

The Californian

The Quarterly Newsletter of



August 2020

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PRESIDENT'S REPORT

David Chandler, CALSAGA President

I hope that you are healthy and doing well. I understand that, for a variety of reasons, this has been a trying time for many business owners. As a member service organization, our goal remains to support our members by providing information and access to resources. [Click here to view the association's response to COVID-19 and all related updates.](#)

I hope that you were able to join us for the Security University Lite Webinar series that we provided free for members April through July. Thank you to our Network Partners and/or Board Members Anne Laguzza, Gary Bradley, Barry Bradley, Jaimee Wellerstein and Shaun Kelly who lended their expertise and insight to those programs.

Although we are in the midst of a pandemic, laws and policies are still in place. In fact, July 1st brought changes including: increases to minimum wage in some areas, updated hiring regulations regarding disclosure of a potential employee's religious creed

or age during the hiring process, new employee access requirements for your Injury and Illness Prevention Program as required by Cal/OSHA. (Thank you to CALSAGA Preferred Broker Shaun Kelly for bringing that last one to our attention!) BSIS Enforcement efforts are still underway. Take care to make sure that you are still in compliance with all regulations and requirements.

In this edition, you will find information about the upcoming Virtual Annual Conference. Please make plans to participate. Thank you for your continued support of the association.

Be Safe,



David Chandler and his wife Shirley at the 2019 CALSAGA Annual Conference Awards Dinner



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REGULATION CORNER

David Chandler, CALSAGA President

During a meeting with CALSAGA Executive Committee members last month, Bureau Chief Lynne Andres asked us to express the urgent need for all CALSAGA Members to submit both Guard Card and Firearm Applications – both initial and renewals - to the BSIS via the online system BreEZe. The processing time for paper applications is significantly longer than applications submitted online and is currently experiencing additional delays due to the challenges with the pandemic. As a reminder, firearm re-qualifications must be submitted at least 60 days in advance of expiration but because applications are accepted as early as 89 days in advance, we encourage you to submit your application then.

The Department of Consumer Affairs did grant a 60 day extension to complete a fourth training course, examination and range qualification in order to renew a firearm permit. However this only applies to individuals whose firearm permits expire between March 31, 2020, and May 29, 2020. [Click here to read the order.](#) Please make sure that you are communicating to your officers and staff that laws and regulations are still in place.

ASSOCIATION MANAGER REPORT

Kate Wallace



As we reported to you in June, the 2020 CALSAGA Annual Conference has been converted to a virtual format.

Our team genuinely hoped to be with you in October but you can expect access to some of the great content we provide each year at our Annual Conferences. Content will be able to be viewed on a computer or mobile device. The event takes place October 21st - 22nd. Session replays will be available for a short time but I encourage you to plan to watch live so that you may participate in live Q&A with our presenters.

In addition to this being a presidential election year, it is election year for the 2021 - 2022 CALSAGA Board of Directors. Information about nomination period and process to vote electronically will be available soon. Remember that Private Patrol Operator, Proprietary Security Employer and Private Security Training Facility membership in the association permits one vote per company.

Thank you for your continued support of the association during this unprecedented time. Please let us know if our staff can do something to assist you.

CALSAGA's Response to COVID-19 at a Glance:

- Distributed over 100,000 masks to member companies
- Hosted a four-part Security University Lite Webinar series
- Assisted members in working with the BSIS in the expedited processing of more than 100 guard card applications
- Information and resource sharing to assist with navigating new requirements and procedures

HOW MANY OFFICERS TO HIRE

Armand Adkins, Security Alliance Group

Once a client realizes that there is a need for security officers in their business, home, or event, the next issue they face is how many officers they need to hire. This is one of those questions without a cut and dry answer. The number of officers varies depending on several factors, such as location, number of guests or customers, the purpose of the business or event, and if alcohol is involved. We will take a look at each of these factors before making certain people-to-guard ratio suggestions you can bear in mind the next time you have to answer the question of how many officers to hire. Having the correct ratio is essential to all involved in order to minimize security risks.

Factors to consider

Location: This is the first point to consider, for if the event, business or residential home is located in a troubled area, it would necessarily require hiring more security officers than normal.

Venue: Is it a small or large venue? How many doors or entrances does the venue have? At least one security guard per entrance is rule of thumb. Is the venue one big open space or a closed place with different rooms? The smaller the venue, less officers are needed to cover the space, while the larger the venue, the more officers will be needed.

Number of People: As we'll see later in the suggested ratios of officers to people, the more people, the more officers, while the number of people is closely related to the venue.

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WORKERS' COMPENSATION EXECUTIVE ORDER UPDATE

Shaun Kelly, Tolman & Wiker, CALSAGA Preferred Broker



As you may recall, Governor Newsom signed an executive order on May 6, 2020 creating a temporary, rebuttable presumption that COVID-19 is work-related (industrial) for employees who meet the specific conditions below:

This Executive Order provides that COVID-19 cases for some employees will be **presumed** to be work-related (industrial) if certain conditions are met. This makes it easier for qualified employees to obtain workers' compensation benefits because it shifts the burden onto the employer to prove that injury was not industrial. **Fundamentally, if an employee worked on/after March 19, 2020 at the work location and direction of the employer and tested positive or was diagnosed by a medical doctor, the presumption will apply.**

If the claim form (DWC-1) was filed on/after May 6, 2020, the employer has 30 days to investigate in order to try to challenge the presumption and deny the claim. Otherwise, the claim is presumed compensable. With that said, this presumption is **temporary** as well as **rebuttable**. It only applies as long as the State of Emergency due to COVID-19 exists. Right now, it is set to end 60 days from May 6, 2020 (about July 4, 2020).

Claims (DWC-1) filed after May 6, 2020 which show date(s) of employee's COVID-19 diagnosis between March 19, 2020 and July 4, 2020 have a **REDUCED investigation period of just 30 days**, instead of the usual 90 days. The 30 days starts with the employee's filing of the claim form (DWC-1). If a claim form for COVID-19 was filed before May 6, 2020, those claims are likely subject to the 90-day investigation period.

It is important to know that this presumption will cover claims of a COVID-19 diagnosis for employees working through July 4, 2020. Thereafter, the State Legislature and/or the Governor would have to pass a bill and/or extend the Executive Order to continue this rebuttable presumption after that date.

It is past the July 5, 2020, what now?

Although the presumption expired on July 5, 2020, California Legislature is currently addressing three bills that could potentially extend the order. SB1159 aims to backdate the bill to cover claims filed after July 5 for an employee. We will continue to monitor legislative updates. In the interim, new COVID-19 claims will again be addressed under previous workers' compensation rules.

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LAWSUIT DE JOUR: ADA WEBSITE COMPLIANCE VIOLATIONS

Barry A. Bradley, Esq. and
Mark I. Melo, Esq.
Bradley & Gmelich LLP,
CALSAGA Legal Advisor



In CALSAGA's Annual Conference last October, we warned about the rise in lawsuits based on persons claiming they were denied equal access to the websites of various businesses. As we discussed, the failure to comply with state and federal laws allowing for disabled persons to have equal access to business websites – based on such factors as keyboard navigation, text size, compatibility with screen reader software, etc. – could potentially expose private security companies to state and federal fines, not to mention individual or class action lawsuits.

Just last month, the California Court of Appeal made a decision in one of these cases. In *Martinez v. San Diego County Credit Union*, the Court aimed to help more people with disabilities have access to online businesses and services on their own. In 2017, Mr. Martinez – who is blind – sued his credit union because its official website was not compatible with software allowing him to “read” online content.



Mr. Martinez' software was designed to read special codes on websites and translate their contents into audible speech which could be played on his computer. Mr. Martinez explained that this kind of screen-reading software was “the only method by which a blind person may independently access the internet.”

Mr. Martinez claimed that the Credit Union violated Civil Code Section 51, California's Unruh Civil Rights Act (“UCRA”). The Act requires that all disabled persons be given “equal access” to “public accommodations.” Because other, non-blind customers could arrange for in-person appointments or learn more about banking options through the website, Mr. Martinez claimed he was denied equal access to all of the services that the Credit Union had to offer.

7-POINT SAFETY CHECKLIST FOR SECURITY OFFICERS

Debbie Howlett, TrackTik, CALSAGA Network Partner



The pandemic has impacted virtually every industry in the U.S. including the professional security services industry. Since the start of the pandemic, security officers have been on the frontline, providing essential services in difficult circumstances, increasing their occupational risk of COVID-19 exposure due to their frequent interactions with the public as part of their routine duties.

In California, with increased virus transmissions statewide and rising hospitalization numbers in many communities, the governor has recently reintroduced restrictions to slow the transmission. Affected businesses include

restaurants, bars, movie theatres, family entertainment centers, gyms and fitness centers, zoos, museums, and more. The state will continue to update and issue guidance based on the best available public health data and the best practices currently employed.

For security services companies, a top priority is keeping their workforce safe, especially those who are routinely in contact with the general public. Here's a checklist of safety precautions for security officers to help minimize their risk of exposure.

Recommended Security Officer Precautions for Protecting Against COVID-19

1. **Practice Hand Hygiene.** One of the most effective ways for officers to protect themselves is to wash their hands often (optimally every two hours), for at least 20 seconds. Use proper technique, thoroughly scrubbing your palms and backs of your hands. In some locations, however, soap and water may not always be available, so ensuring teams have access to alcohol-based hand sanitizers with greater than 60% ethanol or 70% isopropanol as active ingredients. Avoid touching your eyes, nose, and mouth with your hands to reduce the risk of exposure from contaminated surfaces.
2. **Provide PPE** (personal protection equipment). To ensure the safety of your security teams, it is highly recommended that security services companies provide safety goggles, disposable nitrile gloves, and masks for security officers who are frequently in contact with the public.

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THE SECRET TO DIFFERENTIATING YOUR BUSINESS FROM YOUR COMPETITION

Anne Laguzza, M.A.,
The Works Consulting CALSAGA
Network Partner



Play or plan?

How you spend August will set the tone for your business' future.

Several years ago, I was challenged by a mentor with this very statement. I was skeptical at first. How could a month typically spent by most of the world cramming in last minute vacations impact my business in such a meaningful way? August is in the middle of the third quarter. Not well-known as the month leaders grind on their goals. But, that is the very reason why August is a game-changer.

If you choose to shift up when other business leaders are shifting down, you will gain valuable momentum toward achieving your goals. Especially now when so many leaders are stuck in survival mode, making the choice to strategize and plan for the future instead will set you apart.

Make the most of August by focusing on three essential areas of your business:

- Re-evaluate and re-establish core values
Your core values as a leader guide your actions and inform how you lead your team. When applied appropriately,

your values can have a powerful impact and contribute to the greater good of your team, organization and community.

Now is a great time to reassess your core values and gauge whether they're the correct fit for your team now and into the future.

The values you re-establish should raise and set new standards, simplify decision making procedures, and clarify communication and expectations. Values like these will focus your actions and support your team in performing well.

- Focus on your differentiator
If a potential client asked you what makes your business different from another, would you be able to answer them? Having a strong answer to this question could be the difference between signing on that client or losing the deal.

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THERMAL IMAGING: WHAT I'VE LEARNED

Tony Unfriend, CSA 360



COVID-19 regulations are causing nearly every industry to adopt new technologies for increased physical health security. The temperature screening of guests and employees at every designated entrance of operational locations is mandatory under reopening plans in most states, as well as by major organizations such as the NBA. For accuracy and speed, many leadership teams are voting to invest in temperature screening technology, such as thermal cameras, to ensure that individuals who actively have a fever are immediately identified, documented, and are turned away for testing to reduce the spread of infection.

Thermal Imaging isn't a new technology; it was first used in the Korean War to aid in nighttime combat, translating body heat energy into light to create visibility. Since that time, the technology has been adopted by first emergency responders and rescue teams, electricians, building inspectors, and more. And now, we are seeing this technology used by Security Teams and reopening businesses and offices to execute plans for no-touch temperature tracking. In some cases, it's coupled with facial recognition for easy no-touch shift clock-in.

At CSA360, we've identified some setup and use best practices to help our clients obtain the most accurate readings and records for their contracts, so I thought I would share this information to assist in this time of new tech adoption.

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7 DE-ESCALATION TIPS FOR PRIVATE SECURITY

Chris Anderson, Silvertrac Software,
CALSAGA Network Partner



Keeping people and property protected is the most important service that private security provides.

In any tense situation where there's potential for violence, de-escalation needs to be the priority, not just one of many options. To make sure this happens, your entire security operation needs to be on the same page about how to respond to and de-escalate tense situations.

This article will cover some basic strategies your security guards can use to keep tense situations calm and prevent violence or injury.

1. Escalation Warning Signs
2. Steps to De-Escalation
3. What Not to Do in Threatening Situations

Once you start implementing these strategies in your operation, training your officers on them should be the highest priority. Well-trained guards, supervisors, and managers will be able to better execute de-escalation strategies.

Escalation Warning Signs

In the private security industry, there's a good chance your security guards will be in potentially dangerous situations. That's why having strong situational awareness is incredibly important.

Here are some of the most common warning signs that a person might escalate a situation in the field:

- Direct threats
- Bragging about previous violent encounters
- Yelling
- Extensive profanity
- Violating security guard's personal space
- Finger pointing
- Heavy breathing/flaring nostrils
- Making fists

These are the most obvious signs that a situation could escalate. But there are less obvious signs that are just as common:

- Higher tone of voice
- Laughter at odd/inappropriate times
- Refusing to make eye contact
- Tensing body

Making sure that your security guards who work in the field are aware of these warning signs. It will make dealing with dangerous situations that much easier.

[CLICK HERE TO CONTINUE READING](#)

CALSAGA staff and Board of Directors were very sorry to learn of the passing of Andy Paterson in June.


Mr. Paterson was the President of CALSAGA member company GSSI, Inc. and was serving as the Regional Vice President of ASIS Region 1D. He had served the security industry since 1986.

We offer our sincere condolences to all of his family, friends and team members.



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COVID-19 AND EMERGING SECURITY RISKS

Tory Brownyard, Brownyard Group



Earlier this year, I wrote about how a hardening market for security insurance was going to have a pronounced effect on the industry. What I did not — and could not — anticipate was the impact of a pandemic, global civil rights protests and inner city looting across the country.

It has been heartening to watch how the security industry has responded. Security firms did not hesitate to change their policies and procedures to protect officers. If they had hesitated, we may have seen more guards fall ill with COVID-19. Yet many still have questions about what this all means for them, particularly when it comes to insurance and liability. Let's review the issues.

COVID-19

As was the case for many industries, early stages of the pandemic brought much uncertainty to security. It was unclear where officers would be needed most, and many expected that firms may struggle as schools, shopping centers and public spaces were shut down. Security companies acted fast to protect their staff and figure out what their clients needed most in these difficult times which is why the industry hasn't been hit as hard as might be expected. COVID-19 has highlighted a greater need for security officers, as well as their versatility.

While we saw an expected decline in business in some sectors and regions, we have also seen many security firms adapt to changing business needs and even reinvent themselves in response to COVID-19.

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The Californian: The Quarterly Newsletter of CALSAGA.



CALSAGA has distributed over 100,000 masks to member companies. We appreciate the efforts of our members and their officers and want to do what we can to assist in staying safe.

WHY YOUR SECURITY COMPANY NEEDS EASILY ACCESSIBLE SOFTWARE

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Drastic economic shifts can happen with little or no warning. When they do occur, your security business needs to be able to stabilize operations. One thing to help keep your business operations stable, efficient and streamlined is a technology solution. When implemented and leveraged correctly, a holistic software solution tailored to your business' industry can ensure your company weathers the impact of an economic change.

As recent global emergencies have shown, having access to your company's data, workforce management solutions and messaging capabilities are crucial to maintaining uninterrupted operating procedures.

Global access

The first step in having a software solution that can be an asset during times of instability is making sure your software solution can be accessed from anywhere, at any time.

Guards, front- and back-end staff and even C-suite executives need access to the right tools at any given moment. It's crucial to optimize workforce management through a holistic software solution so employees working remotely have global access to files,

data and other day-to-day information needed to keep your business running smoothly.

This is possible with cloud-based, mobile software. Even during stable working conditions, an industry-specific cloud-based software as a service (SaaS) tool can foster connectivity, productivity and workforce efficiency by being accessible via the web rather than localized installations.

Vendor-provided infrastructure

One of the benefits of implementing a SaaS solution is your service provider should shoulder much of the day-to-day infrastructure of your software solution, whether that be maintenance and patches, released product upgrades or automated data back-ups.

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