



**TESTIMONY OF  
CONNECTICUT HOSPITAL ASSOCIATION  
SUBMITTED TO THE  
PUBLIC SAFETY AND SECURITY COMMITTEE  
THURSDAY, MARCH 17, 2022**

**SB 370, An Act Concerning The Conditions Under Which Private Investigators And Security Guards May Perform Duties While License Applications Are Pending**

The Connecticut Hospital Association (CHA) appreciates this opportunity to submit testimony concerning **SB 370, An Act Concerning The Conditions Under Which Private Investigators And Security Guards May Perform Duties While License Applications Are Pending**. CHA opposes Section 2 of the bill.

Since early 2020, hospitals and health systems have been at the center of Connecticut's response to the COVID-19 public health emergency, acting as a vital partner with the state and our communities. Hospitals expanded critical care capacity, procured essential equipment and supplies, and stood up countless community COVID-19 testing locations. Hospitals have been an essential component of the statewide vaccine distribution plan including efforts to reach and serve historically under-resourced communities disproportionately affected by the virus.

Section 2 would eliminate the requirement for supervision of individuals working as security officers while awaiting licensure. CHA opposes this change.

The supervision of individuals working in hospitals as security officers while their license application is pending is essential to ensuring the safety of patients, visitors, and staff. Hospitals are often located on larger campuses that attract a steady stream of patients and visitors, who are often frightened, agitated, impaired, or otherwise in distress. On occasion, these individuals may become disorderly or even violent. According to the United States Bureau of Labor Statistics, workers in the healthcare and social service industries experience the highest rates of injuries caused by workplace violence and are five times more likely to get injured at work than workers overall. There is a higher than average need for security in a healthcare setting.<sup>1</sup>

A hospital security officer may also engage in a number of duties, including:

- Maintaining a visible patrol
- Completing safety/security checklists and incident logs
- Monitoring entrances

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<sup>1</sup> U.S. Bureau of Labor Statistics, Fact Sheet, Workplace Violence in Healthcare, 2018/April 2020, last visited March 10, 2022.

- Making sure that the premises are locked and secure
- Monitoring alarm and security systems
- Maintaining security equipment
- Executing emergency procedures
- Interacting with the public, providing customer service
- Using verbal de-escalation techniques to manage conflicts
- Assisting with restraining individuals who pose a safety risk
- Calling for law enforcement

The direct supervision of applicants for licensure by a licensed security officer will help ensure the sharing of a supervisor's wisdom and experience with the applicant and bridge the gap between education and practice.

We also ask the Committee to amend the statute to confirm that an applicant for a license as a security officer may perform the duties of security officer, subject to the conditions set forth in the statute, from the date an application is filed with the Commissioner of Emergency Services and Public Protection.

Thank you for your consideration of our position. For additional information, contact CHA Government Relations at (203) 294-7310.