



CASE STUDY | Phoenix Children's

**How GardaWorld  
is providing specialized  
services and  
enhancements for  
a nationally recognized  
children's hospital**

**GARDAWORLD**

# How GardaWorld is providing specialized services for Phoenix Children hospital

## The Context

Healthcare facilities require specific and targeted security solutions, which is why Phoenix Children's enlisted the support of GardaWorld to help them with their unique set of challenges. A private, nonprofit healthcare system, Phoenix Children's is nationally recognized by the U.S. News & World Report as a top children's hospital in 10 out of 10 specialties. A Level 1 Pediatric Trauma Center and verified by the American College of Surgeons (ACS), Phoenix Children's is a first-class site for evaluation, stabilization and treatment of children who have experienced a traumatic injury.

Understanding that hospitals are rapidly changing environments and require a multi-faceted approach to security, we devised a thorough strategy to support the extensive healthcare services offered at Phoenix Children's.

## The Solution

With our extensive experience supporting healthcare facilities, we proposed and implemented key enhancements and services to address the needs of Phoenix Children's. We set out to reduce hospital liability with our preventative patrols, including an exterior and parking lot mobile vehicle patrol and a state-of-the-art K9 program. To eliminate the possibility of unwanted guests, we instituted an access-control system through keys and employee access badges.

In addition to the access controls, our well-trained team of security guards were set up to respond to emergency incidents and routine calls for service—including acting as escorts to employees, visitors and patients of the hospital. Another critical area we would oversee was monthly life safety inspections to ensure the site requirements were to code.

Our skilled staff would also provide specialized urgent care security coverage and safety enhancements during high patient census, ensuring the wellbeing of everyone from staff to patients is a No. 1 priority.





## The Result

After GardaWorld implemented the new protocols and procedures, Phoenix Children's was recognized as an International Association for Healthcare Security and Safety (IAHSS) Program of Distinction. Using a multi-layered management structure, the site has been able to successfully conduct threat assessments, with monitoring and mitigation.

The additional training for on-site staff, including social media intelligence analysis, crisis training and active violence certification, empowered the teams to be equipped for the various situations they face on a regular basis. The addition of our canine teams to the overall solution saw a marked increase in security posture, as did fully integrating a patient-sitter model through supplemental staffing.

Phoenix Children's now has membership in multiple organizational safety committees, and continues to provide transparency to its board members through a monthly performance report.

The logo features the word "GARDAWORLD" in a bold, white, sans-serif font. It is positioned on the left side of a dark grey background that contains a series of concentric, curved lines radiating from the left edge, creating a sense of depth and movement.

**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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