

# DIVISION SCOPE OF SERVICE

<b>Division: CONTINENTAL</b>
<b>Classification: UNARMED SECURITY GUARD</b>
<b>Applicant Name:</b>
<p><b>Unarmed Security Guard:</b> The Unarmed Security Guard must have the equivalent qualifications and competencies as employed individuals performing the same or similar services at the facility.</p>
<p><b>Definition of Care or Service:</b> The Unarmed Security Guard provides excellent customer service for the patients, visitors, and employees of the healthcare facility. They also provide a safe environment in the protection and services to healthcare patients, visitors, employees, medical staff, tenants and all other persons on the hospital campus. Security Guards utilize a systematic integration of personnel, technology and proactive and reactive programs. Scope of Service may include:</p> <ul style="list-style-type: none"> <li>• Provides assistance to customers, employees and visitors in a courteous and professional manner. Makes routine and random patrols of the hospital buildings and grounds</li> <li>• Maintains daily log, documenting unusual activities during shift including unlocking secured areas after business hours</li> <li>• Performs security patrols of designated areas on foot or in vehicle</li> <li>• Watches for irregular or unusual conditions that may create security concerns or safety hazards.</li> <li>• Investigates and prepares reports on accidents, incidents, and suspicious activities. Maintains written logs as required by the post.</li> <li>• Demonstrates Clinical and Service excellence behaviors to include code of HCA Healthcare conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.</li> </ul>
<p><b>Setting(s):</b></p> <ul style="list-style-type: none"> <li>• HCA Healthcare entities including healthcare facilities, free standing ED, Imaging Centers, HCAPS, Data Centers, Warehouses, etc.</li> </ul>
<p><b>Supervision:</b> Chief Operating Officer, Vice President of Operations or designee</p> <p><b>Evaluator:</b> Hospital Director/ Manager (e.g. Facilities Mgmt, Safety &amp; Security, Human Resources)</p> <p><b>Tier Level:</b> 2</p> <p><b>eSAF Access Required:</b> Yes</p>
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• High School/GED or higher</li> <li>• HIPAA training</li> <li>• Criminal background check – Not convicted of a crime related to violence/moral turpitude</li> <li>• Not listed on the Violent sexual offender/predatory registry</li> <li>• Required immunizations per divisional requirements</li> </ul> <p style="color: red; font-weight: bold;">NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.</p>
<p><b>State Requirements:</b></p> <ul style="list-style-type: none"> <li>• <b>Kansas:</b> Licensure is city-specific. <ul style="list-style-type: none"> <li>○ Licensure is required for the following facilities found in Wichita, KS: <ul style="list-style-type: none"> <li>▪ Wesley Hospitals &amp; Surgery Centers</li> </ul> </li> <li>○ MMPI Psychological Evaluation required</li> </ul> </li> <li>• <b>Colorado:</b> Licensure is city-specific.</li> </ul>

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<ul style="list-style-type: none"> <li>○ Licensure <u>is</u> required for the following facilities found in Denver, CO:           <ul style="list-style-type: none"> <li>▪ Rose Medical Center-CO, Rose Surgical Center-CO, Rocky Mountain Surgery Center-CO, Presbyterian St. Lukes (PSL) Medical Center-CO</li> <li>▪ Requirement: Unarmed Denver Letter (Letter from the City of Denver by the Director of Excise and Licenses)</li> </ul> </li> <li>○ Licensure <u>is not</u> required for the following facilities:           <ul style="list-style-type: none"> <li>▪ North Suburban Medical Center-CO, Sky Ridge Medical Center-CO, Sky Ridge Surgical Center-CO, Spalding Rehabilitation Hospital-CO, Swedish Medical Center-CO, The Medical Center Of Aurora-CO</li> </ul> </li> </ul>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>
<p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>• Excellent customer service skills</li> <li>• Knowledge of basic security principles.</li> <li>• Skill in presenting oneself as being of high quality character.</li> <li>• Skill in remaining courteous in difficult situations.</li> <li>• Skill in communicating clearly and effectively in English.</li> <li>• Skill in writing clear, concise, and comprehensive reports.</li> <li>• Ability to remain in good physical condition to respond to daily rigors of the job.</li> <li>• Ability to operate electronic security equipment.</li> <li>• Infection Prevention           <ul style="list-style-type: none"> <li>○ Practices consistent hand hygiene</li> <li>○ Uses personal protective equipment (PPE)</li> <li>○ Required immunizations per Division requirements</li> <li>○ Complies with Isolation precautions</li> <li>○ Maintains sterile field</li> </ul> </li> </ul>
<p><b>References:</b></p> <p>How to Become a Security Guard in Colorado: <a href="https://www.securityresources.net/security-guard-requirements-by-state/security-guard-requirements-in-colorado">https://www.securityresources.net/security-guard-requirements-by-state/security-guard-requirements-in-colorado</a></p> <p>Denver Security Guards: <a href="https://www.denvergov.org/content/denvergov/en/denver-business-licensing-center/security-services/securityguards.html">https://www.denvergov.org/content/denvergov/en/denver-business-licensing-center/security-services/securityguards.html</a></p> <p>Wichita Verification: <a href="http://www.wichita.gov/WPD/SupportServices/Pages/PSF.aspx">http://www.wichita.gov/WPD/SupportServices/Pages/PSF.aspx</a></p>
<p><b>Document Control:</b></p> <ul style="list-style-type: none"> <li>• Previously named <u>Security Guard - Unarmed</u></li> <li>• Content updates 10/02/2019</li> <li>• Content updates 7/22/2020; 3/3/2023</li> </ul>

Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.

<p><b>Applicant Printed Name:</b> _____</p> <p><b>Signature:</b> _____</p> <p><b>Date:</b> _____</p>
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