

# Manitoba Justice Private Investigators and Security Guards Information Note

August 14, 2020

## Update on Pandemic Interim Procedures Licensing and Exam Delivery

As industry employers and workers are aware, there have been a number of interim measures in place for the last several months to assist with licensing requirements under *The Private Investigators and Security Guards Act* (PISG Act). These were implemented in recognition of the restrictions and challenges resulting from the COVID-19 pandemic.

**With restrictions easing and accessibility being restored for many services, some of the aforementioned measures will be stepped back or removed. Below is a summary of both immediate and forthcoming changes.**

- **Licence Expiry and Application Processing**

Currently, employees in both the private security and private investigations sectors have been allowed to continue performing duties past the expiry of their existing licences. This was dependent on the licence holder being in the process of submitting a renewal application.

**Important**

*The volume of licensing and training related communications received by the Private Investigators and Security Guards Program (PISG Program) has increased significantly as a result of the pandemic.*

*Please note that the PISG Program is currently processing applications approximately **three calendar weeks** after receiving the submission. Applications, which are submitted incomplete without requisite information and/or supporting documentation may experience significant delays in processing time. Errors and omissions such as missing, unclear or out of order pages, and incomplete form fields delay processing times significantly for all applicants. Complete applications, which can be processed immediately, will be given priority.*

*Please communicate this information clearly to employees and office administrative staff. Please ensure that licence holders are aware their renewal applications must be submitted accurately, with any required documentation, at least a month in advance of licence expiry. The program cannot guarantee that applications submitted later than this will be processed in time.*

*For safety reasons, the PISG Program in-person service area will remain closed to the public until further notice. Applications can continue to be submitted via e-mail and fax. If these other options are not possible, applications may be submitted by regular mail.*

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- **Licence Renewal Required**

Various feedback has been received that some employers and workers may have been communicating to staff and co-workers that there is no longer a need to be licensed in order to work as a security guard or private investigator, or to provide these services.

*Please note that this is not accurate. Licensing requirements continue to apply, including the renewal of existing licences. Please see the link below to the associated communication previously posted on the PISG Program web page.*

[https://www.gov.mb.ca/justice/commsafe/private/pubs/covid19\\_oaths.pdf](https://www.gov.mb.ca/justice/commsafe/private/pubs/covid19_oaths.pdf)

- **Temporary placement of unlicensed staff no longer authorized**

Prior communication to employers allowed the temporary placement of unlicensed workers who were seeking a *new* licence to act as a security guard. This was dependent on the worker being able to declare to their employer that they did not have a criminal record or pending charges, and had not been listed on the Child Abuse Registry. Additionally, the employer was required to assist the worker with compiling a complete application package for submission as soon as possible. Please see the link below for the original communication.

[https://www.gov.mb.ca/justice/commsafe/private/pubs/2020\\_temporary\\_licensing\\_and\\_record\\_checks.pdf](https://www.gov.mb.ca/justice/commsafe/private/pubs/2020_temporary_licensing_and_record_checks.pdf)

**Important**

*Please note that effective immediately, employers may no longer place workers as security guards (or private investigators) who are new applicants and do not hold a recent Manitoba licence. Conditions placed on existing licences, as well as licence suspensions and cancellations, continue to apply.*

- **Commissioner for Oaths Signatures**

Licence holders/applicants have been allowed to temporarily submit application forms with a copy of their govt. issued identification, in place of a Commissioner for Oaths signature.

*Please note that this option will be removed in the near future.*

Employers are encouraged to apply as soon as possible for their own Manitoba Commissioner for Oaths designations. It is recommended that at least two representatives from each local office apply for these designations. This will allow them to witness declaration signatures on new licence and renewal applications for their employees. This also assists service providers and registered employers in maintaining licensing compliance for their businesses and staff in the event of a second wave of COVID-19.

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Applications for Commissioner for Oaths designations can be accessed at:

<http://companiesoffice.gov.mb.ca/commissioner.html>

Please read the FAQs and instructions closely before submitting your application to the Companies Office.

An additional option is for applicants to seek assistance from an autopac/private insurance provider or real estate office in their community. Communication with many of these types of businesses has demonstrated they have Commissioner for Oaths on staff who are prepared to witness statutory declaration signatures, such as those found on the licence application forms. If an industry worker or business wishes to take advantage of this option, a related service provider should be contacted in advance to make arrangements.

- **Virtual Exam Delivery**

Following the cancellation of in-person testing, the development of an online exam has been ongoing. The PISG Program is pilot testing the delivery of the security guard training program exam through a virtual platform.

This allows a student, through a personalized user account, to connect their device to a virtual proctor who monitors their test completion in real-time. This requires the additional payment of a modest fee to the invigilation provider. Upon completion of the exam, and after payment of the provincial exam fee, the PISG Program provides student results to the trainer.

This offers the advantage of maintaining social distancing to prevent possible transmission of the COVID-19 virus. Additionally it allows students the flexibility of taking the test from home at a time that can be arranged around their schedule.

Backlogged exams, which were originally booked for March 2020, are currently being cleared as part of this pilot project. Once the related trainers have had the opportunity to offer their students the virtual exam option, it will be opened to all approved trainers and students in Manitoba.

*Due to the recent increase in active COVID-19 infections, in person exam administrations performed by the PISG Program will remain suspended until further notice.*

If you have questions regarding any of the information contained in this notice, please e-mail [pisg@gov.mb.ca](mailto:pisg@gov.mb.ca) with your name and a current phone number and someone will get back to you as soon as possible.