

# CHW Guardian

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*By Josh Duke - Community Hospital of San Bernardino*

On June 30<sup>th</sup>, 2009 members of Community Hospital of San Bernardino and Children's Hospital of Los Angeles Security Departments attended a one day train-the-trainer's session on Security Officer Customer Service. Both Hospitals sent ten individuals to become trainers in the SOCS™ training program. The event was hosted by Josh Duke, Security Director of Community Hospital of San Bernardino and Miguel Gonzalez, Director of Contracted Services, Children's Hospital of Los Angeles. Duke and Gonzalez realize how important it is to train their security officers in customer service.

Dave Fowler, founder of the SOCS™ training program and President of Personal Safety Training Inc. was the lead Instructor. Mark Mooring, President of Proper Authorities LLC assisted Dave as a co-instructor. Fowler points out that often the training of security officers in the healthcare environment is focused more on workplace violence, emergency management and safety related topics than it is on customer service. Fowler who owns a nationally recognized training company states that safety and emergency training is essential for officers, however customer relations and customer service is what officers do most of the time. And the question we must ask is; how much training do we give our officers on customer service? Little if any; and if the officers do get customer service training it is what every other department receives. Most house-wide customer service courses don't address what security officers deal with on a daily basis. The SOCS™ training program is specifically designed for security staff. It focuses on the challenges security officers face and how customer service has become such an integral necessity.

The goal of the SOCS™ training is to give Security Officers the skills, techniques and positive customer service habits so that they can offer extraordinary customer service while maintaining safety in the workplace. With today's increasing economic woes, both institutions recognized that customer service is not only appreciated, it is essential and expected by both internal and external customers.



The participants of the SOCS™ training were certified as trainers and can now deliver a four hour course to staff or modular training sessions at their safety and departmental meetings. The class format is workshop based utilizing principles of adult learning. Participants from both hospitals received a trainer's workbook, student manual and a PowerPoint CD to assist them in training their staff.

SOCS™ training is divided into ten interactive modules which include; Officer Attitude, Officer Presence, Mission Statements, Trusting Intuition, Meeting & Greeting, Electronic Communication, Stress Management, Building Relationships, Personal Safety and Personal Self-Leadership.

## Thoughts on Attitude

Consider what author Charles Swindoll says about attitude: "The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is... more important than the past, than education, than money, than circumstances, than failures, than successes, than what other people think or say or do... The remarkable thing is that we have a choice every day regarding the attitude we will embrace for that day. We cannot change our past... we cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude. I am convinced that life is 10 percent what happens to me and 90 percent how I react to it."



Catholic Healthcare West

*Articles or suggestions contact [stuart.fletcher2@chw.edu](mailto:stuart.fletcher2@chw.edu)*

## IAHSS Department Certification

By Joey Hunter – St. Bernardine Medical Center



*Congratulations! Again to the fine men and women of the St Bernardine Medical Center for obtaining the International Association of Healthcare Safety and Security Program of Distinction Award, only the second award issued in the State of California. A press release will be made this month highlighting the department's accomplishments in the San Bernardino, Sun-  
Newspaper.*



## Flag Draped Coffins

By Dave Fossum – Mercy Redding

To understand what the flag draped coffin really means ... Here is how to understand the flag that laid upon it and is surrendered to so many widows and widowers.

Do you know that at military funerals, the 21-gun salute stands for the sum of the numbers in the year 1776?



Have you ever noticed the honor guard pays meticulous attention to correctly folding the United States of America flag 13 times? You probably thought it was to symbolize the original 13 colonies, but we learn something new every day!

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## Help Find a Cure for Cancer

By Josh Duke – Community Hospital of San Bernardino



As a reminder, I am riding a 100 mile century ride on August 15, 2009 in the memory and honor of Bobby Bland. I am raising funds for cancer research and any donations would be greatly appreciated. A check or money order can be sent to:

**“Team in Training” or TNT in care of Joshua Duke  
7129 Westhaven Place  
Rancho Cucamonga, CA 91739**

I will return a receipt with a tax id number to anyone kind enough to offer any donations. (Yes it is tax deductible)

On a side note the organization of TNT boasts a 75% return rate to research on every dollar earned. I am participating in the Orange County Chapter. Thank you for your support.

## Public Safety, Emergency Management & Safety Officer Training Workshop

By Oneita Lopez – San Francisco Office

The joint conference for Public Safety Managers, Emergency Managers, and Safety Officers will be held at the **Green Valley Ranch Resort and Spa** in Henderson Nevada on November 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> 2009.

Presenters include:

- Staff from Yale New Haven Health - how CHW can identify strategies to be prepared for an emergency
- Jerry Gervais - new Joint Commission requirements
- Beverly Barrett will be presenting a *CommandAware* demonstration (computerized HICS)
- Susan Deringer - CHW Risk Services
- Cathy Crow - Emergency Preparedness Coordinator St. Mary's Medical Center
- Patrick Wade and Joey Hunter - St. Bernardine Medical Center



*Green Valley Ranch Resort and Spa*

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The 1st fold of the flag is a symbol of life.



The 2nd fold is a symbol of the belief in eternal life.



The 3rd fold is made in honor and remembrance of the veterans departing the ranks who gave a portion of their lives for the defense of the country to attain peace throughout the world.



The 4th fold represents the weaker nature, for as American citizens trusting in God, it is to Him we turn in times of peace as well as in time of war for His divine guidance.



The 5th fold is a tribute to the country, for in the words of Stephen Decatur, 'Our Country, in dealing with other countries, may she always be right; but it is still our country, right or wrong.'



The 6th fold is for where people's hearts lie. It is with their heart that they pledge allegiance to the flag of the United States of America, and the Republic for which it stands, one Nation under God, indivisible, with Liberty and Justice for all.

The 7th fold is a tribute to its Armed Forces, for it is through the Armed Forces that they protect their country and their flag against all her enemies, whether they are found within or without the boundaries of their republic.



The 8th fold is a tribute to the one who entered into the valley of the

shadow of death, that we might see the light of day.



The 9th fold is a tribute to womanhood, and Mothers. For it has been through their faith, their love, loyalty and devotion that the character of the men and women who have made this country great has been molded.

The 10th fold is a tribute to the father, for he, too, has given his sons and daughters for the defense of their country since they were first born.



The 11th fold represents the lower portion of the seal of King David and King Solomon and glorifies in the Hebrews eyes, the God of Abraham, Isaac and Jacob.



The 12th fold represents an emblem of eternity and glorifies, in the Christians eyes, God the Father, the Son and the Holy Spirit.

The 13th fold, or when the flag is completely folded, the stars are uppermost reminding them of their nations motto, 'In God We Trust.'



After the flag is completely folded and tucked in, it takes on the appearance of a cocked hat, ever reminding us of the soldiers who served under General George Washington, and the Sailors and Marines who served under Captain John Paul Jones, who were followed by their comrades and shipmates in the Armed Forces of the United States, preserving for them the rights, privileges and freedoms they enjoy today.



There are some traditions and ways of doing things that have deep meaning. In the future, you'll see flags folded and now you will know why.