

Case study | Canada Border Services Agency Detention Program

Managing, escorting, and transporting detainees at several locations in Vancouver

Canada's Immigration and Refugee Protection Act (IRPA) stipulates who is inadmissible to Canada. Under the IRPA Act, the Canada Border Services Agency (thereafter referred to as the CBSA) is empowered with the right to arrest, detain and remove permanent residents and foreign nationals who are found to be inadmissible to Canada.

On July 7th, 2015, the CBSA contracted GardaWorld to provide detention and transportation services starting October 1st, 2015 in the Metro Vancouver Area (MVA). The scope of work includes but is not necessarily limited to:

- Care and control of persons detained under the authority of the IRPA at the British Columbia Immigration Holding Centre (BCIHC) – Vancouver International Airport (VIA) and in the day cells at Library Square;
- Management and provision of the safe and secure transportation of detainees and their personal effects to and from the BCIHC and other locations;
- Escorting detainees through the process that culminates in their departure from Canada, typically from VIA or land port of entry (departure verification).

Currently GardaWorld provides the CBSA with qualified security professionals to perform the required Detention Program duties. Employees are mentally and physically prepared by GardaWorld to engage in daily routines in compliance with the CBSA Standing Orders. Although working in a law enforcement environment can be challenging, GardaWorld embodies an all-hands-on-deck approach, ensuring the safety and security of detainees is maintained at all times.

[Experienced security personnel with appropriate clearances](#)

The recruitment profile from which guards are selected for this contract is specifically experience-related. At the very least, all GardaWorld employees working on the CBSA contract hold a BC Security License and BC Class 5 Driver License in addition to at least 6 months' security experience. The selection process is composed of two behavioural-based interviews with scenario questions that parallel job-related skills and situations (i.e.: crisis management, tactical communication, situational awareness). During the selection process, GardaWorld submitted the applicants' details to the CBSA for both Public Works and Restricted Area Identification Card (RAIC) clearances.

The CBSA has contracted various positions with GardaWorld to ensure operations run smoothly throughout the Detention Program. An Operational Manager manages on-site operations and serves as the main day-to-day point of contact for the CBSA. An Assistant Operational Manager serves as the alternate day-to-day point of contact for the CBSA, and also acts as the main point of contact for our Shift Supervisors. Two Shift Supervisors stationed at both the BCIHC and at the Library Square serve as the main point of contact for any security guard on site. Four to six security guards stationed at the BCIHC and four to six at the Library Square serve as the main point of contact for all detainee security and safety issues.

Extensive training to prepare guards for a challenging security reality

In addition to their clearance, guards are put through extensive training as required by the CBSA before they are allowed to work onsite. The following non-exhaustive list of mandatory training and knowledge prior to engagement amply prepares the security team to face the challenges that can come with the CBSA's detainees:

- Basic Security Training (BST)
- Advanced Security Training (AST)
- OFA Level 1 First Aid and CPR Training with Automated External Defibrillator (AED) Certification
- Detainee Transport Security Officer Training (DTSO)
- Cultural Sensitivity, Harassment and Diversity Training
- Mental Health and Suicide Prevention Training
- IRPA/Privacy Act and Access to Information Act Training.

Expanded services at the Vancouver International Airport (VIA)...

In addition to the recent Detention Program contract, GardaWorld has also been contracted by the CBSA to be stationed at a third site at the Vancouver International Airport (VIA). GardaWorld assumes similar responsibilities as is required at the BCIHC: oversight of low-risk inadmissible persons in the waiting room, care and control of low-risk IRPA detainees in secondary cells, transportation of IRPA detainees to and from detention centres and confirmation of departures. Uniquely, the VIA site is staffed with both CBSA officers and GardaWorld employees, allowing the CBSA to focus more on operational priorities by increasing their ability to have Officer resources directed to high-risk enforcement and core program-related duties.

VIA is a fast-paced work environment, which requires constant vigilance and situational awareness. Employees that have worked the past six months at the both Library Square and the BCIHC have experienced handling at-risk detainees including those who display suicidal tendencies, passive-aggressive behaviour and detainees that are uncooperative. This experience allows them to operate at VIA with job-related experience and knowledge creating a secure environment for everyone. VIA is staffed with a Shift Supervisor stationed at the VIA detention centre who serves as the main point of contact for any of the security guards stationed at the VIA detention centre for all detainee security and safety concerns.

... and Regional Detainee Transport (RDT) territories

The Regional Detainee Transport Expansion Project is designed to expand GardaWorld's scope of work regarding detainee transports throughout British Columbia and the Yukon Territory. The CBSA requires detainees be securely transported throughout the lower mainland, interior, and island regions to attend important court dates and Minister Delegate hearings under the IRPA. This eliminates the use of Immigration Office resources being used for transports, and widens the scope of work for GardaWorld employees to gain knowledge and experience in the field.

Detainee transports are required on a daily basis to and from correctional facilities within BC and the Yukon. GardaWorld has numerously demonstrated the ability to transport detainees from remote areas such as Whitehorse and Fort St. John, safely and efficiently. This project will increase the efficiency and volume of transports throughout the region, and decrease the amount of waiting time for the CBSA legal proceedings. Although this project is based locally at Vancouver International Airport, it will encompass all BC regions

including mainly the Kootenays, Kelowna, and Victoria. GardaWorld employees stationed at each of these regions will transport detainees to and from VIA when required by the CBSA.

The RDT project is staffed with two part-time security guards stationed at the CBSA locations (Kootenays, Kelowna and Victoria) who serve as the main point of contact for all regional detainee transports.

[Fleet vehicles to accommodate the sensitive environment](#)

GardaWorld currently operates six fleet vehicles between the two sites. A seventh vehicle will be incorporated to help transport detainees during the new VIA Expansion Project. The fleet consists of four Ford Transit Connect XLT Wagons, two Ford Transit 350 XLT Wagons and one Ford Crown Victoria.

These vehicles have been equipped with extra protection and aesthetics, such as tinted windows, to make them more discreet. Each vehicle is outfitted with a duty bag equipped with handcuffs and leg irons, gas cards, and vehicle binders including transport logs and vehicle inspection sheets. A fire extinguisher and first aid kit is also installed in each vehicle. The vehicles are searched and inspected before and after every transport, to ensure no dangerous objects or materials are present.

GardaWorld has demonstrated professionalism and competence in monitoring, escorting, and transporting detainees at several locations in Vancouver. The team looks forward to continuing with what has already developed into a successful partnership with the Canada Border Services Agency.

To learn more about our security services, contact your regional public security expert:

- **Western Canada, Central & Atlantic**
Scott Young, scott.young@garda.com
- **Quebec**
Yannick Drapeau, yannick.drapeau@garda.com

1 855 GO GARDA (464 2732)