

An Overview of Public Safety's Training Initiatives

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Diversity Mission Statement:

Under the direction of the Vice President for Public Safety, the Department of Public Safety is committed to maintaining a safe, open and diverse campus where the safety of all is paramount while the rights of all are respected.

The Department's Training and Development Team has collaborated with University Stakeholders in the development of its Diversity and Inclusion curriculum, which ensures members of the department receive training that is progressive, inclusive, and in alignment with Columbia University standards and industry best practices.

Training Expertise:

- The Department of Public Safety Training & Development is an accredited New York State Department of Criminal Justice Services Instructor Development Course Training School and NYS DCJS Security Officer Training School

Certifications:

- New York State Department of Criminal Justice Services Master & General Topic Instructors (NYS DCJS)
- American Heart Association Certified CPR/AED Instructors
- New York City Department of Health Naloxone Instructors
- Instructor Certifications from the Federal Emergency Management Agency
- Instructor Certifications from the Department of Homeland Security – Risk Assessment for Critical Infrastructure



American
Heart
Association®



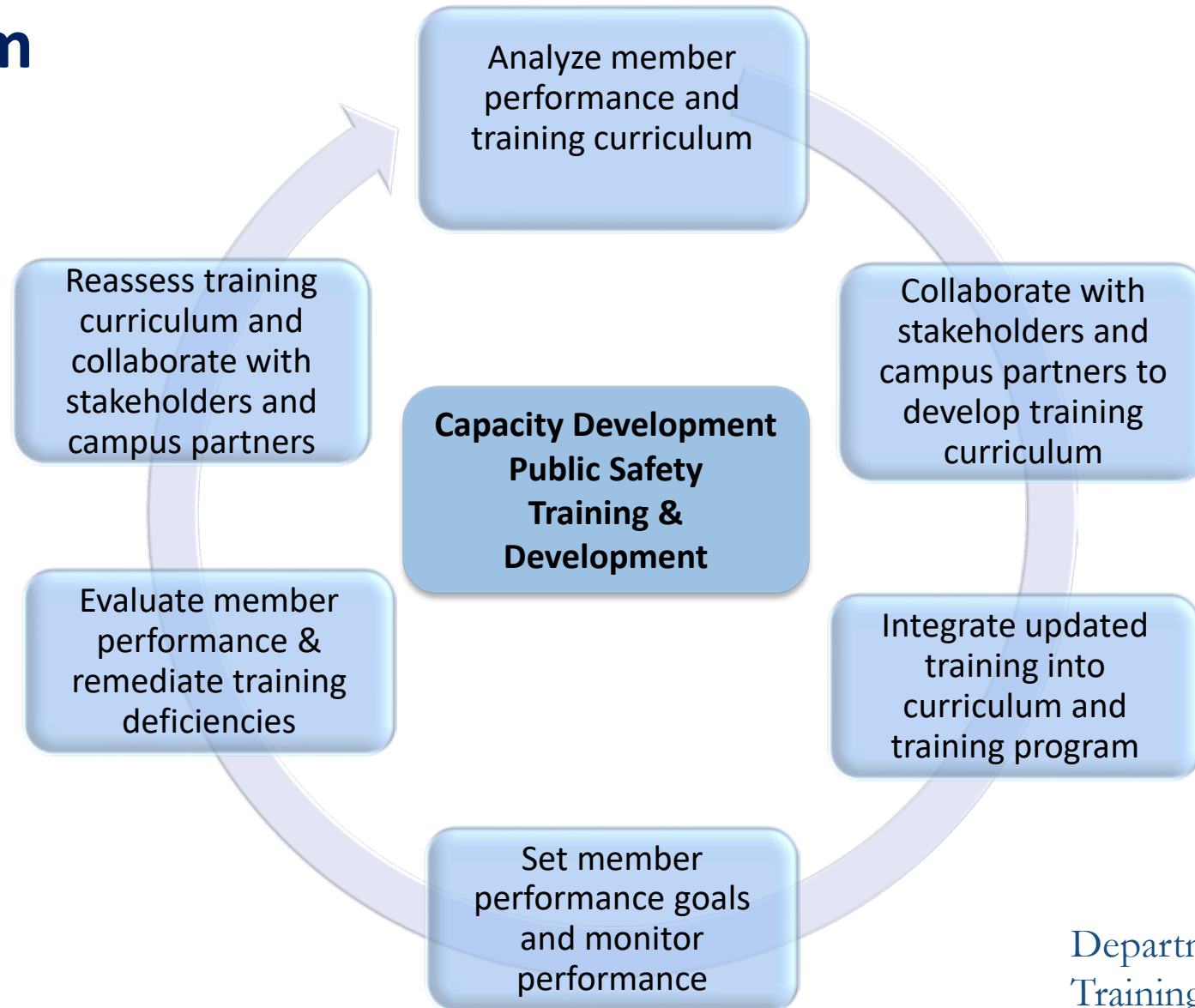
Public Safety Training Areas of Focus:

New Hire
Training

NYS DCJS
Annual
Training

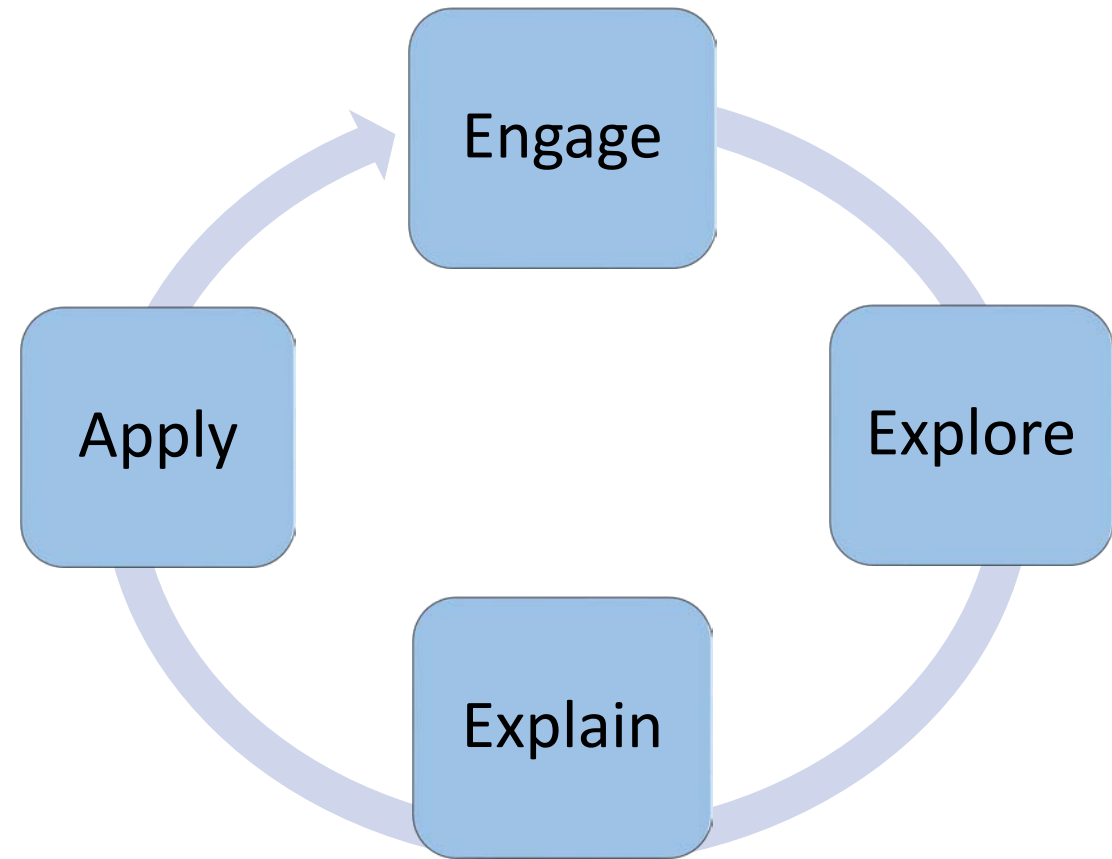
Ongoing
Staff
Training

Training Program Methodology:



Curriculum Development:

- Public Safety Training & Development has collaborated with subject matter experts from our Campus Partners and Public Safety Leadership
- Curriculum has been developed with focus given to Public Safety best practices and Columbia University standards
- The Public Safety curriculum was developed with the adult learner in mind and core topics are presented in multiple training modules to enhance the member's understanding and promote retention

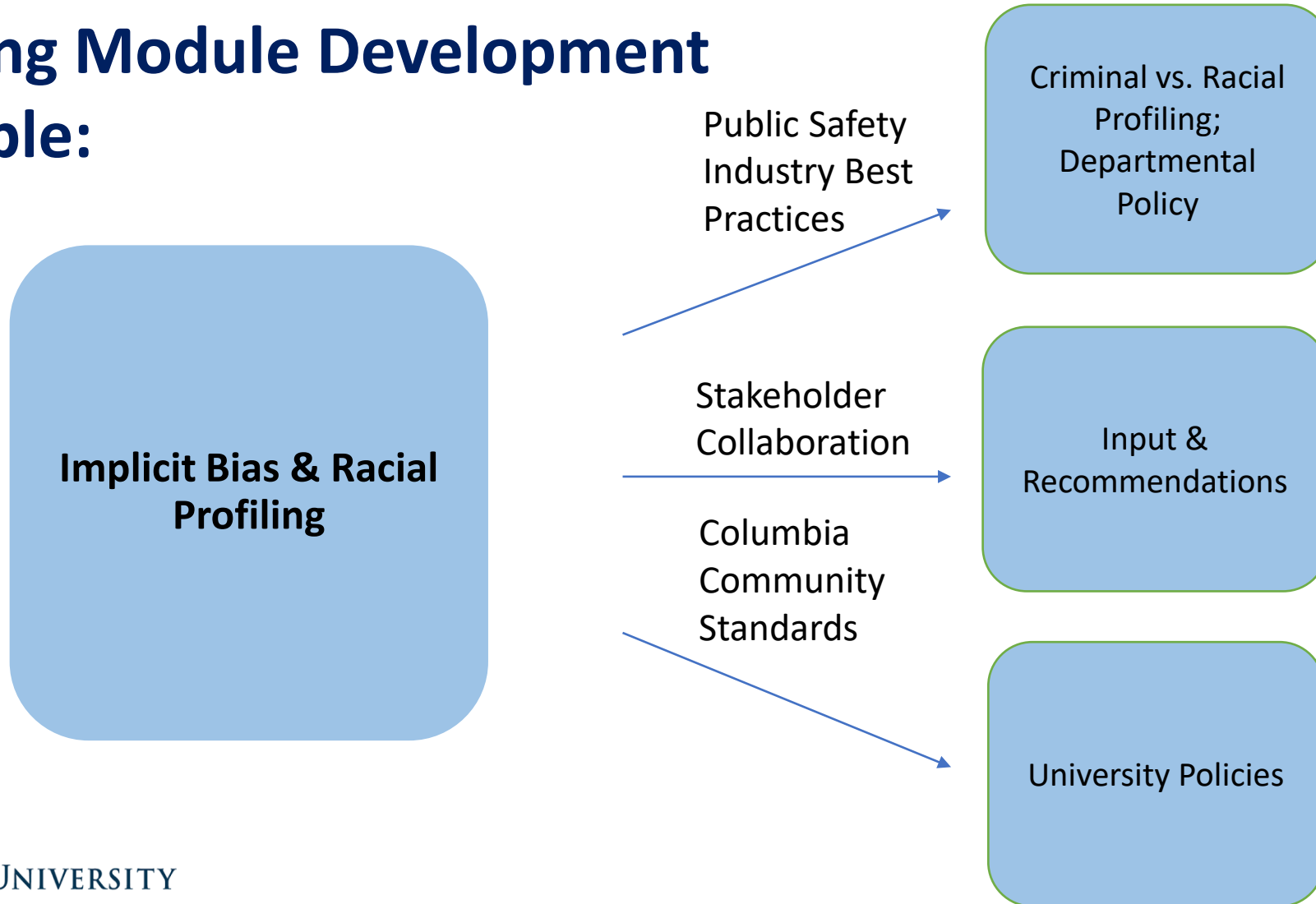


Curriculum Development is Focused on Three Critical Principles:

- **Public Safety Industry Best Practices**
- **Stakeholder Collaboration**
- **Columbia Community Standards**

Training Module Development

Example:



Core Areas of New Hire Training



New Hire Training:

Duties & Responsibilities of a Public Safety Officer and Public Safety Supervisor

- Patrol Officer
- Fixed Posts
- Guard Service Details

Supervisor Specific Additional Training

- Patrol Supervisor (ON/OFF CAMPUS)
- Desk Supervisor
- Computer Aided Dispatch Supervisor

New Hire Training...

Accountability

Training Provided by Campus Partners:

- Equal Opportunity and Affirmative Action
- Title IX-Enough is Enough
- Multicultural Affairs
- Undergraduate Student & Residential Life
- Student Conduct & Community Standards
- Sexual Violence Response
- University & Departmental Policies and Procedures

New Hire Training...

Accountability

Training Provided by Public Safety Staff:

- Ethics
- Professionalism
- Executive Team Introductions
- Campus Safety Authority/Clery Act
- Health Insurance Portability and Accountability Act (HIPAA) & Family Educational Rights Privacy Act (FERPA)
- Protection of Minors
- Evaluating Subordinates
- Kronos Time Management

New Hire Training...

Skills Development

Training Provided by Public Safety Staff:

- Customer Service
- Leadership
- Call Taking/Call Dispatch
- Report Writing
- Memo Books – Documenting Daily Activity
- Telephone & Radio Communication
- Implicit Bias & Racial Profiling Prohibition
- Empathetic Interviewing
- Microaggressions

Training Provided by Campus Partners:

- Gender Inclusion & Diversity
- Empathetic Listening
- Interpersonal Communication
- Campus Connect

New Hire Training...

First Responder Training

- Cardiopulmonary Resuscitation/Automated External Defibrillator
- Stop the Bleed
- Narcan
- Responding to Critical/Criminal Incidents
- Implicit Bias & Racial Profiling
- Arrest & New York Penal Law
- Use of Force Policy
- Situational Awareness
- Non-Violent Crisis Intervention & De-escalation
- Crime Prevention
- Persona Non Grata
- Columbia University Investigations
- Fire Safety
- Environmental Health & Safety
- Magnetic Resonance Imaging Lab Safety
- Notifications

New York State Mandated Eight Hour Annual Training:

New York State mandates all licensed security guards receive 8-hours of annual in-service training.

Mandated Topics (6-hours)

- Role of a Security Guard
- Legal Powers and Limitations
- Emergency Situations
- Communication and Public Relations
- Access Control
- Report Writing
- Ethics and Conduct

Additional Training (2-hours)

- Implicit Bias
- Crisis Intervention & De-Escalation

Ongoing Staff Training:

- Public Safety staff, including Managers, Directors, and Senior Directors receive ongoing training and participate in important workshops and seminars
- Training is also scheduled for monthly Command Staff meetings attended by Public Safety Senior Leadership and Management
- Members of the Management Team belong to industry organizations and attend conferences to collaborate with peer institutions to stay abreast with industry best practices



Ongoing Staff Training:

Seminars & Workshops

- Racial Diversity and Effective Communication
- Crisis Intervention and Conflict Resolution Webinar
- Defining and Refining Your Leadership Style
- Sexual Violence Response presentation
 - Preventing Violence on College Campuses
- Multicultural Affairs presentation
 - Intro to the LGBTQ+ at Columbia
 - Unconscious Bias
 - Anti-Racism
 - CU Safe ZONE
- Sexual Violence Response Men's Peer Education
 - Roots of Violence and Discrimination Against Women and Girls
- Equal Opportunity and Affirmative Action presentation
 - Professionalism in the Workplace
- Role of Student Conduct and Community Standards

Ongoing Staff Training:

Career Development – Sergeants Merit Program

January 2020

- Communicating with Empathy (1h 41m)

February 2020

- Conflict Resolution Foundations (51m)

March 2020

- Management Foundations (46m)

April 2020

- Managing Teams (1h 11m)

May 2020

- Diversity, Inclusion, and Belonging (43m)

June 2020

- Developing Cross-Cultural Intelligence (1h 6m)

July 2020

- De-Escalating Intense Situations (49m)

August 2020

- Skills for Inclusive Conversations (53m)

September 2020

- Confronting Racism (49m)

October 2020

- Advise for Leaders During a Crisis (43m)

November 2020

- Leading Inclusive Teams (1h)

December 2020

- Cultivating Cultural Competence and Inclusion (47m)

Contract Guard Training:

Training Provided by Guard Company

- NYS Mandated Training
 - 8-hour Pre-Assignment class
 - 16-hour (2 Days) On The Job training class
 - 8-hour annual refresher course
- New Employee Orientation – 4 Hours – Pre-Assignment
 - Welcome to Allied Universal: Onboarding, Policies and Procedures
 - Review of the employee handbook.
 - Safety and Emergency Management
 - Legal Powers & Limitations

Contract Guard Training

Security Professional Training Provided by Guard Company

- Introduction to Contract Security
- Legal Aspects of Private Security
- Note Taking and Report Writing
- Importance of Documentation
- Patrol and Observation
- Liability and Loss Prevention
- Post Orders
- Appearance and Wellness
- Exceptional Customer Care
- Difficult People or Situations
- Introduction to Safety
- Personal Safety
- First Aid, CPR and AED Overview
- Harassment
- Workplace Violence
- Emergency Management
- Indicators of Terrorist Surveillance
- Video Surveillance
- Bomb Threats
- Media Management

Contract Guard Training

Security Supervisor Essentials Provided by Guard Company

- Core Mission and Values
- Role of the Supervisor
- Report Writing
- Training
- Wage and Hour Compliance
- Employee Relations
- Coaching, Counseling
- Progressive Discipline (Non-Attendance & Attendance)

Columbia Contract Guard Training

- **Equal Opportunity and Affirmative Action**
 - University Policies governing Equal Opportunity and Affirmative Action Title VII Discrimination Laws, which prohibits employment discrimination based on race, color, religion, sex and national origin
 - Gender & Sexual misconduct
 - Scenarios discussing:
 - Racial Profiling
 - Microaggressions
 - Microassault
 - Microinsult
 - Microinvalidation
 - Multicultural & gender sensitivity
- **Implicit Bias & Racial Profiling**
- **Use of Force Policy**
- **Crisis Intervention & De-Escalation**

Thank you!

Questions?