



TO: Chair and Members of the Finance & Facilities Committee

FROM: Dr. Christopher Mackie, Medical Officer of Health

DATE: 2017 November 2

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## ENHANCED SECURITY MEASURES UPDATE

### **Recommendation**

*It is recommended that the Finance & Facilities Committee:*

- a) *Receive Report No. 036-17FFC re: Enhanced Security Measures Update for information;*
- b) *Approve extension of the uniformed daytime security guard contract to December 31, 2017; and*
- c) *Approve the proposed Security Procurement Parameters outlined in [Appendix C](#).*

### **Key Points**

- In 2016, between April 1 and September 30 there were six documented incidents at 50 King involving physical threats to safety or security of Health Unit staff and/or clients and/or property.
- In 2017, following enhancements to security measures, between April 1 and March 30 there were zero documented incidents at 50 King involving physical threats to safety or security of Health Unit staff and/or clients and/or property.
- The daytime security staff documented 189 interactions with members of the public between April 1 and September 30. Only two incidents required management assistance.

### **Background**

The daytime security guard was disinvested in the 2014 PBMA cycle. Since then, an increase in incidents that diverted staff resources from program service delivery and negatively impacted the client experience at 50 King has demonstrated a need for the reinstatement of this resource.

At the December 1, 2016 Finance & Facilities Committee (FFC) meeting, a recommendation to reinstate a uniformed daytime security guard at the 50 King Street office for 7.5 hours per day, 5 days per week, for the period of April to September, and to enhance other physical security measures, was approved. The security guard reinstatement was a one-time approval pending evaluation of its impact.

Further, due to the perceived need, staffing constraints within the Operations Team in 2017 and the desire to synchronize our security contract with the calendar year, the Health Unit has extended the security contract for daytime security to November 30, 2017, and for open-close patrol services to December 31, 2017, while awaiting further consultation with FFC.

### **Evaluation of Daytime Security Enhancement**

Daytime security supports several MLHU functions; these post duties are outlined in [Appendix A](#). To evaluate the effectiveness of the daytime security program at 50 King, staff considered metrics available for the same time periods in 2016 (without security) and 2017 (with security). A high-level overview of the findings is presented in this table:

<b>Reporting Period of April 1–September 30 at 50 King</b>			
2016 Incident Reports <sup>1</sup>	2017 Incident Reports	2017 Documented Security Interactions <sup>2</sup>	2017 Interactions Requiring Management Escalation
6	0	189	2

<sup>1</sup> Situations that did not have a formal incident report filed were not tracked prior to 2017.

<sup>2</sup> These are defined as any direct interactions by security to assist in or de-escalate situations that were documented in security reports. These do not include parking infractions or other routine post order tasks.

Qualitative feedback has been obtained from program teams that serve clients at 50 King, and their comments have been uniformly positive, including:

- There have been no reports or complaints regarding the security guard and client discomfort;
- The number of times when staff are called to intervene with disruptive client behavior has been reduced noticeably; and
- The working relationship between staff and security has been very positive. Staff members are able to assist vulnerable clients with their concerns in the lobby, and they feel more secure when doing so.

The Joint Occupational Health and Safety Committee has also provided feedback regarding the daytime security program (see [Appendix B](#)).

### **Integrated Life Health Safety Planning**

An additional item recommended at the December 1, 2016 FFC meeting was developing a graduated system of escalation to respond to employee calls for assistance. This includes the panic alarms, code system, personal security plans and fire safety plan. To date, the security guard has played a key role in developing our fire safety plan, and, long-term, the daytime security service will play an integral part in the procedures being developed for the additional response systems.

### **Security Contract Parameters and Cost Efficiencies**

MLHU will need to seek competitive proposals for security services to commence January 1, 2018, following the expiry of our current contract. Prior to moving forward with the procurement process, staff are seeking approval of security parameters that will be incorporated into competitive process (see [Appendix C](#)). There has been an initial conversation with Middlesex County about expanding our 50 King guard service to include exterior patrols of 399 Ridout and to provide on-call service to the County building. Pending further discussion, this could help offset potential cost increases for a permanent daytime security guard.

This report was prepared by the Strategic Projects Team, Corporate Services Division.



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