

CASE IN POINT

CLIENT

The **CBSA Holding Center** is a detention center operated by the Canada Border Services Agency (CBSA) and considered as a medium-security facility. It holds individuals who have contravened the Immigration Act. The center has a maximum capacity of 150 people who may stay for short or long term. The majority of those who are detained at the center usually await the outcome of their immigration process.



CHALLENGES

The security provider mandated by the Canadian Border Services Agency (CBSA) to protect the Immigration Holding Center has to meet all the client's expectations and requirements in finding solutions to all its challenges as stipulated in the contract. As an important partner, the provider has to ensure that all aspects of security are met at all times on the premises as well as outside the facility during transportation. The main role of the CBSA Holding Center is to transport, take custody and ensure the security of detainees while respecting the *Immigration and Refugee Protection Act (IRPA)* and other agreements. The CBSA Holding Center's goal is to support the CBSA's operations by taking charge of all detainees while respecting ministerial politics and national detention laws. The CBSA Holding Center's team ensures the different participants, including detainees and partners, implicated in the operations are always safe and secure.

REQUIREMENTS

- Protection of detainees and their belongings and valuables at all times
- Protection of partner organizations
- Transportation of detainees
- Assurance that officers in service are always in a proportion of 40% women and 60% men
- 24h availability of officers
- Respect of the client's budgets
- Immediate communication with the client when incidents occur



GARDA SOLUTION

- Provide a strong security team structure dedicated to the client and available onsite
- Provide high level of professionalism, organized and personalized management with a dedicated account manager
- Provide highly trained security officers
 - Possess security clearance
 - Compliant with the Canada Border Services Agency's standards
 - Supervised field integration training specific to the client's needs
 - Knowledge of Immigration and Refugee Protection Act (IRPA), human rights and other pertinent laws
 - Qualified by the Canadian General Standards Board
 - Experienced in security and first aid
- Respect the CBSA's requirements in terms of uniforms and gender proportion of officers at all times
- Respect the minimal number of onsite officers at all times, thus reducing risks
- Respect transportation timelines
 - To the court
 - To the airport for deportation
- Help CBSA decrease losses through an excellent and efficient management structure by:
 - Reducing overtime
 - Respecting the client's assets
 - Ensuring tight supervision of operations
- Offer tailored security services to match CBSA's needs

A STRONG PARTNERSHIP

The CBSA is highly satisfied with the service offered by Garda. The contract was renewed with Garda in 2009 for a period of 3 years.

