

SECURITY GUARD SERVICES TRAINING OUTLINE

Contractor, in partnership with the Los Angeles County (County or LAC) Department of Mental Health (Department or DMH), will ensure that all Armed and Unarmed Security Guards and On-Site Supervisors assigned to work through this Contract receive continuous training that meets State and County requirements.

1.0 Training Outline Requirements

- 1.1 Confirmation of completion of all training courses in this training outline must be noted in each annual employee performance evaluation and in each administrative file (employment file) for all Armed and Unarmed Security Guards and On-Site Supervisors assigned to work through this Contract. Annual employee performance evaluations and administrative files must be made available to LACDMH staff upon request.
- 1.2 Contractor and County will collaborate to schedule required training on scheduled workdays only. Any training scheduled after guard work hours and/or weekends must be scheduled only through written approval by County.
- 1.3 Attendance and Backfill Post Coverage - Contractor shall pay up to eight (8) hours of straight time (no over time) per Security Guard or Security Guard Supervisor to attend required annual, required specialized and/or required additional training. Contractor shall provide back-up coverage at the assigned LACDMH location for any Security Guard or Security Guard Supervisor attending required training.

2.0 Contractor Training Responsibilities - Skills Training Course for Security Guards

Security Guards throughout the State of California must comply with the training, licensing, and certification requirements of the Department of Consumer Affairs (DCA), [Bureau of Security and Investigative Services \(BSIS\), under Title 16, Division 7 of the California Code of Regulations, Article 9. §643](#). In addition, Security Guards must comply with the Skills Training Course for Security Guards under the [Authority of Sections 7581, 7583.6, and 7583.7 of the Business and Professions Code](#) (BPC).

2.1 Skills Training Course for Security Guards

The following is an overview of the Skills Training Course for Security Guards required under the Business and Professions Code. Contractor shall ensure that all armed and unarmed security guards and on-site

supervisors assigned to work through this Contract have completed this training prior to work assignment at any LACDMH location.

2.1.1 Skills Training Course for Security Guards – Divided into four (4) sections: 1) Power to Arrest Course and Appropriate Use of Force Course; 2) Mandatory Outline of Courses; 3) Elective Courses; and 4) Continuing Education.

2.1.1.1 Power to Arrest Course and Appropriate Use of Force Course – Test score of 100% is required to receive California Guard Card (license). Instruction in basic skills and a common body of knowledge for all guards.

Examination – Individuals required to take the Power to Arrest and Appropriate Use of Force training must take and pass an examination with a score of 100% in order to have successfully completed said training.

2.1.1.2 Mandatory Outline of Courses – Various courses that familiarize and instruct the individual in basic skills and provide a common body of knowledge in the performance of security personnel work.

2.1.1.3 Elective Courses – Instruction to provide individuals with the opportunity to select additional course work to improve the skills and knowledge of the individual.

2.1.1.4 Continuing Education – Additional or remedial instruction in private security subject matter. Completion is required annually and is to be supported by an evaluation of licensed guard's skills.

2.1.2 Contractor must notify County when training requirements are revised or updated by the California DCA.

2.2 Other Training

2.2.1 Cardiopulmonary Resuscitation Certificate (CPR) for Adult, Child and Infant, issued by American Red Cross or equivalent provider;

2.2.2 First Aid Certificate for Adult, Child and Infant, issued by American Red Cross or equivalent provider;

2.2.3 Permit for baton pursuant to Section 12002 of the California Penal Code;

2.2.4 Current Peace Officers Standards and Training (POST) certification in the use of baton, if applicable;

2.2.5 Current permit to carry ten percent (10%) solution of oleoresin capsicum (pepper spray), if applicable;

2.2.6 Radio Procedures Training; and

2.2.7 Crisis intervention techniques training.

2.2.8 Weapon Screening, Magnetometer, and X-ray Machine Training

Contractor shall provide weapon screening, magnetometer, and X-ray machine training to Security Guards and Security Guard Supervisors located at Locations having such equipment. Such training must be provided at the time Security Guard and Security Guard Supervisors are assigned to the Post.

2.2.9 Customer Service Training

Contractor shall provide Customer Service Training instruction to all assigned Security Guard and Security Guard Supervisor personnel.

Contractor shall ensure Security Guard and Security Guard Supervisor personnel continuously display courtesy, cultural sensitivity, good manners, and a professional and respectful demeanor.

2.2.10 Site/Post-Specific Orientations and Training

Contractor shall conduct site/post-specific orientation and training to ensure assigned Security Guards and Security Guard Supervisors are familiar with the Location and understand the Post Orders, including General Post Orders and Site-Specific Post Orders, and understand their responsibilities in the Location.

3.0 County-Provided Training

All armed and unarmed security guards and on-site supervisors assigned to work through this Contract must complete all County-provided training. Training will be conducted by County personnel, based on the regulatory requirements and/or policies of the County, specific assignment, location and/or Post where security services are being provided.

3.1 County-provided training will be provided during the Guard's first 30 to 60 days of work at a LACDMH location.

- 3.2** Annual training updates, continuing education and/or additional specialized training will be determined by the needs of the specific assignment, work location, and/or Post.
- 3.3** Trainings may be administered by County on-line, via electronic media (DVD), or in a classroom setting, at the discretion of the County.
- 3.4** County-provided training may include:
 - 3.4.1** Fire - Life Safety Training;
 - 3.4.2** Hazardous Material and Infection Control;
 - 3.4.3** Outside Vendor New Employee Orientation;
 - 3.4.4** Facility Training;
 - 3.4.5** Joint Commission on Accreditation of Healthcare Organizations;
 - 3.4.6** Crisis Intervention Techniques Training;
 - 3.4.7** Infant/ Child Abduction Security Training;
 - 3.4.8** 5150 Hold (Welfare and Institutions Code); and
 - 3.4.9** Mental Health First Aid.
- 3.5** Contractor must track all training dates for Guards and notify the County at least eight (8) weeks prior to the annual training anniversary date. Contractor and County will collaborate to schedule annual training.
- 3.6** Contractor will collaborate with County to schedule any new and/or updated, required training and any remedial training, as needed.