



SAFETY FIRST

It's not easy to be a member of a security force whether you are protecting people, property or assets. The job can range from being quite monotonous to very dangerous. The risk of violence is ever-present in a hospital, where emotions are taut, finances stretched and souls raw from pain and sorrow. More than 850 security personnel are employed in our campuses to direct and control crowds of tens of thousands of families who flock to CMC each day

Many guards are ex-military personnel, fluent in various Indian languages, but most come from places in and around Vellore. While the crowds have reduced drastically due to lockdown, the job of our security personnel is still difficult.

They are our first responders in this time of crisis. They are the first to tell patients where to go and what to do. They ensure that physical distancing is maintained.

They convince pregnant women to stand in queues on their own without their family members. They screen patients by beaming lasers on to their foreheads. They are trained in modules of self-esteem, integrity, empathy, compassionate care, inter-personal relations, anger management, communication and professionalism. Despite the risks, they come to work faithfully every day with open hearts and minds.



When CMC was setting up the first triage clinics for COVID-19 patients screening, I was asked to be at the triage area gates. This is a place of risk as I may interact with positive patients and their families. However, I find interactions to be very smooth. One main reason is because I speak six languages - my mother tongue Telugu, Tamil, Bengali, Hindi, English and Malayalam.



It was quite surprising for me that I had no anxieties or fear during these critical times. I think the main reason for this is the training and instructions given to us by our team leaders. We are also provided masks and gear to protect us from infection. We feel proud of the work we do.

Translation from Tamil

Mr. Krishnamoorthy