

Getty



**SECURITY AND
VISITOR SERVICES
TRAINING DEPARTMENT**

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

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ABOUT US

The Training Team operates within the Security and Visitor Services Department, committed to advancing knowledge and equipping staff to safeguard all individuals within Getty spaces, fostering active public participation, and preserving cultural assets.



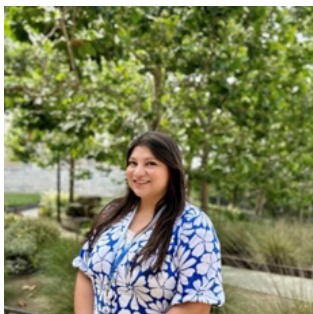
Felecia Bryant | Assistant Manager, Training and Operations

Felecia Bryant is a member of the security and visitor services management team at the J. Paul Getty Trust. She loves sushi, jazz, hosting friends and family, and interior design, but her professional passion is learning and development (L&D). Her love for L&D started as a student at the University of California, Los Angeles, and after graduating, has spanned over 28+ years, leading teams in higher education; health care; in the nonprofit, private sector, and government; diversity, equity, inclusion and belonging; and professional sports. With a natural curiosity and trained insight for how adults learn and a passion for creating pathways and tools to support their continued professional growth and success, she has collaborated, as well as led teams that design L&D programs. Her superpower is in developing talent and the storytelling aspect of training; evaluating training strategies; and creating products and programs that increase participant engagement, comprehension, and optimizing retention.



Deanna Arisdakessian | Senior Trainer

Deanna Arisdakessian has over 9 years of experience in the field of learning and development. She specializes in creating impactful training programs and fostering continuous learning environments for the Getty's frontline staff, while continuously striving to leverage the latest technologies and methodologies to create interactive and effective learning experiences. She holds a bachelor's degree in art history from the University of California, Los Angeles. When not working, Deanna enjoys travelling with her husband, creating digital art, and hosting parties with family and friends.



Evelyn Chicas | Trainer

Evelyn Chicas holds a bachelor's in art history from California State University, Los Angeles, and a master's in education specializing in e-learning and new media design. Currently, she serves as a trainer at the J. Paul Getty Trust in the security and visitor services department. In this role, she guides new security officers and visitor services associates through comprehensive training to prepare them for their responsibilities. Beyond the classroom, Evelyn enjoys creating various educational materials like videos, e-learning, quizzes, infographics, and games for instructional purposes. Before joining the Getty, she worked in higher education, where she found joy in assisting students at different stages of their academic journey. Leveraging her skills in instructional design, she developed educational content to help students navigate online tools for effective class planning and scheduling. In her free time, Evelyn enjoys moments spent with friends, family, and her husky named Kona. She loves to travel, with Hawaii and El Salvador being her top destinations that she frequents.



Isabel Yao | Trainer

Isabel Yao is a trainer for the security and visitor services department, bringing more than a decade of experience in customer service to her role. She began her career at the Getty in 2016 as a visitor services associate, which led to a deep understanding of the needs of front-facing staff and enjoyment of interacting with the range of communities who choose to spend their time at the Getty. While she was a supervisor for the department, she focused on retention and recruitment. Isabel has a passion for sharing knowledge, ensuring it is communicated clearly and accessible to all audiences. She was a member of the inaugural Getty Security and Visitor Services Diversity, Equity, Accessibility, and Inclusion (DEAI) task force, contributing to initiatives that promote DEAI. When not working, Isabel enjoys spending time outdoors with her husband and her two dogs.

Our Approach



➤ Generational Learning

When teaching different generations, it's important to recognize that individuals within each generation may have diverse backgrounds, experiences, and learning preferences. Flexibility, adaptability, and a student-centered approach are key to effectively engaging learners across generations and creating inclusive learning environments that cater to their needs and interests.

➤ Accessibility

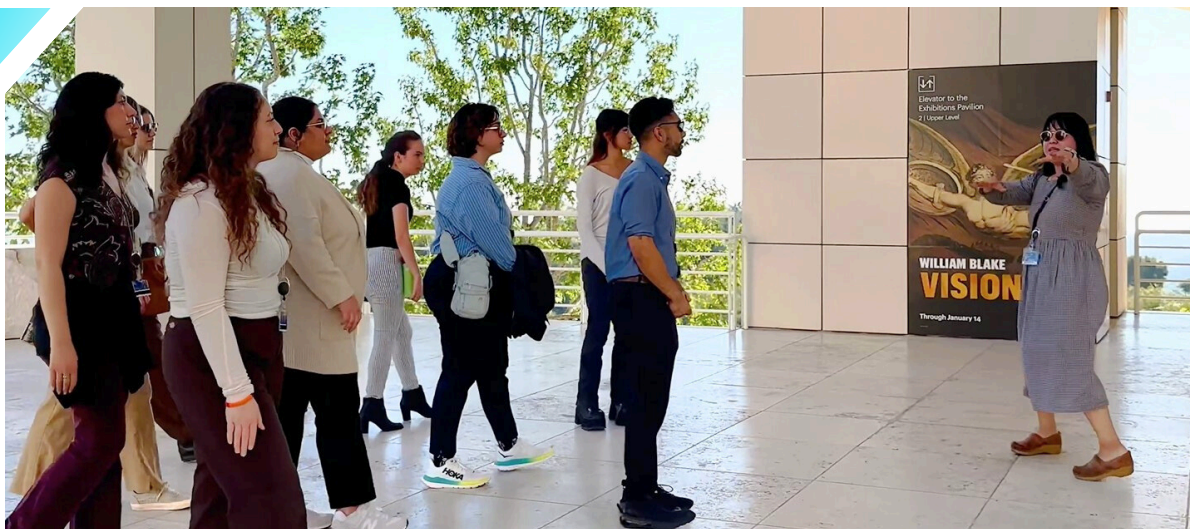
Teaching individuals with accessible needs involves creating inclusive learning environments that accommodate a diverse range of abilities, ensuring that all students have equal opportunities to participate, engage, and succeed.

➤ Color Theory

Teaching with color theory involves exploring the principles of color and how they can be applied in various disciplines such as art, design, and visual communication. Color theory encompasses concepts such as color harmony, color psychology, and color mixing, and it plays a fundamental role in creating visually appealing and effective compositions.



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.

New Hire Onboarding

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.



New Hire Onboarding

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.

Highlighted Courses

Radio Skills Training



Radio Etiquette and
Communication



Radio Language



Technical
Radio Skills

This training program is designed to provide comprehensive instruction on the utilization of call signs and 10-Codes for effective communication within the Getty. Participants will delve into various aspects including understanding radio features, mastering radio functions, and adhering to radio etiquette protocols.

This course is tailored to equip individuals with the necessary skills to proficiently operate radios, ensuring clear and precise communication channels within the Getty environment.

Medical Emergency Reponse and Communication



Basic First Aid



CPR and AED



Safety
Protocols

Emergencies can indeed occur unexpectedly, and the Getty recognizes the paramount importance of preparedness and swift response in such situations. That's why every security officer undergoes rigorous training and certification through the American Red Cross in Adult and Pediatric CPR and AED (Automated External Defibrillator) usage, in addition to administering first aid.

The certification in Adult and Pediatric CPR and AED instills confidence in Security Officers to administer life-saving measures, such as chest compressions and defibrillation, to individuals experiencing cardiac arrest. Additionally, their training in first aid equips them with the ability to address a wide range of medical issues, from minor cuts and bruises to caring for a choking adult or infant, until professional medical help arrives.

By prioritizing the certification and ongoing training of Security Officers CPR and First Aid, the Getty affirms its commitment to the safety and well-being of its staff and visitors. This proactive approach not only enhances emergency preparedness but also underscores the Getty's dedication to providing a safe environment for all who engage with its cultural treasures.

Highlighted Courses

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.



Highlighted Courses

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.



CCSP (Certified Cargo Screening Program)

The Certified Cargo Screening Program (CCSP) is a government-issued program that allows screening facilities, such as the Getty, to participate in the screening of cargo prior to providing it to airlines for transport on passenger flights. The program provides security while ensuring the flow of commerce. Those that are certified in the program have a purple stripe on their employee badge.

To become certified in the program, Security Training conducts certification classes throughout the year for various departments within the Getty, including, but not limited to, Registrar, Curatorial, Preps, and Security.

Speaker Series

Curator Presentations



Interdepartmental
Communication



Exhibit Information

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.

Speaker Series

Train-the-Trainer



Effective Training
Delivery



Instructional Design
and Adaptability



Enhanced Facilitation
and Feedback Skills

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.

Speaker Series

Continuum in Excellence



Technology and
Training



Gamification and
Training



Generational Learning:
Strategies of Engagement

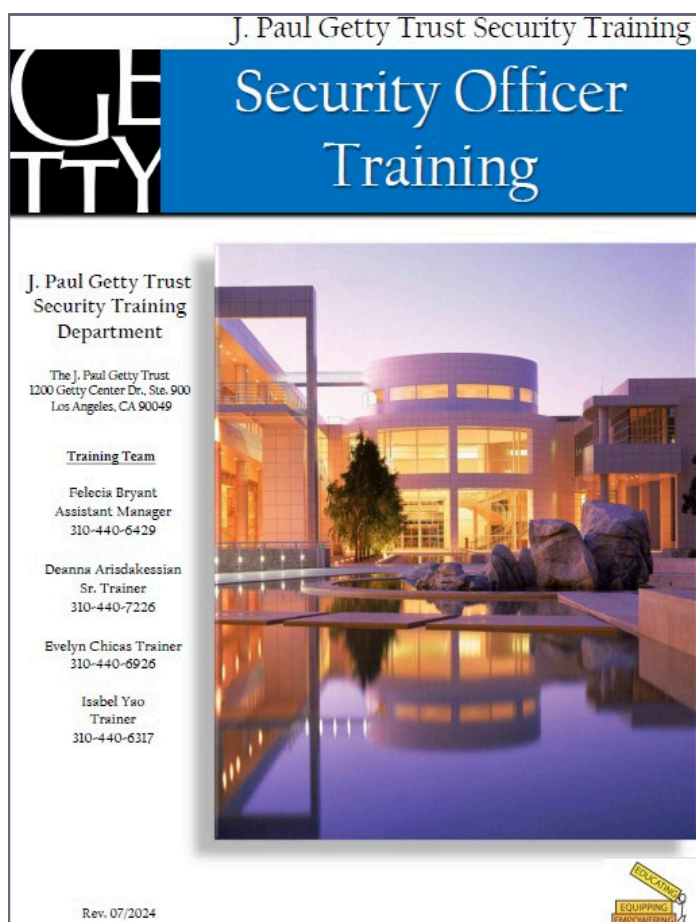
Continuum In Excellence (CNE) is a first-of-its-kind program brought to the Training Team in 2018 that provides professional development opportunities within the Learning and Development (L&D) space. Each Trainer is given the opportunity to research and present L&D subject matter that will elevate their expertise and foster success; including, but not limited to new training tools, products, learning management systems, activities, etc., that enhance trainer proficiency and learner retention and engagement. Participation in the CNE Program provides our training team the opportunity to strengthen curriculum development, participation, engagement, retention, and organizational assessment.

The CNE Program was developed to train L&D professionals on strategies that improve course and activity creation and enhance facilitation technique when supporting professional adult learners. The CNE program advances our Trainer's education, learning, and growth. It challenges and helps us develop and benchmark our practices against national standards and strengthens operations through expert peer feedback and consultation. The following are a few of the CNE topics that have been presented.

- Technology and Training
- Gaming and Training
- Generational Learning: Strategies of Engagement
- Visual and Audio Imagery & Adult Learning

Resources

Security



The Security Officer Training Manual

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

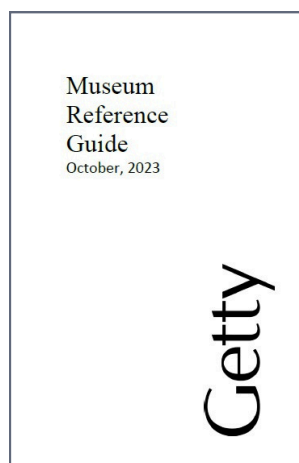
This extensive resource encompasses both hard and soft skills essential for their success throughout their career at the Getty.

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.



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.



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.

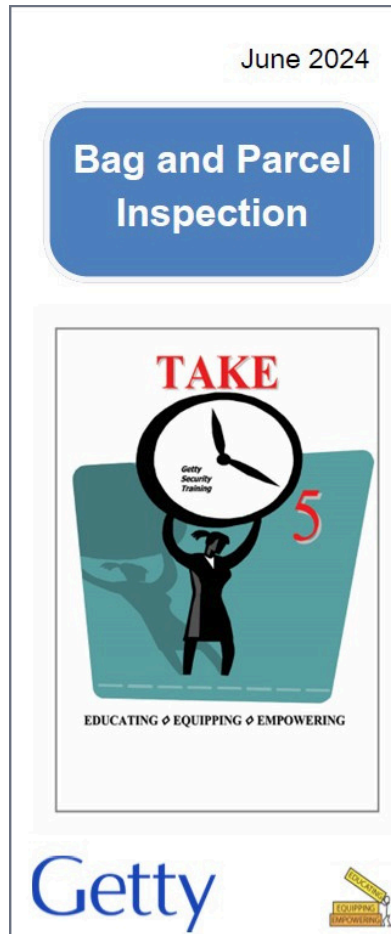
Resources

Security



Getty Museum Policies Guide

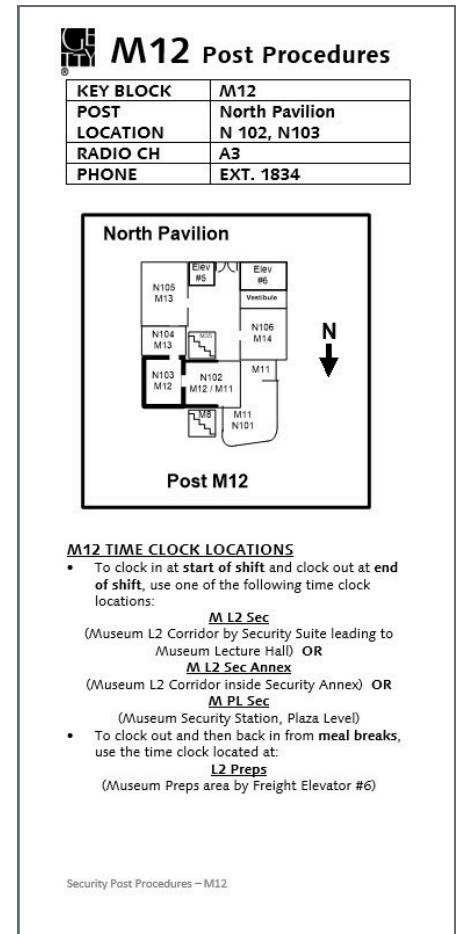
The Museum Policies Guide is a comprehensive resource that compiles a list of museum policies directly sourced from our public website. This guide serves as a valuable reference for officers, enabling them to effectively communicate our policies to visitors. By providing clear and accurate information,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



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.

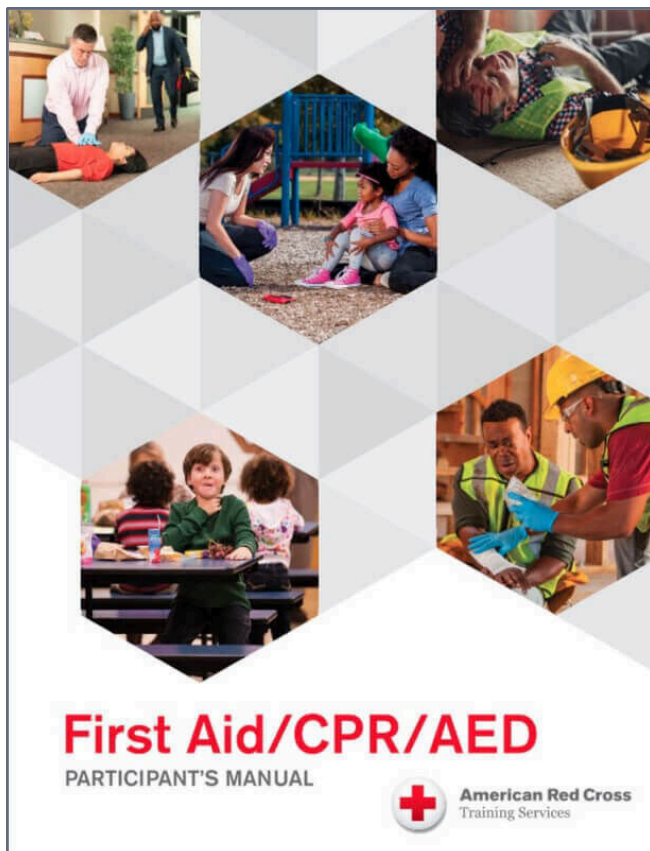


Post Procedures

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.

Resources

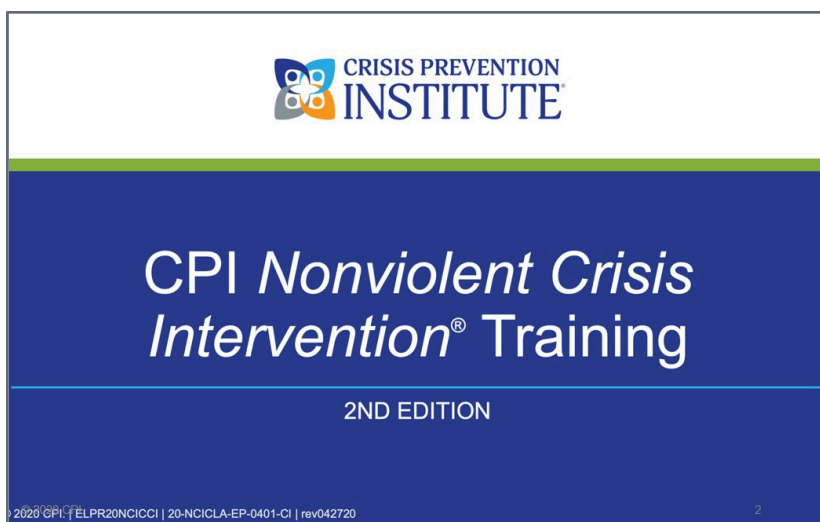
Security



The American Red Cross First Aid/CPR/AED Participant's Manual

The American Red Cross First Aid/CPR/AED Participant's Manual is an essential resource provided to all officers during their certification process. This comprehensive manual supports an 8-hour training course that covers fundamental life-saving skills, including basic first aid, adult and infant CPR, the proper use of an Automated External Defibrillator (AED), and techniques for assisting a choking adult or infant.

Every Security Officer undergoes this training and receives certification, ensuring that they are fully equipped to respond effectively in emergency situations. This certification is a critical component of the officers' training, enabling them to maintain a safe environment for visitors and staff.

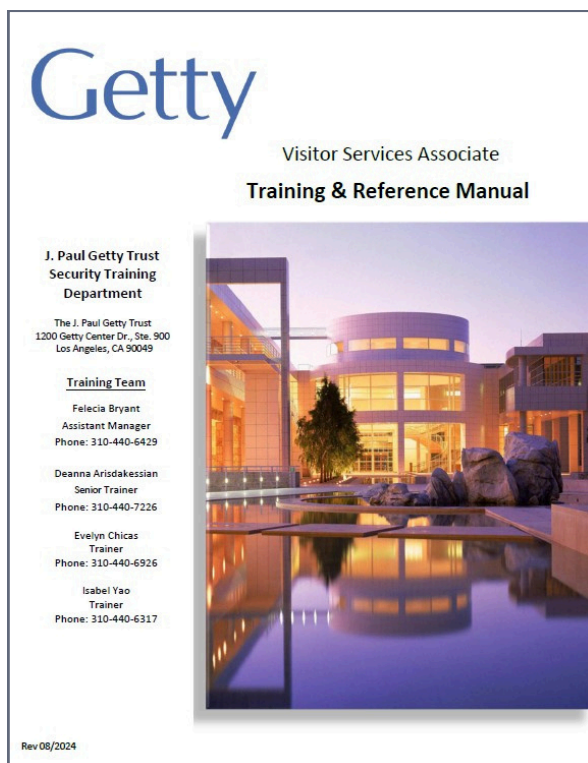


Crisis Prevention Training

Crisis Prevention Training equips staff with the skills and strategies needed to effectively manage and de-escalate potentially volatile situations. This training focuses on recognizing early warning signs of a crisis, employing non-violent intervention techniques, and maintaining a safe environment for both staff and visitors. Participants learn how to respond calmly and confidently under pressure, minimizing the risk of harm and ensuring a positive outcome.

Resources

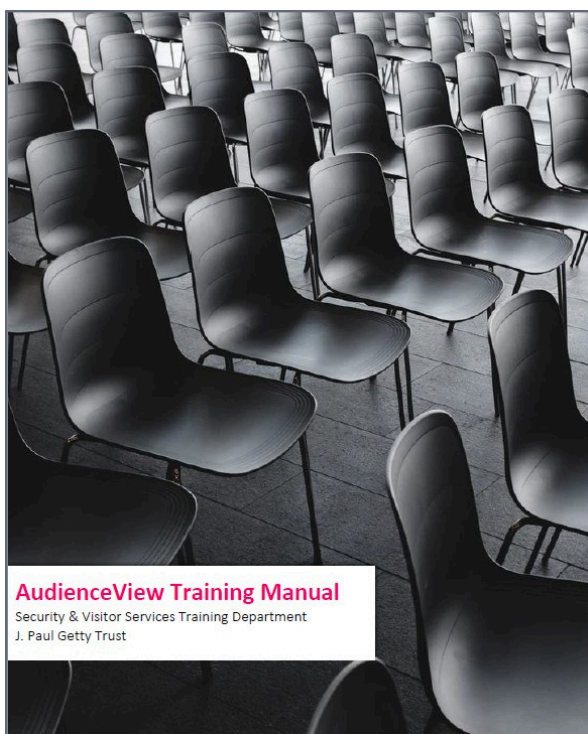
Visitor Services



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.

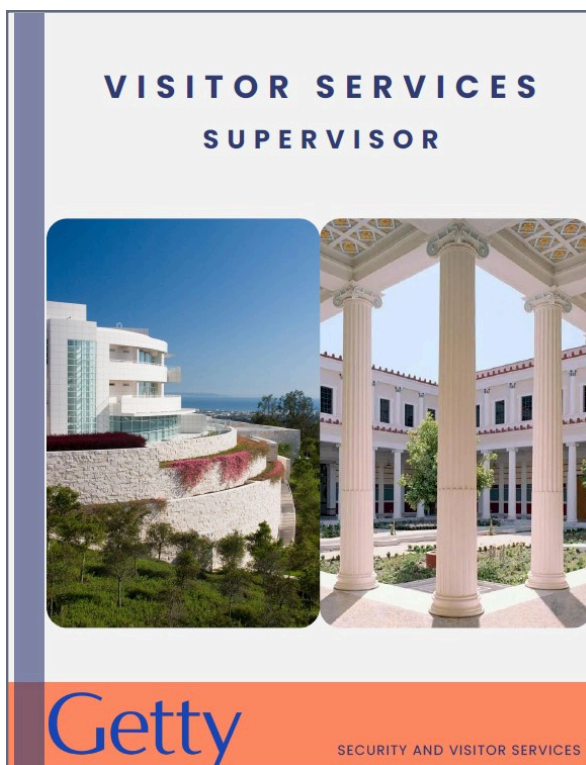


AudienceView Ticketing System Training Manual

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.

Resources

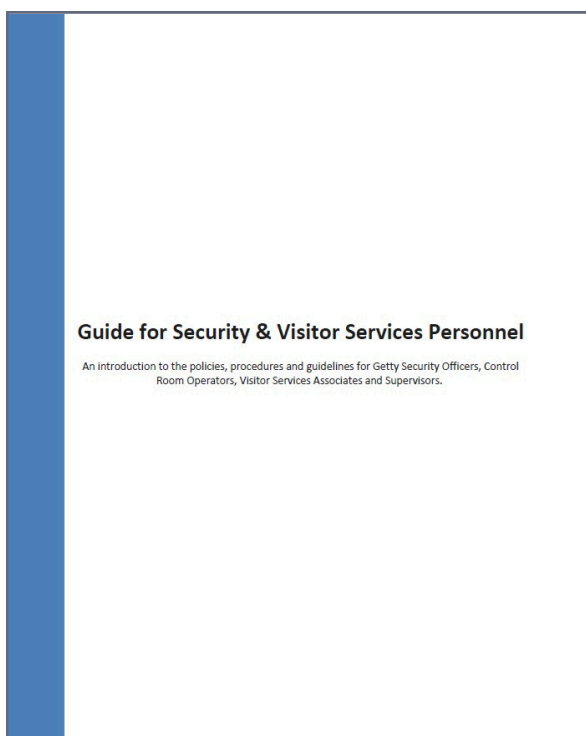
Visitor Services



The Visitor Services Supervisor Training Manual

This 67-page manual provides comprehensive post procedures for Visitor Services Supervisors, along with detailed how-to guides for managing various administrative responsibilities. In addition to step-by-step instructions for event management processes and provides timekeeping charts to ensure accurate tracking of VSA work hours.

This manual supports supervisors in effectively overseeing operations, coordinating events, and maintaining organized administrative records.



Guide for Security and Visitor Services Personnel Handbook

The Guide for Security and Visitor Services Personnel is an essential addendum to the Getty staff handbook, tailored specifically to the needs of the department.

This guide provides department-specific guidelines on communication protocols, scheduling procedures, and timekeeping practices. It also includes detailed specifications for attire and uniforms, ensuring that all personnel maintain a professional and consistent appearance.

EXTERNAL PARTNERS

We are happy to serve several external partners at the Getty. Training conducted to non-Security personnel include Docents & Volunteers, Facilities, and Events. Staff are trained in topics that include, but are not limited to, Disability Awareness, Radio Communication, Tram Safety, Curator Presentations & Walking Tours, and CCSP.

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