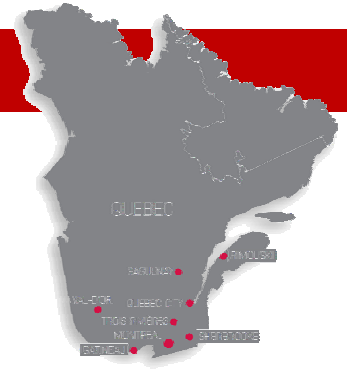


Managing your security in sensitive environments.



CLIENT

The CHUM (*Centre hospitalier de l'Université de Montréal*) is composed of three major hospitals, Hôpital Notre-Dame, Hôpital Saint-Luc and Hôtel-Dieu, located in Montreal, Quebec. It provides specialized and ultra-specialized services to a regional and supra-regional clientele. Within its more immediate coverage area, it also provides general and specialized hospital care and services. The CHUM uses an integrated network model to carry out its five-part mandate of care, teaching, research, the assessment of technologies and health care methodologies, and the promotion of health care. It employs approximately 9,300 employees, 860 physicians, 1,300 researchers, 5,000 students and trainees as well as 670 volunteers.

CHUM in a year is:

- 30,000 surgical interventions
- 150 organ transplants
- 2,000 births
- 8 million laboratory analysis
- 115,000 patients visit emergency services
- 450,000 patients visit outpatient clinics
- 50,000 patients treated at the Hemato-Oncology Department

CHALLENGES

The main challenge at the CHUM is to ensure the security staff remains alert, able to react quickly and efficiently to any emergency situation, capable of carrying out specific interventions in certain departments who represent a high risk, specifically the psychiatric department, as well as provide excellent customer service to their clientele at all times. Additionally, they need to make sure all accesses are always safe and secure.



SECURITY REQUIREMENTS

- Trained security officers able to manage and communicate properly in case of crisis, whether medical or of other nature such as aggressions, etc.
- Staff capable of managing large diversified groups in terms of age and ethnicity
- Manage and control all keys and accesses (AMAG system) to the buildings
- Supervise parking lots
- Manage the camera systems (40 to 70 per hospital)
- Manage the communication emergency center by acting as first responders in the dispatch of calls to doctors in case of medical emergencies



GARDA SOLUTION

- Provide trained security personnel
- Provide security officers able to deal with high risk patients while avoiding exposing medical staff, other patients and themselves to any kind of danger
- Provide security officers who are able to remain in control no matter the situation they are exposed to
- Provide additional staff quickly and efficiently, able to manage new needs in case of pandemic such as the A (H1N1)
- Provide a dedicated account manager with strong relations and regular follow-ups with appointed people within the hospitals
- Provide a dedicated team available onsite, including a captain, a lieutenant, a sergeant as well as security officers – approximately 12 people per shift, 24/7 all year long
- Provide team leaders (or a team leader) available on call at any time



A STRONG PARTNERSHIP

“Thanks to the quality of services offered by Garda, we are able to respond efficiently to our clients’ needs and ensure a safe environment for everyone.”

Josée Rondeau, Manager, Security and Parking Management

Garda provides more than 110 security officers to the CHUM, where we have been providing services since 2001. A contract renewal was signed in 2008 for a period of three years.

Garda possesses a 30% market share in the health care sector in Quebec and 30% in Alberta.

