

FEBRUARY 2025

THE CALIFORNIAN

THE QUARTERLY
NEWSLETTER OF



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PRESIDENT'S REPORT

DAVID CHANDLER, CALSAGA PRESIDENT



Welcome to the Q1 edition of The Californian: The Quarterly Newsletter of CALSAGA. Our thoughts are with those of you affected by wildfires. Our staff has compiled a list of resources that may be helpful: [Resources for Those Impacted by Fires](#)

I am personally conducting a review of the Business & Professions Code to ensure that no changes have been made by legislation without our knowledge. We will make you aware of information that you need to know.

The Association will host Security University in Irvine on March 11th - 12th. Registration is open now. New for this year - there are a certain number of spots reserved for those who have never attended Security University in the past! Additionally, we are increasing the number of sponsors exhibiting at the event. Attendees will be able to connect face-to-face with companies that provide goods and services specifically for PPOs and training facilities! [Register for Security University in Irvine March 11th - 12th](#)

I encourage you to register for [Coffee Chat: Mental Health Matters - Supporting the Security Workforce and Protecting Those Who Protect Us](#). This virtual event is free for employees of CALSAGA member companies and hosted by the CALSAGA Ambassador Committee. If you're looking for a way to be more involved in the association, [consider joining the Ambassador Committee](#).

Thank you for your continued support of CALSAGA and thank you for electing me as your President for another term.

A handwritten signature in black ink, appearing to read "DCC", written in a cursive style.

Stay safe,
David Chandler

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DAVID CHANDLER, CALSAGA PRESIDENT

As you may know, starting this year, the PPO Qualified Manager's license (PPQ) must be renewed every two years as required by AB1244. The renewal fee is \$225. We are awaiting further instruction from the BSIS regarding the ability to renew via BreZE. In the interim, we encourage you to check your BreZE account to find out your expiration date. Additionally, the PPQ must be displayed below the PPO license in a location which is visible by the public. For each branch the PPQ must be displayed under the PPB license which must be displayed under the PPO license.

Don't forget that the BSIS is now enforcing the requirement that the 8 hours of Annual Continuing Education must include 2 hours of review of the appropriate use of force topics as set forth in section I.B. of the Appendix of the Powers to Arrest manual. The interpretation of the association is that the 2 hour refresher does not need to be in person so long as the sections covered are not required to be in person as specified in the law. The following sections are not required to be in person: Legal Standards for Use of Force, Duty to Intercede, Supervisory Responsibilities, Implicit & Explicit Bias and Cultural Competency, Skills including De-Escalation Techniques to Interact with People with Disabilities or Behavioral Health Issues, Mental Health and Policing.



Sessions:

- BSIS Compliance
- Financial Responsibility & Management
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REGISTER
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March 11th - 12th
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The Police Credit Union will refund ATM surcharges up to \$3.00 per out of network ATM transaction. You must have a TPCU Checking Account in good standing and a Direct Deposit posted to your Checking monthly. ATM Access Only.



NEW CALIFORNIA LAWS FOR 2025 FOCUS ON CANNABIS CAFES, PARKING RULES, RETAIL THEFT, AND LAWSUIT REFORM

**BARRY A. BRADLEY, ESQ., BRADLEY, GMELICH + WELLERSTEIN,
CALSAGA LEGAL ADVISOR**

Governor Gavin Newsom signed more than 100 bills last year that went into law January 1st. Now that we're through the New Year festivities and reality has set in, here are a few of the highlights that may impact you in both your personal and professional life.

Huh? Coffee Shops Don't Necessarily Sell Coffee Anymore?

With the legalization of cannabis cafes in California over the past decade, those business owners were forbidden from selling food prepared on the premises. Well, the munchies have won. Thanks to [AB 1775](#), the Coffee Shop scene will be similar to those in Amsterdam. Yes, soon patrons will be able to imbibe their weed-related products, and then eat food prepared on the premises when the munchies set in. Local jurisdictions can also now allow for live music and other entertainment to create a true dining night out experience.

Now You See Me! A New Law Prohibits Parking Close to Crosswalks

Crossing a crowded street just got a bit safer. Thanks to [AB 413](#), parked cars that block a driver's sightlines from a pedestrian will now get a big fat ticket. It is now illegal to park a vehicle within 20 feet of the vehicle approach side of any marked or unmarked crosswalk or within 15 feet of any crosswalk where a curb extension is present. The typical fine for this type of parking violation is \$250. Ouch!

Changes To Driver's License Requirements on Job Postings

In a groundbreaking move, California has reformed its employment practices by limiting when employers can require a driver's license from job applicants. As part of [Senate Bill 1100](#), a new mandate prohibits the inclusion of driver's license requirements in job postings unless driving is an essential function of the position. Employers are to consider whether alternative transportation methods, like ride-hailing, carpooling, biking, or walking, could reasonably meet job needs without incurring extra time or cost for them.



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ENSURING SECURITY GUARD SAFETY IN POST-APOCALYPTIC FIRE ZONES



SHAUN KELLY & JOHN KOSKINEN , ASSURED PARTNERS,
CALSAKA PREFERRED BROKER

Happy New Year from us! Here is some relevant safety information for you to consider.

With the Palisades and Eaton fires consuming tens of thousands of acres in Los Angeles, the need for security has never been greater. As an insurance broker, it's crucial to prevent workers' compensation claims and auto incidents by ensuring the safety of security guards in these hazardous environments.

We've observed an increase in workers' compensation claims related to injuries sustained while patrolling fire zones. The top concern is air quality, followed by contact with hazardous waste. To mitigate these risks, here are some essential safety measures:

1. Ensure guards have flashlights: Due to power outages, it's vital that guards are equipped with reliable flashlights.
2. Monitor air quality and provide PPE: Regularly check air quality and ensure guards are wearing appropriate personal protective equipment (PPE).
3. Review and equip guards with PPE: Create a list of necessary PPE and review it with your guard staff. Recommended items include N95 masks or respirators, flashlights, first aid kits, whistles, patrol vehicles with at least $\frac{3}{4}$ tank of gas, car phone chargers, and fire extinguishers.
4. Ensure guards have guard cards: Make sure staff have their guard cards ready to show law enforcement.
5. Review post orders and SOPs: Go over your post orders and standard operating procedures (SOPs) related to fires.

In the event of Red Flag Warnings, send out notices to guards on duty and remind them of the safety tools and procedures to follow in case of a fire, mandatory evacuation, or voluntary evacuation. As an owner, your number one job is to keep security staff safe and prevent injuries and accidents.



THE SECURITY INDUSTRY'S NEED FOR EARNED WAGE ACCESS

RYAN FAITH, TEAM SOFTWARE BY WORKWAVE, CALSAGA NETWORK PARTNER

Even as the security industry works to improve its hiring rates, the labor market remains challenging for companies with distributed workforces.

A major problem? High employee turnover.

To mitigate this significant staffing issue, security companies must consider the value of strong retention programs and look at options that provide employees with additional benefits – like earned wage access.

What is Earned Wage Access, and why is it helpful?

Earned wage access provides a way for employees to receive pay for hours they have worked, without waiting for the next scheduled payday. This seemingly minor perk has proven to be an impactful benefit, with one security company attributing it to helping them earn a Great Place to Work Certification.

According to Bankrate's 2024 Annual Emergency Savings Report, a staggering 59% of Americans are uncomfortable with their level of emergency savings. Another 93% of hourly workers find that managing their finances is stressful, with 71% saying that stress has a negative impact on their mental or physical health, according to PwC's 2024 Employee Financial Wellness Survey. That same report discovered that one in three full-time employees say that money worries have negatively impacted their productivity at work.

As the traditional paycycle can unfortunately leave employees feeling financially vulnerable, this benefit gives your employees control over their finances and a way to easily reduce stress. , this can improve their mental and physical health and helps promote improved productivity, which can increase operational efficiency throughout your business.



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DON'T BE CAUGHT OFF GUARD: AVOID SURPRISE RESIGNATIONS WITH STAY INTERVIEWS

ANNE LAGUZZA, THE WORKS CONSULTING, CALSAGA NETWORK PARTNER

Picture that one employee who you can always count on. They have a positive attitude and regularly perform at the highest standards. Everyone on the team likes working with them, too.

Now imagine, sitting down at your desk on a seemingly uneventful Tuesday morning only to open your email and find a resignation letter from that employee. You're immediately confused and feel panicked. All you can think about is how you have to now scramble to keep them. Unfortunately, in my decades of experience in Human Resources, it is too late. It's unlikely that anything you do at this point will retain that employee.

This situation is very common for leaders, but it is avoidable.

“ **The most effective strategy to avoid this shocking moment and increase retention is for leaders to conduct stay interviews.** ”

What is a Stay Interview?

Most commonly, leaders conduct interviews only during the hiring process and when someone leaves the company. Stay interviews are conducted by leaders at scheduled intervals with their direct reports throughout their employment. Stay interviews are proactive, one-on-one conversations between a supervisor and their

direct reports where the supervisor essentially checks the temperature of the employee.

The feedback collected during the stay interview provides leaders with the opportunity to know well in advance if there is anything prohibiting that team member from doing their best work and provide solutions before the person considers looking elsewhere for employment (and definitely before they give their notice).

How do leaders conduct Stay Interviews?

Stay interviews are most effective when leaders schedule them at regular intervals throughout the year with their direct reports. Start with scheduling 2 stay interviews a year with your administrative team and supervisory teams individually.

Leaders should also consider scheduling stay interviews during times of internal transitions or changes and when external events may impact employee morale and productivity.

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Paycheck Summary
May 31, 2024
Net pay \$1,180.48

Wages	\$1,360.00
Compensations	\$200.00
Deductions	\$0.00
Taxes	\$379.52
Net Pay	\$1,180.48

Check #1478

View paycheck details
View statement

Home

Punch Timesheet
01/01/2025
You've clocked in
07:48:50
of 8.00 hrs

2590: 3:14 PM → In Progress
4:38 PM → 5:15 PM
6:13 PM → 6:40 PM

Home Time
Clock out



Learn more about what's to come in 2025

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THE IMPORTANCE OF TIMELY ACA COMPLIANCE IN THE SECURITY INDUSTRY

JORDAN WALLACH, BELFRY SOFTWARE,
CALSAGA ASSOCIATE MEMBER

As the new year begins, Affordable Care Act (ACA) compliance is a top priority for security firms employing 50 or more full-time equivalent employees. With strict deadlines for filing annual tax and benefits documentation, this is the time to ensure your organization avoids costly penalties and time-consuming audits.

To give you a better idea of the potential costs, failure to offer insurance has a penalty of \$2,970 per employee, failure to offer affordable insurance skyrockets to \$4,970 per employee, and failure to provide coverage notice can cost a firm owner \$100 per employee, per day.

The extreme fluctuation of hours worked by security officers month-to-month can make staying ahead of ACA requirements especially crucial. In this case, the best way to ensure ongoing compliance is proactive management.

Automation tools simplify compliance tasks, providing firms with the confidence to seamlessly navigate complexities. Tools offered by an all-in-one security platform like Belfry help with:

- Full-Time Status Determination: Belfry tracks employee hours in real time, identifying those eligible for health insurance and ensuring timely offers of coverage.



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SB 525 UPDATE

Beginning on October 16th, 2024, health care workers are eligible to receive the higher minimum wage.

FAQ HEALTH CARE WORKER MINIMUM WAGE

IS YOUR SECURITY COMPANY READY FOR THE CALIFORNIA HEALTHCARE WORKERS MINIMUM WAGE INCREASE?

COFFEE CHAT

Hosted by the CALSAGA Ambassador Committee



MENTAL HEALTH MATTERS: SUPPORTING THE SECURITY WORKFORCE & PROTECTING THOSE WHO PROTECT US



TUESDAY, FEBRUARY 11TH



10:00 AM

RSVP REQUIRED



MEMBER SPOTLIGHT

SHELA BORR, CALSAGA AMBASSADOR COMMITTEE CO-CHAIR

This quarterly edition of the CALSAGA Membership Spotlight is presented by our Ambassador Committee Co-Chair with the goal of introducing herself as the new author of our quarterly spotlight, aimed to focus on new CALSAGA member companies:



My name is Shela Borr, and I serve as the Director of HR at Armorous. I am also proud to be the co-chair of the CALSAGA Ambassador Committee, where I have the opportunity to highlight outstanding companies in the security industry. As I begin writing these spotlights for the Californian, I'd like to take a moment to introduce myself and share a little about the company I represent.

At Armorous, our mission is clear: to be recognized as the best security employer in California, with 1,000 officers by 2027. We believe that providing world-class security starts with taking care of our people, ensuring they have the resources, training, and support to protect what matters most.



Armorous is known for going the extra mile - not just for our clients, but for our employees as well.

Our commitment to a world-class culture has earned us prestigious accolades including Best of North Bay Gold Award for Security, and the International Award for Excellence from the IMA - a recognition typically reserved for Fortune 500 companies.

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NOMINATE YOUR COMPANY FOR THE NEXT MEMBER SPOTLIGHT!

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PUT DATA TO WORK FOR YOUR BUSINESS

DAVID LIBESMAN, TEAM SOFTWARE BY WORKWAVE,
CALSAGA NETWORK PARTNER

Data has become increasingly important in business, as major companies are devoting more time and energy into tracking, finding and understanding how to make informed decisions. With data, businesses have the power to expose inefficiencies, highlight opportunities, shed light on customer trends and improve daily operations.

Companies that use data properly have the power to turn valuable information into hard stats or raw analytics that provide insights that can increase profitability. Though the security industry has its nuances, business owners can take steps to gain an edge over competitors.

Placing value on data

Without careful processing in the correct context, data can appear unorganized at first glance. Data must be organized and interpreted to have tangible value and then communicated effectively to ensure that insights can be obtained even from professionals unfamiliar with raw data to put the information into context.

Data pertaining to service costs, market conditions and labor requirements can offer insights into how much a customer is willing to charge for security services. Activity data related to schedules, service

completions and performance can help denote quality workers who may be ready for additional responsibilities.

“

Operational data that focuses on tracking response times, team productivity and measuring assessments can help optimize operations.

Turning data into insights

Because companies have the power to access deep insights and drive significant business value when their data is accessible and integrated, it must be transformed into information. After data is collected and gathered from various sources, it must be reviewed and assessed for accuracy, curated and normalized before it can be utilized as actionable information.



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KEITH ORINGER
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THE HEARTBEAT OF YOUR OPERATIONS: THE IMPORTANCE OF YOUR DISPATCH TEAM

ADELYNN CAMACHO, GUARDIAN SECURE SOLUTIONS LLC,
CALSA GA ASSOCIATE MEMBER

Running a Private Security Company isn't just about being vigilant—it's about staying ahead to provide exceptional service.

The workflows of your Operation's Team are the heartbeat of your organization, and failure to effectively plan the workflows will result in failure of the Operations. If you run an exceptional Internal Dispatch Center, your workflows must be clear, concise, and without any "grey" areas.

But where do you start?

Selecting a stellar team and setting them up for success before you even launch your Dispatch Center or Security Operations Center (SOC) is step 1. Dispatching is a far more demanding position than most expect, and not one to take lightly or hire quickly. This type of role requires a special individual who has a natural ability to multitask, remain calm under pressure, and help others stay calm.

Your dispatch team and operators should be fully trained on standard dispatching protocols before their first day of live action. The development of protocols and procedures is a lengthy process that must be thought out completely, prior to hiring your team.



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