

Case Study | Centre Hospitalier de l'Université de Montréal, QC

Addressing unique needs in a complex environment

The *Centre Hospitalier de l'Université de Montréal*, known as the CHUM, must constantly adapt to meet the needs of thousands of patients, visitors and employees working in the offices and clinical spaces. Emergency rooms, reception and patient triage desks, dedicated floors for medical treatment, surgery units and intensive care services require the presence of security guards to help manage an array of potential risks. "Our needs are very specific. It is not always violent people; some patients react badly to medication or need reassurance" says Josée Rondeau, security manager of the CHUM. "Our security guards must be willing to address and face these various challenges."

An environment physically and mentally demanding

Only a few people have the character and the patience necessary to face the challenging situations that can occur in hospitals. Security guards must also swiftly alert the medical staff and the hospital's control centre using colour codes while intervening efficiently to guarantee the intimacy of patients. Finally, they stand as ambassadors of the hospital so they have to provide an exceptional customer service at all times.

"The readiness of GardaWorld's security guards is pivotal to our effectiveness in addressing our security challenges." – Josée Rondeau, security manager, Centre Hospitalier de l'Université de Montréal

When the CHUM outsourced its security to GardaWorld, it required that agents must be able to:

- React and communicate appropriately in case of an emergency, for instance when facing aggressive behaviours or patients having psychotic episodes;
- Manage large numbers of ever-changing and diverse people, no matter what their age or ethnic background may be;
- Monitor all buildings' keys and electronic access card systems;
- Oversee parking areas;
- Manage the emergency communications centre of the CHUM.

GardaWorld's solution: a thorough recruiting process followed by a customized training program

To recruit the best security agents, GardaWorld carefully selected each and every candidate. Beyond criminal records checks, recruiters also took into consideration personalities, common sense and people skills. The GardaWorld Career Development Centre also put together a unique training program introducing the security guards to possible emergency situations which may arise in the hospital. It also aimed at raising awareness among them about the scope of their actions and their repercussions on patients, employees and the hospital's infrastructures.

Furthermore, our agents have learned to intervene during a "blue code" which signals an emergency health situation such as a cardiac arrest. They have also participated in role-play exercises to practice handling recurrent daily challenges in a practical way.

Today, more than 110 GardaWorld's security guards have joined the CHUM's staff to protect its various facilities.

Reduced onsite training time

GardaWorld's training allows for a reduction of training hours required when security guards are deployed at the CHUM, which nevertheless provides an additional training. This on-the-job training remains essential as it is adapted to each of their sites. It is also an opportunity for the CHUM's staff to meet with the GardaWorld security agents and introduce them to its facilities.

In addition to security guards, GardaWorld provides the CHUM with:

- A captain, a lieutenant, a sergeant and security agents who make up a team of around 12 professionals per shift, available 24/7;
- Backup security guards in crisis situations like a pandemic for instance;
- A dedicated account manager participating in follow-up meetings and going onsite regularly to discuss with supervisors and security guards.

Unparalleled professionalism

GardaWorld's specialized training approach has three main benefits:

- Well-prepared security professionals act proactively and are efficient as soon as they start working;
- Guards are trained to always provide customer service and ensure a positive experience to patients and visitors, thus improving the hospital's reputation in the community;
- The turnover rate is low since the agents have close working relationships with the hospital staff's, which promotes cooperation and teamwork daily.

To learn more about our healthcare security services, contact your regional security representative:

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