



# Case study | Ottawa Police Service

## Joining forces to reinforce public safety

In light of recent global events, which include terrorist attacks, mass shootings, as well as the 2014 shooting on Parliament Hill in our nation's capital, a heightened awareness and an increased level of public safety and security is crucial.

GardaWorld partnered with the Ottawa Police Service in November 2015 to manage the security and logistics for the Ottawa Courthouse, an establishment that takes cases ranging from family to criminal court. In such a high-risk and high-profile environment, GardaWorld started by recruiting personnel with a strong security experience background to work within the Courthouse. Among other services, a team of nine security professionals screened all visitors prior to entry, control access for employees and contractors, inspect vehicles, perform interior patrols, and offer concierge services during the week, with peak times being in the morning when the court cases begin.

### [Screening expertise and technology for access control](#)

One of the biggest challenges in securing a courthouse is proper access control.

Since 2004, the GardaWorld Aviation Services division has provided in-depth screening expertise in 28 Canadian airports for the Canadian Air Transport Security Authority (CATSA) – this includes approximately 40 million travellers at Toronto Pearson International Airport alone.

Similarly, in order to achieve the highest level of security in courthouses, GardaWorld operates high-end technologies such as hand-held wands and walk-through metal detectors. To properly screen every person and their belongings before entering the courthouse, security professionals are thoroughly trained by certified instructors to employ onsite equipment and technology and use their better judgement when approaching and interacting with the public. Finding a potentially high-risk item in visitors' belongings can raise stress levels, so security guards are trained to handle those types of situations calmly and professionally.

The service offering with the Ottawa Police Service extends to controlling access to garage entrances, where detainee transport vehicles are kept, and the screening of these vehicles.

### [An exceptional and professional level of customer service at all times](#)

GardaWorld provides bilingual guards to perform customer service duties, such as providing directions to the various courtrooms, at the information desk. Guards also perform escorts for work being done in secure areas including, but not limited to, judges' chambers and emergency hallways. Thus, it is important for them to demonstrate strong customer service skills regardless of who they are interacting with. "GardaWorld provides exceptional customer service while manning the information desk and interacting with the public" says Sergeant Chaughan Garvey.

Part of the onsite training involves making employees aware of the media presence that can surround a courthouse, reminding them that their role is to act as an ambassador for the client in every aspect of their job. Appearance, deportment and behaviour are critical for security guards – and they are evaluated on these elements on a weekly basis.

Guards also receive continuous customer service training from site supervisors, who make sure that they fully understand GardaWorld's expectations and respect court protocol at all times. This is particularly important when providing escort services to the judge's chambers, emergency hallways, and other sensitive areas.

Finally, GardaWorld professionals are aware of the importance of maintaining the security of the building itself and perform patrols overnight and on weekends to ensure round-the-clock protection.

Through partnerships with various police organizations, GardaWorld has gained an understanding of the security challenges faced by high-risk and high-profile environments like courthouses – environments that require protection from experienced security professionals with impeccable backgrounds, as well as an understanding of the peak times of a courthouse, staffing and planning efficiently to ensure the best return on the client's investments.

"GardaWorld has been a trusted partner to Ottawa Police Service since the beginning of the contract. Their experienced and well-trained guards know exactly how to work in collaboration with our police officers on site to ensure an utmost level of public safety is both maintained and respected in such a sensitive environment", says Sergeant Garvey.

Over the past year, GardaWorld has continued to strengthen the partnership with Ottawa Police Service. Each half of the partnership is fully aware of their roles and responsibilities in the escalation process. This contributes to the reinforced public safety and absence of customer complaints on this contract.

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

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