

Public Safety Division

Division de la sécurité publique

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April 16, 2020

MEMORANDUM TO: Ontario Private Security and Investigative Services
Discussion Table

FROM: Navdeep Sidhu-Gill
(A) Director/Registrar
Private Security and Investigative Services Branch
Ministry of the Solicitor General

SUBJECT: Private Security and Investigative Services Industry Update

Dear Discussion Table Members:

Since first learning of COVID-19 as an emerging public health issue, Ontario has been diligently monitoring the developing situation to protect the health and well-being of all Ontarians. I am writing to update you on two distinct changes affecting the private security and investigative services industry with respect to testing services and licence/registration extensions.

TEST SERVICES

In response to the evolving situation, **Serco Canada Inc. (Serco) is no longer conducting sessions for security guard and/or private investigator exams effective March 23, 2020, until further notice. A memo noting the same was sent to training entities on March 31, 2020. Candidates who have scheduled an exam, are in the process of receiving a refund.** Please note that for individuals who have completed training and obtained a Training Completion Number (TCN), the TCN does not expire and may be used to book a security guard/private investigator test once testing services are available again.

Training and testing requirements were established to ensure that security guards licenced in Ontario have the skill set required to maintain public safety. These training standards were created to ensure security personnel carry out their work safely and effectively, at all times.

At this time, training entities can continue to upload candidate results on the Training Registration Venue (TRV). Should this change, updates will be posted on Serco's website (<https://OntarioSecurityTesting.com>) and on the TRV. If you have further questions, please contact Serco at sgt@serco-des.ca. We are cognizant that the closure of testing services, delivered through Serco, for a temporary period of time, impacts the ability to licence new security guards and private investigators. The decision to close test centres was made after thorough consideration and in the interest of public health.

We continue to assess the viability of resuming test services in alignment with public health guidelines.

Currently, Ontario has 91,261 security guard licencees and we encourage agencies to leverage existing resources to address labour demands.

In addition, ServiceOntario and the Ministry of the Solicitor General's Private Security and Investigative Services Branch (PSISB) continue to process licence applications at this time. From March 9 – April 10, 1,960 licences have been issued to new applicants.

EXTENSION OF LICENCE & REGISTRATION EXPIRATIONS

To support the private security sector in continuing to perform their role and fulfill current contracts without disruption during this public health crisis, the Ministry of the Solicitor General will be granting **90-day extensions to individual security guards, private investigators, agencies, and registered employers whose licences/registrations expire between March 16, 2020 to June 16, 2020**. This will allow the sector to focus on the delivery of security guard services.

The Ministry of the Solicitor General maintains a public licence registry for all licencees/registrants. The PSISB online registry can be accessed by using the following link: http://www.mcscs.jus.gov.on.ca/english/PSIS/LicenceRegistry/licensee_list.aspx.

Any individual who has had their licence extended is mandated to continue meeting all licence/registration requirements pursuant to the *Private Security and Investigative Services Act 2005 (PSISA)* for their licence to remain valid, including the requirement to hold a clean criminal record per O. Reg. 37/08. In accordance with section 10 of the PSISA, licencees are required to notify the ministry within (5) five days if they no longer meet any licence requirements.

Please note that the PSISB has posted a notice of licence/registration extension on the ministry website so that individuals, agencies and registered employers are aware that licences/registrations expiring during this period will be automatically extended by 90 days. Please also note that police services and our regulatory partners also have been advised of this extension.

ESSENTIAL SERVICES LIST

The list of essential services and businesses that will be allowed to remain open has been released, which includes private security guards; monitoring or surveillance equipment and services. The complete list can be viewed at www.ontario.ca/page/list-essential-workplaces. Please note that this list does not provide expanded powers or authorities to the private security sector.

Matters that affect public safety should be referred to the police of jurisdiction.

We encourage you to share this information broadly across your network of members and to continue to visit our website at:

https://www.mcscs.jus.gov.on.ca/english/PSIS/PSIS_main.html for updates.

As this is a continuously evolving situation, we will continue to share more information with you when it becomes available.

Sincerely,

A handwritten signature in black ink, appearing to read "Navdeep Sidhu-Gill". The signature is fluid and cursive, with a period at the end.

Navdeep Sidhu-Gill
(A) Director/Registrar
Private Security and Investigative Services Branch
Ministry of the Solicitor General