

SECURITY

Contact Information:	Due Date:	Cost:
<ul style="list-style-type: none"> ▪ Waterloo Regional Police P.O. Box 3070 200 Maple Grove Road Cambridge, Ontario N3H 5M1 Attn: Carol Division2@wrps.on.ca Ph: 519.653.7700 ext. 2201 (paid off duty) Ph: 519.653.7700 ext. 8880 (auxiliary) Ph: 519.653.7700 ext. 2201 (extra patrol) Fax: 519.650.1793 www.wrps.on.ca 	<p>Two months prior to the event</p>	<p>Depends on rank of officer: on average - \$57.00/hour</p>
<ul style="list-style-type: none"> ▪ Securitas Canada 1601 River Road East, Suite 9 Kitchener, Ontario N2A 3Y4 519.620.9864 Attn: Lou Palazzo, Sales Manager Cell: 519.221.3726 www.securitas.ca 		<p>Security Officer \$17.00/hour Officer in Charge: \$20-\$25/hour *Will not provide security for beer gardens</p>
<ul style="list-style-type: none"> ▪ Interactive Security 1121 King Street East Kitchener, Ontario N2G 2N3 Attn: Mike Eby, Director of Operations 519.585.1923 ext: 222 		<p>Security Officers (may vary depending on the responsibility of the officers) \$18.00–26.00/hour (1-4 officers) \$17.50–19.50/hour (10-30 officers) *Provides security for beer gardens.</p>
<ul style="list-style-type: none"> ▪ Tone – Gar Security Services Inc. 145a Otonabee Dr Kitchener Ontario, N2C 1L7 Attn: Cameron Farooq 519.746.1970 		<p>Guards \$16.50/hour Supervisors \$18.50/hour *One supervisor for every 5 guards is mandatory. Negotiable rates for large events *Will provide security for events with alcohol, large crowds, etc.</p>
<ul style="list-style-type: none"> ▪ Innovative Security Management 148 York Street, London, ON, N6A 1A9 PH:519 858 4100 Fax: 519 672 3528 http://www.ismsecurityinc.com/home.htm 		<p>Guards \$20-26/hour Supervisors- negotiable depending on size of event * Will provide security for large events, beer gardens etc</p>
<ul style="list-style-type: none"> ▪ G4S Security Services 1448 King St. East Kitchener, Ontario, N2G 2N7 Ph: 519.570.3311 Fax: 519.998.4064 		<p>Security Officer \$16.50/hour Supervisors \$18.50/hour</p>

OVERVIEW:

- The need for security depends upon the nature of your event.
- **Events requiring security include:**
 - Events involving alcohol (All Special Occasions Permits must have one door/floor supervisor per 200 patrons)
 - Youth Events
 - Events with large amounts of money on site
 - Events with large crowds (i.e. concerts)
- The more risk involved in an event, the higher the security needs.
- Security levels include:
 - 1) Using your own staff/volunteers to act as security
 - 2) Hiring licensed security
 - 3) Hiring a police officer, and/or auxiliaries
 - A high-risk event (i.e. beer gardens, concert, and over 3000 attendee's) may require two police officers, a security team, and staff members on duty.
- Discuss your potential security needs with the Special Events Liaison
- The Special Events Liaison and the Special Events Lead will contact the Waterloo Regional Police to discuss and develop a security plan.

YOUR RESPONSIBILITY:

- If security is deemed necessary for your special event, you must comply. **It is the responsibility of the committee to book the security and to pay for any security costs.**
- All volunteer security persons must wear an item of clothing that identifies them as an event volunteer – t-shirt, vest, hat etc. It is recommended that security volunteers be identified as volunteers, not as security. Volunteer security persons cannot wear any military style hat or shirt that may give the impression that they are licensed security.
- Each volunteer security person must receive a copy of the **Volunteer Security Guidelines** provided by the City of Cambridge. See Appendix.
- An event leader should be put in charge of **all** security at the event. It is his/her responsibility to hold a morning meeting at the event to go over the security plan, security boundaries and procedures, as well as to develop an efficient line of communication. It is important that the leader knows where the security is, **at all times**.

- Prior to event it is a good idea to go over event layout and planning with security supervisor for optimal safety planning and proper development of security plan.
- It is also recommended to ask security provided for full reports to be completed after event and submitted to set person or place.

STEPS TO HIRING OR BOOKING SECURITY:

- 1) Discuss your potential security needs with the Special Events Liaison
- 2) The Special Events Liaison and the Special Events Lead will contact the Waterloo Regional Police to discuss and develop a security plan.
- 3) Contact any of the persons listed under "*Contact Information*" and hire/book security for your special event.
- 4) Send confirmation of the booking to your Special Events Liaison.

Volunteer Security Guidelines

Security may be working at the gates, in concerts, at facilities with alcohol, or in some other designated area assigned by the volunteer coordinator, or security manager. If you are volunteering as security for an event with alcohol please also refer to your Smart Serve training book.

- All security should be familiar with the event rules. If a guest breaks a rule, we must explain to the guest what the rule is. If it was a minor infraction of the rules a warning may do, otherwise notify the manager.
- All security needs to be visibly identified as an event “Volunteer”.
- All security needs to be working in a designated area so that the security manager knows where they are at all times. If a security personnel needs to move, for any reason, the security manager needs to be notified immediately.
- All security must know how to communicate with their supervisors. Radios are very common at special events. If you don’t have a radio, you must know where the closest one is.
- Security volunteers commonly overstep their bounds, or get in over their head. Volunteer security must make every reasonable effort to avoid physical confrontation. The security manager needs to be notified of any situation that could likely lead to physical conflict.
- For guests who are under the influence of alcohol because of a facility serving alcohol on site, please notify the security manager. We own the patron a “duty-of-care¹”.
- For events without alcohol, if a guest is clearly under the influence of alcohol or drugs, notify the security manager immediately.

For Events With Alcohol

- House policies need to be posted in the facility. If a rule is broken we will show the patron our house policy and inform them that they have broken one of our rules.
- We need to be patient with all patrons. If somebody appears to be intoxicated or under the influence, notify the security manager and City staff. The manager and staff will decide if, and how that patron should be ejected.
- No patron shall be forced to leave without taking down their information first, including information on who is taking them home.
- We owe a “duty of care” to all patrons, and for this reason we have to make a reasonable effort to ensure that intoxicated patrons arrive home safely, without compromising the safety of others.
 - Ensure that they have a ride with family, friends, or a cab.
 - Every reasonable effort must be made to prevent them from driving home.
 - If all reasonable efforts are exhausted, notify the police.

¹ Duty of care’ is an obligation imposed by the courts on licensees to conform to a particular standard of conduct toward another person. Neglecting this responsibility may subject that person to liability to another whom a ‘duty of care’ is owed.

Steps to ejecting a patron

From Smart Serve Ontario

Only the security manager and City staff have the authority to eject a patron.

The following are the appropriate steps:

1. Ensure that an adequate number of staff and volunteers are present to help if the situation gets out of hand.
2. Always stand sideways to the guest to avoid face-to-face confrontation.
3. Show concern for the safety of the guest. Try to take down their information, and find out how they plan to get home.
4. Ask the person to leave. Speak to the patron directly and privately to avoid embarrassment, be courteous and non-judgmental.
5. Stay calm, firm and assertive. Don't bargain, give lengthy explanations, defend your decision or get into an argument.
6. Get help from a sober guest from the same party. Often they will accept advice from a friend.
7. Politely take them by the arm and direct them to the exit.
8. If the guest becomes aggressive, remove the guest as quickly and quietly from the establishment as possible. *
9. If necessary, call the police for assistance.

* You cannot use any more force than is necessary to eject the person. Never use excessive force, or more than a 'reasonable' amount of force to eject a person. Once the person is ejected you can no longer use any force.

Tips to help prevent an intoxicated guest from driving

- Be firm and insist on making alternative arrangements by having a designated driver drive the guest home, or have the person call a friend or family member to come and pick them up.
- Try to hold the person's car keys until they are sober.
- Provide a phone for the person to call a cab.
- If necessary, move the intoxicated person to a safer location within the licensed establishment, while waiting for transportation home.
- If the intoxicated guest refuses all attempts to prevent him/her from driving, call the police.
- Note that once an intoxicated guest has been served at the facility, it becomes the responsibility of the licensee of the facility to ensure that they get home safely.