

Certification *Profile*



When **Clint A. Schaefer, CPP**, joined ASIS International in 1999, he was working as a proprietary security officer in a large manufacturing company. While at a Milwaukee Chapter meeting, he was approached by another member who asked Schaefer if he

had a few minutes to chat. "I didn't know anyone, so I welcomed the conversation," Schaefer recalls. "I listened intently as the gentleman laid out a roadmap for success, which involved active chapter participation, networking, certification, more experience managing people, and a graduate degree in business."

Today, Schaefer, now chair of the Milwaukee Chapter, works for that mentor, ASIS Chairman of the Board of Directors Michael R. Cummings, CPP. Schaefer has been manager of loss prevention and security services for Aurora Health Care since 2008. His duties include providing loss prevention and security management services for a large integrated healthcare system, including hospitals, clinics, and other facilities throughout Eastern Wisconsin.

"One of the biggest challenges that we face in healthcare is that we are open for business 24 hours a day, 365 days per year," he says. "The front doors never close. Our customers come from every walk of life."

A usual day on the job might include assisting with access control and key requests, ensuring that all electronic security equipment is working properly, following up on investigations, preparing materials for meetings and training, and responding to complaints, which Schaefer calls "opportunities for improvement." However, "A typical day and a tentative schedule can be wiped out completely by just one phone call," he says.

One of the great things about his job is that he is a valued member of numerous teams, where his input is respected on many levels and not just as a security professional. "The key is to think outside of your security role and to be a partner throughout the organization," he advises. "The ability to help solve others' problems creatively and cost-effectively will get you a seat at the table on a regular basis. You must be willing to be a collaborative partner."

Schaefer earned his Certified Protection Professional® (CPP) designation in 2005. "In healthcare, credentials are everywhere," he says. "It is an important aspect of all of our professions and to those seeking our services. When our customers see that members of the security team have credentials, it shows the extra measure of dedication our organization has for everyone's safety."

At Aurora Health Care, security officers are required to pass a basic certification course as a condition of employment. Supervisors and persons in management positions above the level of supervisor are encouraged to seek a professional certification as part of their career development. "Our management team has three managers with ASIS certifications—two CPPs and one PCI," he states.

Schaefer adds that the credibility that certification brings to the security program at Aurora Health Care can be witnessed by the tremendous level of support they receive from the executive team as well as from department heads and staff. "The organization knows that its loss prevention and security professionals are as dedicated to providing a safe and secure environment as the doctors, nurses, and support staff are dedicated to providing quality healthcare," he says.

—By Vicki Moeser, ASIS public relations manager