



CASE STUDY | The Hospital for Sick Children

Safeguarding sick children in the hospital

GARDAWORLD

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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 pediatric 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 offer specialized healthcare expertise that SickKids requires 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 300 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 unique 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;
- consistent, approachable and reliable service to staff, patients and visitors;
- supervisory account management and regular reporting.

A smooth transition process in a sensitive environment

The SickKids transition to GardaWorld Protective Services occurred over one month, involving 26 security employees 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.

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, 24/7 surveillance of control centers;
- non-violent crisis intervention;
- quick response to emergency codes and alarms;
- rapid supply of auxiliary security personnel as needs arise;
- security escort service for employees, patients and visitors;
- account managers charged with establishing solid relations and conducting regular follow-ups with designated persons in healthcare facilities.

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

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.

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

SickKids values the frequency of GardaWorld's communication efforts and client visits as both lead to a higher level of service. GardaWorld provides a dedicated operations scheduler, who assures 24x7 scheduling of security guards, including guards for patient watch and special events.



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GARDAWORLD is one of the largest privately owned integrated security, cash solutions and risk management companies in the world, with an emphasis on integrity, vigilance, trust and respect. With a strong presence in North America, Europe, Africa, the Middle East and other regions servicing more than 35,000 clients, GardaWorld and its brands are uniquely positioned and resourced to support security needs, whether they are local, regional or international. The company's brands include GardaWorld Security Services, BEST Crowd Management, ECAMSECURE and Crisis24.

For more information on how your facility can benefit from our extensive healthcare security services, ranging from patrolling to metal-detection monitoring, contact us at:

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