



Operational Information for

- ***Security Services Agency***
- ***Security Guard***
- ***Burglar Alarm Agent***
- ***Security Consultant***

Introduction

This booklet is intended to serve as an information guide to licensees of security services agencies and their employees including security guards, burglar alarm agents and security consultants.

For complete and exact wording, please refer to the sections of the *Private Investigator and Security Services Act* and Regulations, which are shown at the end of each paragraph or consult the Act at <http://www.gnb.ca/0062/acts/acts-e.asp>

This document is available online at <http://www.gnb.ca/0276/PISSA/index-e.asp>. Copies are also available at the following locations:

Department of Public Safety Compliance and Regulatory Services Branch

P.O. Box 5001
430 Broadway Blvd.
Grand Falls, NB E3Z 1G1
Telephone (506) 475-4315

1780 Water Street, Suite 2004
P.O. Box 5001
Miramichi, NB E1N 1B6
Telephone (506) 778-6066

P.O. Box 5001
360 St. George St., Suite 200
Bathurst, NB E2A 1B9
Telephone (506) 547-2940

Provincial Lab. Bldg.
8 Castle St.
P.O. Box 5001
Saint John, NB E2L 4Y9
Telephone (506) 658-3005

414 Collishaw St.
P.O. Box 5001
Moncton, NB E1C 3C7
Telephone (506) 856-2958

65 Brunswick Street
Victoria Health Centre
P.O. Box 6000
Fredericton, NB E3B 5H1
Telephone (506) 444-4814

Carrefour Assomption
121 Church Street
Edmundston, NB E3V 1J9
Telephone (506) 735-2628

Agency Licence

- An agency is not allowed to employ a person who does not hold a valid security guard agent licence. [Act – subsection 3(2.1)]
- A security guard agency owner or manager who supervises and inspects security guards while on duty must have a current agent licence. [Act – section 1 - definition security guard]
- A security guard agency owner must also have a current agent licence. [Act – subsection 3(2)]
- The agency licence must be displayed in a conspicuous place in the office of the business at each location within the Province. [Act – subsection 12(1)]
- The agency shall keep a duplicate copy of each agent's licence employed by the agency. [Act – subsection 12(2)]

Agency's Responsibilities

- A *security services agency* shall
 - a) keep records of each employee's name and address including the starting and ending date of employment; and
 - b) keep records of the work performed in the preceding calendar year and provide such record to the Commission upon request. [Reg. 84-103 – section 9]
- An *agency* is required to notify the Department of Public Safety in writing within seven days:
 - a) if there is a change in business address; and
 - b) when there is a change in officers or members in the case of a corporation, partnership or association of natural persons;
 - c) if an agent is terminated. [Act – subsection 7(1) (a), (b), (c)]

- An **agency** shall keep all books, documents or records at the office of the agency in the Province and shall ensure such books, documents or records are readily accessible. [Act – section 12.1]
- An **agency** or person employed by an agency shall not withhold or destroy, conceal or refuse to provide any information or thing required for the purposes of an inspection, or obstruct or hinder an inspector engaged in carrying out his duties under the Act. [Act – subsection 17(4)]

Agency Licence Renewal or Termination

- A licence is renewed yearly on or before March thirty-first and upon payment of the prescribed fee. [Act – subsection 8(1)]
- Upon termination of an agency, revocation or suspension of an agency’s licence, the business owner must forward the licence and the identification card to the Department of Public Safety, Compliance and Regulatory Services Branch. [Act – subsection 11(1)]
- Upon an agency owner’s death, a temporary licence may be issued for a specified period of time to his executor or administrator. [Act – section 9]

Agent

Agent Licence

- An agent must carry his licence and identification card while on duty and produce either or both for inspection at the request of any person. [Act – subsection 14.1(1) (2)]
- A person must be employed by an agency to be eligible for an agent licence. [Act – section 3.2]

Agent’s Responsibilities

- An agent employed by an agency shall not withhold or destroy, conceal or refuse to furnish any information or thing required for the purposes of an inspection, or obstruct or hinder an inspector engaged in carrying out his duties under the Act. [Act – subsection 17(4)]

- A person licensed as an agent shall notify the Commission in writing when charged with an offence under the *Criminal Code*, chapter C-34 of the Revised Statutes of Canada, 1970 or under this Act.
[Act – subsection 7(2)]
- An agent shall notify the Department of Public Safety in writing of any change of address within seven days of the change.
[Act – section 7.1]

Agent Licence Renewal or Termination

- An agent licence is renewed each year on or before March thirty-first and upon payment of the prescribed fee. [Act – subsection 8(1)]
- When an agent’s licence expires, is revoked or suspended, or the agency terminates his employment, the agent shall immediately forward his licence and identification card to the Department of Public Safety, Compliance and Regulatory Services Branch.
[Act – subsections 11(3) (3.1)]
- An agent’s licence expires on the thirty-first day of March of each year, unless sooner revoked. [Act – subsection 8(1)]

Guard Dog

Guard Dog Use

- A security services licensee shall not use or permit the use of a guard dog on any premises unless:
 - a) the dog is under the control of a handler at all times, or
 - b) the dog is secured so that it is not at liberty to be at large on the premises. [Reg. 84-103 – subsections 10(1) (a)(b) & 14(1)(a)(b)]
- A licensed agency must obtain a permit for each dog to be used in providing services with a guard dog. [Act – subsection 16.1(1)(a)(b)]

- A guard dog may be at large on premises where members of the public do not have access and reasonable precautions have been taken to prevent the escape of the guard dog from the premises.
[Reg. 84-103 – subsections 10(2) & 14(1)(c)]
- The licensee must keep:
 - a) a record of all guard dogs used by a handler,
 - b) a record of all persons to whom the service of guard dogs is provided with the name of the dog, the permit number and the name of the handler, and
 - c) a record of all examinations and inoculations and any other treatment. [Reg. 84-103 – section 15]
- No dog shall be used as a guard dog if it is suffering from any injury or illness. [Reg. 84-103 – subsection 13(2)]

Guard Dog Care

- Every guard dog shall:
 - a) be properly kennelled, fed, watered and cared for;
 - b) be examined by a duly qualified veterinarian every twelve months;
 - c) be inoculated by a duly qualified veterinarian for rabies and distemper every year; and
 - d) be transported only in vehicles that provide reasonable protection against escape by the guard dog and that cannot be opened from the outside except by authorized persons.
[Reg. 84-103 –subsection 13(1)]

Guard Dog Handler Responsibilities

- A handler must be licensed as a security guard.
[Act – definition “security guard” (b)]

- A handler must be trained with the guard dog that he is to handle so that he is able to control the dog at all times in all circumstances. [Reg. 84-103 – subsection 14(1)(2)]

Warning Notice

- A warning notice that a guard dog is present shall be clearly displayed on any premises, whether or not the dog is secured. [Reg. 84-103 – subsection 10(3)]

Guard Dog Training

- Every guard dog must be trained or have been trained by a person qualified in the training of guard dogs to such a standard that it can be kept under control at all times. [Reg. 84-103 – subsection 12(1)]
- A dog that will be used as a guard dog shall not have been trained to kill or seriously injure persons or animals. [Reg. 84-103 – subsection 12(2)]

Agency & Agent

No agency or agent is allowed to collect, seize or repossess property.

- The licensee is not allowed to collect accounts or advertise that he will collect accounts for any person. [Act – subsection 15 (1), (2)]
- The licensee is not allowed to seize or repossess property or assist in seizing and repossessing property. [Act – subsection 15(1), (2)]
- The licensee shall not use his licence or identification card, a uniform or any other evidence of authority such as a badge, to collect or assist in the collection of accounts, or to seize or repossess property. [Act – subsection 15(1), (2)]
- A licensee shall not hold himself out in any manner as a police officer or as performing or providing services or duties connected with a police force. [Act – section 16]

Uniform and Equipment

- The uniform and equipment used by a security guard must be approved by the Commission. [Reg. 84-103 - section 8]
- A security guard shall wear a uniform while acting as a security guard. [Act - subsection 14(2) : Reg. 84-103 – subsection 8(1)]
- The uniform and equipment worn by a security guard, including badges and rank insignia, shall be of a colour, pattern or design approved in writing by the Commission. [Reg. 84-103 – subsection 8(5)]
- The uniform worn by the security guard shall plainly display the words “Security Guard” on each shoulder of the outermost garment of the uniform being worn. [Reg. 84-103 -subsection 8(4)]

An agent shall not

- wear a uniform, equipment, badges or an insignia in a colour, pattern or design similar to the uniform, equipment, badges or insignia worn by the municipal police force located in the area in which the security guard is employed or worn by the Royal Canadian Mounted Police [Reg. 84-103 –subsection 8(3)];
- wear on a uniform any insignia or badge or use any equipment or any insignia that displays the word “Police”. [Reg. 84-103 - subsection 8(7)]

Offences / Penalties

- A person who violates or fails to comply with a provision of the *Private Investigators and Security Services Act* or any provision of the regulations commits an offence. [Act – subsection 23(1) (3)]

List of available guides, notices, and applications

Copies of the following documents are available on request by contacting the Department of Public Safety.

Material available:

- G-100 Application Information Guide
- G-101 Frequently Asked Questions

To order, you may write, phone or fax your request.

Department of Public Safety
Compliance and Regulatory Services
P.O. Box 6000
Fredericton, NB E3B 5H1

Telephone: (506) 453-7472
Fax: (506) 453-3044

You may also download the information by going to Public Safety's web site at: <http://www.gnb.ca/0276/PISSA/index-e.asp>