

U.S. Department of Labor Employment and Training Administration Office of Apprenticeship, Training, Employer and Labor Services (OATELS) Washington, D.C. 20210	<u>Distribution:</u> A-541 All Tech Headquarters A-544 All Field Techs. A-547 SD (includes SACs)	<u>Subject:</u> New Apprenticeable Occupation - Guard, Security <u>Code:</u> 200
Symbols: DNIP/BAJ		Action: Immediate

PURPOSE: To inform Office of Apprenticeship, Training, Employer and Labor Services (OATELS), Bureau of Apprenticeship and Training (BAT) Staff of a new apprenticeable occupation:

Guard, Security
 O*NET Code: 372.667-034
 RAIS Code: 0695
 Training Term: 3 000 hours(1 ½ years)
 Type of Training: Competency - based

BACKGROUND: The request for apprenticeability consideration for this occupation was submitted by Maine State Director Richard Grandmaison, for the Central Maine Medical Center in Lewiston, Maine. The sponsor's title is Health Security Officer.

This sponsor's program is competency based. The term is 3000 hours minimum to 6000 hours maximum. A suggested work process schedule and an outline of related instruction are attached.

Guard, Security will be added to the Bureau's list of recognized apprenticeable occupations when it is reissued.

For further information contact Ron Matteucci, ATR, DNIP.

Attachments

WORK PROCESS SCHEDULE
GUARD, SECURITY (HEALTH CARE SECURITY OFFICER)
RAIS CODE: 0695 O* NET CODE: 33-9032.00

Occupational Description: Protect property and personnel (staff and public). Patrols property and buildings. Reports irregularities, such as fire hazards, safety hazards, thefts, trespassers, etc., to the proper authorities and calls in the appropriate agencies, such as police, fire and rescue services. Operates, monitors and maintains electronic security and communications equipment. Assist staff with unruly visitors and may provide other assistance under the supervision of appropriate medical staff as needed. Provides direction and assistance to staff and guests. Provides initial patient transport services as needed in the Emergency Room area. Investigates complaints and responds to incidents to protect and secure crime scenes. Enforces hospital policies and procedures.

Competencies list:

1. Effective oral and written communications
2. Strong interpersonal and judgment skills
3. Observation, surveillance and investigation
4. Enforcement
5. Emotional stability

On-The-Job-Training Outline

SCHEDULE OF WORK EXPERIENCE: The Program is Competency Based with a minimum of 3000 hours and a maximum of 6000 of work experience. However, the apprentice is required to meet the competency standards as established by the sponsor.

Apprentices will receive training in the various work experiences listed below. The order in which this training is given will be determined by the flow of work on the job and will not necessarily be in the order listed. The times allotted to these various processes are the estimated times which the average apprentice will require to learn each phase of the trade. They are intended only as a guide to indicate the quality of the training being provided and the ability of the apprentice to absorb this training in an average amount of time. The total term of apprenticeship is indicated below. The two (2) columns at the right constitute a record of progress for the apprentice. Whenever an apprentice commences their training in a listed item, the Apprentice Supervisor will initial the left hand column and will also initial the right hand column when the apprentice has reached proficiency in the item. Items for which credit for previous experience has been allowed will also be initialed.

WORK PROCESSES
GUARD, SECURITY (HEALTHCARE SECURITY OFFICER)
O*NET CODE: 33-9032.00 RAIS CODE: 0695

	Hours	Exp Prof
1. Orientation	75 - 150	
A. General		
1. Ethics		
2. Joint Commission on Accreditation of Healthcare Organization (JCAHO)		
3. Introduction to the Institution		
a. History and Philosophy of Institution		
b. Customer Service		
c. Human Resources		
d. Confidentiality		
e. Exposure Control *		
f. Radiation Safety *		
g. Safety Issues *		
h. Security Issues		
i. Body Mechanics *		
j. Tour of facilities		
4. Quality Assurance		
B. Specific		
1. Legal Rights and Responsibilities		
2. Confidentiality		
3. Introduction to Disaster/Fire and Safety Plans		
4. Introduction to Department Procedures		
2. Administration	375 - 750	
A. Documentation		
1. Shift Logs		
2. Activity Logs		
B. Incident Reporting Systems		
C. Organizational Structure		
D. Personnel Policy/Procedures		
E. Professional Development		
F. Quality Assurance		
3. Public/Guest and Employee Relations (Customer Services)	500 - 1000	
A. Interpersonal Skills		
B. Services		
C. Communication Skills		

4.	Technical Duties & Enforcement	50 - 1500
	A. Key Lock Access Systems	
	B. Patrol	
	C. Regulatory/Enforcement Procedures	
	D. Investigations	
	E. Crime Scene Preservation	
	F. Physical Plant Security	
	G. Surveillance and Equipment	
	H. Identification Systems	
5.	Disaster/Fire/Safety Control & Functions	750 - 1500
	A. Familiarity with Disaster/Fire and Safety Plans	
	1. Missing Patients	
	2. Bomb Threats	
	3. Fires	
	4. Disasters	
	5. Infant Abduction	
	6. Safety	
	7. Hazardous Materials	
	B. Radiation Safety	
	C. Infection Control	
	D. Construction and Renovation Issues	
	E. Safety Training and OSHA	
	F. (JCAHO Required Training)	
6.	Communication Systems	200 - 400
	A. Telephone/Fax Procedures	
	B. Radio/Paging Procedures	
	C. Computer Procedures	
	D. Scanner Procedures	
	E. In-house Television Network	
	F. Alarm Systems and Procedures	
7.	Equipment, Care and Use of	50 - 100
	A. Routine Maintenance	
	B. Repair or Replacement Procedures	
8.	Patient Services	300 - 600
	A. Confidentially	
	B. Preliminary Escort and Transport Services	
	C. Provide Direct Patient Care as Directed by Appropriate Staff	
	D. Patient Restraint Options	
	E. Provide Such Other Services that may be Required or Appropriate	
TOTAL		3000 - 6000

**Meets recommended training standards by State Laws, JCAHO & OSHA.*

APPENDIX II
GUARD, SECURITY (HEALTHCARE SECURITY OFFICER)
 O*NET CODE: 33-9032.00 RAIS CODE: 0695

RELATED THEORETICAL INSTRUCTION

The following related training outline identifies subject matter which must be mastered by the apprentice in order to successfully complete the program:

GUARD, SECURITYHEALTHCARE (SECURITY OFFICER)

MATH	SCIENCE	GRAPHICS	COMMUNICATIONS	TRADE THEORY
College Math	Intro to Psychology Sketching Sociology	Blueprint Reading & Technical Writing Speech & Oral Communications	College Writing Intro to Customer Relations Leadership & Interpersonal Relations Intro to Computers	Basic Healthcare Safety Supervisor Security Criminalistics & Intro to Forensic Science Law of Arrest Search & Seizure

9. **Reference Material:**
 A. IAHSST Training information