

COMMUNITY LIVING DURHAM NORTH

SECURITY & MAINTENANCE OF AGENCY PROPERTIES

Policy No: A-25 (Administration)

Effective Date: August 15, 2016

Last Revision:

Last Review: February 26, 2020

Rationale:

To ensure that CLDN properties are kept secure and in excellent condition.

Policy Statement:

The Association's properties have been purchased with public funds and therefore the agency has a fiduciary responsibility to ensure they are kept secure and in excellent condition.

To discharge this responsibility, senior staff will ensure that knowledgeable people are in place and that they are equipped with the necessary resources and with clear and comprehensive protocols.

Approved by:

Colin Kemp

for the Board of Directors

Date: August 15, 2016

COMMUNITY LIVING DURHAM NORTH  
SECURITY OF AGENCY PROPERTY

Procedure No: A-25-1  
**Building Security; Keys and Lock Boxes**

Effective Date: August 15, 2016  
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- All conventional keys that are provided to staff remain the property of the Association. The assignment of them must be documented and they must be returned when employees terminate their employment. In the interim, the employee is responsible for the safekeeping of any key provided to him or her. Keys may not be copied. If copies are required, or if a key is lost or stolen, the Program Manager or Director must be informed promptly.
- Most locations (Day Programs and Group Homes) are equipped with keyless entry locks; a standard “agency-wide” key-punch code locks and unlocks the premises. A lock box outside of each location contains a key to the keyless entry for use only in the event of battery failure or some other malfunction of keyless entry. The code for the lock box is different but also standard and agency-wide. These codes are included in the “*Where to find Things (e.g. Ewen Drive)*” form in each program location.
- On an annual basis, the Manager of Technology and Environmental Services will oversee the changing of both of these agency-wide codes.
- A monitored security system is installed at the Vanedward Office and the Port Perry Community Supports program. The employees who access these locations are provided with a personalized access password. These passwords are saved in a file on the main server with access restricted to only the Directors and the Manager of Technology.
- When agency buildings/programs are left vacant (for a day or hours) employees must ensure they are locked.

Procedure No: A-25-2  
**Preventative Maintenance**

Effective Date: August 15, 2016  
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Last Review:

- The Manager of Compliance is responsible for contracting the services of a property maintenance specialist who visits each of our locations on a monthly basis to perform preventative maintenance.

- A multi-page checklist is used and on a typical visit a door hinge might be lubed, a furnace filter changed and a bathroom exhaust fan cleaned. A variety of notations are made, like the temperature of the fridge and freezer, but based visual checks the most common note is “action not required.”
- The checklist includes some items like “check eaves and downspout” and that are seasonal rather than monthly requirements.
- Water temperature checks and, where required, generator and sprinkler maintenance, are key elements of these monthly inspections. The temperature is checked at every faucet. The generator is made to run for approximately ½ hour, the on-hand supply of oil and gas is checked and the generator topped up if necessary. The battery charge and circuit connections are also checked. The functioning of the sprinkler is tested and notations include pressure before test, pressure after test, and how long it took for the alarm to signal declining pressure in the system.
- Owing to their importance in maintaining compliance with Reg. 299/10 (QAM), the Manager of Compliance approves this contractor’s invoices for payment and holds the accompanying inspection reports on file.

Procedure No: A-25-3

**Third Party Preventative Maintenance**

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Last Review:

- Regulation 299/10 contains onerous expectations with regard to preventative maintenance and a variety of other suppliers/services are used to ensure that we remain in compliance (see Policy B-8 *Compliance with Service Standard Regulations*).
- The Manager of Compliance is responsible for ensuring that the following inspections or cleanings are scheduled at regular times, every year, at every program location:

Air Conditioner Inspection and Cleaning  
 Fire Inspection (by Municipal Fire Department)  
 Fire Equipment Check (by private company)  
 Stove Top Suppression System (by private company)  
 Furnace Inspection  
 Duct and Dryer Vent Cleaning

- The Manager of Compliance will also ensure that all sites with septic systems have them pumped every two years. Union, with only a holding tank, will have it pumped in spring and fall, or as needed.
- Upon completion, each of these inspections is entered into our AIMS tracking system.

Procedure No: A-25-4  
**Regular Maintenance**

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Last Review:

- The Manager of Technology and Environmental Services is responsible for contracting the services of a firm that can meet our day to day needs in the area of general repairs and small scale renovations.
- Program staff complete work orders using the “*Formstack*” software that is loaded onto the Tablets that have been provided to each program. They can also take a photo of the damage with their tablets, if that seems necessary, and attach it to the work order in *Formstack*. The software’s *Send* button then sends the work order to the Manager of Technology and Environmental Services while copying the appropriate Program Manager.
- The Manager of Technology and Environmental is authorized to make a variety of decisions concerning the work order; e.g. should it be contracted out to a licensed plumber or electrician; should the Program Manager be consulted, perhaps the requested fix is not a good idea, or perhaps it’s in the nature of normal household maintenance that can be safely performed by the program staff on the spot.
- The Manager might also decide that a Work Order that represents significant person-hours needs to be farmed out to a different third party, so as not to tie down our contracted Maintenance Personnel.
- Typically, however, the The Manager of Technology and Environmental Services will print the Work Order and assign it to our contracted Maintenance Personnel.
- As one of the administrators of the *Formstack* software, the Manager of Technology and Environmental Services is able to view work orders in a Google doc that lists them in the order they were received, in a file similar to an Excel spreadsheet. Work Orders that are not activated for whatever reason remain un-highlighted, work orders in progress are highlighted in yellow as they are given to our contracted Maintenance Personnel; and when they are completed they are highlighted in green.
- Work orders are not deleted, so those in previous years can be viewed in the Google doc by cursoring down far enough. The Google doc can also be downloaded and provided to program staff who have a need to review it.
- The Manager supervises the performance of this work with a view to ensuring quality and cost effectiveness. Given the geographic dispersion of our programs, costs are best controlled when all of the work orders generated by a particular site are completed, before the service provider moves on to other sites.
- Program staff must inform the Manager of Technology and Environmental Services if they are concerned about response time or about the quality of work in connection with a

particular work order. Feedback about our Maintenance service in general is also welcome. Our regular maintenance needs will be periodically tendered.

Procedure No: A-25-5  
**Lawn Care and Snow Removal**

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- Our needs in these areas are also tendered every few years. The tendering process is handled by the Manager of Technology and Environmental Services who acts as our point of contact during the life of the contract. Issues experienced by program staff should be communicated to this manager.
- Snow removal companies cannot tend to steps, ramps and walkways; after a snow fall they need to hurry to the next driveway. Staff are therefore responsible for this kind of shoveling and salting. It is a health and safety requirement, and staff must wear the sort of clothing and footwear that will enable them to do this work safely.
- Our standard lawn care contracts extend only to grass cutting and some spring and fall clean-up. When desired, and when budget permits, programs can request that we contract for special one-time services, like tree planting or pruning. Also, when program staff have the time to plant or pot flowers, small ad hoc purchases can be requested and approved. Contact the Manager of Technology and Environmental Services.

Procedure No: A-25-6  
**Infrastructure Surveys**

Effective Date: August 15, 2016  
Last Revision: February 26, 2020  
Last Review:

- An Infrastructure Survey is a Ministry form that we access by entering an on-line portal maintained by MCCSS. It is a descriptive form and there is one for each of our properties, owned and leased.
- We use these Infrastructure Surveys to communicate our Minor Capital Requests, describing the problem, the work to be done, and the projected cost.
- If a project is completed, with or without the requested funding, the Infrastructure Survey needs to be updated again (to delete that particular request).
- If funding is approved, it must be spent in year, i.e. prior to March 31<sup>st</sup>, and it must be spent on the project identified. If we need to shift the funding to a suddenly more urgent project, formal MCCSS approval must be obtained.
- There is no certainty that even a single requested item will be funded. It's also problematic that approvals tend to come very late in the year, if it all. For this reason, the

Infrastructure Survey process might not work for re-paving driveways or replacing roofs, as this work is hard to do in February or March.

- In the event that a project becomes a priority and needs to be addressed immediately on the strength of our base budget, it is important to remove it from our list (i.e. to update the relevant Infrastructure Survey). Otherwise, when our turn comes, it might be this project that attracts the funding and not one that is still waiting.
- Infrastructure Surveys will be updated by the Manager of Technology and Environmental Services after a consultation process involving the entire management team.

Approved by: Glenn Taylor  
CEO

Date: February 28, 2020