



Community Civic Association

Of Laguna Woods Village



Security in Laguna Woods Village

**Security answers the Gate Ambassadors
anonymous questions.**

Speakers will include

**Jerry Storage; Gene Hart; &
OC Sheriff Office Sergeant Cathy Irons**

NUMBERS TO CALL

Crime Is In Process	911
Crime Already Occurred	770-6011
Security Dispatch	580-1400
Gate Pass	597-4301



Community Civic Association

Of Laguna Woods Village

Your 2007 CCA Board of Directors

Jeanne Allen

Charles McLaughlin

Bob Bouer

Isabel Muennichow

Ellen Dalrymple

Roz Rhodes

Judy DiLallo

Dick Robecheck

Elayne Griffin

Jim Shaffer

Joseph Jagoda

Jerry Sheinblum

Nancy King

Erwin Stuller

Jo Ann Leuck

Joan Taft

Maxine McIntosh

Denise Welch

We welcome all comments and ideas for future programs.

Our events are open to all regardless of disability. Assistive Hearing devices are available at all of our meetings. If you need special consideration please call 770-5760

Laguna Woods Village Security Questions and Answers

SECURITY EMPLOYMENT JOB DESCRIPTIONS

SECURITY GATE AMBASSADORS

Works at the gates and checks passes, etc. Two to three, 8-hour shifts per week on a floating schedule. The schedule is done approximately 6 weeks in advance. Three shifts are available. Cannot choose specifically morning or afternoon shift, but can request to work only the graveyard shift which is 11:00 p.m.-7:00 a.m. 16 to 22-hours per week.

Requires carrying and lifting of up to 20 lbs. as well as frequent standing and reaching.

DISPATCHER

Works in the Security Office on the radio dispatching motor patrol units to various locations throughout the community. Must be a Gate Ambassador before becoming a Dispatcher. Scheduling is the same as for Security Gate Ambassadors. 16 to 22-hours per week.

MOTOR PATROL OFFICER

Works in a Security vehicle responding to Gate Ambassador calls for relief and calls from Dispatchers. Must be a Gate Ambassador before going into Motor Patrol. Scheduling is the same as for Security Gate Ambassador's, 16 to 22-hours per week.

BUS DRIVER

Drives a designated route within and around the community. Checks passenger's ID and inspects assigned bus for safety issues. Floating schedule (like Security) working two to three shifts per week. Minimum 18-hours per week, must be flexible with work schedule. Occasional bending, standing, stooping, kneeling, and lifting will be required to assist riders in wheelchairs into the bus and then securing the wheelchair. Must be able to obtain a Class B License (we will train), which requires taking and passing a physical examination with criteria set by the Department of Motor Vehicles. Must also have an excellent driving record. When applying for this position applicant must provide a H-6 DMV printout.

Board Questions & Answers

Have the Mutual Board Members investigated each Gate Ambassadors with background checks and history?

The GRF Board is not involved with the screening, hiring or management of the Laguna Woods Village Managing Agent's employees. The PCM Human Resources Department performs background investigations for all potential employees.

Laguna Woods Village Security Questions and Answers

What is the date of the GRF vote and how did the Directors vote?

The decision to create the Gate Ambassador position was a business decision made by PCM.

Can we have copies of these documents?

The decision to create the Gate Ambassador position was a business decision made by PCM.

Job Questions & Answers

What is the job description of Gate Ambassadors?

The job description for the Gate Ambassador position is available at the PCM Human Resources Department on the second floor of the Laguna Woods Village Community Center. *See above*

Are Gate Ambassadors like hostesses?

Gate Ambassadors work at Laguna Woods Village Community gate entrances. In performing their access control duties, they check all incoming traffic for vehicle decals, identification cards or passes, and allow entry for authorized visitors. They utilize a computerized gate clearance system in confirming authorized visitor clearance and in entering requests for future clearances. They provide assistance and directions and maintain general surveillance of the area, reporting unusual incidents to Security. The role of the Gate Ambassador is vital to proper access control for the Community.

What do they secure?

Gate Ambassadors are responsible for maintaining access control into the Community at each of the Community entrance gates.

Dress Questions & Answers

Who supplied the Gate Ambassadors outfits?

The Gate Ambassadors' uniforms were selected by the PCM Management team. The intent of the new uniform is to provide a professional and hospitable appearance at the Community's entrance gates. The uniforms are supplied via a contract uniform service.

Gun Questions & Answers

Would like to have qualified LWV Security people return to carry guns.

Per decision by the GRF Board, no PCM Security Staff are, or will be, armed, including Gate Ambassadors.

Laguna Woods Village Security Questions and Answers

Do Gate Ambassadors carry weapons?

Per decision by the GRF Board, no PCM Security Staff are, or will be, armed, including Gate Ambassadors.

Have guns prevented "problems" in the past? Can we get them back to the properly trained personnel?

Per decision by the GRF Board, no PCM Security Staff are, or will be, armed, including Gate Ambassadors.

Hiring Questions & Answers

Who hires Gate Ambassadors?

PCM, Managing Agent for Laguna Woods Village, is responsible for the recruitment and hiring of Gate Ambassadors.

Are Gate Ambassadors bonded?

All PCM employees, including Gate Ambassadors, are insured under the general liability insurance covering GRF and the Mutuels. As to bonding, there is a crime policy in force for GRF and the Mutuels that extends to the employees working on behalf of GRF and the Mutuels.

When was the decision made to hire Gate Ambassadors?

The decision to create the Gate Ambassador position was a business decision made by PCM.

Who hires Gate Ambassadors?

PCM, Managing Agent for Laguna Woods Village, is responsible for the recruitment and hiring of Gate Ambassadors.

Gate Ambassadors are not provided by a third-party vendor. PCM, Managing Agent for Laguna Woods Village, supplies the Gate Ambassadors, as well as all Security employees. The vast majority (90%) of Gate Ambassadors are residents of Laguna Woods Village.

Are Gate Ambassadors covered by GRF's insurance?

All PCM employees, including Gate Ambassadors, are insured under the general liability insurance covering GRF and the Mutuels. As to bonding, there is a crime policy in force for GRF and the Mutuels that extends to the employees working on behalf of GRF and the Mutuels.

Legal Questions & Answers

Is the term "gate ambassador" in the California statutes?

The California Department of Consumer Affairs, Bureau of Security and Investigative Services (BSIS) does not address or provide a definition for a Gate Ambassador, in that this position does not require BSIS certification.

Do Gate Ambassadors have background checks?

The California Department of Consumer Affairs, BSIS does not require PCM Gate Ambassadors to be licensed as security guards or security officers.

Do Gate Ambassadors have a California license?

The California Department of Consumer Affairs, BSIS does not require PCM Gate Ambassadors to be licensed as security guards or security officers.

Why did GRF use a 10 year old law to eliminate Security from our gates? Couldn't we require the guards to carry and guard card like our patrol security does. Wouldn't this have been a better solution?

Security personnel employed by PCM are no longer Orange County Special Deputies. The California Department of Consumer Affairs, BSIS now requires PCM and it's personnel who perform Security functions (as defined by the Bureau) to comply with the California statutes in regard to Private Patrol Operations.

Name Questions & Answers

Why did we change our names from Security Guards to Gate Ambassadors? The uniforms like bell boys and girls!

The California Department of Consumer Affairs, BSIS recommended changing the former Gate Guard title, since this position does not perform security guard or security officer duties. The personnel at the gates are now referred to as Gate Ambassadors, and are responsible for access control for the Community.

Past Questions & Answers

How has the security changed from prior years?

Security personnel employed by PCM are no longer Orange County Special Deputies. The California Department of Consumer Affairs, BSIS now requires PCM and it's personnel who perform Security functions (as defined by the Bureau) to comply with the California statutes in regard to Private Patrol Operations.

Respect Questions & Answers

How can we have respect from the public if we do not look like Security personnel?

Gate Ambassadors work for the Security Division; however they are not security officers. Gate Ambassadors' uniforms are different from other security personnel and there is no intent to have them appear to be security officers, as prompted by the California BSIS. Gate Ambassadors earn the public's respect by presenting a professional appearance and attitude in performing their duties, and by ensuring they are responsive and proficient.

Job Talk Questions & Answers

It is hard to talk to GRF or PCM about the "real" issues. Many times the answer is "If you don't like it you can quit".

PCM has an open door policy whereby employees are encouraged to contact their supervisor with work-related concerns or suggestions, without having to fear any retaliation whatsoever for such action. PCM is dedicated to addressing all questions and concerns regarding Security.

We want to keep our jobs, but we also want to be heard. How can this be done?

PCM has an open door policy whereby employees are encouraged to contact their supervisor with work-related concerns or suggestions, without having to fear any retaliation whatsoever for such action. PCM is dedicated to addressing all questions and concerns regarding Security.

Resident Help Questions & Answers

How can I as a Laguna Woods Village resident help Security?

Laguna Woods Village residents can assist Security by reporting anything that is hazardous, annoying, suspicious, and illegal or in violation of Laguna Woods Village rules and regulations. Call Security Dispatch, 580-1400, to report any such incidents.

Resident ID Questions & Answers

What do I do if I loose my ID card?

The resident should go to Community Access on the first floor of the Laguna Woods Village Community Center, and request another ID card.

Laguna Woods Village Security Questions and Answers

I forgot my ID card and could not get on the bus. Why?

The GRF buses are for resident use. Residents are required to present their resident ID card to ride the buses. Residents may authorize their caregivers to ride with them as their guests, however if unescorted the caregivers must show a bus pass.

Resident Gate Pass Questions & Answers

Please explain the Gate Pass System:

Laguna Woods Village residents and/or clubs can authorize guest entrance in the following ways:

A) Give your guest an Annual Pass.

B) Call the Gate Entry phone number, 597- 4301, to authorize entry for your guest.

The Gate Ambassador will ask for your name and manor number, and verify the information by asking for your resident ID number. Only occupants may request guest clearance; owners that are not occupants may not request guest clearance.

The Gate Ambassador will enter your guest's name and arrival date into the Gate Clearance System, and in seconds, the information will appear on all the computers associated with that phase.

You can authorize a guest to enter any or all gates, however there is no flexibility available to authorize guest clearances for multiple entries reoccurring from month to month.

C) For more than five guests, complete a Community Access Gate Clearance Form with the guests' names, then mail, fax, email or hand-carry the form to Community Access on the first floor of the Community Center:

Address: 24351 El Toro Road, Laguna Woods, CA 92654

Phone: 949-597-4443

Fax: 949-268-2515

Email: CommunityAccess@pcm-lwv.com

D) Give guests event flyers and/or tickets to events, to show at the gates for entry, and provide this information, on a Community Access Gate Clearance Form, to Community Access at the Community Center.

Laguna Woods Village Security Questions and Answers

Can I call in a friend to a different gate? (i.e. I live in Gate 7 and want to meet someone at CH 3)

You can authorize a guest to enter any or all gates, however there is no flexibility available to authorize guest clearances for multiple entries reoccurring from month to month.

Please spell out in detail what a Laguna Woods Village resident and/or club should do to give entry to outsiders.

B) Call the Gate Entry phone number, 597- 4301, to authorize entry for your guest.

Can I put in the data base that someone is allowed in on the 1st Friday of the month for CH 1 and then the second Friday of the month for CH 3?

You can authorize a guest to enter any or all gates, however there is no flexibility available to authorize guest clearances for multiple entries reoccurring from month to month.

Please detail out how a club allows outsiders into a big event?

D) Give guests event flyers and/or tickets to events, to show at the gates for entry, and provide this information, on a Community Access Gate Clearance Form, to Community Access at the Community Center.

Can the event flyer and/or ticket be used to get in?

D) Give guests event flyers and/or tickets to events, to show at the gates for entry, and provide this information, on a Community Access Gate Clearance Form, to Community Access at the Community Center.

Can an event coordinator email in the gate pass list? Is there a form available?

C) For more than five guests, complete a Community Access Gate Clearance Form with the guests' names, then mail, fax, email or hand-carry the form to Community Access on the first floor of the Community Center:

Resident Sheriff Questions & Answers

When should I call the Sheriff? Examples please. What number do I call?

The Orange County Sheriff's Department should be called to report major automobile accidents and all crimes against persons or property. The resident should call **911** if the crime is in process and **949-770-6011** if the crime has already occurred.

Resident Sheriff Questions & Answers

Who should be called if a resident falls and becomes immobile?

The first point of contact should be 911. A call can also be placed to Security Dispatch at 580-1400. Security will assist and/or call 911 if necessary.

Unanswered Questions & Answers

I understand that the cost for this guard card is between \$300 to \$600 for each guard or less. Our pay is less than outside guards. We do a better job because we live here too.

It is said that baby boomers want a “friendly” security force. Is this so and Why?

Unanswered Fraud Questions & Answers

Who do I call if I have experienced fraud?

Unanswered Issue Questions & Answers

Identify and address the safety issues inside and outside of manors.

Unanswered Pass Questions & Answers

When I call in I get a wide variety of answers. It seems that we need a training policy to have everyone on the same page.

Unanswered Resident Call Questions & Answers

When should I call Security? Examples please.

Who do I call if I see something suspicious?

Who do I call if I see someone who definitely does not belong here?



Community Civic Association

Of Laguna Woods Village

The Community Civic Association of Laguna Woods Village is a residents educational and service organization whose prime purpose is to explore issues of concern to the Community.

CCA is dedicated to providing information on topics of interest to our residents through Town Hall Forums. These forums explain your options by presenting knowledgeable speakers and providing literature (including specially-written booklets).

Some past Town Forums have included:

- These booklets are available in either the Laguna Woods Globe office

Bert Hack

Caregivers

City of Laguna Woods

Dispelling Rumors

El Toro Water District

Emergency Preparedness

Fraud Fest

Golf Cart Path

Hoarding -

Managing LWV

Manor Insurance

Media Remembers

Permits & Alterations

Resident Book Fair

Special Transportation

State of Corporations

TV & Broadband Services

Veterans Awareness Day

in the Community Center or by calling Denise Welch at 770-5760.

CCA has also donated the following to the community

Fraud Resource Center racks in the Laguna Woods Globe office

Radar Speed signs to the GRF Security Force

Checks to the Laguna Woods Foundation and the Laguna Woods Historical Society

Membership

Membership is only \$10.00 per year. Please send your check to us so we can continue to bring you these informative Town Forums. Community Civic Association, PO Box 2613, Laguna Hills, CA 92654

Thank you for your support,

Denise

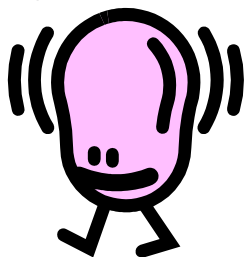
Denise Welch, 2007 President



Community Civic Association Of Laguna Woods Village

All events will be at Clubhouse 5

**Thursday,
May 24, 2007**



1:30—3:30

Maintain Your Brain™ & Brain Fitness™

will be our topic this month. We will be joined by Humana Health Care, PositScience and the Alzheimer's Society in this exciting program.

**Thursday,
June 28, 2007**



Transportation will be the focus of this event that will include Federal, State, County and Local agencies. Our theme will be:

**Travel? —YES YOU CAN!
JUST ASK!**

**Thursday,
July 26, 2007**



The **El Toro Water District** will bring other water experts to talk about Water in Orange County.