

The Californian

The Quarterly Newsletter of



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SAVE THE DATE

CALSAGA Annual Conference

October 17 – 18, 2018

Agua Caliente Casino Resort

Vendor and sponsorship opportunities available now.

Full schedule available soon.

CALSAGA

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PRESIDENT'S REPORT

By **David Chandler**

CALSAGA President

Welcome to January 2018 - the start of a fresh new year where anything is possible. During this, my fourth year serving as your CALSAGA president, I will continue to embrace every opportunity for making improvements because as someone very wise once said "If you always do what you always did, you will always get what you always got."

I want to express my gratitude to the first responders (including private security professionals) and everyone else who assisted during the devastating Southern California wildfires and mudslides last month. Sadly, many who were forced to flee found they had nothing left when they returned.

Emergency personnel did a fantastic job and really shined not only while fighting fires but also while evacuating and assisting the many thousands of people impacted. We are starting to ramp up for our Annual Conference & Exhibits in Rancho Mirage at the beautiful Agua Caliente Casino Resort and Spa while focusing on many other pressing issues. You can read about several of our top priorities in this newsletter. I hope you enjoy it.
David Chandler, President



Executive Director Roy Rahn and CALSAGA President David Chandler at the 2017 Awards Dinner

BSIS UPDATE

By Roy Rahn
Executive Director



Established by SB 1196 all security officers applying for a new firearms permit must have a computerized assessment from a state approved testing center. Originally the assessments were to be implemented on January 1, 2018; the assessment is now not expected to be implemented until July 1, 2018.

For the first time in 15 years the BSIS will introduce fee adjustments for both individual and company licenses for initial applications and renewals. CALSAGA Staff and Executive Committee worked closely with the bureau to ensure that the increases were fair and equitable. Fee increases will be effective July 1, 2018.

I have the privilege of serving on the Advisory Board for the Bureau of Security and Investigative Services. If you have questions or concerns that you would like brought before the advisory board, please contact Roy Rahn at RRahn@calsaga.org.

REGULATION CORNER

By David Chandler

Did you know?

- If you are currently operating your PPO as a Corporation, remember that you **MUST** notify the Bureau of a change of your corporate officers within 30 days. 7582.19 (a)
- All new corporate officers, or new partners in a partnership, must submit a Personal Identification Form as well as a Live Scan (to CA DOJ) prior to any involvement in any operation related to security. The Bureau must approve before you can begin working with the corporation or partnership. 19 (b)
- In a General Partnership, if one of the partners leaves (disassociation for any reason) a **NEW** application must be submitted (due to the change in the general partnership). A new PPO number will be issued pending approval by the Bureau. 7582.23 ©
- Please periodically check with the Secretary of State to confirm the information for your organization is the same as the Bureau has on file, including the address of record. Corporations must submit the names of the CEO, CFO and Secretary as well as any other corporate officer who will be active in the business to be licensed. 7582.7 (i)

CREATING AN EMERGENCY ACTION PLAN

Shaun Kelly, Tolman & Wiker, CALSAGA Preferred Broker

Contributions by Cassie Mosman, Jessica Wilkison and Xochitl Tejeda de Rodarte

You never really know if you are ever going to use an Emergency Action Plan. With the recent Thomas fire, we had to put our plan into action! We woke up to find our office in downtown Ventura engulfed by the smoke. Luckily, it was only smoke. We immediately had to communicate to over 100 employees that the office would be closed, due to health concerns. We also had to keep our communication lines open for clients who may have had their homes and businesses affected by the fire. We had no idea how many of our employees and clients were personally affected by the fire at that time. We were very fortunate to have our other offices (Bakersfield, Santa Maria and West Lake Village), open and available to take calls and provide the needed support to our clients .

Since the Ventura office is now back open and we have had time to reflect on the events that took place as a result of the fire, I want to share our Emergency Action Plan with you. What really came to light was establishing the ability to communicate with all of our employees (Team members) at the same time and sending the same clear and concise message to all, which was extremely important. This allowed us to provide our team a status of the office conditions, inform them that the clients were being taken care of by our other offices and enabled our team members to update us on their own personal status.

Some of you may already have a plan like this in place. If not, this may help you get started. The plan may also be a good discussion item with your clients. I hope this is helpful. If you have any questions, please do not hesitate to contact me.

[CLICK HERE TO DOWNLOAD A SAMPLE
EMERGENCY ACTION PLAN](#)

*Registration for the Northern California
sessions of PPO 101 and 102 is now open!*

*Registration for PPO 101 and 102 in Southern
California opens soon!*

FOUR THINGS YOU NEED TO KNOW WHEN IT COMES TO HIRING AND ONBOARDING VETERANS

By Anne Laguzza, The Works Consulting, CALSAGA Network Partner

It is important to remember veterans are coming from a culture, community, and environment that is unique compared to the corporate world. From communication to expectations, here is what you need to know when hiring veterans for your organization.

#1 Awareness of the cultural shift taking place for these individuals will enhance the entire hiring experience. From the moment you review their application and resume through to the hiring decision itself.

DO: Be aware of the major culture shift from military to civilian work.

DON'T: Assume they'll just adapt and figure it out without training and structure. This will set them and the organization up for long-term success.

#2 Use your new awareness regarding veterans who are new hires for your organization.

DO: Be empathetic by taking time to learn about the military culture.

DON'T: Gloss over this opportunity for connection and understanding. While discipline, work ethic, and camaraderie are required in the military culture. Understanding where these qualities come from will benefit your organization. By taking the time to place yourself in their boots, learning how their military experience shaped them into who



they are today, will create a deeper connection. Remember, their experience is not typical, yet many aspects of corporate culture bare strong resemblance to that of the military. The employer should learn about military culture, by reading articles, and asking veterans and/or others with military experience. Knowing how military experience and culture are similar to or different from your organization's culture will help the applicant if selected.

#3 One of the most crucial things you need to do prior to interviewing a veteran.

DO: Find out how their military job description relates to the job they are applying for in your organization.

DON'T: Miss the chance to bridge the gap between what they did and what they can do in this new role.

Military jobs have numerous correlations to civilian positions. What may seem like unrelated skills may in fact be easily transferable, ask about their specific duties and have them communicate how they are transferable to the position. Finding common ground will improve rapport, and make the interview and selection process more efficient, and you'll also learn more about their service experience.

#4 How do you put it all together?

DO: Express how you plan to take time to learn about them and their skills to assist with training.

DON'T: Assume they'll just figure it out, or behave in a certain way, without consistent communication and training.

Now that you know the DO's of hiring veterans you see these same four characteristics can be applied to any individual going through the hiring and onboarding process. The value of applying these tips with veterans specifically, is not just that your effort will be recognized and appreciated, although it certainly will. The value is in the connection they'll experience from the very beginning helping them focus on their job, and creating cohesion between their work and the company mission. They will begin to see long-term success for themselves within your organization.

CHANGES TO CALIFORNIA'S WORKERS' COMPENSATION PREMIUM ASSESSMENTS...

And what the heck are premium assessments anyway?

By Nick Langer, Turner Surety & Insurance Brokerage Inc., CALSAGA Network Partner

On November 30, 2017 the California Department of Industrial Relations issued a notice to “All Insurers Authorized to Transact Workers Compensation in California” which detailed the 2018 workers’ compensation premium assessments. The new premium assessment rates ultimately increase the total cost of workers’ compensation for employers. If you are like most other employers, the premium assessments listed on your insurance policy most likely go over looked. Let’s take a step back to fully understand what “premium assessments” are and how they affect your workers compensation costs.

When you’re not out trying to solicit new clients, manage your employees and juggle expenses, take a moment to dust-off the actual worker’s compensation policy that your company maintains. Thumb through the pages until you reach the “Declarations Pages.” Within the Declarations you will stumble across the classification and/or rating schedule. At the bottom of this page you will see various line items labeled some version of “CA [.....]



Assessment.” Labor Code Sections 62.5 and 62.6 authorize the Department of Industrial Relations to assess employers for the costs of the administration of the workers’ compensation, health and safety and labor standards enforcement programs. According to the California Department of Industrial Relations, “These assessments provide a stable funding source to the support operations of the courts, to ensure safe and healthy working conditions on the job, to ensure the enforcement of labor standards and requirements for workers’ compensation coverage.”

Some of the Workers’ Compensation Premium Assessment (WCPA) began in 2008 due to a budgetary crisis in California. The WCPA was a funding shift designed by the California legislature to stabilize funding for the Department of Industrial Relations (DIR) operations, which includes the Divisions of Workers’ Compensation, Occupational Safety and Health and Labor Standards Enforcement. The Assessments were intended to continue funding the efforts of Division of Occupational Safety & Health (DOSH) and Division of Labor Standards Enforcement (DLSE).

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HOW TO WRITE THE PERFECT JOB LISTING FOR A SECURITY GUARD

By Collie King, Kwantek, CALSAGA Network Partner

Years ago, when the recession was at its peak, it was easy to write a job posting and get dozens of applicants.

Our applicant data shows the average job posting for a Security Guard received 30.3 applicants per job in 2012. In 2017, the average job posting for the same Security Guard position receives just 15.9 applicants.

Simply put, there are more jobs available than job seekers in today's economy. It's vital that you stand out from your competition (hint: this is NOT just other Security Guard jobs) and write job postings that appeal to the individual.

Kwantek's Applicant Tracking Software has generated over one million applications for Security Guards, and our onboarding tools give us the data to help us understand how long those applicants stay in the job.

We have found the commonalities in job postings that not only get lots of applicants, but produce long-lasting employees. Here is what we've found:

Part One - The Preview: What Gets Them to Read the Next Line?

According to the Pew Research Center, 77% of all adults own a smartphone, up from just 35% in 2011.

And according to Indeed, over 80% of building, grounds cleaning and maintenance job searches originated from a mobile device. It's safe to say security guards aren't far behind.

The first step is to get people to click your job listing as they are scrolling through the job board.

If they're on a phone (and more often than not they are), you have about one sentence to get them to take that action.

So what gets them to read that next line? The first step is understanding how to craft your title and description.

Tip #1) Include specific locations in the title, but NOT just 'City, State'

Most job boards actually have an algorithm to lower job postings that just say 'City, State' in the title. It's important to be extremely specific about the location.

For example, if your client is in the downtown area of Louisville, KY, make your title say "Downtown Louisville, KY" and not just "Louisville, KY." Or if your client is in the Highlands Neighborhood, include that in the title such as "Highlands/Louisville, KY"

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TEN WAYS TECHNOLOGY WILL CHANGE THE GUARD INDUSTRY

By Brad Feldman, ROG Security, Inc.

With everyone talking technology from bitcoin to net neutrality it got us wondering at ROG what the top 10 ways technology will change the guard industry. Here are our predictions as we go into 2018:

1. Guard Training

Training has never been a major point of excitement as new employees review handbooks, watch videos, sit in classes, and review procedures. But technology is changing all that by removing these barriers with new tools that will stimulate learning on the job. The future of training includes experiential training, on-demand knowledge, micro-learning, and social learning.



January Board of Director's
Meeting in Sacramento

2. Compliance

Compliance has traditionally been geared to a fixed point that requires processes which can be followed and measured. Technology may give us a path to address compliance as an active, living part of each organization. Much of the burden in compliance is due to strict parameters that must be followed but new technologies may provide innovative ways to create compliance not by rule but by desired outcome.

3. Efficiency and Effectiveness

Technology will continue to make guards more efficient and effective in their roles. New technologies will continue to emerge that enhance the guard's ability to protect and serve their customers. We expect to see new technology that leverages data and artificial intelligence to create new opportunities for guarding.

4. Risk Mitigation

Risk is an inevitable part of the guarding business. While guards may face loss or injury, technology-based risk management can help mitigate risk by analyzing trends and actively overseeing risky situations. Technology can provide oversight to mitigate risk and injury to guards or the people they protect.

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