

Cisco staff member buys baby's milk for quarantined family

TAKING care of people under quarantine is no joke, said Mr Martin Baptist, 57, who heads Certis Cisco's integrated operations centre.

Certis Cisco is the security company which has been working with the Health Ministry 24/7 to ensure that people comply with quarantine orders.

Its officers can be found at all three quarantine facilities and the airport checkpoints. About 50 of them are on duty to escort people who have been exposed to the H1N1 virus to quarantine facilities, or to their homes.

They also visit residences, wearing gloves and masks, to deliver home quarantine orders.

They make regular phone enquiries about the health of those in quarantine, and respond if these people have any special requirements.

Challenge

"It's a challenge telling people they have to stay home," said Mr Baptist. "We try to appeal to their inner sense of right and wrong, and eventually, if we speak to them nicely, they will comply.

"We did the same during the Sars crisis in 2003, so we have that experience."

Some Certis Cisco staff have even gone the extra mile. For example, one family needed a particular brand of milk for their 2-year-old baby, but they had no money, and could not go out of the house to withdraw money from an ATM.

The staff member eventually found the brand of milk from a particular shop, and paid for it using his own money.

"These are the things we go out of our way to do," said Mr Baptist.

"It's all part of our communal responsibility."