



SUPPORTING TEAM SUCCESS THROUGH ONBOARDING AND TRAINING

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J. Paul Getty Trust





The Security & Visitor Services Department

plays a crucial role in ensuring the care, welfare, safety and security of the museum's visitors, staff, artwork, and property, while also upholding high standards of customer service.

Getty Center Visitors
Estimated 1.6 m +



Getty Villa Visitors
Estimated 450 k +

SECURITY & VISITOR SERVICES DEPARTMENT



SECURITY OPERATIONS

Getty Center and Getty Villa



A diagram showing three overlapping circles representing different roles in security operations. The left circle is light blue and contains the text 'Supervisors'. The middle circle is dark blue and contains the text 'Control Room Operators'. The right circle is medium blue and contains the text 'Security Officers'. The circles overlap in a way that suggests a workflow or hierarchy.

Supervisors

Control Room
Operators

Security
Officers



MUSEUM OFFICERS



PROGRAM OFFICERS



SITE OFFICERS

SHUTTLE PROGRAM

Class C License With Passenger Endorsement



VISITOR SERVICES

Getty Center and Getty Villa



**Visitor Services
Associates**



**Volunteer
Program**



**School Group
Schedulers**



**Group
Coordinators**

SECURITY TECHNICAL

Getty Center and Getty Villa



**Camera
Systems**



**Access
Intrusion**



**Keys &
Card
Readers**



**Alarm
Devices**



**Fire,
Life,
& Safety**



**Badging
& Parking
Hangtags**



**Tracking
Systems**

EMERGENCY PREPAREDNESS

Security Challenges Across Both Campuses

Wildlife



Brush Fires



Medical Emergencies



Threats



Climate Protestors



WILDLIFE



**Mountain
Lions**



Deer



**Rattle
Snakes**

BRUSHFIRES



**LA Fire
Department**



**Emergency
Operations
Center**



**Evacuation
Procedures**

MEDICAL EMERGENCIES



CPR



AED



FIRST AID

ENVIRONMENTAL & PUBLIC SAFETY THREATS



Workplace
Violence Training



Threat
Response



Tram
Evacuation

CLIMATE PROTESTORS



Protestors



Clothing



Posters & Glue

Getty

Adult Learners in the Workplace

Multi-Generational Learning



Four Generations in US Workforce



BABY BOOMERS
1946 - 1964
AGED 60 - 78



GENERATION X
1965- 1980
AGED 44 - 59

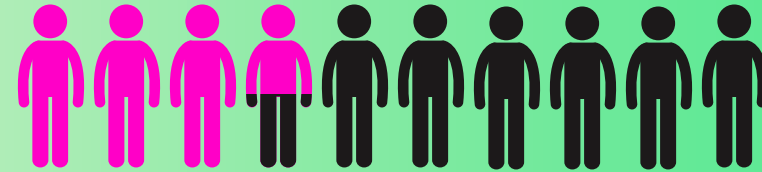


MILLENNIALS
1981- 1996
AGED 28 - 43



GENERATION Z
1997- 2012
AGED 12 - 27

Millennials



Generation X



Baby Boomers



Generation Z





Distinctive learning styles and specific motivators for classroom engagement vary across generations, heavily shaped by their upbringing.

Educational System



Parent's Work Ethic



Development of Technology



Baby Boomers

1946 - 1964 | Ages 60 - 78





Baby Boomers

Motivators & Impact on Learning Styles

**Competitive
Job Market**

**Wrote Letters &
Made Phone Calls**



Competitive Learners

Face-to-Face Learners



Generation X

1965 - 1980 | Ages 44 - 59



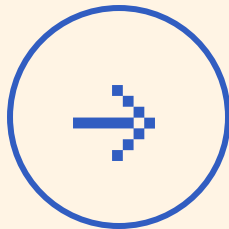


Generation X

Motivators & Impact on Learning Styles

**First Latchkey
Society**

**Television
Culture**



Independent Learners

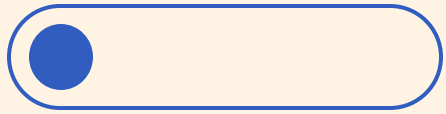
Tactile Learners



Millennials

1981 - 1996 | Ages 28 - 43



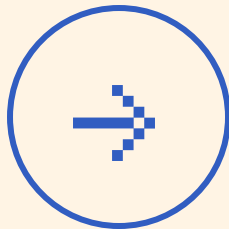


Millennials

Motivators & Impact on Learning Styles

**Education &
Achievement Oriented**

**Extremely
Tech-Savvy**



Success-Minded Learners

Digital Learners



Generation Z

1997 - 2012 | Ages 12 - 27





Generation Z

Motivators & Impact on Learning Styles

**Economic
Instability**

**Digital
Natives**



Practical Learners

Multi-Modal Learners



Bridging the Generational Gap

IN TODAY'S CLASSROOM



Tailored Training Approach



Visual

- Manuals and Guides
- PowerPoint Presentations
- Fieldtrips



Auditory

- Communication & Active Listening Exercises



Hands-On

- Role Play Exercises
- Emergency Response Simulations

Leverage Technology



Interactive Learning

- e-Learning Courses
- Board Games



Multi-Media Content

- Instructional How-To Videos
- Infographics

Encourage Cross- Generational Mentoring



Group Exercises

- Team Collaboration
- Teachbacks



Mentorship

- Pair Mentors & Mentees
- Immediate Performance Feedback



Conclusion

Key Takeaways

LEARNING STYLES

visual, auditory and hands-on

MULTI-MEDIA PLATFORMS

e-learning, informational videos, infographics, and games

CROSS-GENERATIONAL MENTORING

peer-to-peer knowledge sharing and immediate feedback

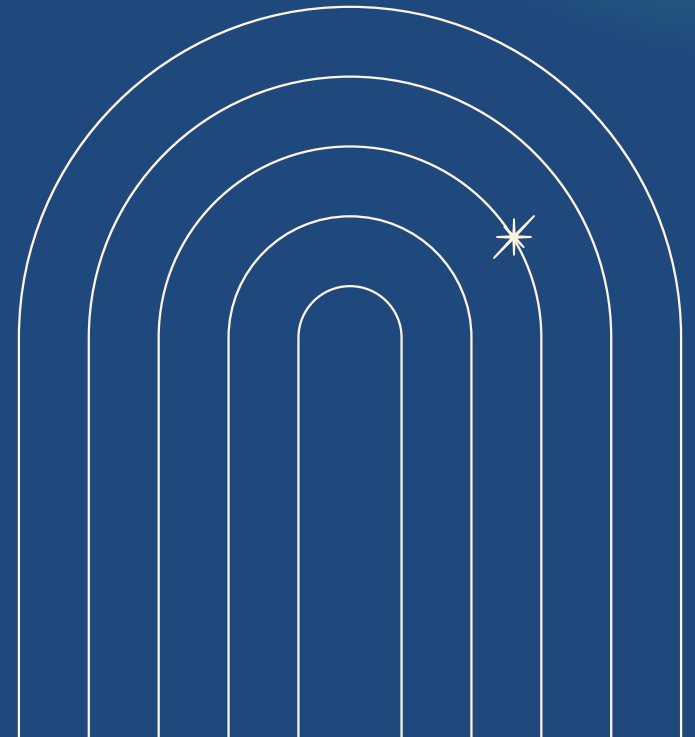
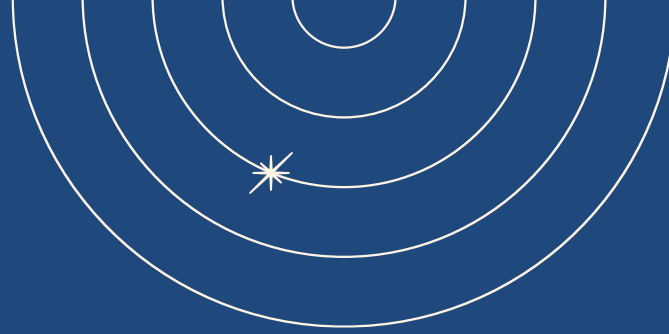
Getty

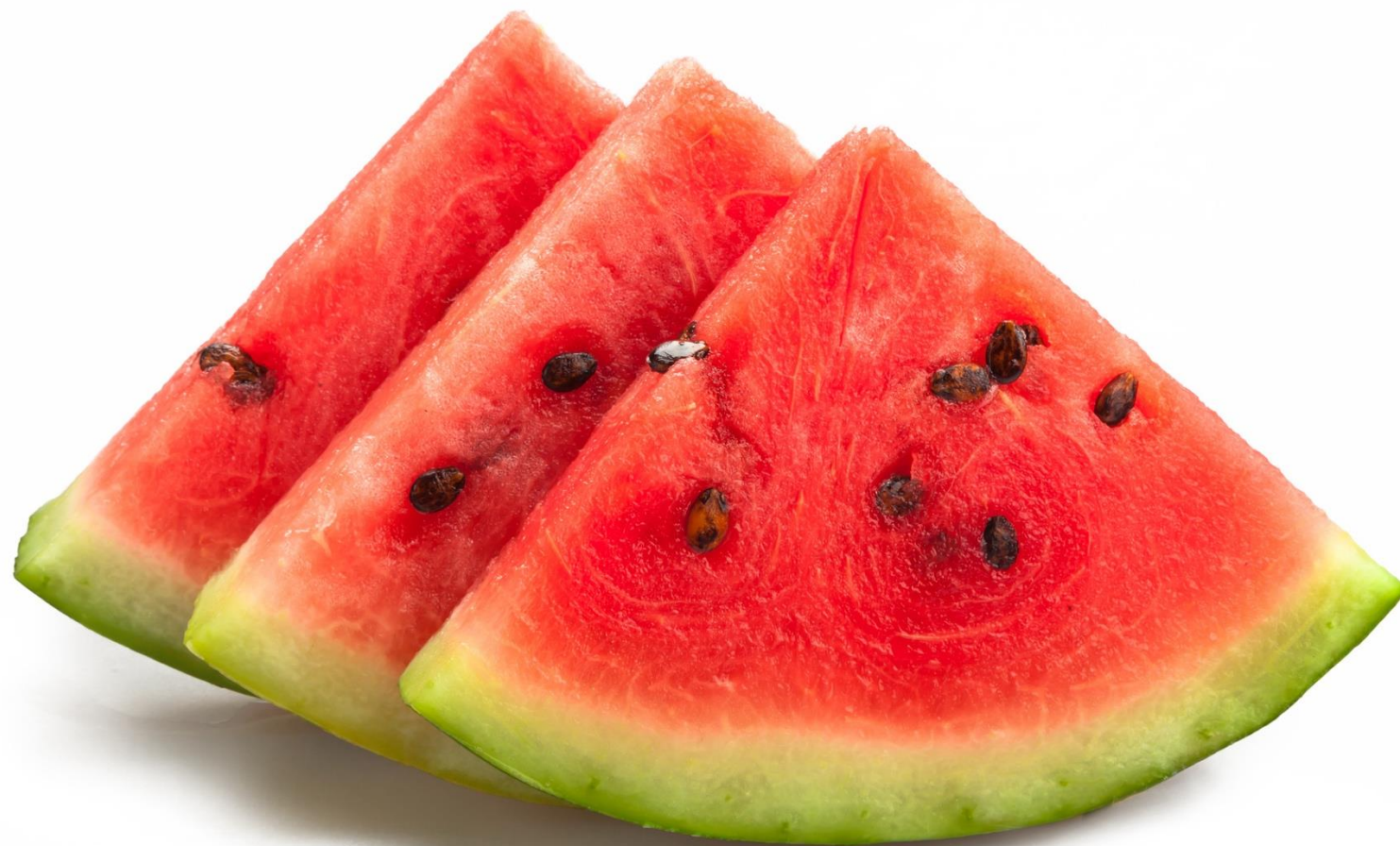


Technology and Training

The Importance of Imagery and Sound and How-To Videos

Presented by Evelyn Chicas





BENEFITS OF HOW-TO VIDEOS



- Increased comprehension and information retention
- Increased learner engagement
- Guaranteed flexibility
- Enhanced interactivity
- Lower training costs



SECURITY TRAINING

How to Use a Fire Extinguisher



HOW TO CREATE AN INSTRUCTIONAL VIDEO

KEY STEPS



WRITE A SCRIPT

Write down every word to prevent missing any essential points and having to start over from scratch.

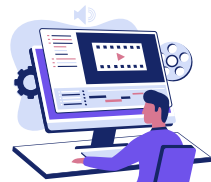
RECORD YOUR SCREEN/AUDIO

Locate a quiet area to record your audio if you opt for a voiceover. When recording your screen, consider capturing it in separate segments to allow for easier editing if needed.



EDIT THE VIDEO/ ADD MUSIC

Align your audio with your images and screen recordings. Incorporate instrumental music to avoid overshadowing your video's message. Adjust the background music's volume to ensure your voice remains clear and prominent.



HAVE A COLLEAGUE WATCH IT

Show your video to a coworker for feedback, making sure that the content is clear and easily understandable for everyone.



SHARE YOUR VIDEO

Upload your video to YouTube or any other video hosting platform so it can easily be shared or embedded.



Fire Extinguisher Training video script

Scene	Narration (Narration will be done by Les Borsay)	Visuals
Title slide	Fire Extinguisher Review Video	<ul style="list-style-type: none">- Blue template with a fire extinguisher- Title of video
Objectives	Hey there, it's Les! Getty's Emergency Preparedness Specialist. In this video, we will cover essential topics related to fire safety and fire extinguishers to help you stay prepared and safe in case of emergencies.	<ul style="list-style-type: none">- Zoomed-in talking head shot. Les is holding a Fire Extinguisher.
Key scene 1	Let's start with the different classes of Fire	<ul style="list-style-type: none">- Text on screen timed with narration- Supporting visuals
Scene 1 example	Fire Class A A good way to help you remember is using the Mnemonic A for "Ash." This class of fire would be ordinary solid combustibles such as wood, paper, fabric, and most kinds of trash.	<ul style="list-style-type: none">- Images/Animation related to the context, timed with narration
Key scene 2	Next, we have Fire Class B You can use B for "Burns" to help you remember. This covers flammable liquids and gases.	<ul style="list-style-type: none">- Images/Animation related to the context, timed with narration
Scene 2 example	Examples of Fire Class B include alcohol, ether, paints, oil, gasoline and grease.	<ul style="list-style-type: none">- Images/Animation related to the context, timed with narration
Key scene 3	The next class of fire is C, C for "Current" is a good way to help you remember this type of fire. A C fire is any type of energized electrical equipment fire	<ul style="list-style-type: none">- Images/Animation related to the context, timed with narration
Scene 3 example	Examples include fire that involves electrical equipment, electrical appliances, or	<ul style="list-style-type: none">- Images/Animation related to the context, timed with

	electrical wiring	narration
Key scene 4	Up next, we have a D class fire. D for "Ding, Dents" is a good way to help you remember.	<ul style="list-style-type: none">- Images/Animation related to the context, timed with narration
Scene 4 example	Class D fires are characterized by their involvement with combustible metals such as magnesium, sodium, aluminum, and titanium, and they are known for their resilience and ability to burn at exceptionally high temperatures.	<ul style="list-style-type: none">- Images/Animation related to the context, timed with narration
Key scene 5	Lastly, we have the K fire. Best way to remember is think of K for "Kitchen"	<ul style="list-style-type: none">- Images/Animation related to the context, timed with narration
Scene 5 example	A Class K fire is fueled by flammable cooking liquids, such as cooking oil, and animal or vegetable-based greases.	<ul style="list-style-type: none">- Images/Animation related to the context, timed with narration
Key Scene 6	Now that we have gone over the different classes of fire, let's take a look at the Fire Extinguishers that we have at the Getty.	<ul style="list-style-type: none">- Images/Animation related to the context, timed with narration
Scene 6 example	We have ABC fire extinguishers, Dry Chemical Extinguishers come in a variety of types. You may see them labeled: "DC" short for "dry chem" "ABC" indicating that they are designed to extinguish class A, B, and C fires. We also have H2O Fire Extinguishers that look like this	<ul style="list-style-type: none">- Images/Animation related to the context, timed with narration
Key scene 7	Now let's look at how to properly inspect a Fire Extinguisher	<ul style="list-style-type: none">- Zoomed-in talking head shot- Text on screen timed with narration- Les holds up an ABC Fire Extinguisher
Key Scene 8	<ul style="list-style-type: none">• Ensure gauge points to green area• Ensure pin is in and secure by plastic tie• Ensure tag is in place• Ensure date punched on tag is no more than 1-year old• Ensure unit is mounted on wall or in a cabinet• Ensure unit is not blocked and is fully	<ul style="list-style-type: none">- Images/Animation related to the context, timed with narration

Getty



SECURITY AND VISITOR SERVICES

Training Department Informational Kit

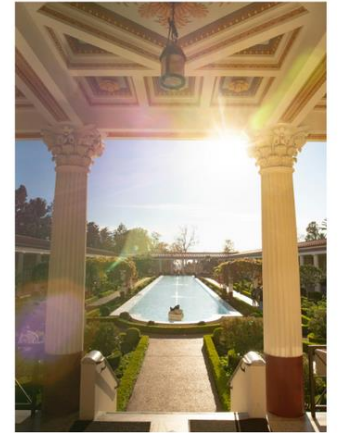
Presented by
Isabel Yao

What's Inside

- * About Us
- * Our Approach
- * New Hire Onboarding
- * Highlighted Courses
- * Speaker Series
- * Resources
- * Contact Us

OUR MISSION

The Training Department is fully committed to advancing knowledge and equipping our staff with the necessary tools to ensure the safety of all individuals within Getty premises. We promote active public engagement while diligently safeguarding cultural property and assets throughout their tenure in the Security and Visitor Services Department.



77

AVERAGE NUMBER OF NEW
HIRES ONBOARDED
ANNUALLY

98

TRAINING TOPICS IN OUR
CURRICULUM FOR
SECURITY OFFICERS AND
VISITOR SERVICES ASSOCIATES

560

COURSES FACILITATED BY
THE TRAINING TEAM IN
2023

New Hire Onboarding



1 Initial Correspondence

We engage with participants to discuss their training schedule, complemented by a Welcome Letter detailing their first day.

2 First Day

After orientation with HR, new employees receive a history and overview of the Getty and a site tour.

3 First Week

We acquaint staff with the array of resources at their disposal and provide guidance on navigating common on-the-job scenarios they may encounter with training topics such as incident reporting and OSHA Safety. Complete list of onboarding curriculum listed on page 8.

Stair and elevator tours are led by a Security Supervisor to enhance comprehension of building layouts.

4 Second Week

In their second week, the agenda comprises of fire extinguisher training, introductions to the managers, HR benefit presentations, and Crisis Prevention training.

5 Post Observation and Apprenticeship

Upon completion of classroom training, new employees collaborate with a mentor for on-the-floor observation and apprenticeship.

6 Ongoing Support

We offer continuous support and assistance by hosting regular refresher training sessions for each Security shift: AM, PM, and EM and for all Visitor Services Associates.



SECURITY TOPICS	VISITOR SERVICES TOPICS
Topics with an asterisk contain the same content for both Officers & VSAs	
Welcome to Security Officer Training*	Welcome to VSA Training*
Training Expectations*	Training Expectations*
Guide to Security & Visitor Services Personnel*	Guide to Security & Visitor Services Personnel*
The Life & Legacy of J. Paul Getty	The Life & Legacy of J. Paul Getty
Organization Overview & Executive Leadership*	Organization Overview & Executive Leadership*
The Center Experience Tour*	The Center Experience Tour*
Workforce Timeclock Procedures*	Workforce Timeclock Procedures*
ID Badges & Access Control*	ID Badges & Access Control*
Maps & Communication Guide*	Maps & Communication Guide*
Radio Skills*	Radio Skills*
Tram Safety & PED Policy*	Tram Safety & PED Policy*
Adult, Pediatric & Infant CPR, AED & First Aid	AudienceView Training
Code ME Communication	Reservation Check-in Procedure & Tour
Incident Recording Trifold	Directional Support Procedure & Tour
OSHA & Rooftop Safety	Tram Queue Procedure & Tour
Disability Awareness*	Tram Platform Procedure & Tour
Incident Command System	Tram Arrival & Tram Departure Procedure & Tour
Assembly Areas	Coat Check Procedure & Tour
Command Presence & Evacuation	OSHA Workplace Safety
Trace Tek	Disability Awareness*
Stair & Elevator Tours (N, E, S & W)	The Getty Intranet & Practice Scenarios
Triage	Call Center Basics & Ring Central
Fire Extinguisher & Emergency Bins	Business Reservation System
Code Red & Code 8 Activation	Central Security Station Procedure & Tour
Escorts & Scramble Pads	Information Desk Procedure & Tour
Secure Key Dispenser Codes*	Secure Key Dispenser Codes*
Fire, Life & Safety System	Event Procedures & Tour of Event Spaces
Security Emergency Response Carts	Cash Handling Training
Code Blue	Terrorism Awareness*
Terrorism Awareness* & Hazardous Materials	Villa Coat Check and Information Desk Procedures & Tour
Post Inspection, Art Count & RFID	Operating a Getty Vehicle Training
Non-Violent Crisis Prevention Institute*	Non-Violent Crisis Prevention Institute*
The Villa Experience Tour*	The Villa Experience Tour*

Highlighted Courses

Workplace Violence Safety Training



Run, Hide, Fight
Training



Environmental and
Situational Awareness

Initially developed in collaboration with the Los Angeles Police Department (LAPD), this training program is designed to educate staff on how to prevent and effectively handle instances of workplace violence, as well as how to respond to acts of targeted violence. The Workplace Violence Prevention Training covers a range of topics, including recognizing early warning signs of potential violence and emergency response protocols to establish a safe work environment.

In addition to the formal training sessions, Getty Security and Visitor Services also offers Workplace Violence Prevention Preparedness Walk-Throughs. During these walk-throughs, Security staff provide a tailored evaluation of your specific workspace and building layout, offering practical guidance on how to best react to a violent incident. This personalized approach ensures that all employees are equipped with the knowledge and strategies needed to respond in the event of workplace violence.

Threat Response Training



Code Blue Training
and Scenarios



Hazardous Materials



Terrorism Awareness

Unfortunately, there has been an increase in threats against cultural institutions. The Training department supports Security Officers and Visitor Services Associates by developing material that prepares for these threats, which include a Run, Hide, Fight Training based on lecture, scenarios and case studies lead by Security Manager, Tyrone Smith. Security Officers receive training in response to the recent acts of vandalism by climate protestors in cultural institutions, known as Code Blue training.

Site and Safety Training

Site and safety training is available to non-Security staff teams by supervisor request. Departments that currently participate in this training include Docents & Volunteers, Facilities, and Events.

Fire Extinguisher Training



Fire, Life, and Safety



Fire Extinguisher Practice

Fire extinguisher training equips Officers with the knowledge and hands-on experience needed to effectively use a fire extinguisher during an emergency. This training covers the different types of fire extinguishers, the various classes of fires, and the PASS technique—Pull, Aim, Squeeze, and Sweep—for proper usage. Participants will also learn about fire safety protocols and how to assess whether a fire can be safely extinguished or if evacuation is the better option. This essential training ensures that individuals are prepared to respond quickly and safely in the event of a fire.



Disability Awareness Training



Person First
Language



Proper Etiquette



Service Animal
Policy



ADA Compliance

This training emphasizes the Getty's ongoing commitment to maintaining compliance with the Americans with Disabilities Act (ADA). Participants gain insight into the various measures and accommodations implemented by the Getty to ensure accessibility for individuals with disabilities. From accessible facilities to assistive technologies, attendees gain a comprehensive understanding of the Getty's dedication to providing equal opportunities for all visitors.

Offered to both the Volunteer Team and Getty-wide, this training serves as a cornerstone in fostering a culture of inclusivity and accessibility within the Getty community. By equipping participants with the knowledge and skills to better assist individuals with disabilities, the Getty reaffirms its commitment to providing exceptional service to all guests, regardless of their abilities.

Tram Safety



General Tram
Knowledge



Tram Shutdown
Procedures



Tram Evacuation
Protocol

This training covers the history and mechanics of the tram and trains staff on what to do in case of a tram shut-down. We go over some tram fun facts, shut down and evacuation procedures. This training ends with an 8-minute film featuring a Getty All-Star Cast.



Speaker Series

Curator Presentations



We invite curators to reach out to build relationships and facilitate an understanding between departments. Curator Presentations are given during roll call to Security Officers and Visitor Services Associates. The presentation provides an opportunity for curators to communicate the intricacies of a new exhibit: conditional loan agreements from the lending institution, fragility or light sensitivity of a particular piece, or background information that may be of public interest.



Curator Walking Tours

Curator walk-throughs offer Security and Visitor Services staff an exclusive opportunity to explore a new exhibit and featured artworks directly with the curator. During these walking tours, curators provide in-depth insights, share unique stories behind selected pieces, and highlight the significance of the new exhibition. This firsthand experience allows our frontline staff to gain a deeper understanding of the artworks and their context, enabling them to share this knowledge with visitors and enhance their overall museum experience.

Train-the-Trainer



This program focuses on equipping trainers with the tools, techniques, and best practices needed to effectively deliver training sessions, facilitate learning, and engage our learners. Key components of the Train-the-Trainer program include instructional design, presentation skills, classroom management, and methods for assessing learning outcomes. Trainers also learn strategies for adapting their training approach to different learning styles and needs, ensuring that the material is accessible and impactful for all learners. By the end of the program, trainers are prepared to confidently lead sessions, foster a positive learning environment, and contribute to the ongoing professional development in the classroom.



Department of Fish and Wildlife Presentation


As we share the geography and landscape of the Getty Center and Villa with wildlife, we have had the pleasure to work closely with the State of California, Department of Fish and Wildlife to educate and inform on how best to coexist respectfully and safely in this environment. Environmental Scientists from the Department of Fish and Wildlife generously offered to provide a presentation crafted for our Senior Leadership and Management Team on our local wildlife and best practices to co-exist, as well as facilitate an additional information session, and specifically designed for our staff (Security, Facilities and Grounds). The presentation included information on safety strategies, signage, best practices, prevention, protection, sightings and/or encounters between humans and animals, including, but not limited to coyotes, bobcats, mountain lions, skunks, deer, raccoons, and snakes.

Resources

GETTY

J. Paul Getty Trust Security Training

Security Officer Training



J. Paul Getty Trust Security Training Department

The J. Paul Getty Trust
1200 Getty Center Dr., Ste 900
Los Angeles, CA 90049

Training Team

Felicia Bryant
Assistant Manager
320-440-6429

Deanna Antidavallsson
Sr. Trainer
320-440-7226

Brylyn Chicas
Trainer
320-440-6327

Rev. 07/2024

The Security Officer Training Manual

Officers receive a comprehensive 184-page manual on their first day of onboarding.

This extensive resource encompasses both hard and soft skills essential for their success throughout their careers at the Getty. The manual covers a wide range of topics, including assembly areas, command presence strategies, emergency response procedures, and effective fire, life, and safety systems. By providing a solid foundation, this manual ensures that Officers are well-prepared to meet the diverse challenges they may encounter in their role.

GETTY

SECURITY COMMUNICATIONS GUIDE

JULY 2024
REVISION 22

The Security Communication Guide is a pocket-sized guide containing call signs for administrative staff, Security and Visitor Services post assignments, radio communication codes, and the phonetic alphabet.

Museum Reference Guide
October, 2023

Getty

The Museum Reference Guide is a compact resource organized to assist staff in navigating the museum's layout and emergency procedures. This guide includes the location of our fire and moisture detection systems, categorized by building or pavilion, as well as the locations of emergency response carts. It offers a concise refresher on essential procedures, such as CPR, assembly areas, and triage protocols.

GETTY MUSEUM POLICIES

SECURITY & VISITOR SERVICES TRAINING DEPARTMENT

BAGS & BABY CARRIERS

FOOD & DRINK

PHOTOGRAPHY & VIDEO

LIVE-STREAMING VIDEO APPS

ANIMALS

ARTWORK

SMOKING

STATIONARY

Getty Museum Policies Guide

The Museum Policies Guide is a comprehensive resource that compiles a list of museum policies directly sourced from our public website. This guide serves as a valuable reference for officers, enabling them to effectively communicate our policies to visitors. By providing clear and accurate information, the guide helps ensure that interactions with visitors are consistent, informed, and aligned with the museum's standards.

June 2024

Bag and Parcel Inspection



EDUCATING • EQUIPPING • EMPOWERING

GETTY

Take 5s


Take 5s are a microlearning tool designed to cover a single topic in approximately five minutes. The Security Officer Take 5 library currently features 41 topics, with more being added regularly.

Topics range from brush fire response to heat illness prevention.

M12 Post Procedures

KEY BLOCK	M12
POST	North Pavilion
LOCATION	N 102, N103
RADIO CH	A3
PHONE	EXT. 1834

North Pavilion



Post M12

M12 TIME CLOCK LOCATIONS

- To clock in at start of shift and clock out at end of shift, use one of the following time clock locations:
 - M12 Sec (Museum L2 Corridor by Security Suite leading to Museum Lecture Hall) OR
 - M12 Sec Annex (Museum L2 Corridor inside Security Annex) OR
 - MPL Sec (Museum Security Station, Plaza Level)
- To clock out and then back in from meal breaks, use the time clock located at:
 - L2 Egress (Museum Prep area by Freight Elevator #6)

Security Post Procedures - M12

Post Procedures

We maintain a comprehensive set of 185 post procedures specifically designed for our Security Officers. These procedures provide detailed instructions on the opening and closing protocols for the specified post, as well as specific emergency response actions.

Getty

Visitor Services Associate Training & Reference Manual

J. Paul Getty Trust Security Training Department

The J. Paul Getty Trust
1200 Getty Center Dr., Ste 900
Los Angeles, CA 90049


Training Team

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Rev 08/2024

The Visitor Services Associate Training Manual

Visitor Services Associates (VSAs) receive a comprehensive 100-page manual on their first day of onboarding.

This extensive resource encompasses both hard and soft skills essential for their success throughout their careers at the Getty. The manual covers a wide range of topics, including The Life and Legacy of J. Paul Getty, crowd control and command presence techniques, and a guide to using the Getty's Business Reservation System. By providing a solid foundation, this manual ensures that VSAs are well-prepared to meet the diverse challenges they may encounter in their role.



AudienceView Training Manual

Security & Visitor Services Training Department

J. Paul Getty Trust

AudienceView Ticketing System Training Manual

The AudienceView Ticketing System Manual is a 114-page document that provides in-depth guidance on the operation and management of the ticketing system used by staff and visitors. This manual covers all aspects of creating and managing reservations for general entrance, as well as special events such as lectures, performances, and other programs. VSAs receive thorough training on this software, ensuring they are proficient in its use and can assist visitors effectively. The manual serves as an essential resource for staff, offering detailed instructions to support seamless and efficient ticketing operations.

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Thank you!

**Security and Visitor Services
Training Department**

