

## Case Study: County Hospital Union Strike Security

County Hospital in California faced a challenging situation when its union workers went on a 5-day strike amidst ongoing budget concerns. The hospital's existing security provider was unprepared to handle a strike situation, so the hospital turned to Spade Security Services to implement this alternative approach. We assessed the situation and advised the hospital that a confrontational approach by security could upset workers, provoke further resentment, and damage long-term relationships, even after the strike was settled. Spade recommended a more subtle, safety-focused security presence to keep the peace without aggravating the striking workers. Spade quickly developed a customized strike security plan focused on ensuring everyone's safety while allowing the union to peacefully make their statement. Key elements of Spade's strike security approach included:

- Deploying security personnel in low-key, non-threatening uniforms
- Vehicle Patrol on-site with round-the-clock monitoring.
- Maintaining a visible but neutral security presence at picket lines and entrances
- Facilitating safe entry and exit for patients, visitors, and non-striking staff
- Coordinating closely with union leaders and police to prevent escalations
- Monitoring for any threats of violence or property damage

By taking a calm, professional, and impartial stance, Spade's security team helped keep tensions low throughout the 5-day strike. Patients and visitors felt safe coming to the hospital, while union members were able to picket and express their grievances without interference.

- Optimizing officer schedules and breaks to minimize overtime
- Using technology to monitor multiple areas with fewer personnel
- Billing only for actual hours worked vs. a flat daily rate

In the end, the strike concluded peacefully, with no injuries or property damage. Union leaders expressed appreciation for Spade's even-handed and safety-focused approach. By investing in specialized strike security services, the County Hospital not only fulfilled its duty to protect people and assets during the work stoppage, but also avoided long-term damage to employee relations.

This case study demonstrates the value of Spade Security Services' creative, human-centric approach to managing the complex security dynamics of labor strikes. With the right partner and plan, organizations can maintain safety and security during tense union actions while respecting the rights and dignity of all stakeholders. Spade's proactive assessment and tailored low-key security solution enabled the hospital to navigate the strike successfully.