

# *The Californian*

## *The Quarterly Newsletter of*



*February 2021*

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## **BSIS Compliance & Audit**

It's not just BSIS you should be worried  
about - Hints to Avoid Getting Sued

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## PRESIDENT'S REPORT

David Chandler, CALSAGA President

**T**hank you for reading this edition of *The Californian: The Quarterly Newsletter of CALSAGA*. We are proud to bring you this newsletter full of quality content that you need to run your business profitably and efficiently. In this edition you can learn about proposed Use of Force Training for security officers, COVID leave and regulation, streamlining processes and more.

If you haven't yet registered for [Security University Lite Webinar: BSIS Compliance & Audits](#), I encourage you to do so! It isn't just the BSIS that you need to be worried about; this webinar will provide you with tips and information to help your company prevent being sued.

Congratulations are in order! At the January meeting of the CALSAGA Board of Directors, the board appointed Manuel Jimenez and Conrad Levoit to the positions of Directors-At-Large for the 2021 - 2022 term.

Please save the dates for the 2021 CALSAGA Annual Conference October 19th - 21st. The event is scheduled to be held at Agua Caliente in Rancho Mirage, CA. Our staff and Board of Directors will continue to monitor the status of the ongoing pandemic and vaccine distribution. Should the conference need to be moved to a virtual format, attendees can still expect to receive relevant content.

Thank you for your continued support of the association.

Be Safe,



David Chandler with CALSAGA Program Manager Kris Smidt (left) and Association Manager Kate Wallace at the 2019 CALSAGA Annual Conference Awards Dinner

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## REGULATION CORNER

David Chandler, CALSAGA President

The Bureau of Security & Investigative Services recently began offering a weekly email list of Guard Card suspensions and revocations. [Click here to sign up to receive the weekly emails.](#)

The BSIS recently announced that licenses would be expedited for Refugees, Asylum Seekers, and Holders of Special Immigrant Visas. The implementation of these expedited licenses applies to all boards and bureaus under the Department of Consumer Affairs as directed by the passing of AB 2113. BSIS Chief Lynne Andres advises that she does not expect the volume of applications for expediting to affect the processing operations.

BSIS Chief Lynne Andres reported last month that the response time for messages to the BSIS General Inbox is now 24 hours on average. [Click here for information on contacting the BSIS.](#)



# ASSOCIATION MANAGER REPORT

Kate Wallace



Happy 2021! I hope that the new year is off to a profitable start for your business. This begins the fourth year of

*The Californian: The Quarterly Newsletter of CALSAGA.* All editions are available for review. If you've missed anything, I encourage you to go back and review.

We recently rolled out updates to our Sexual Harassment Training as well as members' ability to generate reports for Sexual Harassment Training that has been assigned to employees and supervisors. [Click here to learn more about the training update.](#) See [page 10 of the Instructions for the Training Database](#) for information on generating reports.

The CALSAGA Charitable Foundation website has been expanded so that financial contributions may now be made online. The CALSAGA Charitable Foundation was established for the benefit of the employees and family members of CALSAGA member companies. The Foundation's purpose is to provide financial support for college education and continuing professional education, as well as providing financial assistance to those CALSAGA members, member employees, and their families who suffer severe injuries or casualties.

[Click here to make a help us help security professionals in need.](#)

[Click here to learn about the CALSAGA Charitable Foundation Scholarship Fund](#)

[Click here to learn about the CALSAGA Charitable Foundation Memorial Fund](#)

## Announcing a New Monthly Legal Subscription Program For CALSAGA Members

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# AB 685: WHAT YOU NEED TO KNOW

Shaun Kelly, Tolman & Wiker, CALSAGA Preferred Broker



Happy New Year to Everyone,

Hope everyone is doing well considering the changes we have all had to endure personally and professionally as the result of COVID 19.

More change is coming in 2021 and we want to share with you information regarding AB 685 that was signed into law by Governor Newsom. It feels like the requirements for reporting COVID claims overlap and always fall on the back of the employer, and they do. Personally, it is difficult to stay up on all of the requirements and navigate through them all. The COVID-19 incident rates remain high in California and we are being required (AB 685) to provide written notifications to all employees and employers of subcontractors that may have been exposed to COVID-19. Besides the new notification rules, the new law also includes enhanced temporary CAL/OSHA authority.

We are sharing with you an overview of AB 685 and sample notification letters. Please note that the template letters should be reviewed by your legal counsel and modified for your business.

How employers go about implementing the requirements of AB 685 is the responsibility of each employer. Our effort is to inform and make you aware of the new law.

If you happen to receive a letter from one of your clients notifying you that as their subcontractor, they are notifying you that your employees may have been exposed to COVID-19. This brief overview will allow you to understand why your client sent you the letter (See Notice to Subcontractors).

Please let us know if you have any questions and please be safe out there.

**CLICK HERE TO DOWNLOAD AB 685 TEMPLATES**

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## NEW FEDERAL RELIEF BILL LETS EMPLOYERS OFF THE HOOK: FFCRA COVID-19 PAID LEAVE OBLIGATIONS HAVE EXPIRED

Ki Lin Tay, Esq. and  
Jaimee K. Wellerstein, Esq.,  
Bradley & Gmelich LLP,  
CALSAGA Legal Advisor



The Families First Coronavirus Response Act of 2020 (FFCRA), the first ever paid leave of absence law to be enacted on a national level, mandated that certain employers provide emergency paid sick leave and expanded paid family and medical leave to eligible employees experiencing COVID-19-related issues. The FFCRA was passed in March of 2020 in the face of the COVID-19 health crisis, and seemingly just as quickly as it was enacted, it has come to an end.

On December 21, 2020, Congress opted not to extend FFCRA paid leave obligations beyond 2020, leaving the FFCRA to expire as planned on December 31. As a result, employers are no longer obligated to provide FFCRA paid leave to employees, despite the common belief that these entitlements would be extended into 2021, to maintain some level of paid leave benefit while the world



continues to fight the COVID-19 pandemic.

The subject of paid leave, however, was not entirely abandoned by the federal government. On December 27, 2020, the federal government signed its latest COVID-19 stimulus bill into law. The Consolidated Appropriations Act of 2021 allows employers – on a voluntary basis – to continue to provide paid leave entitlements through March 31, 2021 in exchange for a payroll tax credit.

With all of the ongoing changes in the COVID-19 legal landscape, what does this mean for employers?

**FFCRA Paid Leave Obligations Expired on December 31, 2020, But Expanded Tax Credits are Available Through March 31, 2021**

As of December 31, 2020, employers with fewer than 500 employees are no longer required to provide FFCRA COVID-19 paid leave benefits to employees. This includes both emergency paid sick leave (EPSL) and paid childcare leave under the Emergency Family and Medical Leave Expansion Act (EFMLEA).

**[CLICK HERE TO CONTINUE READING](#)**

# WHY YOUR SECURITY COMPANY SHOULD BE TAKING ADVANTAGE OF WOTC FILING

Jeff David, Team Software, CALSAGA Network Partner



Understanding the Work Opportunity Tax Credit and how to apply it to your business could mean significant savings on your labor costs.

When labor is your top expense, like it is in the contract security industry, anything you can do to control those costs is going to have a positive impact on your bottom line. Even though your labor costs may increase, you can't just increase prices for your customers when they can easily find another service provider

willing to charge less. One way to help offset labor costs is through the Work Opportunity Tax Credit (WOTC) program.

WOTC is a U.S. federal tax credit designed to promote the hiring of individuals from certain groups who have faced significant barriers to employment. When an employer hires a qualifying employee who meets WOTC criteria, they can claim a federal tax credit against the employee's paid wages. According to the Department of Labor, over two million WOTC certifications were issued in 2019.

While it may sound simple, there is a learning curve to understanding all the complexities of the program. Here is a quick overview to help you get started with WOTC.

## Which of Your Hires are Eligible?

The first step to understanding WOTC is having a basic understanding of who's eligible for the program. Under WOTC guidelines outlined by the IRS, qualified groups include:

- Qualified veterans
- Ex-felons
- Qualified long-term unemployment recipients
- Supplemental Nutrition Assistance Program (SNAP) recipients
- Qualified IV-A recipients
- Designated Community Residents (DCR)
- Vocational Rehabilitation Referrals
- Summer Youth Employees
- Supplemental Security Income (SSI) recipients
- Long-term family assistance recipients

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# HOW EVERY SECURITY COMPANY CAN GROW THROUGH ADDING NEW SERVICES

Chris Anderson, Silvertrac Software,  
CALSAGA Network Partner



No matter what stage a private security company is in, growth is a primary goal. The simple answer to growth is winning more contracts. But that is never as simple as it sounds.

There are a lot of methods to secure more contracts as a security provider and it's helpful to consider them. But one of the most effective ways is to diversify the security services that you offer.

It's clear that security services are not one-size-fits all. Potential clients will be looking for services that fit their specific wants and needs. So how do you add services to your operation that will win you more bids so you can grow year after year?

1. Know what security services are in high demand
2. Learn how to effectively add services based on your current size

If you read this article and still want more resources, check out the day 2 keynote speech from the Virtual Physical Security Summit. Steve Vitale talks all about how to incorporate new security services into your operation.

## Types of Security Services to Add

Knowing what specific services potential clients want will help a lot as you start to consider which services you should add to your operation. For example, 2020 changed the physical security industry dramatically and many security clients want things like remote guarding services or security guards trained in de-escalation tactics.

With that in mind, take a look at these 5 services that show big potential for growth in the industry.

### 1. Security Risk Assessments

Risk assessments are a service that every security company should offer no matter what size or stage they are because they affect the rest of your service offerings.

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# WHO AND WHAT ARE YOU PROTECTING? CONTRACTS AND SECURITY RISK MANAGEMENT

Tory Brownyard, Brownyard Group



This time last year, I wrote about how security insurance was entering a hard market, in which underwriting guidelines become stricter and insurance premiums rise. At the time, I never suspected that a tragic, once-in-a-lifetime pandemic would outweigh or complicate all industry trends and predictions. However, many of those very trends have reinforced the importance of tried-and-true risk management practices, particularly contracts.

Over the past year, the security industry, like all industries, has had to react and respond to the coronavirus pandemic. Security officers were tasked with responsibilities typically reserved for police officers or medical personnel (i.e., crowd control, COVID-19 screenings). As a result, private security is in demand.

When business is expanding, it can be tempting to skim through contracts or quickly sign one provided by the client. Often the contingencies against which contracts are meant to protect seem abstract or distant. However, from a risk management perspective, they can do the very practical work of clarifying roles, transferring risk and mitigating liabilities.

Security firms and their clients can define post orders for guards in contracts, which is particularly important as guards are asked to take on new roles due to the pandemic or social unrest.

[CLICK HERE TO CONTINUE READING](#)

# COVID-19 SECURITY RISKS AND SAFETY PRECAUTIONS SECURITY OFFICERS NEED TO KNOW

Armand Adkins, GuardsLink

2020 will forever be remembered in history as the year a pandemic forced the world to pause. As we have reached the development of a vaccine, reports from health organizations worldwide predicted the elevated infection levels we are seeing as we enter into the new year. This means that COVID-19 will continue to heighten not only health and life risks globally, but also business and property risks. Since protecting life and properties from risks are the fundamental duties of security officers, that means they are the ones in the front line of defense. In this article, we will discuss the security risks security officers need to know about COVID-19, and steps to take as security companies and individual security officers..

## Security Risks To Beware

### Protective Gear

The respiratory virus is one that spreads through contact. For this reason, governments have mandated anyone intending to go out in public to wear some form of protective gear covering their mouth and nose. In a bid to comply, everyone is now going around with a mask, gloves, and other identity obscuring wearables, which makes it difficult to correctly identify an individual when necessary.

The use of face coverings create two immediate issues for security officers. First is the issue of identification.

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# LONE WORKERS: STAYING CALM IN THE EYE OF THE STORM

Debbie Howlett, TrackTik  
CALSAGA Network Partner



With tensions at an all-time high right now, it's important to ensure that our frontline security officers remain as calm, cool, and collected as possible during these difficult and trying times. One of the best ways a security company can ensure the safety of their security teams, and especially lone workers, is to equip them with the very best tools to support and protect them. Ensuring the safety and well-being of your security officers also confirms your commitment that as a security company you are complying with your health and safety obligations towards your security personnel.

California, like many states across the U.S., is under a statewide order issued by California's governor requiring people to wear face coverings while entering most indoor settings to prevent the spread of the coronavirus. But across the U.S., face masks have become a topic of hot debate, with some parts of the population flat-out refusing to wear masks while others argue that masks could save lives.

## Flashpoints

As a result, there have been several instances of violence against security officers for enforcing safety policies across the country.

In Flint, Michigan, a security officer was fatally shot after telling a customer to wear a state-mandated face mask. The officer was simply doing his job by upholding the governor's executive order related to the Covid-19 pandemic for the safety of store employees and customers.

In Chicago, two sisters were charged with attempted murder after they attacked a security officer in a shoe store who told them to wear face masks and use hand sanitizer.

Another security officer, this time in Van Nuys, California, walked away from a fight with a broken arm after two men refused to wear masks inside a Target store.

## Risky Work Environments

As more major U.S. retailers require their customers to wear face masks, store employees are often being confronted by unreasonable and sometimes violent customers who refuse to comply with the mask mandates. In August, Stuart Appelbaum, president of the Retail, Wholesale and Department Store Union, asked companies to hire security staff to enforce a store's mask policy instead of burdening employees with the task.

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## LEGISLATIVE UPDATE

Kate Wallace, Association Manager

In January Assemblymember Chris Holden introduced Assembly Bill 229 which would require the development of Use of Force curriculum for the private security industry. Among other topics the training would include active shooter situations; implicit and explicit bias and cultural competency; mental health and policies. The current draft of the bill would make the Use of Force module mandatory. Weapons of Mass Destruction would no longer be required and could be offered as an elective module. The Bureau of Security & Investigative Services is working with Assemblymember Holden's office on continued development of the bill. The BSIS will soon be assembling an expert panel to assist with the drafting of the new curriculum. We will keep members updated as AB 229 progresses through committee. Should this legislation pass, new requirements would not take effect until 2022.

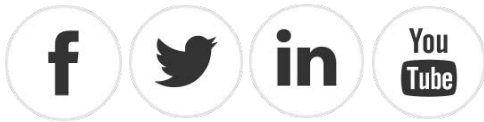
**The CALSAGA Board of Directors recently appointed two Directors-At-Large for the 2021 - 2022 term. Congratulations to Manuel Jimenez & Conrad Levoit III.**

**Interested in getting involved with CALSAGA? Join the Training Committee or the Ambassador Committee. Email Association Manager Kate Wallace.**



# PHYGITAL EXPERIENCES IN THE SECURITY INDUSTRY

Tony Unfriend, CSA 360



The security industry has been changing at a rapid pace. New technologies are appearing daily and 2020 was the year to adapt to change or become extinct. One newly accepted but not a real new experience we are having in the Security industry is Phygital. What is phygital? Pronounced like fidge-ital, Phygital is the blending of the best parts of digital and physical experiences to create the best customer experience. This has been around for years, but 2020 has made it much more obvious and brought us even new necessities.

With what 2020 brought to us, we have a new way of operating. Many people have installed kiosks to handle visitors and check them into buildings while other people have used thermal imaging to effectively monitor guest and employee temperature from a safe distance. RFID cards and mobile apps for entry and pre-screening are becoming commonplace. These phygital experiences help guests and employees feel safer as they are practicing social distancing and that presence of extra technology can provide an added feeling of security.

Using programs like text and push notification that allow your clients and guests to communicate with your team while an incident is occurring provides your clients and guests with the means to have a say in the environments in which they live, work, and play. It is a phygital experience combined with the right technology that can help create a better experience for everyone and allow your team to effectively deal and be prepared for any threat or situation.

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## Technology for what's next.



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**Missed something? It is easy to get caught up! Click here to check out past editions of**  
***The Californian: The Quarterly Newsletter of CALSAGA.***

# HOW TO STREAMLINE YOUR SECURITY COMPANY'S PROCESSES WITH SCHEDULING SOFTWARE

Jody Stier, Team Software  
CALSAGA Network Partner



Integrating your scheduling and payroll processes enhances your operational efficiency, directly benefits employees and preserves thin profit margins.

It's no surprise to anyone who manages a contract security company that overseeing a distributed workforce is not only complicated, but also costly. You have multiple teams spread out across multiple sites, and you're busy staying on top of shifting expectations, requirements and regulations. Every overtime hour clocked by one of your guards eats into your already thin margins since service level agreements (SLAs) often prevent you from passing overtime and excess payroll costs onto your clients. And even when you can pass on that cost, doing so can negatively impact your customer's satisfaction with you as a service provider.

One thing that can have a noticeable impact on your bottom line while allowing you to elevate the customer experience is using an industry-specific security company scheduling software. Here are three ways the right technology can improve the efficiency

and effectiveness of your guard scheduling.

## Integrate Scheduling with Payroll

When managing things like multiple data sources, paper timekeeping and other manual processes, it's easy to make mistakes and not always know it. One of the surest ways to reduce errors that could be costing you time and money is to move your scheduling and payroll processes to one integrated system. With a single source of data, scheduling is handled more effectively, and the information needed to process payroll accurately is already in the system. Streamlining has the potential to cut your payroll processing time by 90%, saving you significant amounts of money and time.

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