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DIVISION SCOPE OF SERVICE

Division: NORTH TEXAS
Classification: ARMED SECURITY GUARD
Name of Applicant:

Armed Security Guard:
The Armed Security Guard must have the equivalent qualifications and competencies as employed individuals performing the same or similar services at the facility.

Definition of Care or Service:

The Armed 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 guard utilize a systematic integration of personnel, technology and proactive and reactive programs. Armed guard consists of carrying and the use of a self-defense weapon such as a taser or handgun.

Scope of Service may include:

- Provides assistance to customers, employees and visitors in a courteous and professional manner.
- Makes routine and random patrols of the hospital buildings and grounds
- Maintains daily log, documenting unusual activities during shift including unlocking secured areas after business hours.
- Performs security patrols of designated areas on foot or in vehicle
- Watches for irregular or unusual conditions that may create security concerns or safety hazards.
- Investigates and prepares reports on accidents, incidents, and suspicious activities. Maintains written logs as required by the post.

Setting(s):

- HCA Healthcare entities including healthcare facilities, free standing ED, Imaging Centers, HCAPS, Data Centers, Warehouses, etc.

Supervision: Chief Operating Officer, Vice President of Operations or designee

Evaluator: Hospital Director/ Manager (e.g. Facilities Mgmt, Safety & Security, Human Resources)

Tier Level: 2

eSAF Access Required: YES

Qualifications:

- Must be a U.S. citizen or a foreign citizen authorized to legally work in the United States
  21 years of age
- High school diploma or GED
- Pass any State-requirements
- HIPAA training
- Criminal background check - Not convicted of a crime related to violence/ moral turpitude
- Not listed on the Violent sexual offender/ predatory registry
- Required immunizations per divisional requirements
- Crisis Prevention Intervention (CPI) training

NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the

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highest level of education completed (not training or courses) confirmed on your background check.

State Requirements:

- ❖ Armed Guards are commissioned Level III (Armed guards can work unarmed with a Level III)
  - Texas License : https://tops.portal.texas.gov/psp-self-service/
    The registration number is on the results page after searching the individual.
    If the guard is armed they can still work as an unarmed guard.
    **Commissioned license is an armed license*

Other Requirements:

- This position requires an individual to be able to stay on his or her feet for eight consecutive hours, walk long distances up to five miles per day, climb four flights of stairs and have the physical strength to confront whatever situation is unfolding, and the ability to lift up to 50 pounds.
- Only HCA Healthcare approved firearms, and OC pepper gel may be carried as duty weapons on HCA Healthcare property by guards certified to carry the specific weapons.
- Armed security guards are allowed to carry firearms that they have successfully completed firearms qualification training.
- Authorized duty holsters must have a minimum Level II retention capability.
- Only hollow point ammunition is approved. Absolutely no reloads, remanufactured, alterations or modifications of any kind to ammunition is permitted.

Experience:

- N/A

Competencies:

- Excellent customer service skills
- Mediate conflict with tact, diplomacy
- Encourage effective teamwork
- Write informatively, clearly and accurately
- Compile, sort, and interpret data
- Attention to detail
- Research, investigate, compile information
- Problem solving
- Synthesize facts, concepts, principles
- Proficiency with Microsoft Office programs
- Passing, as determined by state licensure or > 75%, firearm training and certification (annual)

References:

Texas License : https://tops.portal.texas.gov/psp-self-service/

Document Control:

- **Content update 05/23/2024**

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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.

Applicant Printed Name: _____

Signature: _____

Date: _____