

May 26, 2021

MEMORANDUM TO: Licensed Agencies

FROM: Lisa Kool
Director/Registrar
Private Security and Investigative Services Branch

SUBJECT: Preparing for a compliance inspection

The Private Security and Investigative Services Branch (PSISB) is responsible for licensing security guards, private investigators and business entities that sell or retain security guard and/or private investigator services in Ontario. The *Private Security and Investigative Services Act, 2005* (PSISA) provides the legal and regulatory framework for the private security and investigative services industry. This includes;

- Conducting compliance inspections; and
- Educating and providing guidance to agency licensees.

In December 2020, PSISB published the [Compliance Inspection and Enforcement Program](#) webpage to provide guidance on:

- Roles and responsibilities of compliance inspectors;
- The inspection process; and
- The inspection schedule for the 2021 calendar year.

Compliance inspectors work with licensed agencies to support them and help them understand their responsibilities under the PSISA and its regulations. Compliance inspectors carry out inspections using the powers of inspection provided under the PSISA. Please see below guidelines created to help you achieve compliance during an inspection:

- ✓ Display the agency licence in a conspicuous spot, visible to the public.
- ✓ Carry general liability insurance in the amount of at least \$2,000,000 and indicate if the agency is insured against risk associated with the use of handcuffs, batons or firearms, if applicable.
- ✓ Changes to the below need to be updated through [ServiceOntario](#) within 5 days including changes to:
 - Business address or other contact information;
 - Sole proprietor, officer(s), director(s) and partners(s) information; or
 - Branch office address.
- ✓ Towards [recordkeeping requirements](#) agencies must maintain:
 - List of all past and current security guards and/or private investigators for a period of two years including their:
 - Employment contracts; and

- Records detailing employment period and location.
 - Notes and reports prepared by security guards or private investigators especially with respect to equipment (handcuff, baton or firearm)
 - Training evidence as it relates to training in the use of handcuffs, batons or firearms including, documentation on the credentials of the trainer who provided the training.
- ✓ Follow the [equipment requirements](#) and maintain detailed equipment logs regarding:
 - Issuance of different types of handcuffs, baton or firearms and the names of the private investigator or security guard to whom they were issued;
 - List and description of the location where the handcuffs, baton or firearm were carried to; and
 - For each baton issued, a threat assessment setting out the need for the private investigator or security guard to carry it.
- ✓ Ensure licensed individual using a firearm is authorized to carry the firearm under section 20 of the Firearms Act (Canada).
- ✓ Batons and handcuffs must be issued by the licensed agency and the batons must only be used for defensive purposes.
- ✓ Maintain records for a two year period on written policies and procedures on the care and handling of dogs including training received by the dog and the security guard; log detailing each time the dog was in service and the security guard assigned to the dog; feeding the dog; its housing; transportation; veterinary care; retirement; and euthanasia.
- ✓ Comply with the [vehicle requirements](#) regarding the use of the term 'SECURITY' on the vehicles and to ensure marked security vehicles not have red, blue gold or yellow stripes.
- ✓ Follow the [uniform requirements](#) regarding the use of the term 'SECURITY' on the uniform and to ensure that the name, logo or crest of the licensed agency that employs the security guard be affixed to the chest of the outermost piece of the uniform and an identification tag that has the security guards name and/or licence number.
- ✓ Licensed agencies delivering training, must comply with the [training requirements](#) and provide students a working and detailed knowledge of the training material while meeting the minimum training requirements and provide a training certification to every student who successfully completes the training program.

Please visit the [PSISB website](#) regularly for updates. To view the PSISA , and its regulations, please visit the "[Act and regulations](#)" section of our website. If you have questions or feedback regarding our compliance inspection and enforcement program, please contact PSISB.Compliance@ontario.ca

Kind Regards,



Lisa Kool
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Private Security and Investigative Services Branch