

## Case Study: COVID-19 Pandemic Security and Documentation

While supporting a major healthcare provider (name undisclosed due to contract) we faced unprecedented challenges when the COVID-19 pandemic struck. As their primary security vendor, we quickly mobilized resources to provide a nimble platform for communicating changes, tracking safety protocol information, implementing CDC policy updates, and adding over 200 Security guard positions. We identified several key areas where enhanced security and documentation support could have a significant impact:

- Rapidly evolving safety protocols and CDC guidelines that needed to be communicated and enforced consistently across all facilities.
- Increased access control requirements to manage visitor restrictions, symptom screening, and PPE compliance.
- Need for detailed documentation of all pandemic response measures to support reconsolidation with state disaster relief funding.

To address these challenges, Spade implemented a multi-faceted solution:

1. Deployed a real-time communication platform to push out safety protocol updates and policy changes to all security personnel, ensuring consistent implementation.
2. Hired and trained 200 additional access control officers to cover all facility entrances, conduct COVID-19 symptom screening, enforce PPE requirements, and manage visitor restrictions.
3. Developed a comprehensive documentation system to track all pandemic response activities, including access control logs, screening results, PPE distribution, and protocol enforcement incidents.
4. Provided daily reports to the healthcare provider's emergency response team, summarizing key metrics and highlighting any issues or trends that required attention.
5. Maintained detailed records of all labor hours, equipment expenses, and other costs associated with the pandemic security response to facilitate reconsolidation with state disaster relief funds.

Throughout the pandemic, Spade's agile security support enabled the healthcare provider to rapidly implement changing safety protocols, maintain a secure environment for patients and staff, and focus on delivering critical care. When it came time to reconsolidate expenses with state disaster relief funding, our documentation proved invaluable. The detailed records of all pandemic response activities and associated costs streamlined the reimbursement process and ensured the healthcare provider received the maximum eligible funding.

By the numbers:

- 200 additional access control officers deployed.
- 5,000+ pages of documentation generated to support disaster relief reimbursement.
- \$1.5M in state disaster relief funding successfully recouped

This case study demonstrates the critical role that responsive, adaptable security services can play in supporting healthcare providers during a large-scale crisis like the COVID-19 pandemic. Spade Security Services' ability to rapidly scale up operations, enforce evolving safety protocols, and maintain detailed documentation enabled the healthcare provider to navigate the challenges of the pandemic and secure vital disaster relief funding.