

Case study | The Hospital for Sick Children, Toronto, ON

Safeguarding sick children in the hospital

Founded in 1875, The Hospital for Sick Children — also known as SickKids — has evolved far beyond just being the foremost treatment centre for young people in Toronto, Ontario. It is now one of the world's largest and best-known paediatric academic health science complexes, affiliated with the University of Toronto. Its staff totals more than 10,400 people, including nearly 4,000 physicians, nurses and allied health professionals, plus more than 1,600 volunteers.

At SickKids, GardaWorld provides more than 1,300 hours of guard services each week. We have specialized healthcare expertise that SickKids needs to effectively secure facilities and safeguard personnel, patients and visitors, plus fully comply with government regulations. The client requested that we provide two types of security guards at SickKids: base guards, who provide full coverage over longer shifts and patient watch guards, who provide services for up to four hours as needed. Each type is easily identified by hospital staff and visitors by a distinctive GardaWorld uniform.

A challenging environment...

With nearly 400 beds in the main hospital and more than 100 clinics, SickKids facilities cover a full city block in downtown Toronto. In addition to providing world-class patient care to more than 15,000 children each year, SickKids must provide for around-the-clock safety and security of these young patients, their families and other visitors, as well as the hospital's thousands of staff and volunteers.

The SickKids hospital and clinics can have complex emotional situations that can push the limits of staff. This is why there is a strong need for highly-trained security personnel, who are amply prepared to respond quickly, professionally and appropriately to any situation. At the same time, they must show compassion and respect to everyone involved, in support of the high standards and long tradition of community service for which SickKids is known.

...with various needs

- highly trained security professionals specialized in services unique to SickKids;
- 24/7, 360-degree vigilance over people, assets and facilities across two main locations;
- fast, appropriate responses to a wide range of situations and threats;
- management and control of all keys and access to SickKids' facilities;
- consistent, approachable and reliable service to staff, patients and visitors;
- rapid supply of auxiliary security personnel as needs arise;
- supervisory account management and regular reporting.

A smooth transition process in a sensitive environment

The SickKids transition to GardaWorld Protective Services occurred over one to month, involving 26 security personnel from the previous provider, which had provided services for over a decade. These guards underwent the specially designed GardaWorld on-boarding and site orientation process. This ensured their successful deployment and overall fit in the hospital setting that is unique to SickKids. In addition, the account management team worked with the client to develop a comprehensive, site-specific set of policies and standard operating procedures to alter the focus of service in a sensitive environment that involves an abundance of children.

“We value GardaWorld as an important partner in being able to provide us with additional guard coverage to support our team in response to emergencies, patient watches and special events, over and above the contracted hours.” – Randy Wiken, Manager, Protection and Fire Services, The Hospital for Sick Children

Tailored training to suit SickKids' needs

Security personnel were provided with rigorous, in-depth training that is customized for healthcare security requirements. This training, developed in collaboration with GardaWorld's subject matter experts and clients alike, covers:

- exceptional customer service;
- familiarity with all emergency procedures, including a pandemic;
- evaluation of threat hazards;
- full-time, 24x7 surveillance of control centers;
- non-violent crisis intervention;
- quick response to emergency codes and alarms;
- security escort service for employees, patients and visitors;
- management of parking facilities and control of potentially unruly people.

GardaWorld also provided its SickKids security personnel with customized healthcare training via our Career Development Centre (CDC) including Use of Force and Customer Service training.

Dedicated management and ongoing operational support

GardaWorld ensures that SickKids is provided with dedicated account management, including an account executive and account manager, to guarantee the highest levels of account service. The implementation of quarterly supervisory and management meetings to promote effective and regular communications with SickKids management and key personnel contributes immensely to operations running smoothly in the hospital. SickKids values the frequency of GardaWorld's communication efforts and client visits as both lead to a higher level of service.

By providing a dedicated operations scheduler, who assures 24x7 scheduling of guard personnel, GardaWorld delivers its competent staff time and time again. In addition to this, a patrol tour system strengthens the coverage across SickKids' two locations.

The SickKids guards are backed up via instant communications with the GardaWorld mobile patrol teams and regional control centres, thus completing the support circle.

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

- **Western Canada, Central & Atlantic**
Scott Young, scott.young@garda.com
- **Quebec**
Patrick Nadon, patrick.nadon@garda.com

1 855 GO GARDA (464 2732)