or the security guard should be of the utmost importance;
- the guard should always think twice before initiating any enforcement action and when in doubt, call a supervisor.

HOW DO I DEAL WITH THE MEDIA?

The *Canadian Charter of Rights and Freedoms* says that everyone in Canada is guaranteed "freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication." This is often referred to as "freedom of the press" and it means the media, who are part of a democratic society, are allowed to say what they think without being punished.

The media may be very interested in talking to you if you are guarding a site where something interesting has taken place, like an accident, a crime, a visiting celebrity, a labour strike, etc. It is your job to protect the people and information at your site. It is not part of your job to speak for the company. Check your post orders to see if they name a Public Relations person as a contact. This is the person who is authorized to give interviews or press releases to the media. If a Public Relations person is not named:

- refer the media to a site manager or your employer;
- do not make any statements or give your personal views, even if they tell you it is "off the record";
- do not fall back on the "no comment" answer, as that can be used against you.

LEGAL ASPECTS OF STRIKES

Various federal and provincial laws apply to labour disputes. These laws are designed to permit freedom and liberty of action to every person consistent with the rights and liberties of every other person.

Picket lines. When a picket line is established, its sole lawful purpose is to demonstrate or communicate the fact that the picketing employees are on strike. Strikers on a picket line can communicate their feelings and use peaceful persuasion to keep non-striking employees and others from crossing the picket line. Any acts of violence, malicious damage or intimidation by the strikers is illegal.

Picketing is lawful if it is carried out by a reasonable number of persons and if the goal of the picketing is to obtain or impart information or to persuade. This is what is commonly known as peaceful picketing.

Picketing is unlawful if it involves intimidation, violence, threats, property damage, interference in the lawful use and enjoyment of property, or other unlawful acts.

Section 430(c) of the *Criminal Code* (Canada) may be used to charge picketers who unlawfully block access to premises. For example, in *Mammolita,* the Ontario Court of Appeal held that participants in a human barricade employed by protesters at a labour dispute had committed the criminal offence of mischief.[5] Note, however, that this section cannot be interpreted in such a way to conclude that by attempting to influence the general public not to conduct business with the company being picketed, is an offence.[6] Section 423 of the *Criminal Code* (Canada) makes it a crime for one individual to criminally intimidate another and may include situations involving labour disputes. This section reads as follows:

423.(1) Every one who, wrongfully and without lawful authority, for the purpose of compelling another person to abstain from doing anything that he has a lawful right to do, or to do anything that he has a lawful right to abstain from doing:

(a) uses violence or threats of violence to that person or his spouse or children, or injures his property;

(b) intimidates or attempts to intimidate that person or a relative of that person by threats that, in Canada or elsewhere, violence or other injury will be done to or punishment inflicted on him or a relative of his, or that the property of any of them will be damaged;

(c) persistently follows that person about from place to place;

(d) hides any tools, clothes or other property owned or used by that person, or deprives him of them or hinders him in the use of them;

(e) with one or more other persons, follows that person, in a disorderly manner, on a highway;

(f) besets or watches the dwelling-house or place where that person resides, works, carries on businessor happens to be; or

(g) blocks or obstructs a highway, is guilty of an offence punishable on **summary conviction**.

One tactic commonly used by striking workers is to block the public from the use of a road or driveway providing access to the premises of the business being picketed. A decision from the Newfoundland Court of Appeal may provide some useful insight for this section.[7]

In *Stockley,* a charge under clause 423(1)(g) (then clause 381(1)(g)) was laid when picketers during a labour dispute blocked a public highway. The vehicle driven by one of the witnesses was prevented by a crowd (although the judge felt that "mob" would be a more suitable word) of persons from proceeding along a street in a town owned by the company the strikers were picketing. The crowd of people, numbering between 50 and 70 walked and ran along the road towards the oncoming vehicle and then placed themselves on all sides of the victim's vehicle. Some did damage to the vehicle, two of the tires were flattened and threatening gestures were made to the driver and his passenger. Mr. Stockley and a few others were convicted after a trial.

On appeal, the Court focused on two issues:

> (a) was a street owned by a private company a "highway" within the meaning of the *Criminal Code* (Canada)*?;* and
>
> (b) was there any evidence that Stockley blocked or obstructed the street?

The Court had no difficulty in concluding that the accused participated in blocking the thoroughfare, holding that Stockley was one of a group of persons who walked or ran toward and then milled around the vehicle.

Counsel for Stockley argued that the offence required the blocking or obstruction of a "highway", defined in section 2 of the *Criminal Code* (Canada) as "a road to which the public has the right of access, and includes bridges over which, or tunnels through which a road passes".

The Court held in part:

> "The evidence makes it quite clear that there was, at least, a *de facto* right in the general public to drive on John Cabot Street, and on other streets in the town site of Churchill Falls. Andrew Grant, an official of the Company said in his evidence that: "Of my own personal knowledge all residents of Churchill Falls have access to John Cabot Street. That was the intent of having it established in Churchill Falls".
>
> I quite frankly can see no difference in the public's "right of access" to the roads of Churchill Falls and the same right of the public in the City of St. John's, or any other municipality in the Province. The roads of Churchill Falls are owned by the Company, and the roads of St. John's are owned by the municipality. In each case, the public generally is permitted to drive over the roads as long as individual members of the public conform to the applicable provisions of the *Criminal Code* (Canada), *The Traffic Safety Act* and any rules or regulations laid down by the city or by the Company restrictively relating to the use of its roads. Both can impose speed limits, erect stop signs, require driving or vehicle permits by its residents, and close streets as they deem fit, etc. The public's right of access exists in both cases, but can be restricted or modified at anytime by the relevant authority. In neither case is there, nor can there be, an absolute right of access, but they are none the less highways within the meaning of the *Code.* I thus have no difficulty reaching the conclusion that,inasmuch as the public was, and is, *de facto* permitted to drive upon John Cabot Street in Churchill Falls, *de jure* right of access to that road existed in the public at the time in question within the meaning of the definition of "highway" contained in the *Criminal Code* (Canada)*".*

One other case should be mentioned which may provide additional guidance. In *R.* v. *Sahonovitch,* a County Court of British Columbia dealt with the same offence arising out of a protest on a private logging road.[8] Use of the road required express permission from the owners. The Court held that the logging road was not a "highway" within the meaning of the *Criminal Code.*

REVIEW

Important points found in Chapter 10 are:

- Strikers involved in a "legal strike" have considerable protection under the *Canadian Charter of Rights and Freedoms;*
- Security guards should know precisely what their duties are during a strike;
- Observe the crowd;
- Duty assignments may vary during the strike;
- Know how to deal with the media.

Remember . . .
Your main duties are to ***observe***, ***deter***, ***record*** **and** ***report***.

END NOTES

[1]Black's Law Dictionary, Fifth edition.
[2]*Retail, Wholesale, and Department Union, Local 580 v. Dolphin Delivery Ltd.,*(1986) 33 D.L.R. (4th) 174 S.C.C.
[3]*R. v. Collins* (1982) 31 C.R. (3d) 283 (Ontario County Court).
[4]*Reference re Public Service Employees Relations Act, Labour Relations Act and Peace Officers Collective Bargaining Act,* [1987] 1 S.C.R. 313.
[5]*R. v. Mammolita* (1983) 9 C.C.C. (3d) 85 (Ontario Court of Appeal).
[6]*R. v. Dooling* (1994) 94 C.C.C. (3d) 525 (Nfld. S.C.).
[7]*R. v. Stockley* (1977) 36 C.C.C. (2d) 387 (N.F.L.D. C.A.)
[8]*R. v. Sahonovitch* (1969), 69 W.W.R. 67

Chapter 11

Safety Issues for Security Guards

OBJECTIVES

This unit will help you learn how to:

- Recognize the WHMIS labels;
- Be aware of the proper use of WHMIS labels;
- Recognize the 8 hazard symbols used in WHMIS;
- Be aware of Material Safety Data Sheet (MSDS) and what they are for;
- Use the system each time you recognize a new label;
- Understand the emerging danger of clan labs;
- Identify "Kitchens of Death";
- Prepare for, and avoid the hazards;
- Become aware of the gangs operating in Saskatchewan;
- Recognize the "gangster lifestyle";
- Recognize gang activity;
- Understand the recruitment methods gangs employ;
- Recognize "gang identifiers".

WHAT'S IN THIS UNIT?

WHMIS

- What is WHMIS?
- Three main parts of the WHMIS program
- What should Security Guards know about WHMIS?

CLANDESTINE LABS

- Why these labs are so dangerous?
- Why Security Guards should have some knowledge of this emerging threat?

GANG ACTIVITY IN SASKATCHEWAN

- How gangs developed
- How they recruit
- Initiation practices
- How to identify gang members

DETERMINING THE "RISK LEVEL" AT VARIOUS JOB SITES

PRETEST

This pretest will start you thinking about the information in this unit. Write T for True or F for False before each of these statements. You can check your answers using Appendix A. After you complete this unit you may want to try this pretest again to see how much you have learned.

1. ____ WHMIS is an American program adopted by Saskatchewan.
2. ____ Only your employer is responsible for WHMIS.
3. ____ MSDS and WHMIS are the same thing.
4. ____ "Clan labs" are pharmacies run by one family.
5. ____ Security guards will never come across a clan lab.
6. ____ Residue from a clan lab can be toxic for a long period of time.
7. ____ Hells Angels are the only gang active in Saskatchewan.
8. ____ Gangs have secret ways of identifying themselves.
9. ____ Gang activity will never occur at a site patrolled by a guard.
10. ____ Gangs are predominantly an urban problem.

WHMIS

WHAT IS WHMIS?

This unique Canadian system is part of a federal law package called Bill C-70. It was implemented by the Saskatchewan Legislature on October 31, 1988 and helps protect workers through education and prevention. WHMIS provides this protection by giving you the "right to know" about the risks you may face from exposure to workplace chemicals.

The Workplace Hazardous Materials Information System (WHMIS) was set up to protect workers who work with or near hazardous materials.

THREE MAIN PARTS

WHMIS requires employers to:

- Label containers of hazardous materials;
- Provide a **M**aterial **S**afety **D**ata **S**heet (MSDS) with information about the hazardous material;
- Provide workers with training about how to work safely with the hazardous material.

This "three prong attack" is sometimes referred to as the **WHMIS Triad.**

WHMIS IS LAW

The Workplace Hazardous Materials Information System (WHMIS) is a legislated system that provides information regarding the dangers and safe handling of materials used in the workplace. The system was initiated and developed through joint consultation between representatives from industry, labour, and government. The legislation requires suppliers of hazardous materials (referred to as controlled products) to provide specific information on their products through material safety data sheets and labels. Employers who use products are required by provincial regulations to inform their workers of the risks related to the materials and to implement safe work practices. The WHMIS system is an important component of the duties of an employer with respect to all chemical and biological substances.

WHO MUST BE TRAINED IN WHMIS?

As a Security Guard you should not have to work directly with hazardous materials. However, you have **the right to know** about the ones that are used at your site, as you may be exposed to them while you are on patrol or dealing with issues on the site. Anyone who works with hazardous materials or could be affected by a leak or a spill of chemical or biological products will require training. However, not all workers will require the same level of training. For example, training for warehouse staff may only need to include the safe handling of products and what to do if a spill occurs. Industrial workers will need extensive training on the safe use of all hazardous products in the workplace. Office workers and retail cashiers, for example, do not require such an intensive training program. Security guards should be well aware of the different products at their job sites. A trained worker should be contacted at once should a guard have any concerns about products marked with any of these labels.

When a hazardous material meets the classification criteria of any of the WHMIS classes it is called a *controlled product.*

WHMIS HAZARD CLASSIFICATIONS

The security guard may not require the same training as an industrial worker, however, he or she should be familiar with the following hazardous goods symbols.

CLASS A – COMPRESSED GAS

Compressed gasses can include products in cylinders and also aerosol containers, depending on the pressure. They have some basic types of hazards associated with them:

- Fragmentation (explosive effect due to damaged or overheated containers);
- Projection (gas released from a damaged container produces a rocket effect);
- Oxygen displacement, resulting in a risk of suffocation;
- Extreme cold temperatures.

Examples: Aerosol can, fire extinguisher, propane tank

CLASS B – FLAMMABLE AND COMBUSTIBLE MATERIAL

This class has six divisions with the overall hazard being related to the products' abilities to ignite and burn.

Division	Title	Hazard	Example
B1	Flammable gases	Gas can ignite easily	Propane tank
B2	Flammable liquids	Vapours can ignite easily, high flash fire hazard	Gasoline
B3	Combustible liquids	Vapour can ignite at higher temperatures, limited flash fire hazard	Diesel
B4	Flammable solids	Ignite and burn easily	Matches
B5	Flammable aerosols	Spray/propellant ignites easily	Spray paint can
B6	Flammable reactive materials	Ignite on contact with air or water	Lithium batteries

CLASS C – OXIDIZING MATERIAL

Oxidizing materials can cause other materials to ignite on contact with them, or increase the rate of burning of fires. There are two types of oxidizing materials:

- Oxidizing materials – promote fire by adding oxygen but are often non-flammable themselves

Example: hydrogen peroxide

- Organic peroxides – promote fire by adding oxygen and are usually flammable themselves

Example: hardeners in resin kits for model car kits

CLASS D – POISONOUS AND INFECTIOUS MATERIAL

Class D has three divisions and some of these divisions have subdivisions. Each division has its own symbol.

D1 IMMEDIATE AND SERIOUS TOXIC EFFECTS

Exposure to these materials is gained through skin or eye contact, ingestion and inhalation. Materials may cause serious injury or death following contact, even for small exposures.

Sub-Division	Hazard	Example
D1A	A very small amount of the material is a high hazard to life	Cyanide gas
D1B	A larger amount of the material is a high hazard to life	DDT

D2 OTHER TOXIC EFFECTS

Chemicals in this division can produce health effects that do not appear right away, or may not be immediately life threatening.

Sub-Division	Hazard	Example
D2A	Effects are usually caused by long term exposure and have a serious impact on life	Lead (risk of cancer and birth defects)
D2B	Effects may be from long-term or short-term exposure and some effects can be reversed	Rubbing alcohol (irritant)

D3 BIOHAZARDOUS INFECTIOUS MATERIAL

These materials may cause diseases in animals or humans.

Example: Blood samples infected with the herpes virus

CLASS E – CORROSIVE MATERIAL

Corrosive materials can attack steel, non-clad aluminum surfaces, or human tissue. With human tissue the hazard that is posed is similar to third-degree burns, i.e., death of the tissue.

Example: Acids (such as battery acid), bases (such as lye), or mercury

CLASS F – DANGEROUSLY REACTIVE MATERIAL

Dangerously reactive materials can:

- Polymerize, decompose or condense vigorously;
- Become self-reactive under shock, pressure or temperature changes;
- React vigourously with water to release a toxic gas.

Example: Hardeners in resin kits for model cars, some pool chemicals

	Class A - Compressed Gas	Contents under high pressure. Cylinder may explode or burst when heated, dropped or damaged.
	Class B - Flammable and Combustible Material	May catch fire when exposed to heat, spark or flame. May burst into flames.
	Class C - Oxidizing Material	May cause fire or explosion when in contact with wood, fuels or other combustible material.
	Class D, Division 1 Poisonous and Infectious Material:Immediate and serious toxic effects	Poisonous substance. A single exposure may be fatal or cause serious or permanent damage to health.
	Class D, Division 2 Poisonous and Infectious Material:Other toxic effects	Poisonous substance. May cause irritation. Repeated exposure may cause cancer, birth defects, or other permanent damage.
	Class D, Division 3 Poisonous and Infectious Material: Biohazardous infectious materials	May cause disease or serious illness. Drastic exposures may result in death.
	Class E - Corrosive Material	Can cause burns to eyes, skin or respiratory system.
	Class F - Dangerously Reactive Material	May react violently causing explosion, fire or release of toxic gases, when exposed to light, heat, vibration or extreme temperatures.

LABELS

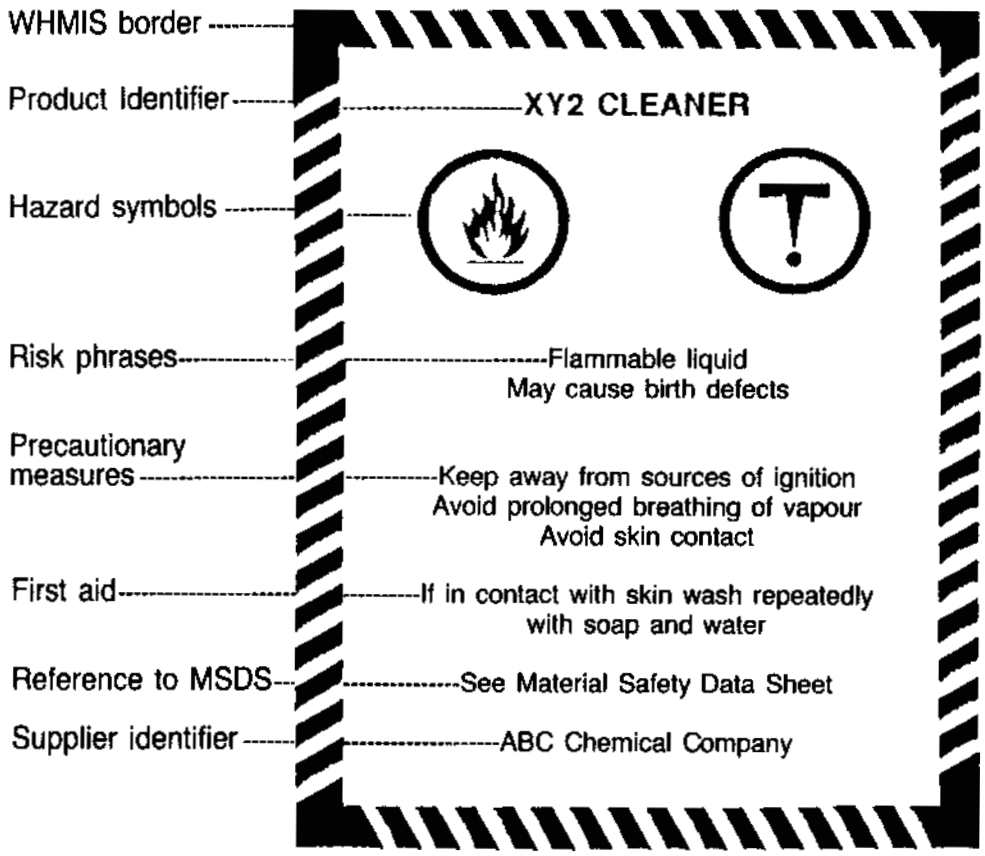
A security guard may work at a site where he or she is responsible for receiving goods from outside suppliers. The supplier of controlled products must affix a defined label on all containers. The information to be given includes the dangers, precautionary measures, and first aid responses to the product indicated. The border of the label is distinctive and helps to readily identify a controlled product. This label, known as the supplier label, could be a mark, sticker, tag, or wrapper, and must not be removed, modified, covered, or deliberately defaced as long as the material stays in the container. The security guard should, in the normal course of his or her duties, not open such containers.

The supplier label will have the following seven categories:

- The product identifier;
- Hazard symbol(s) for the Classes and Divisions in which the product falls;
- A statement to the effect that a Material Data Safety Sheet is available;
- The supplier identifier (the complete address is not required);
- Appropriate risk phrases regarding the exposure to the controlled product;
- Precautionary measures to be followed when handling, using or being exposed to the controlled product;
- First Aid measures to be taken in case of exposure to the controlled product.

This information will be surrounded by the distinctive WHMIS hatched border.

SUPPLIER LABEL

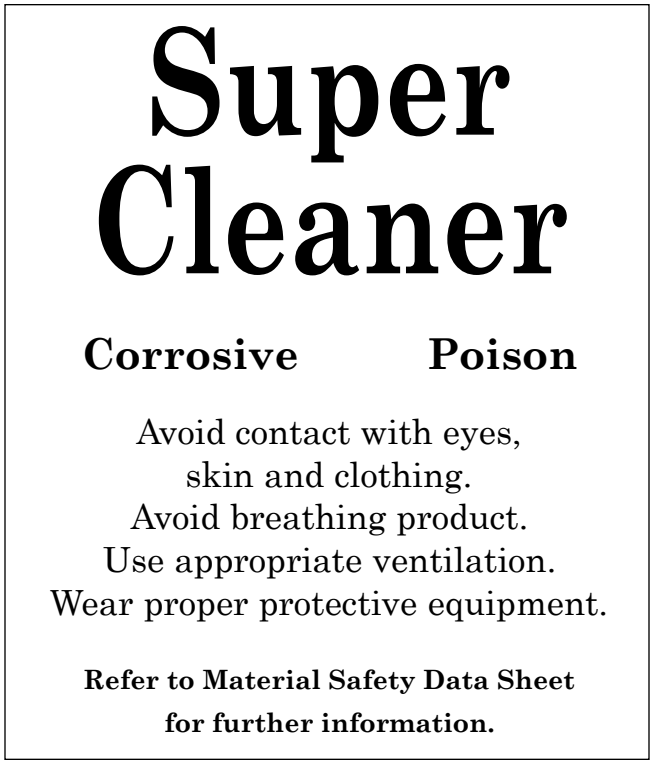


WORKPLACE LABELS

These labels are required when:

- a supplier label is no longer legible;
- the hazardous material is transferred from its original container into another container; or
- the material is used solely at that worksite.

The workplace label does not have as many requirements as a supplier label.



Workplace Label Content

1. The **product identifier.**
2. Information for **safe handling, use or exposure** to the controlled product.
3. A statement to the effect that a **Material Safety Data Sheet** is available.

CLANDESTINE DRUG LABS

When you mention the words "Clandestine Drug Lab" many people envision a nice clean laboratory staffed by people in white smocks. There will be stainless steel counters, various sizes and shapes of glass beakers, and other scientific looking paraphernalia. **Nothing could be further from the truth.**

Clandestine Drug Labs are similar to homemade bombs. If you ask a Police Bomb Squad member what a homemade bomb looks like, they will tell you it could look like anything. Improvised Explosive Devices (IEDs) and Clandestine Drug Labs (Clan Labs) are entirely the products of some criminal person's imagination.

Clan Labs are as dangerous as homemade bombs. They are unsafe in so many ways it is almost impossible to list all the dangers involved. Most Clan Labs are discovered by law enforcement officials when they catch fire or blow up. The risk to health and safety starts when the criminal mind sets up a Clan Lab. The continued risk goes on long after the production of the illegal drug is discontinued.

The best weapon available to protect people confronted with a Clan Lab situation is **recognition.**

Simply put: **Recognition is Protection**

As a Security Guard you may be tasked with the "protection of property" until such time as the investigative team arrives to do a thorough investigation. You may not have had the opportunity to examine the site ahead of time. By making Security personnel aware of the dangers inherent by merely being close to a Clan Lab one can avert possible tragedy. That is the purpose of this section.

WHY ALL THE CONCERN NOW?

The "drug scene" has been with us since the 60's.

The experts will tell us that the similarity between drugs of the 60's and those of the present are similar in name only. Today's drugs, even the homegrown variety, are more potent, and lead to more rapid "addiction" and more difficult withdrawal. Added to this mix is the fact that dealers are trying more devious methods to increase their clients' dependence by surreptitiously adding a cocktail of other "unknown" products to their standard supply menu.

The labs producing these new and "improved" products are a far cry from what we think of when we speak of laboratory environments. The sterile, stainless steel, white smocked environs are but figments of the imagination. Clandestine drug labs can be located in houses, barns, sheds, cars and even storage lockers, campers and motel rooms.

- The Security industry is a prime target for unknowingly coming in contact with one of these labs because often, guards are assigned temporary duty protecting sites until investigators and other experts can do a detailed examination of the premises. Inadvertently coming into contact with residues that are carcinogenic, volatile, or toxic can be prevented by understanding the nature of the emergence of these clandestine drug labs. Understanding the dangers is the first step to safety.

The drug typically referred to as Methamphetamine is known by various "street names", depending on the chemical content.

- Methamphetamine – "speed", "crank", "meth";
- Methamphetamine Hydrochloride – "ice";
- N-Methcathinon – "bathtub speed".

"Street Lingo" identifies 3 common production methods, based on the key ingredients used:

- Nazi Method:
  - used by the Germans in WWII;
  - key ingredients are lithium and anhydrous ammonia;
- Red Phosphorous Method:
  - key ingredient is red phosphorous (match heads);
- Pill Reduction Method:
  - uses pseudoephedrine as a precursor (cold Medications).

The chemicals that make up the concoction vary depending upon supply, the "cooks" knowledge, recipes handed down, etc. Most contain variations of the following:

- Ephedrine (cold medications);
- Sodium dichromate;
- Lithium (batteries);
- Toluene (contact cement cleaner);
- Sulfuric acid (drain cleaner), Hydrochloric acid, Muriatic acid;
- Epsom salts;
- Nitroethane;
- Formamide;
- Red phosphorous (match heads, road flares);
- Anhydrous ammonia (farm fertilizer) (watch for brass fittings on Propane tanks that have turned a "bright blue" color);
- Sodium hydrochloride;
- Naptha gas, Sterno (camp fuels make Meth nice and white);
- Ether.

If you, as a Security guard, in the course of your duty assignment, come upon items or environments such as the following, act with extreme caution:

- A building whose air is very ripe with a chemical smell;
- A building whose windows are obscured with tin foil;
- Air around the premises smells like Acetone;
- A portable generator is running for no apparent reason;
- Propane cylinders whose brass fittings have tarnished to a "brilliant blue" color;
- A pile of waste including unmarked metal drums and pink tinted coffee filters;
- Duct-taped hoses sticking out of windows and doors.

Alarm bells should be going off!

- Dangerous fumes?
- Booby traps or weapons nearby?
- Needles or other drug paraphernalia?
- Where is the owner or occupant of the building?

Recommended Action:

- don't touch anything;
- get out and away ASAP;
- use a safe egress route (the same way you came in);
- report immediately (911);
- secure the "Hot Zone" until emergency personnel arrive;
- perform a decontamination check of your shoes, clothes;
- be prepared to be a resource and a witness – takes notes;

Other types of illegal drug manufacturing sites include:

- Outdoor marijuana grow-ops;
- Indoor hydroponics marijuana grow sites;
- Psychedelic drug manufacturing producing LSD, PCP, MDMA;
- Methcathinone manufacturing houses producing "Bathtub Speed";
- Talwin and Ritalin "T" houses, and the newest "kid on the block";
- Improvised Methamphetamine Drug labs.

Law enforcement officials have nicknamed the latter as "Kitchens of Death" because the Clan Lab operators or "Cooks" as they are called, "cook up batches" of methamphetamine, put it on the street, and reap a tidy profit as countless lives are ruined or terminated through consumption of the product.

A burned out lab is considered a hazardous materials site, with phosphine gas fumes in sufficient quantities to kill unprotected personnel entering a site within minutes.

Producers of homemade meth are typically users themselves and are not skilled in chemistry. The dangers of this situation are extreme – the fumes are volatile and highly explosive. Breathing the toxic fumes can cause irreparable harm to nasal passages, lungs and brain tissue.

Given the sparse population of Saskatchewan's rural communities, almost anywhere can be the "ideal" site for a Clan Lab:

- barns;
- outbuildings;
- garden sheds;
- hotel and motel rooms;
- apartments and private homes (with people and small children still living there);
- self-store lockers;
- storage sheds;
- garages;

- seasonal recreation vehicles;
- cars, trucks, vans;
- buses, and semi-trailer units;
- vacant buildings;
- underground bunkers; and
- even remote areas in the bush are common places where meth can be produced.

ABORIGINAL-BASED GANGS IN SASKATCHEWAN

(CISS Vol. 1, Issue 1)

Law enforcement officials in Saskatchewan are concerned about the growth and impact of Aboriginal-based gangs. In 2002, the results of the Canadian Police Survey on Youth Gangs, estimated the number of youth gangs in Canada at 434 with an estimated membership of 7,071. The largest concentration of youth gang members was reported in Ontario, followed by Saskatchewan. However, on a per capita basis, Saskatchewan reported the highest concentration of youth gang members (1.34 per 1,000 population) or approximately 1,315 members.

It is believed that the gangs established a presence in Saskatchewan through the federal and provincial correctional centres in the mid to late 1900s. According to the police and Crown prosecutors, following a riot at a Manitoba prison in 1997, some of Manitoba's established gang leaders began to recruit new members in the correctional institutions and in the community upon their release.

Over the past 10 years, gangs have been consuming a tremendous amount of police and criminal justice resources. In recent years, anecdotal reports of violence, drug dealing, and recruitment of people into gangs have been heard frequently at several courthouses throughout the province.

It is estimated that gang-related crimes and recruitment will continue to escalate throughout the province given our demographic trends. While law enforcement officials have been aware of the criminal activities and capabilities of the gangs, we are not aware of the full depth or impact gangs have on our community. Obviously, the direct costs and impact of gang-related crime in a community are primarily financial in nature in terms of higher insurance premiums, health care costs, decreasing property values, and legal expenses. However, the indirect cost in terms of fear, violence, lost lives, and unmet potential are far more insidious to a community.

The four "Rs" of the gang belief system:

- **Reputation** is earned by one's willingness to do anything for the gang.
- **Respect** is gained by violent acts – the more violent the better. A murder is considered top-notch.
- **Retaliation** in terms of damage to person and property is what happens when a gang is disrespected. Gangs operate on a power base of violence and intimidation and strengthen that reputation at every chance. Being feared is a badge of honour. That's the "gang mentality".
- **Recruitment** is how gangs grow powerful. Recruiting happens in schools, on the street, in alleys and in jail.

"GANGSTER LIFESTYLE"

In Saskatchewan, the "gangster lifestyle" is an attractive alternative for many aboriginal youth. The implications of extreme concentrations of poverty, violence, absent parenting and urban migration, combined with blocked opportunities and substance abuse have created an environment that is conducive for the recruitment of youth into gangs:

> "Besides poverty, social disorganization, particularly in the case of mobile changing populations, provides an ideal breeding ground for the development of a gang subculture." (Soulliere, N; Canadian Police College, 1998)

Researchers from the United States have found that the median age at which youth begin associating or "hanging out" with gang members is 13 years old. According to Saskatchewan law enforcement databases, there are approximately 500 confirmed gang members operating out of the cities of Regina, Saskatoon, and Prince Albert alone. The age range is expanding because the gang members are remaining in the gangs longer. Interestingly, approximately 70% of the gang members in Saskatoon are 18 years of age or older and in Regina the average age of a representative sample of gang members is 24 years old.

The established gangs have adopted specific membership procedures, including recruitment, initiation and disciplinary rituals to enforce rules and evade detection. Gangs will continue to evolve into a serious organized crime threat in our Province.

Reasons for joining a gang vary depending on the individual youth. Generally, they join for one or more of the reasons listed below:

- **Protection**: They may have a real or perceived need for protection from bullies. However, joining means working with a group of criminals who accept violence as a way of life and the need for protection can actually increase by joining the gang;

- **Material gain**: Gangs make money through drug trafficking, robberies, thefts or extortion. Although it may bring some material gain, there is a high price to pay if convicted. Participating in a criminal organization can add years to any sentence;

- **Acceptance**: Gangs provide a sense of family and belonging for some members. But gangs exist to make money and they rule in an atmosphere of fear and violence. Gang members are also frequent targets for rival gangs;

- **Identity**: Some youth who have low self esteem may feel they have power or an identity if they join a gang. The identity one obtains is of a criminal or victim of violent death. Even if gang members try to get out, they may find their criminal record keeps them from rejoining mainstream society;

- **Excitement**: Some youth are attracted by the portrayal of gangs as glamourous rebels. However this excitement can lead to prison terms, physical danger to themselves, and harm to family or friends.

ACTIVE GANGS IN SASKATCHEWAN

Currently, there are at least 12 known adult and youth gangs operating in Saskatchewan. Some of the adult-based gangs include the following:

- Native Syndicate
- Indian Posse
- Redd Alert
- Saskatchewan Warriors
- Crazy Cree
- Mixed Blood
- Tribal Brotherz
- West Side Soldiers



A few of the youth gangs identified in Saskatchewan are the:

- Crips
- Junior Mixed Blood
- Indian Mafia Crips
- North Central Rough Riderz

While some of the youth gangs disappear quickly and are of limited concern, many of the adult gangs have persisted over the past decade and are of considerable and immediate concern. These fully entrenched Aboriginal-based gangs have spread throughout the various northern and southern communities in Saskatchewan and have established a permanent presence.

Many urban and rural communities have experienced steady growth in terms of gang recruitment and gang-related crimes. In particular, over the past year, residents of Regina, Saskatoon and Prince Albert have experienced an increase in extreme violence involving aggravated assaults, shootings, and murders as gangs compete for territory. In Saskatchewan, the organizational structure of gangs range from very loose organized neighbourhood-level youth groups to more sophisticated and highly organized crime groups. Most gangs have adopted a leadership structure to discipline and enforce rules among the membership, establish initiation rituals, provide direction in regards to criminal activity, and establish communication patterns.

CRIMINAL HISTORY

While official police statistics may point to an increase in violent or gang-related crimes it is difficult to interpret because of varying definitions of what constitutes a gang member and the non-standardized reporting of gang related crimes.

Although gangs are generally involved in opportunistic and spontaneous street-level criminal activities including robberies, assaults, and property theft, they are also involved in more sophisticated crimes including drug trafficking, prostitution, firearms offences and witness intimidation. Research data obtained from a study in the United States revealed that the criminal career of gang members generally begins with property offences (auto theft, burglary etc,) and progress towards drug-related and violent crimes within 1.5 to 2 years. These statistical trends are also evident with the gang members in Saskatchewan. Based on the criminal history of a sample of known gang members (56) a large percentage (87.5%) had previous youth court convictions, multiple property-related offences, and the severity of their offences escalated with age.

In Southern Saskatchewan, the impact of gang activity is most pronounced in the following areas: Regina, Fort Qu'Appelle, Broadview, Indian Head, Yorkton, Carlyle, Moose Jaw and Kamsack. At this point, it is unclear as to the degree of cooperation or control that gang members from urban communities have over other gang associates in the rural communities. Although gang alliances and networks are formed from time to time, it appears as if there is a certain degree of autonomy between gang members in the cities and those operating out of the rural areas. In northern Saskatchewan, gang-related activity and crimes have affected the following communities: Saskatoon, Prince Albert, North Battleford, Pelican Narrows, Stanley Mission, Pierceland, Meadow Lake and La Ronge.

Despite the predominate localization of gang activity, the impact of gang-related crime is spreading throughout regional areas as they become more mobile. Gang involvement significantly increases an individual's chances of being arrested, incarcerated and severely injured.

GANG RECRUITMENT

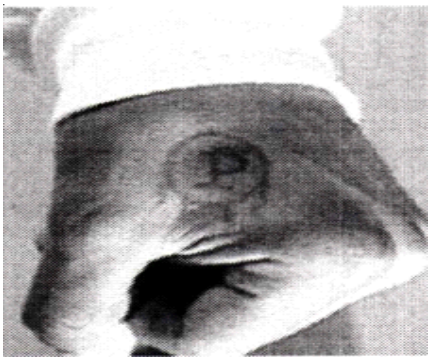
Aboriginal-based gangs regularly recruit from the Aboriginal population in urban and rural communities and correctional institutions. As a result, Aboriginal youth will continue to be at greater risk of coming into conflict with the law and being involved in gang violence, thereby posing harm to themselves and their communities. (CISC, 2004)

Most of the gangs require prospective "recruits" to meet certain criteria and perform criminal acts before they are allowed membership into the gang. To gain entry, a "recruit" generally requires a sponsor. A sponsor is a confirmed gang member who supports the "recruit" and vouches for his loyalty. Before a "recruit" is allowed entry into the gang the person must generally complete 3 requirements:

1. The "recruit" must perform a series of criminal acts called "strikes" at the direction of his superiors in the gang to prove his loyalty. Many of the gang-related crimes in Saskatchewan are "strikes" committed by new gang members trying to increase their status in the group.

2. A "recruit" must also produce "paperwork" or a copy of their criminal record to members of the gang. Generally, the greater the number of convictions equates to more respect and higher status within the gang. Those who want to be accepted by a gang must prove themselves worthy through random acts of violence. The more public the act, the more impressive it is in the eyes of the recruiter.

3. The last phase of the initiation ritual is the "beating in" or "jumping in" process. The "recruit" must endure a beating from the other gang members where they punch, kick, and assault the recruit for several seconds or minutes to prove their loyalty and strength.



Interviews with gang members have confirmed that "recruits" have committed vehicle thefts, assaults, and armed robberies as part of their initiation into the gang membership. The gangs are also very active throughout the adult correctional facilities, representing approximately 25% of the inmate population at any given time. It is not uncommon to have gang members posturing for control within the correctional institution by "checking in" rival gang members. Gang members have been known to threaten, stab, and assault rival gang members that are placed within their range at the jail. The rival gang members are told to "check in" by returning to their cells and avoiding further conflict.

While gang membership is very strong within the correctional setting in the prairie Provinces, gang membership fluctuates in the community due to high incarceration rates of gang members. Despite the volatility and fluid nature of gang membership, gang leaders have developed effective communication techniques that enable gang members to continue their criminal activity whether in jail or released to the community.

SIGNS OF GANG INVOLVEMENT

- Staying out late
- Unexplained injuries
- Withdrawal from friends and family
- Secretive about new friends
- Abrupt change in personality
- Unexplained new possessions or money
- Preference for certain colour of clothing (gang colours)
- Graffiti on personal items such as notebooks or bedroom walls
- Tattoos or markings of gang symbols on hands or body
- Frequent run-ins with the law

KEY INDICATORS AND DEVELOPMENTAL STAGES

To properly understand the gang phenomenon and accurately predict the situation in Saskatchewan, it is important to remember that Aboriginal-based gangs range from very loosely structured neighbourhood-based youth groups to highly organized regional adult gangs. Historical and current intelligence reports indicate that gangs and gang-related activity tend to evolve over time, and also tend to adopt characteristics that resemble other "traditional" organized crime groups.

The leadership structure of gangs generally includes the following positions:

- president
- vice-president
- higher up
- enforcer
- soldier
- striker



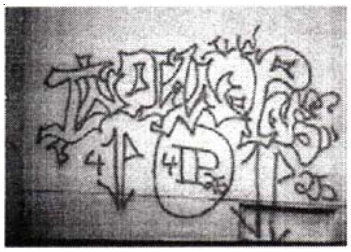
In Saskatchewan, most of the adult gangs have evolved over time and become more involved in organized criminal activity, including drug trafficking networks, property theft rings, and prostitution-related offences.

While it is difficult to pinpoint the exact date of gangs to a community, there are a number of early warning signs. One of the most common signs of gang activity in a community is graffiti and recruitment. During this stage of development, initiation crimes such as assaults, thefts and other property crimes may provide an early identification of a gang presence in a community.

As street level robberies and rival gang violence increase, victims are made aware of the "turf war" as gangs establish their territory. Street gangs generally prey upon communities in which they reside through threats, violence, and intimidation to gain respect and fear in the community. As gang members learn and adapt to their environment, their level of sophistication increases. At this stage gangs have learned to acquire a steady supply of drugs to traffic and firearms to protect their criminal proceeds.

Drug trafficking, aggravated assaults, and drug rip-off crimes become more common as gangs use extreme violence to eliminate their competition. Due to their extreme use of violence, gang members achieve a notorious status within the community. The reputation and status of gang members is further enhanced through witness intimidation. As a result of witness intimidation, gang members achieve status and power and effectively control the community. In Saskatchewan, one of the most significant trends facing law enforcement officials is the recurring problem of witness intimidation.

GANG IDENTIFIERS



Gangs need and seek recognition from rival gangs and the communities in which they operate. The gang's image and reputation is developed and further enhanced through several gang identifiers such as graffiti, hand signs, tattoos, colours and clothing. Graffiti is one of the most common forms of identifying a gang in your community. Generally, gang members mark neighbourhood areas with graffiti using nicknames, numbers, or symbols to establish their presence in a community, notify rivals of their "turf", or mark an area where gang-related crimes may have occurred.

Gang members have also developed hand sign language to communicate between members. The flashing of hand signs is a form of gang communication within their subculture.

Gang colours and clothing increases a sense of solidarity among the membership and generally is used to intimidate rivals. It is not uncommon for an assault or confrontation to occur between two individuals because of the particular clothing or dress code they were wearing. In Saskatchewan, red clothing is commonly worn by members of the Indian Posse, Redd Alert, and Crazy Cree. Black and white is usually worn by members of the Native Syndicate, and dark blue is worn by Mixed Blood members. The Tribal Brotherz have been known to wear black clothing.





WHAT SITUATIONS ARE HIGH, MEDIUM OR LOW RISK?

Every site you work at as a security guard will be different, but they all involve some level of risk. You may work at a low risk site one week and a high risk site the next. Risk levels can vary in sites with similar functions, such as hospitals, depending on where they are located and what shift you are working. Here are some examples of different risk levels:

HIGH RISK WORK SITUATIONS

- working alone
- a night shift
- in a high crime area
- where cash or goods handled may attract criminal activity
- with the public where there is a risk of violence

Any one of these situations could be unsafe, but they become more dangerous when they are combined. For example, you may work the night shift in the emergency department at an inner city hospital.

MEDIUM RISK WORK SITUATIONS

- an evening shift
- at industrial sites
- after regular hours when no site staff is working

Special equipment and hazardous chemicals used in manufacturing could be a threat to your safety and health.

LOW RISK WORK SITUATIONS

- a day or early evening shift
- as a watch-person in a non-hazardous location

YOU COULD BE HIRED TO BE VISIBLE AT A TRADE SHOW IN A HOTEL, OR TO CONTROL ACCESS IN A CONDOMINIUM BUILDING.

There is always added risk when you work alone, especially when patrolling is part of your job. In your duty to protect people and property, you are trained to look for problems. The best way for you to keep safe is to know the risks at your site and to follow your company's procedures to get help when you need it.

REVIEW

Important points discussed in Chapter 11 are:

- Your workplace can be safer if you understand WHMIS;
- Do you know how to recognize and read WHMIS labels?;
- Do you know where the MSDS material is kept at the job site?;
- Are you familiar with workplace labels?;
- Are you knowledgeable of the hazards found in Clan Lab sites?;
- Awareness of gang identifiers;
- Understanding "gang mentality" can keep you safe on the job;
- Can you recognize the risk levels at various sites?

Appendix A

Pre-Test Answers

Chapter 2 Duties & Responsibilities

Chapter 2 Pre-Test

1. T
2. F
3. F
4. T
5. T
6. F

CHAPTER 3 PROFESSIONALISM AND PUBLIC RELATIONS

CHAPTER 3 PRE-TEST

1. F
2. T
3. F
4. T
5. F
6. F
7. F
8. T
9. T
10. T
11. F
12. F
13. T
14. T
15. F

CHAPTER 4 THE SECURITY GUARD AND THE LEGAL SYSTEM

CHAPTER 4 PRE-TEST

1. F
2. F
3. T
4. T
5. F
6. T
7. T
8. T

CHAPTER 4 PRACTICE EXERCISE

1. **g**
2. **f**
3. **i**
4. **d**
5. **a**
6. **h**
7. **e**
8. **j**
9. **c**
10. **k**
11. **b**

CHAPTER 5 ACCESS CONTROL & ALARM SYSTEMS

CHAPTER 5 PRE-TEST

1. F
2. T
3. F
4. F
5. T
6. T
7. F
8. F
9. T

Chapter 6 Traffic Control

Chapter 6 Pre-test

1. F
2. F
3. T
4. F
5. T

CHAPTER 7 NOTE TAKING, REPORTS AND EVIDENCE

CHAPTER 7 PRE-TEST

1. T
2. T
3. F
4. F
5. F
6. T
7. T
8. F
9. F
10. T
11. F
12. F

CHAPTER 8 RESPONSE TO IMMEDIATE CRISIS (FIRE)

CHAPTER 8 PRE-TEST

1. T
2. F
3. F
4. T
5. T
6. T
7. T
8. F
9. F
10. T

CHAPTER 8 RESPONSE TO IMMEDIATE CRISIS (BOMB THREATS)

CHAPTER 8 PRE-TEST

1. T
2. T
3. F
4. F
5. T
6. F

CHAPTER 8 PRACTICE EXERCISE

1. They **evacuated** the building because someone saw a package that looked suspicious.
2. The caller **threatened** to **detonate** a bomb if the security guard didn't follow his orders.
3. An **obstacle** blocked the entrance to the building.
4. Work at the factory was **disrupted** by the caller's **prank (hoax, threat)**.
5. It is up to the police to **evaluate** whether or not a threat is a **hoax (prank)**.
6. The procedure for the guard to follow was **prearranged** by the company and explained in the post orders.
7. The guard followed a trail of white **residue** and soon found a **device** that looked like a bomb.

CHAPTER 9 GENERAL PATROL TACTICS AND TECHNIQUES

CHAPTER 9 PRE-TEST

1. F
2. T
3. T
4. T
5. T
6. T
7. F
8. T
9. F

CHAPTER 11 SAFETY ISSUES FOR SECURITY GUARDS

CHAPTER 11 PRE-TEST

1. F
2. F
3. F
4. F
5. F
6. T
7. F
8. T
9. F
10. F

Appendix B

Study Tips

STUDY TIPS

TAKE CARE OF YOURSELF

Three very important things that can help you to learn better are:

1. get a good night's sleep - it's hard to learn when you're tired.

2. eat healthy foods - the healthier you are, the better everything works… including your brain.

3. exercise - even a walk around the block can help to clear your head and prepare you for studying, or give you a break while studying.

MAKE AN OUTLINE!

An outline is like an x-ray or a skeleton of the information that you want to learn. You can use an outline to highlight main points and show how these points are related.

There are different styles of outlines. A map style outline was used for the *Patrolling* unit. You can see a list style outline in the Y*ou and the Law* unit. The *Traffic Control* unit has a picture style outline.

After you have studied a unit, the outline can help you review. You can "flesh out" the skeleton by thinking of the information that goes with each point in the outline.

ORGANIZE YOUR TIME

Book study time into your schedule and stick to it. If possible, plan to study at the time of day when your brain works best. Be sure to give yourself breaks and reward yourself when you've studied well. This will help you to keep your motivation up.

FIND A STUDY BUDDY

Sometimes it helps to study with someone else. If you meet regularly, it can help you to develop a study routine. You can also ask each other questions and quiz each other. Most importantly, you can support each other when it feels too difficult.

REVIEW, REVIEW, REVIEW

Review is one of the most important things you can do to remember what you've learned.

- Review often for short periods of time - this is better than reviewing only once in awhile for longer periods of time;
- Review material as soon as possible - after you've been introduced to something new, the sooner you review it, the better you'll remember it. If you want the information to move from your short-term memory to your long-term memory, you **must** review within 24 hours.

You can review by:

- re-reading the material;
- looking over your outlines;
- working with a partner and asking each other questions;
- making up questions and fill in the blank exercises for yourself and/or a partner;
- trying to answer the questions in bold letters at the beginning of each section. You can then check your answers in the text;
- Trying to answer the pre-test and Check Up questions a second time.

DRAW SOME PICTURES!

Draw diagrams. Make cartoons. Use them to connect facts and show relationships. Information can be remembered more easily when it can be "seen". For example, if you are trying to remember the three main parts of an alarm system, you could draw a picture of a human head to help you. Your picture can show the eyes, ears and nose as sensors, the nerves to the brain as the transmitters and the brain as the control panel.

Another reason to create pictures is that visual information is stored in a different part of the brain than verbal information. When you draw a picture or diagram to go along with the text, you are putting the information in two parts of your brain. This increases your chances of recalling that information.

HIGHLIGHT OR UNDERLINE IMPORTANT INFORMATION

Because this book is yours to keep, you can make marks in it to help you understand and review the material. Underlining, circling and **highlighting** help to make important facts stand out. You can even use different colours of highlighter.

You can also make notes in the white spaces around the text.

*** *** Put stars beside information that you think is especially important.

WHERE SHOULD I STUDY?

Try not to study in bed! You will be able to remember more material if you study in a place that is similar to where you will write your test. It will also help you to sit at a table or desk, wear similar clothes to those you would wear during the test and imagine yourself in the test room. The more you pretend you're in the test room while you study, the more it will help you when you actually write the test.

USE TRICKS TO HELP YOU MEMORIZE FACTS

- Break information into small chunks
- Use mental or hand drawn pictures
- Link new information to things that you already know
  - ▶ for example, to remember what an annunciator panel is, you can think of the word *announce*. An annunciator panel "announces" in a visual way what is happening with the alarm system
- Look, Cover, Write, Check
  - ▶ write down the points you want to remember, and then cover them up with your hand. Try to remember them and write them out, then check to see if you have them right.
  - ▶ Make up rhymes or games to help you remember.
  - ▶ for example, if you need to learn the steps in using a fire extinguisher you can think about the word **PASS** which can help you remember:

> **P**ull the pin. In some models you may have to remove a locking pin.
>
> **A**im low. Direct the hose or cone to the base of the fire.
>
> **S**queeze the handle. This will release the contents of the extinguisher.
>
> **S**weep from side to side. Don't lessen the pressure on the handle. Try to keep it constant.

- Repeat, repeat, repeat!

TEST YOURSELF

You can practice difficult words or concepts by writing the words and the definitions in two columns on a piece of paper. Test yourself by folding over the side with the words on it and trying to remember them just from the definitions. You can also cover the definitions and try to remember them just by reading the words. This idea can be used with other things that you want to memorize as well.

Appendix C

Test Taking Tips

TEST TAKING TIPS

READ QUESTIONS CAREFULLY

Be sure to read each question carefully. You may completely misunderstand what a question is asking, if you misread or skip words. Be especially careful of questions containing words like **not, always, never, most, least, best**.

GUESS

The Province of Saskatchewan Security Guard Certification test does not have a penalty for wrong answers, so guessing is a good strategy. If you have thought about a question carefully and you are still not sure which option is correct, it's a good idea to guess. You have nothing to lose and maybe you'll be right!

Make sure that you answer every question even if you are not certain of the answer.

WHICH OPTION TO CHOOSE?!

Some tips for deciding which is the correct answer in a multiple choice test are

- try to answer the question before looking at the choices;
- read all the choices carefully - one answer may be so-so but another may be better;
- get rid of the choices that you know are wrong - then guess between the others;
- if you are not sure which answer is right, read the stem with each option and ask, "Is this true or false?"

TALK TO YOURSELF

Yes, talk to yourself, but watch what you say!

Whenever you start to put yourself down … STOP. Think of things that you have done well. Tell yourself that you have worked hard and that you can do this test. Keep your self talk positive.

Your frame of mind can make a big difference in how you learn, how you solve problems and how well you do on a test.

USE YOUR TIME WISELY

- Budget your time - Make sure that you allow time to try all of the questions at least once;
- Do the easy questions first. On your answer sheet make a mark by any hard questions and then go back and do them later;
- When you finish, check the test over - use all of your time.

HAVE A VACATION DURING THE EXAM!

If you find yourself becoming very stressed during the test, give yourself a tiny break. Close your eyes and block the test out of your mind completely for 30 seconds. Imagine that you are on a beach or in a forest or any place where you feel safe and relaxed. Have a 30 second vacation in this place before continuing with the exam.

TREAT YOURSELF

This will encourage you to study well, and give you something to look forward to after the exam is finished. Go to a movie, buy your favourite cookies, have coffee with a friend. Do whatever gives you the treat that you deserve after all your hard work.

LOOSEN UP AND BREATHE

If you find yourself feeling stressed or stiff during a test stop for a moment and do some quick stretches.

- Lock your hands together, with your palms up, and stretch your arms over your head - this stretches your hands and arms and shoulders;
- Let your arms dangle at your sides and gently shake them;
- Roll your head from side to side to stretch and relax your neck.

Many people get nervous before a test. When you are nervous you tend to breathe quickly and with only the top part of your lungs. This makes your body more tense and your brain foggy. You can break this cycle by reminding yourself to breathe deeply and slowly. Deep breathing relaxes you and helps you to think more clearly.

COMBINATION ANSWERS

Sometimes multiple-choice tests have an option that is a combination of other options. This may be *all of the above* or a combination like *a and b*. For this type of question you must think carefully about all of the options then choose the combination that shows the options that you think are right.

Questions that contain an *all of the above* option may seem confusing but in some ways they are actually easier. In this type of question you can know which answer is right by being sure about only two of the options!

This is how it works: if you know that two of the options are right then *all of the above* must be the right answer. You don't have to be sure about the third option.

Questions with *none of the above* options are different. You have to know that all three of the other options are not true before choosing the *none of the above* option.

FOLLOW DIRECTIONS CAREFULLY

- Listen carefully to any oral directions given by the examiner;
- Read all directions carefully – take note of important points;
- If something is not clear, ask about it.