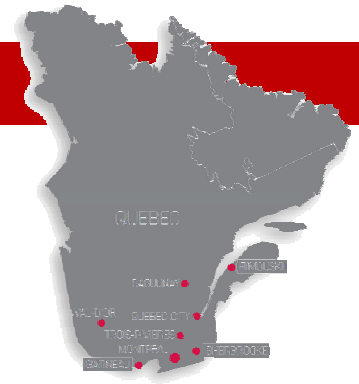


Managing your crisis efficiently.



CLIENTS

During the A(H1N1) crisis, the majority of health centers in Quebec experienced a high level of demand from people who were seeking the A(H1N1) vaccine. This situation led to a real crisis during which health centers were not able to properly respond to their clientele.

Clients came from the health sector and provided vaccination against the A(H1N1) influenza to the general public following strict governmental instructions in terms of age group, medical situation and other factors. Clients included vaccination centers, hospitals, clinics and CLSCs (*centre local de services communautaires* or local community service centre).

CHALLENGES

Clients experienced a flow of approximately 150+ people every hour and required additional security personnel to manage the crisis effectively. They had to ensure safety and security of the staff working in those centers and sites at all times. They needed assistance in managing the people who had to be vaccinated, in making sure governmental procedures were respected, in providing access only to the people allowed inside the centers, in intervening in case of disruption and by managing the flow of people, answering their questions and directing them to the right department.



REQUIREMENTS

Trained security officers with:

- Knowledge of procedures & prevention
- Excellent customer service skills with the ability to interact with large groups and potentially impatient people
- The ability to screen people coming into the centers to make sure they are eligible for vaccination and follow required procedures (hand washing and wearing face masks before lining up for vaccinations)
- The ability to manage parking lots and traffic flow
- Availability from 8am to 8 pm, seven days per week



GARDA SOLUTION

- Proactive officers with H1N1 knowledge and training
- Training for new officers in crisis management, parking lot management and H1N1 pandemic
- Dedicated management structure 24/7
- Continuous monitoring from Garda's control center
- Respond to clients' needs in terms of staffing within two hours
- Fast and reliable recruitment process: +300 additional officers in less than 2 weeks thanks to:
 - Large database of potential employees
 - Dedicated and organized HR team to manage recruiting needs
- Fast security screening with the police department (*Sûreté du Québec*) thanks to established working relationships – new security permits were granted within 24h

