

# Meet Marco

My name is Marco Jefferson, and I currently serve as the Security Shift Supervisor at Humber River Health (Humber). In this role, I oversee security operations during my shifts, ensuring the safety and security of the hospital and staff. I manage the security team, coordinate responses to incidents, and ensure all safety protocols are followed.



## **What skills or experiences have you gained at Humber that have helped you grow in your career?**

At Humber, I've gained several valuable skills and experiences that have significantly contributed to my growth as a Security Supervisor, particularly through the leadership and management training I received. This has helped me develop a strong ability to guide and support my team, learn how to effectively manage people, handle conflicts, and maintain a positive and efficient work environment.

Moreover, Humber's focus on compassion has been incredibly valuable. As a Security Supervisor, effective communication with colleagues, visitors, and patients is crucial. The programs at Humber have helped me enhance my skills in providing clear instructions, offering constructive feedback, and addressing concerns with both empathy and professionalism.

## **How do you feel you contribute to Humber's overall vision of Lighting New Ways in Healthcare?**

I contribute to Humber's vision of Lighting New Ways in Healthcare by fostering an environment of safety, support, and empathy. Through proactive and compassionate communication, I ensure that both patients and staff feel secure and respected. I am committed to improving patient care by being responsive, focused on de-escalation, and working collaboratively with the healthcare team. This helps create a positive, safe space where everyone can focus on recovery and well-being, aligning with Humber's mission to innovate and lead in healthcare services.

## **What has inspired you most while working at Humber?**

What has inspired me most while working at Humber is the unwavering commitment to patient care and the collaborative spirit within the team. Seeing firsthand how everyone— from healthcare professionals to support staff – works together to ensure the best patient outcomes has been incredibly motivating. The dedication to continuously improve, innovate, and adapt in a rapidly evolving healthcare environment pushes me to keep learning and contributing to that shared goal of providing exceptional care. Additionally, the Hospital's emphasis on fostering diversity and inclusion within the workplace and patient care has been inspiring, reminding me of the importance of compassion and understanding in everything we do.

## **What advice would you give to someone who is just starting in a role at Humber?**

My advice to someone just starting at Humber would be to embrace the learning process and be open to growth. There's so much to absorb in the healthcare field, and each day presents new opportunities to learn. Do not be afraid to ask questions and lean on your colleagues, they're an incredibly supportive group, and everyone is committed to helping each other succeed.