

# *inside* SECURITY

A RECOGNIZED VOICE OF SECURITY IN CANADA

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**CANASA**

Canadian Security Association  
L'Association canadienne de la sécurité

## INTRODUCING EXCITING ADVANCEMENTS IN SECURITY EDUCATION

*CANASA enhancing course content and accessibility*

The value of education cannot be overstated, especially in the security industry. New technologies, increasing competition, and high industry standards necessitate continuous professional development. The return on investment on education is high, as training helps to improve services that directly impact customer satisfaction and companies' bottom lines.

CANASA works to offer courses that best serve the electronic security industry. This year, the Association is taking great strides to advance its existing educational offerings to continue to meet members' needs, and is working with subject matter experts to update the Alarm Technician Course Level 1 (ATC1), a high-demand course in the industry.

The ATC1 course will be delivered online through a partnership with a Canadian college to allow for course access anywhere in the world. CANASA will also invest in resources to offer the course in English and French, in both classroom and online formats. The English and French ATC1 online courses are scheduled to launch in 2014.

### Previous students needed to become instructors

CANASA is currently seeking previous students who are interested in becoming online or classroom instructors for ATC1 and ATC2. To



become an instructor, you must have completed both the ATC1 and ATC2 courses and received a grade of 90 per cent or higher in each course; be willing to travel (for classroom courses only); have at least three years of experience in security installations; have demonstrable in-depth technical expertise and a thorough understanding of the practical application of the courses and the scope of work being taught; and excellent verbal and written communication skills.

If you are interested in teaching ATC Level 1 or 2 in the classroom or online, contact Cathy Nave by email at [cnave@canasa.org](mailto:cnave@canasa.org) or by phone at (905) 513-0622 ext. 244 or 1 (800) 538-9919 ext. 244.

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## LETTER FROM LEADERSHIP



JF Champagne  
Executive Director

If you are receiving renewal invoices for your CANASA membership, you probably noticed we recently changed our invoicing process, and we are now invoicing via e-communication. The move to electronic invoicing enabled us to revamp and improve our invoicing system, and meet increasing member demand for electronic invoices. The new system will help save time and costs, and allow for a more efficient process. Also, many of our members spend much of their day on the road, so we ensured you will be able to see your invoice clearly on any mobile device.

I personally find it incredible to see the extent to which our respective businesses have moved to mobile technologies and the types of transactions we can now expect to be able to do “on the go.” I recently spoke to a member who was comparing the daily life of a technician on the road today to that of ten years ago. There is now no need to go to an office to complete paperwork or to call a monitoring station to test a system. These tasks, and much more, can be done via a connected tablet or smartphone.

You may have also noticed that your renewal

invoice arrived earlier than in previous years. We are sending invoices approximately 90 days earlier than before, and are providing new monthly reminders to give you extra time to process and pay your membership renewal. We understand how busy work can get, and also how invoices could have gone missing under the old process, leading to unnecessary calls regarding invoicing.

Like your business, CANASA is looking at ways to increase efficiencies and decrease costs. We are working hard to reduce the labour and cost of administration associated with membership dues. We are focusing staff on serving members and financial resources on developing and expanding new member programs, such as the Canadian Accredited Security Contractor (CASC) program and CANASA’s Affinity Program, which can more than cover annual membership dues through its savings on products and services.

We hope you find our new renewal process more user friendly. We look forward to receiving your feedback on how to further improve the way we communicate.

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## THE NEXT GENERATION OF SECURITY INTEGRATION - PSIM+

*Michael V. Polo, Vice President  
Hall Telecommunications Supply Ltd.*

Security is not just one isolated factor in a company’s overall operations, but a central one that increasingly involves more and more tasks in the daily processes of a company. The variety and complexity of the technical facilities and activities required to monitor a company are countless, as it involves diverse security and information systems installed in the monitored facility that visualize, command, document, and send data to security control centres.

A comprehensive solution to managing all of these systems is a centralized physical security information management (PSIM) platform. The new PSIM+ allows for the integration of more data, such as data from building automation, telecommunication systems, CAD systems, computer-assisted facility management (CAFM), merchandise management, human resource systems, and many others.

In the case of an alarm, a PSIM system reacts on various levels. The alarm given by the detector is displayed on a plan within the user interface, along with an automatic release of image storage settings in the video system or an image taken by a camera of the concerning area. Dynamic workflow texts support the user in taking the correct actions, while system measures are automatically initiated in the background. Based on priorities, operators are able to manage events in a logical sequence. This is how the highest security level can be ensured, even if numerous incidents are happening at the same time. All processing steps are stored in a protocol, and documented in a locked archive.

PSIM+ is the next generation of full integration between different subsystems from any manufacturer, providing the best possible solution for security-related and organizational tasks.

PSIM+ is the next generation of full integration between different subsystems.

# NEW NFP ACT TO IMPACT STRUCTURE OF CANASA

## Changes will benefit members



Over the past several months, Chapter-level Boards of Directors have been meeting to discuss upcoming changes to CANASA's structure that are being brought about by a new federal regulation, the *Canada Not-For-Profit Corporations Act (NFP Act)*.

The *NFP Act* is a long overdue replacement for the outdated *Canada Corporations Act (CCA) Part II (1917)*. The *NFP Act* establishes a new set of rules for federally incorporated not-for-profit organizations in Canada. The *Act* received Royal Assent on June 23, 2009, and came into force in October 2011. Not-for-profit organizations will have until October 2014 to comply. Approximately 19,000 not-for-profits and charities are currently incorporated under the *CCA*.

Among other requirements, the *Act* calls for not-for-profits to give more authority to their membership on a number of issues, including the structure of membership classes. The *Act* will affect CANASA's structure in the following three areas:

- National Board composition: the new *Act* states that no alternate or ex officio Directors are allowed. CANASA must now define and include in its bylaws a minimum and maximum number of Directors, and the composition of the National Board of Directors (including regional, competency-base, and company-type stipulations)
- Chapter governance/structure: there are minimal requirements in the new *Act*

about Chapter structure, therefore careful deliberation will be required

- Membership structure: CANASA must define and include membership classes or groups (regional or company type) and voting rights of each class or group in its bylaws

CANASA volunteers across the country have invested many hours deliberating how CANASA should adapt to these new regulations. On January 20, 2013, National Board members and Past Presidents gathered in Toronto to review the input received from CANASA Chapter and Sub-Chapter volunteers. After a day of deliberation, regional representatives formed a general consensus, and answered the following questions:

- How much formal governance is required at the Chapter and Sub-Chapter levels?
- How should funding be distributed regionally?
- Who should be represented on CANASA's National Board of Directors?
- What should the terms of office be?
- How should the election and nomination process run?
- How many membership classes should CANASA have and how should they be comprised?
- What voting rights should CANASA's members have?

CANASA views the *Act's* implications as an opportunity, not only to adhere to mandated regulations, but to make changes that will improve the overall functionality of the Association, and, in turn, directly benefit CANASA members.

The *NFP Act* establishes a new set of rules for federally incorporated not-for-profit organizations in Canada.

# The changing of the guards

What you need to know about changes in the security guard industry



*Mark Seenarine, President and Founder  
Purple Hearts Security Inc.*

With the many recent changes in the security industry, it is vital for property managers to remain informed when selecting a new security guard company to protect their premises. There are many differences between skill levels of newly licensed security guards versus those working in the industry prior to 2010, before training and testing standards were required by the *Private Security and Investigative Services Act (PSISA)*.

Did you know? According to *PSISA*, no private investigator, security guard, or person who engages in the business of selling the services of private investigators or security guards shall use the following terms or variations: detective or private detective; law enforcement; police; or officer.

The more aware  
you are about  
current security  
guard regulations,  
the better it will  
serve you in  
ensuring you have  
the right vendor  
servicing your site.

## **PSISA requirements**

In 2004, the provincial government introduced the *Private Security and Investigative Services Act, 2005 (PSISA)* in response to recommendations made by the Shand Inquest jury. The bill received Royal Assent in 2006, and the majority of regulations were put in place in 2007. The legislation makes licensing and training mandatory for all security personnel, and sets standards for uniforms, equipment, and vehicles. New training and testing standards came into effect on April 15, 2010, which set out competencies and examinations for applicants and current licence holders. More than 67,000 provincial security guards and private investigators are now licensed, compared to 32,000 before the law came into effect.

## **Who needs a security guard licence?**

Individuals are required to have a security guard licence if they perform work, for remuneration, which consists primarily of protecting persons or property. The application process for a new entrant, according to the *Act*, requires that an individual possess a clean criminal record; is 18 years of age or older; is permitted to work in Canada; and has

successfully completed all prescribed training and testing. Applicants must also complete a criminal record check, which comes up for renewal every two years. Those who received their licence prior to July 16, 2010, are able to bypass the training program, but must pass the written test to renew their licence.

Outside of the comprehensive 40-hour training program, security guard companies can also provide supplemental training and orientation, which can include in-field job shadowing, site training, and standing orders per site (a.k.a. post orders) that are customized to the specific building the guard is protecting.

## **Maintaining standards**

As training standards and experience may differ between guards, it is up to the security guard company to be responsible for checking the validity of licenses and expiration/re-certification, and ensure all guards have consistent training experience and levels of knowledge. Once licensed and on the job, security guards must identify themselves (on request), produce their license (on request), and always carry a valid license or fines may be imposed. There are also uniform regulations that must be met regarding the name, logo, or crest of the licensee that employs the security guard as well as the size and font requirements of the word "security" that must be affixed to the guard's uniform.

## **Steps for property managers**

The more aware you are about current security guard regulations, the better it will serve you in ensuring you have the right vendor servicing your site. Ask your security company vendor questions about their services, personnel, or training credentials. A strong security company vendor will invest in training for their employees, will demonstrate management visibility, and will have standing orders per site in place. You can even check if a security license is valid, for both individuals and agencies, at the Ministry of Community Safety and Correctional Services' website: [mcses.jus.gov.on.ca](http://mcses.jus.gov.on.ca).