



# Department of Mental Health and Substance Abuse

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Guard Section Manual

**Volume 1**

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Guam Department of Mental Health and Substance Abuse  
790 Gov. Carlos G. Camacho Rd.  
Tamuning, Guam 96913

# GUARD SECTION MANUAL

## MISSION

To provide a safe and secure environment for all consumers, visitors, and staff members at the Department of Mental Health and Substance Abuse (DMHSA).

## SCOPE OF SERVICES

The DMHSA Guard Section protects the welfare and interests of all staff, consumers, and visitors by providing needed assistance.

## CREATION OF THE MANUAL

- The Policies and Procedures/Protocol of the DMHSA Guard section shall be referred to as the "DMHSA Guard Section Manual." It is, and shall be, a composite of current policies, procedures, and rules pertaining to the effective operation of the DMHSA Guard Section.
- A copy of these rules and regulations shall be given to each employee of the Guard Section and it shall be the responsibility of every Guard personnel to become familiar with the contents thereof.
- Manuals shall remain the property of DMHSA and shall be returned by the employee upon separation or termination of employment.
- These rules and regulations cannot, nor are they expected to provide a solution to every question or problem which may arise.
  - It is expected, however, that they will be sufficiently comprehensive to cover, either in a specific or a general way, the privileges, obligations, and duties of the DMHSA Guard Section.
- These guidelines are for departmental use only and do not apply in any criminal or civil proceeding.
  - The department policy should not be construed as a creation of a higher legal standard of safety or care in evidentiary sense with respect to third party claims.
- All amendments shall be made subject to the approval of the Director of DMHSA.

## CHAIN OF COMMAND

- The Guard Supervisor is responsible for all activities of the Guard Section under the direction of the DMHSA Director or his/her designee(s).
- The Guard supervisor is responsible to ensure that all personnel receive the required training.

## CODE OF CONDUCT

### Policy:

All Guard personnel will conduct themselves in compliance with the DMHSA's Code of Conduct and the Government of Guam Personnel Policies and Procedures.

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## Procedure:

### **1. Conformity to rules and regulations**

- a. It shall be the duty of every Guard personnel of this Department to thoroughly familiarize themselves with the provisions of any written protocols and the personnel rules of the Government of Guam and DMHSA. They shall conform and abide by all rules and regulations, observe the law and ordinances, and render their services to the DMHSA with enthusiasm, courage, discretion, and loyalty befitting a professional enforcement organization.

### **2. Submitting employee suggestions**

- a. Guard personnel may, at any time, offer suggestions through the proper chain of command. The procedure is to submit their suggestions in written form to their immediate supervisor for forwarding through the chain of command.

### **3. Efficiency**

- a. In carrying out the functions of the Guard duties, Guards shall direct and coordinate their efforts in such a manner as to establish and maintain the highest standards of efficiency and harmony between each other and all associated divisions of the Department and outside agencies.

### **4. Performance of duty**

- a. Any employee who displays reluctance to perform officially assigned duties or whose actions bring discredit upon themselves or the Department or who fails in the performance of his/her duties may be considered insubordinate or unfit for duty.

### **5. Hours of duty**

- a. Members of the Guard Section shall have regular hours assigned for them for active duty each day and when not engaged, will be considered "off duty." They shall, however, always be subject to active duty if needed. The fact that they may be technically off duty shall not be held as relieving them from the responsibility of taking positive action relative to their obligations as employees of the DMHSA Guard Section.

### **6. Punctuality**

- a. Members of the DMHSA Guard Section shall be punctual in reporting for duty at the time and place designated by their immediate supervisor. Repeated failure to report promptly at the time directed shall be deemed negligence of duty and will result in disciplinary action. No employee shall secure from his or her assigned posts until properly relieved.

### **7. Absence without proper leave**

- a. No employee of the DMHSA Guard Section shall be absent from duty without proper leave according to the Government of Guam personnel regulations and DMHSA regulations.

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## 8. Professional behavior

- a. Cooperation and support can best be generated through satisfactory staff and public contacts. Guard Personnel shall be responsive to the needs of the Department's staff and the public by rendering prompt and courteous service, and consistently conducting themselves in a manner that encourages public respect.
- b. Guard personnel shall be attentive & alert at all times.
- c. Guard personnel shall be respectful, courteous, and civil with consumers, staff, visitors and the public, and shall not use coarse, profane, or insolent language or behave in an insubordinate manner toward any one.
- d. Guard Personnel shall not be engaged in any malicious gossip, report, or activity which would tend to disrupt Department morale or bring discredit to the Department, or a staff member.

## 9. Telephone courtesy

- a. Guard personnel shall maintain courteous and professional demeanor whether conducting official business with the staff, consumers, the public/visitors, or with external agencies.

## 10. False information in records

- a. Guard Personnel shall not make false reports or knowingly or willfully enter or cause to be entered into any Department books, records, or reports any inaccurate, false, or improper information.

## 11. Personal Appearance

- a. A professional appearance is required at all times when reporting for duty or conducting any other official business when on DMHSA premises. Any exceptions to the guidelines below must be approved by the DMHSA Director and the Guard Supervisor.
  - i. Hair shall be kept neatly cut, not excessive in length.
  - ii. Sideburns shall not extend below the bottom of the ear lobe and shall end in a clean-shaven, horizontal line.
  - iii. Mustaches and Goatees worn by Guard personnel shall be well kept when reporting for duty. A short and neatly trimmed mustache or goatee of natural color may be worn. Full and bushy styles are not acceptable
  - iv. Beards shall not be displayed by Guard personnel.
  - v. Makeup shall not be used in excess that will distract them from performing their duties.
  - vi. Fingernails shall be kept neat and trimmed at a length that won't interfere with their duties. Female personnel may wear fingernail polish that is clear.

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- vii. Shoes, leather/metal, shall be polished and maintained at all times.
- viii. Uniforms shall be neatly pressed & washed before reporting for duty. Each Guard Personnel of DMHSA will be held personally responsible for all equipment, materials, and supplies issued to him/her. Guards will be required to maintain such equipment and supplies in good condition at all times.

## 12. Responsibility for Department issued property

- a. Each Guard Personnel shall be personally responsible for any items issued to him or her by the Department.
- b. Guard Personnel shall not permit any person to borrow or use the items of identification issued to him or her by DMHSA. Loss of any of these items shall be immediately reported to their supervisor in a written incident report describing the circumstances leading to such a loss. Every Guard Personnel shall be personally responsible for their actions that may lead to such an incident.

## 13. Misappropriation of property

- a. Guard Personnel shall not destroy, loan, sell, give away, or appropriate to their own use any lost, found, stolen, or recovered property of any kind.

## 14. Court attendance

- a. All Guard Personnel of DMHSA involved in cases before a court of law are to be punctual in attendance. Guard Personnel shall be dressed in full uniform, or, if appropriate, in civilian clothes with business-like appearance.

## 15. Notice of lawsuits arising out of line-of-duty incidents

- a. Immediately upon receiving any claim against the Guard Section of DMHSA, the personnel receiving the claim or lawsuit delivers all documents received to the Guard Supervisor together with a description of the manner in which the documents were received.
- b. The original claim is given to the DMHSA Director.

## 16. Use of Departmental telephones

- a. The telephones provided by DMHSA are for use in conducting Department business. The use of these telephones during business hours for personal calls shall be kept to a minimum.

## 17. Training

- a. Training will be scheduled accordingly and depending upon availability of scheduled training calendar days.
- b. All training must be scheduled by the Guard Supervisor.

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- c. Guard Personnel may also be requested to assist in various training classes as instructors (i.e., CPR, PCM, etc.).

## DUTIES AND RESPONSIBILITIES

### 1. Scheduled Shift Duties

- a. While on shift, Guard personnel will:
  - i. Attend change of shift guards going off duty.
  - ii. Conduct walk-through of all units
  - iii. Patrol campus (in vehicle or on foot)
  - iv. Maintain a running shift log
  - v. Attend change of shift with relief

### 2. Unscheduled Shift Duties

- a. Guards may be called upon to assist, provide, or take the following actions:
  - i. Assist DMHSA staff with disruptive consumers, visitors, or staff.
  - ii. Provide security for new consumers.
  - iii. Emergency searches
  - iv. Public trespassing
  - v. Consumer becomes absent without leave (AWOL)
  - vi. Investigations
  - vii. Incident reports
    - a. Field interview reports
    - b. Call for service reports
  - viii. Criminal reports
  - ix. Vehicle accident reports
  - x. Staff training
  - xi. Emergency procedures
  - xii. Monitoring of intake process
  - xiii. Transporting of donated clothing
  - xiv. Other duties, as assigned

## UNIFORM

### Policy:

- All Guards, upon hire, will receive a uniform required for use while on duty.

### Procedure:

1. Upon hire, each Guard receives the following standard issued uniform and equipment
  - a. One pair of black boots or shoes
  - b. Pants
  - c. Shirts
  - d. One windbreaker jacket
2. Upon termination of employment at DMHSA, all Department-issued equipment and uniforms are returned to the Guard Supervisor.

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## UNIT WALK-THROUGH

### Policy:

- The Guards will support and assist unit staff in the performance of their duties. Conducting unit walk-through is one way of implementing this policy.

### Procedure:

1. Guards will conduct unit area checks as follows:
  - a. Guards are required to conduct random walk through of all inpatient units each shift.
  - b. Each walk through will be documented in the shift log, identifying when the walk through were started, and if any problems were identified or any assistance was given.
  - c. During the walk through, the guard will contact the nurse on shift or designee on each unit to inquire into any problems the shift may be having; and offer assistance, if possible.
  - d. If, during the walk through, the Guard assisted in an incident involving staff, consumers, volunteers, or visitors, it must be logged and an incident report must be submitted before the end of shift.
  - e. If, during the walk through, problems are noticed on or around the unit, the problems will be noted in the shift log and the unit staff will be notified of the problem in a professional manner. If the problem can be taken care of at that point, the guard will do so.

## INPATIENT UNIT/NEW CONSUMERS

### Policy:

- The Guards provides security for inpatient unit staff and new consumers who arrive for admission, evaluation, etc. at the Department.

### Procedure:

1. When new consumers arrive, the Guard(s) on duty will notify the intake staff.
2. Unless otherwise involved in an emergency, the Guard(s) will proceed to the intake staff's office to:
  - a. Provide support for staff and consumers during the admissions process;
  - b. If necessary, intervene in any disruptive or violent behavior or unruly behavior.
  - c. Assist in transporting the new consumer to the appropriate unit, as needed.

## CONTROLLING PUBLIC ACCESS TO DEPARTMENT PROPERTY (GROUNDS AND FACILITIES)

### Policy:

The Guards will control public access to the Department's grounds and facilities in accordance with DMHSA Policy and Procedures. This is done to assure the safety and security of DMHSA staff, consumers, and visitors, as well as to maintain consumer confidentiality.

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## Definitions:

1. **Loitering:** To stand idly about; to proceed slowly or with frequent stops.
2. **Trespassing:** Any person who, without permission, enters any of the buildings or enclosures appropriated to the use of consumers, or makes any attempt to do so, or enters anywhere upon the premises belonging to or used by DMHSA, and commits, or attempts to commit, any trespass or depredation thereon, or any person who, either from within or without the enclosures, willfully annoys or disturbs the peace or quiet of the premises or of any consumer therein, is guilty of a class B misdemeanor.

## Procedure:

1. Persons found to be loitering or trespassing or otherwise on DMHSA property without proper authorization:
  - a. Will asked to leave the property immediately
  - b. May be escorted from property by a guard on duty.
  - c. Maintain control and visual of the situation; report the situation to his/her immediate supervisor.
  - d. Guam Police Department (GPD) may be called for assistance for removal of the individual.

## **ABSENT WITHOUT LEAVE/ELOPEMENT (AWOL)**

### Policy:

- The Guards have procedures for responding to consumer elopements.

### Procedure

1. Upon being notified a consumer has eloped, the Guard(s) will:
  - a. Obtain verifying information from the unit or the person(s) who last saw the consumer.
  - b. If two (2) Guards are on duty, the second Guard will begin patrolling the facility premises. After receiving a brief summary of what transpired.
  - c. Upon receiving identifying information from unit staff or person(s) who last saw the consumer, the Guard will:
    - a. Ensure that contact has been made with immediate family or guardian or others responsible for the consumer. This will be done by the guard or on call supervisor at the treatment team's request. This contact is made to provide notification and to collect any additional information that may assist in locating the consumer.
    - b. Begin to search for the consumer. The search will include:
      - i. The unit
      - ii. The building
      - iii. Building grounds



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- iv. Department grounds
- v. The perimeter
- c. if more than one (1) Guard is on duty, one (1) Guard will remain in the field office monitoring phone calls and
- d. Notify local law enforcement of security presence in the community.
- e. If the consumer is located, do not apprehend without local law enforcement support and back-up unless the consumer is cooperative with verbal requests.
- f. Assist in the investigation of the incident, if the Department administration deems an investigation appropriate.
  - a. Thoroughly document guard's involvement on Department and attempts to act upon his/her threats.
  - b. When assisting in escorting a consumer to on-ground services, and the consumer is known to have a history of or reputation for violence or escape from custody, appropriate action shall be take (i.e., crisis intervention techniques)

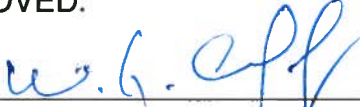
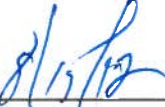
### Incident Reporting Procedure:

1. At the time of the incident, the employee contacts DMHSA security and provides an incident report in regard to the events that had transpired.
2. The primary investigating guard completes and submits a criminal report by the end of the shift.
3. All submitted criminal reports are reviewed by the Guard Supervisor for error.
  - a. Insufficient criminal reports are returned to the primary investigating guard for correction.
  - b. Corrected reports are then re-submitted to the Supervisor for review.
4. The decision to pursue filing charges is made by the Guard supervisor after considering:
  - a. The report is then reviewed by the DMHSA Director.
  - b. The Supervisor and Director then make the decision whether to pursue filing charges.
  - c. If there is good rationale (i.e. significant injury, consumer is considered able to make rational decisions, etc.) for filing the charges, the Director takes the report to other appropriate personnel for final approval for the Department to file charges.
  - d. The Director notifies the employee and his/her supervisor involved in the incident of the final decision.
  - e. When there is not a strong rationale to have the Department files charges against the consumer (i.e. the consumer is obviously experiencing psychosis and not competent), the Director notifies the supervisor of the division involved and the employee(s) involved. They are told that the Department is not going to pursue charges but the individual employee(s) can file charges independent of the Department if

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they wish to proceed. They are given assistance to help them know how to pursue charges on their own.

5. After review, all viable criminal charges are filed with the appropriate local authorities
  - a. Copies of filed reports are then sent to the Director.

APPROVED:	
	Date: 
_____ Wilfred Aflague Director	