

DIVISION SCOPE OF SERVICE

Division: CAPITAL
Classification: UNARMED SECURITY GUARD
Applicant Name:
<p>Unarmed Security Guard: 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>Definition of Care or Service: 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 Guard utilizes a systematic integration of personnel, technology and proactive and reactive programs.</p> <p>Scope of Service may include:</p> <ul style="list-style-type: none"> • 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. • 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.
<p>Setting(s):</p> <ul style="list-style-type: none"> • HCA entities including healthcare facilities, free standing ED, Imaging Centers, HCAPS, Data Centers, Warehouses, etc.
<p>Supervision: Chief Operating Officer, Vice President of Operations or designee</p> <p>Evaluator: Hospital Director/ Manager (e.g. Facilities Mgmt, Safety & Security, Human Resources)</p> <p>Tier Level: 2</p> <p>eSAF Access Required: YES</p>
<p>Qualifications:</p> <ul style="list-style-type: none"> • High school diploma or GED • HIPAA training • Criminal background check - Not convicted of a crime related to violence/ moral turpitude • Not listed on the Violent sexual offender/ predatory registry • Crisis Prevention Intervention (CPI) training <p>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>State Requirements:</p> <ul style="list-style-type: none"> • Virginia: <ul style="list-style-type: none"> ○ Armed and Unarmed – Can work while Private Security Service Registration and Firearm



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Endorsement is being processed.

- G4S will provide a Licensure Waiver Letter.
- G4S will provide Final paperwork for the working card (can be after or during the 120 days).

→ The final Guard Card will have the following that we need to track:

1. Registration Date
2. Firearms Date

- **New Hampshire:** State license

- The license from New Hampshire's Department of Safety must list the current employer on it.
 - If a different employer is listed we can provide a 45 day grace period once we receive the below:

→ A completed State of New Hampshire application for Security Guard license

→ A receipt with the payment date

Experience:

- N/A

Competencies:

- Excellent customer service skills
- Knowledge of basic security principles.
- Skill in presenting oneself as being of high quality character.
- Skill in remaining courteous in difficult situations.
- Skill in communicating clearly and effectively in English.
- Skill in writing clear, concise, and comprehensive reports.
- Ability to remain in good physical condition to respond to daily rigors of the job.
- Ability to operate electronic security equipment.
- Required immunizations per DHP divisional requirements
- Infection Prevention
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE) when required
 - Required immunizations per Division requirements
 - Complies with Isolation precautions
 - Maintains sterile field

References:

License Verification Link on DCJS Site:

<https://www.cms.dcjs.virginia.gov/GLSuiteWeb/Clients/VADCJS/Public/IndividualVerification/Search.aspx>

Document Control:

- Content updates 12/8/2017
- Previously named Security Guard – Unarmed
- Content updates 6/13/2024



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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: _____