



<b>Santa Clara University Campus Safety</b>	<b>Policy Manual</b>
<b>Training/Onboarding</b>	<b>Effective Date: 10/15/2023</b>

**Purpose:**

Campus Safety Services employees require training to be effective in their job function. The purpose of this policy is to provide guidelines and an overview for that training.

**Policy:**

It is the policy of Campus Safety Services that all new hires receive relevant training during their onboarding and orientation period. New employees will be reevaluated every three months, up to the conclusion of the introductory period.

**New Employees**

Employees must be proficient in several different areas in order to be successful employees and contributors to our University community. Campus Safety Services is committed to ensuring that our new employees are properly trained and prepared for the many different situations they may encounter.

All new employees will be paired with a staff member who has been identified as a training supervisor. Training supervisors will be proficient in all aspects of our CSS operation and will have been formally identified as suitable to train others (by way of title). Those responsible for training will provide a weekly progress report to the employee's supervisor and the Assistant Director. Every three months, the supervisor will complete a formal assessment of the new employee's performance. The Assistant Director will be copied on the assessment.

The training program will consist of two weeks of onboarding and orientation and at least seven additional weeks which focus on the areas listed below:

## **Buildings**

Employees must become acclimated with our campus. They should be familiar with all building names, locations, numbers, and access types.

## **Dispatch**

All employees are required to learn how to use our Dispatch center. Employees must be able to listen to information, multitask, speak clearly over a radio channel, monitor surveillance equipment, access information systems, and answer phone calls.

## **Reporting**

Employees must be able to write clear and concise reports. They should be able to use appropriate grammar and sentence structure to express information and observations. This is a skill that will be addressed daily.

## **Community Engagement**

As part of the community at large, Campus Safety Services must be engaged. Staff members must learn the value of participating, engaging, and volunteering within the SCU community.

## **First Aid and other training**

All employees will be required to successfully complete Basic First Aid training. Employees will also be trained in Sexual Harassment, Title IX, Clery, Cyber Security, and Mental Health First Aid, among others.

## **Interpersonal Skills**

Staff members interact daily with different members of the community. They must be polite, professional, tactful, and courteous. Staff members must also be able to communicate in a professional manner, especially during difficult situations. Staff members should be able to exhibit empathy, as it is a core value of Campus Safety Services.

## **Problem Solving**

Campus Safety Services is at our best when we are knowledgeable about the many resources our community has to offer. Resourcefulness is a core value of Campus Safety Services.

## **Controlling Difficult Situations**

Staff members sometimes encounter difficult situations and persons. It is important that staff members have the ability to remain calm and to diffuse situations.

## **Vehicle and Alternate Mode of Transportation Use**

Staff members must demonstrate an ability to operate a motor vehicle safely, as well as be trained and proficient in the use of alternate modes of transportation available to staff members.

## **Emergency Operations**

Staff members will become familiar with emergency procedures and their roles during an activation.

**Parking and Transportation**

Staff members will become familiar with Parking and Transportations operations and procedures, especially as it relates to the issuance of citations.

**Miscellaneous (service calls)**

Lock outs, vehicle lockouts, battery issues, medical calls, disturbance calls, cutting of locks, trespass situations, work order requests, lost and found requests will also be covered.