These post orders form the basis of a successful condominium site operation.

Employees are expected to read these post orders **IN FULL** and sign on the designated page to signify their understanding and acceptance. If any employee has a problem with accepting or understanding the post orders, they must consult with their supervisor. It is the responsibility of each security personnel to review the Post orders at least once every three months and initial and date the log found in front of the document.

The objective of this security directive is the protection of property and the residents.

This directive is to be accomplished with the utmost courtesy. Should any security personnel feel that the actions, conduct or language of any person or persons contacted are unacceptable, they should submit a complete report outlining the circumstances.

No Person shall leave a security post until properly relieved, except when the schedule calls for such action.

These orders are intended to cover as many situations’ employees may encounter as possible. Some situations that are not mentioned will arise. In such cases, instructions should be sought from a supervisor or the operation’s manager. A full report of any such occurrence must be made.

# CHAPTER 1: INTRODUCTION TO CONDOMINIUMS

## WHAT IS A CONDOMINIUM?

Often thought of as a style of construction, a condominium actually refers to a form of legal ownership. A condominium is a property with shared ownership: each owner owns the unit to which they hold title and jointly owns a portion of all the common property. The common property is maintained and operated by a Board of Directors. Condominium Corporations are created when the Condominium Plan is registered at Land Titles.   
Condominiums are most often high-rise residential buildings, but they can also be low-rise residential buildings, townhouse or row house complexes and single-detached houses.

## CONDOMINIUM LIVING:

A condominium is the best of both worlds. There is the advantage of ownership without the hassles of maintenance, repairs and security concerns. For singles, couples and families, owning a condominium offers the freedom to enjoy the good things about home ownership and can provide extra time to concentrate on the important things. However, condominium owner’s rights of ownership are more restricted than other homeowners. The following examples indicate some of these limitations:

* Restrictions may prevent a condominium resident from parking a boat, RV or commercial vehicle in his/hers parking spot or there may be restrictions on what they may place on their balcony
* A condominium resident must abide by all the provisions of the Condominium Act the corporation’s declaration, by-laws and rules
* No resident may damage or neglect his or her unit. To do so depreciates the value of the condominium property as a whole
* Most declarations for residential condominiums specify that units can be used only for residential purposes in accordance with the zoning by-law and not for commercial purposes
* Usually, the owner is forbidden from any actions which could threaten the condominium’s insurance coverage (for example, having a barbecue on the balcony), making any structural changes to a unit or changes to the common elements without the consent of the Board of Directors.

## CONDOMINIUM ORGANIZATIONAL STRUCTURE:

A close up of text on a white background

Description automatically generatedThe following is a typical condominium building management structure.

## GLOSSARY OF TERMS:

Board of Directors: Condominium owners are members of a condominium corporation and have certain rights and responsibilities. One of the key rights is the right to vote at general meetings on matters that affect the condominium and electing the Board of Directors.  
The Board of Directors takes responsibility for the management of the corporation’s business affairs. The board is generally elected by, and made up of individual condominium owners. Their number, qualifications, election, term in office, removal from the board and other related matters are outlined in provincial or territorial legislation and/or the condominium bylaws.  
The Board of Directors meets regularly to handle the business affairs of the condominium corporation, including policy and finances, and makes decisions about the upkeep and repair of the common property.

#### By-laws: By-laws govern how a condominium corporation is run. They frequently cover matters such as the election and duties of the Board of Directors, how meetings are conducted and the collection of condo fees. Provincial and territorial condominium legislation specifies what matters can be governed by by-laws.

#### Common Property/Common Elements: Common property may also be referred to as common elements and may include lobbies, hallways, elevators, recreational facilities, walkways, gardens and other amenities. They may also include structural elements and mechanical and electrical services. Some common elements may be outside the unit boundaries, but are for the sole use of the owner of a particular unit. Balconies, driveways and lawns are common examples of this type of common element.

#### Declaration: The constitution of the condominium that sets out the responsibilities of the owners and the corporation.

#### Monthly Condominium Fees: Monthly condominium fees, also referred to as maintenance fees, are monthly fees paid by all unit owners to cover the cost of common elements upkeep and replacement. The fees may also cover the corporation’s insurance policies, utilities and services such as snow removal, security Concierge services and other operating costs to the condominium. Part of those monthly condominium fees may be put into a reserve fund to cover the estimated cost of future maintenance and repairs. A reserve fund study is often used to tell condo owners how much money should be paid into the reserve fund. Conducted by an engineer or other professional, it involves a detailed examination of all components, an analysis of when repair and replacement are expected, and an estimate of these costs. Monthly condominium fees may have to be adjusted from time to time to reflect the changing costs of goods and services and the state of the building’s reserve fund.

#### Property Management Company: Most condominium corporations hire a property management company to handle their day-to-day operations, under the leadership of their Boards of Directors. The property management company is under contract to the condominium corporation. A representative from the property management company usually attends board meetings. Property Management tasks often include:

* Collection of monthly fees and any special fees
* Overseeing building contractors (Concierge, cleaning and maintenance of common areas, communication with legal entities and accountancy)
* Payment of common area utility bills
* Operation and maintenance of heating, air-conditioning and other building systems; and snow and garbage removal
* Communication with residents on issues such as requests, extra fees, non-payment of monthly condominium fees, complaints

#### Proxy: If an owner can’t attend an owners’ meeting, he may have the right to send someone in his/her place. This person is called a proxy. When owners will be voting on important matters, such as changing a by-law or electing a new Director to the Board, a vote can be sent via a proxy. Typically, a proxy would need to be appointed prior to the meeting.

#### Rules: Rules govern day-to-day life in a condominium and help ensure that the condominium is properly operated and maintained. Condominiums may have rules regarding the number of occupants per unit, pets, noise, parking, smoking and when various amenities may be used. Rules are usually easier to change than by-laws.

#### Status Certificate: The status certificate is the document containing information regarding the operational, legal and financial dimensions of the condominium corporation. The information contained in the status certificate vital for unit buyers and owners. This certificate is issued by the property management company, typically for a fee of $100.

#### Unit: The unit is the area that an owner actually owns and hold title to. Repair and upkeep of the unit are generally the responsibility of the unit.

# CHAPTER 2: CUSTOMER SERVICE

## OUR CUSTOMER SERVICE PHILOSOPHY

Customer service is the act of taking care of the customer's needs by providing and delivering professional, helpful, high-quality attention and assistance. In a Condominium setting, the Customer is any person the Concierge comes in contact with during the course of conducting his/her duties (residents, guests, contractors, delivery people, service providers, and other staff). Effective Customer Service requires listening, friendliness, and empathy. Although giving customers what they want is not always possible, a key aspect of service is missed if you only define success in that way. By being solution oriented and providing customers with alternatives, you can almost always find a way to ensure that the customer leaves the interaction feeling satisfied.

## OUR PRINCIPLES FOR CUSTOMER SERVICE

In today’s world customer service is all about creating remarkable experiences. Here six principles for amazing customer service that can help deliver the best experiences, every time:

* **Listen to the customer.** What information do you need to answer people's questions? Never hesitate to ask questions when talking to customers. The more you know about the customer needs, the more of efficient you are in answering their enquiries.
* **Be a real person (not a robot).** Robots are cool but people would rarely choose to have a conversation with them. You need to show customers that you aren't a machine! Add some personality, by asking customers how the weather is, whether they have any vacation plans, or who their favorite football team is. Basically, anything that shows a friendly, more personal face to the customer.
* **Be honest about what you don’t know.** Nobody likes a know-it-all, and especially a know-it-all that doesn’t really know it all. This is especially true for Concierges. If you are not sure how to answer to an issue, it's okay for you to let the customer know that you will need to get further clarifications from your supervisor and/or the property manager and call them back.
* **Be empathetic.** You might think empathy is just a touchy-feely notion, but it’s also smart business. In today’s technology-driven, often impersonal world, put yourself in the shoes of the customer. Your empathy will show and customers will appreciate it.
* **Know your job.** The more you know the more of an asset you are to the customers and to the company.
* **Remember every second counts.** People hate to wait! Help customers as quickly and efficiently as possible.

## A GOOD CONCIERGE

So, what does it take to be a top Concierge? You will find here a list of characteristics inspired by all the great Concierges:

* **Approachability.** Being the face of the building, the Concierge has to be a people-person. A memorable experience starts by being accessible: the Concierge needs to be easy to talk to and to deal with
* **Empathy.** The ability to understand someone else’s feelings encourages a resident to want to engage with the Concierge, and will have a positive impact on the overall experience
* **Connection.** Connecting is the ability to engage with other people. It involves strong communication skills, whether verbal, written, or non-verbal (including eye contact, smiling, and other signs of openness). It also means keeping a professional appearance, keeping in mind your most conservative Resident
* **Discretion.** At the desk, residents will often share important personal information with the Concierge. Discretion sets the base for establishing a relation of trust with the residents, and building a reputation by maintaining that trust
* **Ability to Remain Calm.** The last thing you would want from a flight attendant is for him or her to panic if a plane is about to crash. The same applies to the Concierge; turbulent times do not only happen in the air. An employee in control projects an image of professionalism that calms concerned Residents
* **Integrity.** The Concierge is a trusted authority and needs to act in the interest of both the residents and client
* **Patience.** How many times in one day does a Concierge repeat the same information about the party room rules and regulations, sometimes even to the same resident? For the Concierge, it might be the 10000th time, but for the Resident, it may be the first time asking. It can be hard sometimes, but it is part of the position to always maintain a patient attitude
* **Respect.** The Concierge has to show respect towards everyone. This is the Golden Concierge Rule: people will treat you the way you treat them, and they will help you because you are nice to them
* **Tolerance.** The world meets in the building lobby: this is where you hear people from many different cultures speaking many different languages, where you see people of different colors, ages and shapes. In this cosmopolitan environment, the Concierge needs to embrace cultural diversity with tact and tolerance. Remember: service never judges
* **Sincerity.** A sincere person projects confidence, poise and comfort. Residents and guests alike will often forget about an issue they had if they feel they received some sincere attention from the Concierge
* **Diplomacy.** A Concierge must be able to effectively deal with difficult people in a positive way, as residents and guests alike will come to him or her when delicate situations, both internal and external, arise. Even though everybody knows that the residents and their guests are not always right, it is our responsibility to always make them look good
* **Curiosity.** The Concierge needs to be 'in the know'; Residents will come up to the desk expecting to meet someone with all the answers. Obviously, the person in this position must like learning on a daily basis. The Concierge mentality is a mindset and being curious is an important part of it
* **Proactivity.** This is a crucial personality trait as being a Concierge is all about anticipating the resident’s needs. A proactive Concierge suggests before being asked, and foresees tricky situations in order to secure a smooth experience
* **Accountability.** A professional Concierge is committed to providing accurate and verified information to the Residents, as well as keeping promises
* **Spirit of Wonder.** Call it the spark in the eyes, or the inner child: it is easy to identify a Concierge that has spirit of wonder. Showing excitement over guests on a first visit, sharing the enthusiasm on a sunny morning, and generally demonstrating happiness at work are powerful signs that will make the Concierge more attractive
* **Perseverance.** Have you ever heard the saying, 'no is not an answer'? A Concierge should welcome more difficult Resident’s requests, and be ready to take on the challenge. "Don't give up and keep trying" should be the motto, even if it involves 20 phone calls
* **Balance.** Human beings, when attacked, are like animals. They have two choices: fight back or flee. For Concierges, constantly under pressure and always bombarded with questions, neither of these options are possible. This is where a balanced lifestyle comes in handy. A caring home environment and an outside activity, such as golf, yoga or even skate boarding, allows the Concierge to go back to work energized
* **Passion.** A Concierge is successful when he or she loves making people happy. Passion for service is key at the Concierge desk. It takes passion to serve residents day in and day out, and to face the many challenges and obstacles in delivering memorable experiences. A passionate Concierge makes Residents feel like royalty, welcoming any request, at any moment of the day, simple or demanding, simply for the pleasure of assisting others

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## BEHAVIORS TO AVOID

Concierge/security service is an extremely difficult and complex field. So many interactions rely on a careful blend of job experience, social cues, and psychology. Sometimes, the challenges may feel insurmountable, especially after a long day of addressing complaints and concerns. However, successful Concierges often know that there are magic words that can help customers gain a better understanding of a situation. For example, “I understand your frustration” can help customers realize your empathy. But on the flip side, there are also words and phrases that can make situations more difficult than they need to be. Avoid conveying these three things during your interactions to avoid setting false expectations while steering to a great resolution.

**Starting with “ I cannot / we cannot…”**  
Opening a conversation with a “no” will surely move a situation downhill. Think about why a customer is reaching out to you. It’s because they have been able to reach a resolution without assistance. Saying “no” in the beginning of the interaction is almost like slamming a door in their face. While you may not be able to fulfill their request directly, you can[still say no](http://www.inc.com/minda-zetlin/how-to-say-no-without-losing-a-customer.html) while softening the blow by exploring the options.  
Instead of starting with “I cannot…” say something like, “Let’s see how I can help you…” and then continue to probe for additional information. You might discover a better resolution down the road, so that you don’t even have to reject any idea at all.

**Shifting Blame**  
Sure, sometimes customers make mistakes that lead to a tricky situation. However, accusing them of errors won’t help the situation at all – it will only serve to frustrate the customer. Rather than telling a customer that they’ve done something incorrectly, help them find a resolution. If you are worried that the accident may occur again, give them a gentle reminder at the end of your interaction on how to avoid the issue again. Also take care not to shift blame on environmental factors and/or colleagues. Rather than[blaming a computer](http://www.nytimes.com/2014/01/19/your-money/advice-to-customer-service-dont-blame-the-computer.html) for a glitch or the afternoon employee out for deleting important customer information, just keep moving forward toward a resolution.

**“I’m not the right person for this….”**  
We all have our areas of expertise and responsibility. Sometimes, you will come across an issue that you don’t have the means to resolve. However, a customer can become frustrated if they are continually passed around to different people before they find an answer. If you are unable to resolve an issue for a customer, propose that you will speak to your supervisor, maintenance person and get back to them within the hour. Make sure you get the answers they are looking for and call them back.

## DEALING WITH CHALLENGING RESIDENTS

It is of the utmost importance to consider a resident as a customer at all times. While the old adage "The Customer is Always Right" is not necessarily true, it is certainly a good assumption from which to start. Residents are people with needs much like your own. Most of their requests will be reasonable, although from time to time you may find an unreasonable resident in the building. It is particularly important to always maintain your composure with the latter type of resident, as more often than not your good example will ultimately make them come around. If you are still encountering problems with a resident, you should refer their concerns to your Security Supervisor and/or Property Manager.

* NEVER BE ARGUMENTATIVE. If there is a problem, concentrate on resolving the problem rather than trying to prove you are right. Ask them if they would like to speak to your supervisor
* Residents should be treated with politeness, firm when necessary, but at all times with due respect for their privacy
* Never discuss one resident's affairs with another resident
* Use common sense and try to reason with residents before taking any other approach
* Under NO circumstances is any information about a resident to be divulged to anyone. Direct inquiries to the Management Office. Confidentiality must always be maintained
* Always refer to persons residing in the building as Residents not Tenants
* There are to be no lengthy social conversations with any resident of the condominium, always keep them short and as professional as possible. In a very polite manner, you must firmly indicate that you are required to proceed with other duties
* The Concierge work area must be kept neat and tidy at all times. This includes emptying the garbage receptacles as required. No unauthorized reading material is allowed

## TELEPHONE ETIQUITTE

When answering the telephone always answer in a clear and concise tone of voice, as well as respond in a professional manner as follows:

"Good Morning, Afternoon, Evening, **(The Building Name** Condominium) Concierge, {Your Name} speaking. **How may I help you**?"   
(i.e. “Good Morning, The Building Name Concierge, \_\_\_\_\_\_speaking, how may I help you?”)

* If the telephone rings when addressing someone else, ask to be excused and answer the telephone. If the call is not an emergency, ask "Could you please hold Sir/Madam? Thank You." Then return to your previous conversation and Endeavour to end it quickly. Once finished with your original conversation, return to the call on hold and THANK the caller for holding.
* DO NOT make any long-distance calls other than for an Emergency.
* Should it be necessary to make a local personal call, be sure to make it SHORT.
* The Concierge will not, under any circumstances, disclose any private information concerning a resident i.e. Telephone Number, Suite Number, Name, etc. to anyone without prior consent of the resident.
* Under no circumstance is any information about the building or a resident to be disclosed to the media.
* If the person on the telephone does not identify himself or herself, politely inquire "May I have your name please? **NEVER say "Who is this?"**

***-------ROLE PLAY------***

# CHAPTER 3: EFFECTIVE COMMUNICATION

## COMMUNICATION STARTS WITH COURTESY

True courtesy involves being aware not only of the perspective of others, but also their feelings. It is not merely politeness with mechanical insertions of “please” and “thank you", although applying socially accepted manners is part of courtesy. Rather, it is politeness that grows out of respect and concern for others. Courtesy forms a sincere “you attitude”.

A polite and courteous attitude must be utilized with all people at all times. Special attention must be given to residents and their guests. Arguments or confrontations with anyone must be avoided. A professional Concierge can at the same time be both courteous yet business like and is always in control. Dealing with people is the most important and demanding part of the service we provide. Success in this area is the hallmark of a good Security/ Concierge Service. Here are some helpful guidelines:

* Be sincerely tactful, thoughtful, and appreciative. Though few people are intentionally abrupt or blunt, these negative traits are a common cause of discourtesy. Sometimes they stem from mistaken idea of conciseness, sometime from a negative personal attitude, sometimes from not knowing the culture of a country or even groups of people
* Avoid expressions which are irritating
* Use expressions that show respect
* Avoid questionable humor
* Choose non-discriminatory expressions. Another requirement for courtesy is the use of non-discriminatory language that reflects equal treatment of people regardless of gender, race, ethnic origin, and physical features

## BARRIERS TO COMMUNICATION

There are many barriers to communication and these may occur at any stage in the communication process. Barriers may distort your message and cause confusion and misunderstanding. Effective communication involves overcoming these barriers and conveying a clear and concise message.

A Categorization of Barriers to Communication:

1. Language and linguistic ability may act as a barrier to communication. Because of language differences and difficulty in understanding unfamiliar accents, it’s recommended to always speak slowly (everybody’s pronunciation is better when they speak slower).
2. The terminology used when communicating may act as a barrier if it is not fully understood by the receiver(s). For example, a message that includes a lot of specialist jargon and abbreviations will not be understood by a receiver who is not familiar with the terminology used. Jargon must be avoided at all times.
3. Lack of attention, interest, distractions, or irrelevance to the receiver. The focus should always be in the person in front of you or on the other end of the line.
4. Physical disabilities such as hearing problems or speech difficulties.
5. Cultural differences. The norms of social interaction vary greatly in different cultures, as do the way in which emotions are expressed. For example, the concept of personal space varies between cultures and between different social settings.

## LISTENING

The most neglected part of any verbal communication is listening. Communication, as we all know, is a two-way street. A message has to be received by the recipient in the same manner that it has been delivered. One may be the most articulate speaker in the world but all is lost if the person one is addressing does not "listen".

So, is "hearing" different from "listening"? Yes, absolutely! You may "hear" sounds and voices but only when you focus can you be said to be "listening".

Now let us think-- suppose you were talking to someone but he or she looks distracted, or stares blankly ahead at something else or worse still, ignores you---what would you feel? Neglected? Hurt? Irritated? Angry? Maybe all these feelings will cross your mind and the first seeds of conflict will be registered. The speaker, according to you is rude and uncaring. You may not wish to speak to the person again unless you absolutely have to. On the other hand, if someone listens to you attentively and asks questions to clarify some thoughts and responds to your questions effectively, it could be the beginning of a good relationship.

Listening is an acquired skill and easy to adopt. You don’t need to go through rigorous training or add new vocabulary. Just pay attention to another person while he or she talks. A good communicator listen "actively". Nod your head, maintain eye contact and make a few listening sounds such "yes ", periodically. Do not interrupt but you can ask relevant questions to clarify your doubts. Listen with empathy. This means respond according to the mood. For good news, respond enthusiastically with a "wow!" or "great!" Lower your voice and say "oh..." if what you heard caused concern. Sometimes, you can repeat what the speaker is saying to show that you have understood.

## WORKING WITH MANAGEMENT & CONTRACTORS

It is imperative that during your shift you effectively communicate with all building staff so everyone is on the same page. Ensuring that everybody is aware of moves, deliveries, amenity bookings, and/or accident in progress is the key to a successful and smooth shift change. All Contractors must be announced to the property manager and/or building superintend upon arrival and after completing the work. Written or radio communication is encouraged.

## **HANDLING DIFFICULT SITUATIONS WITH COURTESY**

In your role as a condominium Concierge, you will encounter many different situations that can be classed as difficult. Examples often include Residents and/or visitors who threaten lawsuits, don’t listen to reason, constantly and reflexively challenge recommendations, do not adhere to building rules and regulations, demonstrate intimidating behaviors, and make inordinate demands. The inability to please these residents and/or visitors can wear you down. Here are some suggestions to help you deal with these situations to reduce any negative impact on yourself and the residents to the building.

### **Residents and/or Visitors not adhering to the rules**

When dealing with a situation where a person is not adhering to the building rules, always ask the person first if they are aware of the rule. (i.e. "Good Morning, Afternoon, Evening, Are you aware that as per the corporation rules and regulations all dogs must be on a leash when on the property?) The person will then answer (Yes I’m aware but …..) in which case will politely ask them to ensure that they are adhering to the rule next time, or (Sorry I did not know…) in which case you will inform them of the rule. If the person becomes irate and/or disrespectful, do not argue with them. Write an Incident Report and email it to your supervisor and the property manager.

#### **Dangerous behavior**

If a behavior is very dangerous and disturbing to other residents and staff, the Concierge can ask the person to leave the premises immediately. If possible, staff will explain to the person that the behavior is not acceptable. Using empathy and an understanding manner will help avoid further confrontation. If faced with resistance, hostility or aggression, the Concierge on duty should contact the Police immediately.

### Intoxicated person

If staff sees a resident and/or a visitor showing intoxicated/drunken behavior in a common area, the resident and/or visitor will be asked to leave the area immediately. The Concierge on duty should escort them out to ensure they leave the building or re-enter their unit. If the intoxicated behavior is so severe the person is at risk of endangering themselves and/or other building occupants, or if they refuse to leave, the police should be called.

## RADIO PROCEDURES

In your role as a Concierge, you may be required to use two-way radios to communicate with other members of staff in the building. The necessity for clear speech on two-way radios cannot be over emphasized. Therefore, the **RSVP** system should be used to enhance better voice procedure and technique.

**R RHYTHM** Adequate pauses.

**S SPEED** Slower than usual conversation.

**V VOLUME** Speak directly into the microphone.

**P PITCH** The voice should be pitched at a higher level than for normal conversation.

The following radio discipline should be adhered to:

* Listen before you speak
* Ensure you use the radio in a professional manner
* Answer all calls promptly
* Avoid interruptions when other staff is transmitting
* Avoid long or unnecessary conversations on the radio
* When talking on the radio be clear and concise
* Use pro-words and codes when necessary
* No foul language or horse play tolerated
* Proper care of the radios must be maintained due to their cost and importance
* Any damaged radios should be reported to your supervisor or manager immediately
* All radios should be tested at the beginning of each shift to ensure they are working.

### Standard Terms for Radio Use

|  |  |
| --- | --- |
| **TERM** | **MEANING** |
| Affirmative | Normally used when a question is asked and the reply is **YES** |
| Break | Interruption to a transmission |
| Disregard | This transmission has been made in error – ignore |
| EMERGENCY, EMERGENCY | Only to be used when there is ‘grave or imminent danger to life’. Immediate assistance is required. |
| Go ahead | I am ready to copy your message. |
| Negative | Normally used when a question is asked and the reply is NO. |
| Over | Invitation to transmit |
| Roger | Message was received and understood. |
| Say again | Repeat all of your last transmission |
| Standby | Wait for a short period and I will get back to you. |
| Wrong | Indicates an error has been made and the message will be repeated from the last correctly transmitted word |
| 10-4 | Acknowledgement |

***------CASE STUDIES------***

# CHAPTER 4: PUBLIC RELATIONS

## PUBLIC RELATIONS

One of the most challenging tasks that you will undertake as a Concierge lies in the area of public relations. Public relations are a combined effort on the part of each and every Concierge and member of the industry to continuously build the reputation of the Concierge and security services professionals as:

* Capable
* Kind
* Friendly
* Understanding
* Professional
* Courteous

Millions of dollars are spent every year for the sole purpose of winning the patronage of the public.   
Patronage is an intangible element that continually brings the public back to a specific product or service. There is a need for better understanding of the importance of public relations and its role in our professional industry. The dictionary defines public relations as "the business of inducing the public to have understanding for and goodwill toward a person, firm or institution." For our industry this can mean:

* Selling yourself, your work, your uniform and your service
* Selling the idea of good customer service and quality security services
* Persuading people to like you
* Applying common sense to your work
* Being enthusiastic about your work
* Having people believe in you and the quality of your work
* Getting along with people
* Making a good impression on the public
* Friendly, fair and understanding service

## AVOIDING A BAD IMPRESSION

As a Concierge you the first person that is seen or contacted by visitors and employees at your contracted site. The impression you create has a direct effect on how people think about and react to you, other Concierge and security professionals and company. It’s important that you consider all of these things when you speak, act and interact with residents, their guests, contractors and other staff. It is your task to ensure that the impression you create is a favorable one.

There are many obstacles that you may confront in your day-to-day work that make for poor public relations. Many fail to recognize these obstacles, and as a result fail to render efficient services. The following paragraphs contain common obstacles to watch for when dealing with people.

1. **Suspicion.** Whether by nature or by experience, Concierge and security guards are suspicious. This is, in fact, often a very important quality for being a good Concierge. But it can also affect your relationship with people as it might cause you to become suspicious of everything and everybody. If you don't trust people, you can't like them, and if you don't like people, your contact with them will be negative.
2. **Negative Thinking.** Because your job is to look for things that you don't really want to find, you may miss the good side of things and tend to focus on the bad. Be sure you keep in mind that with all bad comes good, and take time out to "smell the roses".
3. **Bad Temper.** One of the main reason’s security professionals fail to get along with people is visible anger. It is the cardinal rule of salesmanship that you never get angry with the customer. If you do, you not only lose the sale, you lose the customer. Remember that when you are angry, don’t show it. Keeping your temper is the only way to win.
4. **Faith.** A Concierge must have faith in his superiors. The guard must also have faith in himself and in what he is doing. There will be times when he will question if the work is worthwhile - if it is appreciated. The guard needs to reaffirm this faith in him/herself to do a good job. You can only build faith in the public mind when you have faith in yourself.
5. **Prejudice.** Like anyone else, a Concierge is a human being and will have his or her own natural likes and dislikes. Unfortunately, from a public relations standpoint, these decisions are seldom based on fact. While these feelings are difficult to overcome, a professional Concierge will discipline themselves to be fair and just in dealing with people regardless of personal prejudices.
6. **Lack of Pride.** Pride is defined as having a sense of personal dignity and worth and having honorable self-respect. Pride in one’s outfit and appearance is an important part of belonging to a group. A Concierge can fail in their public relations role if they do not have pride in their profession or if they fail to show it. If you are sloppy in appearance or do not show the proper attention to your work, you are demonstrating to a lack pride in yourself. Officers who have pride in themselves and their company will create a better impression and do a better job of public relations.
7. **Flexibility.** A Concierge must be a diplomat in uniform. A diplomat must be flexible, tactful and quick to adjust to changing conditions. The work of a Concierge ranges from challenging to the routine. It requires constant physical and mental effort on the part of the professional to remain flexible enough to fluctuate between these two extremes
8. **Dress.** Remember the importance of maintaining proper dress and deportment. Many people have respect for the uniform and authority, but if you don't look or act professional, even these people will not give you the support and co-operation that you need.

## PUBLIC RELATIONS GUIDELINES

* DO NOT BE DRAWN INTO ANY UNPROFESSIONAL CONDUCT BY A THREAT OR CHALLENGE
* DO NOT RESPOND TO HOSTILITY WITH HOSTILITY. BY REMAINING CALM AND REASONABLE THE OTHER PERSON'S HOSTILITY WILL DISSIPATE. IT TAKES TWO PEOPLE TO CARRY ON AN ARGUMENT
* REDUCE YOUR THREAT POTENTIAL BY BEING PLEASANT AND ASSUMING A NON-THREATENING STANCE
* SHOW INTEREST AND CONCERN FOR THE PERSON YOU ARE DEALING WITH. MANY PEOPLE ONLY WANT A GOOD LISTENER AND AFTER VENTING THEIR ANGER BECOME REASONABLE. IF YOU HAVE MAINTAINED YOUR "COOL" IT WILL OFTEN CAUSE THE OTHER PERSON TO HAVE MORE RESPECT FOR YOU
* ESTABLISH AN ONGOING RAPPORT WITH THE PEOPLE YOU ARE WORKING AND DEALING WITH ON A DAILY BASIS IN THE INTEREST OF IMPROVING SECURITY - COMMUNITY RELATIONS
* ENCOURAGE PEOPLE TO WORK WITH, RATHER THAN AGAINST YOU FOR THEIR OWN WELFARE. CONVINCE THEM THAT YOU ARE NOT THE THREAT BUT RATHER A PROTECTOR FROM THREAT
* REMEMBER THE IMPORTANCE OF MAINTAINING PROPER DRESS AND DEPORTMENT
* WHEN CALLED UPON TO RESOLVE A CONFLICT, YOU MUST BE FAIR AND OBJECTIVE. YOU MUST REALIZE THAT BOTH SIDES HAVE A RIGHT TO THEIR POINT OF VIEW. NEVER TAKE SIDES IN AN ARGUMENT
* RECOGNIZE THAT SOME PEOPLE DON'T LIKE TO BE CONTROLLED OR TOLD WHAT TO DO. THEY FORGET THAT YOU ARE THERE TO PROTECT THEM. REMIND THEM THAT THE RULES ARE NOT YOURS BUT EXIST FOR THE PROTECTION OF ALL RESIDENTS
* ANSWER ALL QUESTIONS TO THE BEST OF YOUR ABILITY. EXPLAIN THE REASONS FOR YOUR ANSWERS AS FAR AS COMMON SENSE AND POST ORDERS ALLOW
* GREET EVERYONE IN A POLITE, CHEERFUL MANNER
* YOU SHOULD STAND WHEN GREETING, CHECKING OR IN ANY OTHER WAY DEALING WITH THE PUBLIC
* A FRIENDLY VERBAL SALUTATION SHOULD BE GIVEN TO ALL PEDESTRIAN TRAFFIC ENTERING OR LEAVING THE SITE
* OPEN GATES AND DOORS AS QUICKLY AS POSSIBLE ONCE ENTRY REQUIREMENTS HAVE BEEN MET

Remember that public relations deals with more than just the one or two people that you may be dealing with directly. Many other people who see you throughout your shift but with whom you have no direct contact are also affected by the way you perform your duties. They too will form an impression of not only you but also everyone else associated with you and the company. Be aware of your behavior while in uniform remember that you are representing so many other people's interests. Take pride in what you are doing and how you do it.

## SAMPLE PUBLIC RELATIONS SCENARIOS

1. You may have to settle arguments or disputes between various groups. It may be teenagers against adults, one ethnic group against another. Regardless of the types of individuals involved or your own personal prejudices or opinions, you must deal with the situation in a calm and fair manner.
2. Your views or opinions must never become known to those you are dealing with and must not affect any decision that you make. Both sides have a right to speak and state their side. You must mediate the dispute to the point where there will be no violence or breaking of security building regulations
3. Remember that you are not there to referee the dispute, but rather to DETECT AND DETER any possible breaches in the security of the site and to provide for the protection of personnel, assets and information. Should the dispute continue and become violent, a fight could break out causing damage and injury.
4. You may be required to prevent people from doing something they want to do, or ask them to do something they don't want to do. These will not be your rules but these people will blame you for the problem they create. Accept any hostility or rudeness with GOOD GRACE.
5. These people are just blowing off steam and you are handy. They are more upset with the RULES than with you personally.
6. Recognize that many people do not like to be told what to do or when to do it. They see it as winning and losing and nobody likes to lose. They forget that the rules are there for their protection and are the corporation rules, not yours. BE PATIENT AND CALM with these types of people. Do not return hostile remarks or gestures or become angry, as this will only escalate the situation making further problems for all concerned.

# CHAPTER 5: REPORT WRITING AND NOTE TAKING

## REPORT WRITING & NOTE TAKING

### USE OF REPORTS & DAILY LOGS

As a Concierge, you will be required to keep a record of your activities while on duty. Notebooks are issued to each Concierge and are used to maintain accurate chronological recording of duties performed. They also provide raw material from which records are compiled.

Your daily logs will be reviewed by the property manager and the Board of Directors, giving them the necessary information for planning and supervising the building operations. These records could also be used as reference in the event you are questioned about your actions, or if your information is required by authorities such as police or the courts. Your reports will also be one of the key ways in which your superiors evaluate your performance. The notebook is part of your equipment and should be carried with you at all times while on duty.

Please ensure the following instructions are followed when taking notes:

* Use black or blue pen only
* To make corrections, draw a line through the error and initial it and start again
* Use the 24-hour clock
* Record an entry every time you start or finish an activity
* Record everything done and observed on your shift
* An entry should be made every 30 minutes
* Do not use slang terms
* Make entries clear and concise

### IMPORTANCE OF EFFECTIVE REPORTING & LOG KEEPING

Effective recording of logs is an important part of Concierge and security work. Many times during the course of your duties, you may encounter a number of different and separate incidents that will require special attention. Most likely you will be required to submit an Incident Report. In such cases, it will be important to keep accurate logs of each event, as you will be likely to forget the small details of each incident as you start to deal with the next. Therefore, it will be extremely important that you log events as they happen, with even the smallest details noted. The details that you will most likely include will be times, dates and locations, but do not forget any of the less common observations, smell, weather, lighting, etc. You may not include them in the report, but they will be a great asset to you in the future if you are required to answer any questions for the police or in the courts.

As a Concierge, there might come a time where you will be called upon to furnish further details about an incident or to appear as a witness in court. In that instance, you will be asked for a detailed recollection of the incident for which you are called to testify. Proper maintenance of your logs will ensure that the information you recall is as accurate and as detailed as possible.

If you keep accurate logs of your observations, suspect's actions, and any statements you receive, you may find that your notes will become an excellent investigative aid in the future. This is because you may find inconsistencies in your statements or activities as you review your notes. In addition, any changes in alibis that may occur or any recanting of statements will be disproved by your accurate logs.

In the courts, recollection is important, but evidence is even more so. If you make a log entry at the scene of an incident and that log entry is later refuted or challenged, many times the courts will use your logs as evidence. This may put you in good light and win a court case.

### PROPER REPORT WRITING

The following are some tips on how to properly write a report:

* USE PROPER SPELLING AND GRAMMAR. This will help your reports to be clear and concise
* AVOID ABBREVIATIONS OR SHORTHAND
* ENTER YOUR REPORTS AS AN INCIDENT UNFOLDS OR AS QUICKLY AFTER THE INCIDENT AS POSSIBLE. By making your logs at the scene or as soon as possible after, they will likely be more accurate and contain more detail than if you relied on your short-term memory to keep the facts straight
* NEVER NOTE YOUR OPINIONS IN YOUR REPORTS. Because you may be required to produce your logs for inspection by your supervisors or in court, keep entries limited to the facts
* BE SURE TO CHECK YOUR LOGS BEFORE MOVING ON. Before moving to the next entry or on to the next detail, ask yourself if you answered all of the questions that may arise with respect to the event

### WHAT INFORMATION TO INCLUDE

Your report must paint an accurate picture of the incident you are describing. The report should answer the following questions: **WHEN, WHERE, WHAT, WHY, WHO and HOW.**

**WHEN**: When did it happen? What time and date. Include accurate times and estimated times when the incident occurred

**WHERE**: Where did the incident occur? Give details including street address or names of the areas where it occurred. If no address is available, describe the area using landmarks and specific details, i.e. St. Jamestown Park, child play area, next to main swing set

**WHAT**: What happened? Outline the details of the incident from start to finish. Describe with as much detail as possible including damage and loss estimates, possible future losses and any pertinent information

**WHY**: Why did it happen? Describe the reason if it can be determined, such as accident, mischief, etc. If no reason can be determined, do not speculate. This question will not always be easily answered

**WHO**: Who is involved in the incident - suspects, victims, witnesses, their names, addresses, phone numbers, and any additional details that you can add such as description

**HOW**: How did it happen? Narrate the order of events as best as possible. Start as close to the beginning as possible

### DETERMINING THE FACTS

Facts are determined through various means, from personal observations to eyewitnesses to persons nearby. Most of the facts Concierges deal with are made through their own observations. Consequently, you should be aware of what influences affect the way facts are determined.

FACTS are things that you know for certain. They can be verified and proven beyond a shadow of a doubt. An example of a fact is "The car was a Honda Accord”.

INFERENCES are DEDUCTIONS you make based on the FACTS that you UNDERSTAND THEM. For example, you arrive on the scene of an incident, a window is broken and a youth is standing next to the window with a metal pipe. Chances are you will suspect the youth holding the pipe did it. This is based on deduction of the facts but is not a fact itself.

OPINIONS ARE NOT RELEVANT in your logs. An example may be that you believe someone is lying about paying for an item. You have no facts but you have a suspicious feeling.

The best way to avoid making errors and using non-facts is to be cautious and use NEUTRAL TERMS when dealing with a situation. Not only will it make people around you feel better, it will help you in the long run.

### PROVIDING COMPLETE INFORMATION

One way to ensure your report has as much detail as possible is to refer to the previous lists of descriptions. The more detail you can include in your report, the more professional your report will appear, not to mention the better the results of your report will be.

### 

### USING CORRECT TERMINOLOGY & GRAMMAR

When creating a Major Incident Report, as a professional Concierge, knowing definitions and terms of offences will assist greatly in communicating with emergency services and preparing a good report. Remember your logs reflect the way your peers and superiors will view your work, so ensure that you use terms, words and definitions that are recognized and correct. If you are unsure of a word or phrase check with your supervisor or look in a dictionary of thesaurus.

Use of proper English will be as important as the information that you include in your report. It is also important to make proof reading part of your regular writing routine. Proof reading is simply the act of going over your report upon completion, and ensuring that the words flow, the grammar is proper, and your spelling is correct.

## THE MAJOR INCIDENT REPORT

This report is used to report incidents that are unusual or out of the ordinary, that may require special attention of a supervisor, Property Manager or emergency service (i.e. Personal Injury, Fire, Flood, Vandalism, Break-In).

Before you start to write your report, it is imperative to remember how important the report is. You should think of all of the people that will be reading this report, and what function it has to serve. Any Major Incident Report that is submitted will be reviewed by your supervisor, property manager, Board of Directors and in many cases will be their only way of evaluating the incident. The report could also be used for secondary purposes, such as insurance claims, legal action, security committees, etc.

In addition to all of these people, your report might be needed by the local police as information in an investigation or as evidence in court. In that case, once again numerous people will be reading your report from the investigating officer to the detectives, the court bureau, crown attorney, defense attorney, court clerk, judge, etc.

The last person who will rely on this report is you. This report could be used to refresh your memory in court, and may even be used later for any additional investigation that takes place by the security staff on the matter.

As you can clearly see, your report could have quite a large audience; as such you will need to take more than time into consideration before you submit it.

### HOW MAJOR INCIDENT REPORTS ARE USED

* To notify the proper authorities of an incident and ensure that follow-up action is taken as needed
* To assist in determining the cause of an incident or accident
* To exchange accurate information with other agencies
* To maintain a permanent record in the event of any legal action
* To maintain an efficient operation by taking corrective action to prevent a similar accident/incident from occurring in the future
* To ensure effectiveness and competence of uniformed security services

# CHAPTER 6: DUTIES AND RESPONSIBILITIES

## DUTIES & RESPONSIBILITIES

### SUMMARY OF DUTIES

As an employee you have a responsibility and you are employed to make living conditions as safe, comfortable, and trouble free as possible for the residents while providing a high profile presence, and always performing your duties with the utmost tact and diplomacy. You will assist in protecting the residents and the common property by being thoroughly professional and alert at all times. You will work to protect life and property, and to prevent crime and damage by showing proper diligence.

Complete interest in the protection of the client’s property is mandatory for the most efficient performance of any Concierge. A successful Concierge is one who is completely reliable and consistently performs his or her duties to the best of their ability, consistently follows all instructions, and is always seeking means wherever possible to improve the protection that you provide to clients.

### ATTIRE & APPEARANCE

* Always report for duty in a clean, neat, and tidy manner, dressed in full uniform
* Concierges are to be dressed in an authorized uniform whenever on duty. Your Uniform should never be allowed to become frayed or spotted
* Personal cleanliness and neatness are basic requirements for any Concierge.  
  Neatness in appearance calls for a clean-shaven face, neatly maintained hair, clean hands and nails and clean and polished shoes

### PROFESSIONAL BEHAVIOUR

A smart military bearing should be adopted and maintained on duty at all times. The Concierge must eliminate any personal habits while on duty which may be offensive to others.

When on duty or on the premises, the Concierge will adhere to the following restrictions:

* Always arrive on time
* Smoking is strictly prohibited
* Consumption of alcohol or non-prescription drugs is strictly prohibited
* Televisions are not allowed
* Radios must be kept at a reasonably low volume (when allowed) and offensive music will not be tolerated
* Unauthorized reading material
* Lengthy personal phone calls
* Chewing gum is prohibited
* The Concierge should refrain from over all bad postures and body language
* Video games are not permitted

### EQUIPMENT

* The Concierge will not tamper with, adjust, or interfere with any equipment unless specifically instructed to do so in writing by the Client Contact or a Supervisor
* The Concierge will not tamper or misuse life safety equipment
* Any activity, which poses a threat or risk to the condominium residents or their property must be reported management, the Client and Police if required. You must also follow up with a Major Incident Report detailing all relevant information (see Chapter 5)

### DUTIES

* The Concierge is responsible for controlling all vehicles and pedestrian traffic entering the property
* The Concierge must monitor the entrance of the building. The Concierge must ensure that no unauthorized persons follow a resident into the building. If in doubt, the Concierge must always challenge the person(s) in a polite and professional manner. The Concierge is not allowed to grant access to anyone unless authorized by a resident or the property management office
* The Concierge will greet residents and visitors in a polite and professional manner. When addressing any person, you should always be formal and polite
* The Concierge will request names and details of any non-residents seeking admittance (i.e. tradespersons, visitors, delivery persons, etc.)
* The Concierge is responsible for the opening of all recreational facilities within the complex for residents at the pre-approved times
* The Concierge monitors the fire routes at all times. Any vehicle attempting to park in the fire route should be informed that parking in that area is prohibited
* One of your primary duties on site is access control. The Concierge on duty is expected to remain at the desk at all times, though you may be called to respond to emergency situations or to investigate situations on site. If the Concierge leaves the desk for any reason this must be documented in detail on your logs. While away from the desk, all doors must be secured and the appropriate sign posted
* Unless dealing with an emergency situation that requires you to be absent from the desk for a long period of time, keep all absences under 15 minutes
* A Fire Safety Plan has been designed and implemented. A copy of this plan is kept at the Concierge desk. Familiarize yourself with this plan and keep it easily accessible
* The video monitors must be scanned regularly to check activity within the property. Unusual activities, hazards or suspicious persons must be brought to the attention of the Supervisor
* You may provide assistance to those with luggage, large packages or parcels if the resident can be positively identified
* The Concierge is responsible for putting on and taking off the service elevator as required by bookings
* Under no circumstances is any information regarding a resident to be disclosed to anyone. Direct any inquiries to the Management Office
* Under no circumstances, except emergencies such as flood, fire or health emergencies, is the Concierge permitted to enter the unit of any resident, even when invited to do so
* No calls are to be made to residents after 23:00 hours, except for emergency purposes
* A complete inventory of keys at the Concierge desk must be done to ensure that all keys are accounted for. Any key sets that were signed out and are unaccounted for or are missing must be reported. As soon as possible after the briefing and the key inventory, the Concierge on duty must proceed with a perimeter patrol to make sure that all access points to the building are secure
* Lengthy conversations with residents are discouraged. They distract concentration that should be directed to the monitors

# CHAPTER 7: CONTROL PROCEDURES

## CONTROL PROCEDURES

### ACCESS CONTROL GENERAL INFORMATION

THE FOLLOWING INSTRUCTIONS ARE TO BE STRICTLY ADHERED TO UNLESS OVERRIDING INSTRUCTIONS ARE ADDED IN THE POST ORDERS

* The Concierge(s) are only permitted to enter occupied suites with proper authorization. Unlawful entry to a suite is contrary to Corporate Policy and can result in legal proceedings under the "Trespass to Property Act"
* In the event that an emergency situation occurs inside an occupied suite, such as fire, flood, or personal injury, and such emergency requires a Concierge to enter the suite by using the Master Suite Key or permission to enter the suite is not readily obtained from a resident of that suite, the security officer must notify the on-call manager and/or the appropriate authorities to attend - Police, Fire Department, and/or ambulance.
* If you receive a request from someone who asks you to enter a suite because of another type of problem that is not an emergency (e.g., noise complaint), you cannot enter the suite unless authorized by the resident

ALWAYS COMPLY WITH THE FOLLOWING PROCEDURES

* In all cases, check the Resident's list to see if the suite is occupied or vacant. BE SURE!
* If the suite is occupied, telephone the occupant to explain the problem and ask the occupant to resolve the problem. Offer assistance, if required. In the event of no answer, complete an Occurrence Report explaining the circumstances
* Enter the suite with the permission of the Resident ONLY for the sole purpose of resolving an urgent situation (e.g., fire, flood or personal injury) or at the request of any emergency authority in attendance
* Complete a detailed Occurrence Report documenting any and all information

NOTE: If at all possible, it is preferred that you have someone accompany you into the suite (i.e. Police, Fireman, Superintendent, Property Manager, Board Member, Security Officer, and/or Supervisor)

### RESIDENT ACCESS

* All residents are issued FOBs by Management. Residents may open the door with their FOBs/keys
* The only time that you may allow access to a resident is when you can positively identify the person as being a resident. If you cannot or are unsure, the resident must either show you a FOB or use their FOBs themselves

### LOBBY ENTRANCE ACCESS

UNDER NO CIRCUMSTANCES SHALL A GUEST BE PERMITTED TO ENTER ANY UNIT WITHOUT AUTHORIZATION FROM THE RESIDENT OR PROPERTY MANAGEMENT.

* When a visitor arrives, they should use the enter-phone to gain access to the building
* If the visitor does not use the enter-phone, but comes to the door, the Concierge may allow them access to the lobby
* After greeting the visitor, Concierge will then inquire which suite the party is visiting and whether they will be parking or have parked a vehicle. In the case of a visitor requires the use of visitor parking the desk security guard shall have the visitor register the vehicle
* Before allowing the visitor access to the rest of the building, the Concierge should provide them with the buzzer number.
* If the unit is not listed in the registry of the enter phone, the Concierge must call the suite to confirm the resident is home and that the visitor is permitted on the premises. The resident should be reminded to register his/her suite in the enter phone registry or lobby access for their guests

### CONTRACTOR ACCESS

* Tradesman/Contractors MUST use the loading dock/or service entrance to bring any material or equipment into the building. Under NO CIRCUMSTANCES are materials and/or equipment to be allowed in through the lobby
* Authorizations for the entry of contractors and tradesmen who arrive to perform work pertaining to the common elements are to be directed to the Property Managers Office or the Superintendent during business hours
* All building contractors **must be announced** to the property manager/superintendent when they arrive

### ADVERTISING DISTRIBUTORS, CANVASSERS OR VENDORS

* NO ENTRY ALLOWED
* Advise pamphlet distributors to send pamphlets by bulk mail through the Post Office
* NO SOLICITING is permitted in the complex
* If any flyers have been posted door-to-door by canvassers, the guard on duty must remove them

### REALTORS

* Access is controlled in the same way as "Visitors"
* NO open house sign is allowed within the boundary of the premises. Please ask them to contact the Management if there are any problems
* Lock boxes are located at the front desk and to be released with valid RECO license.

### AMBULANCE & EMERGENCY SERVICES (EMS) PERSONNEL

If you have called for an ambulance due to an emergency, or a resident call to advise you to expect an ambulance for a personal reason, proceed as follows:

* Prior to the arrival of the ambulance, put the service elevator on service. Upon the ambulance’s arrival direct the attendant to the service elevator
* After the Ambulance has left return the Elevator to normal running service

### COURT BAILIFFS

Court Bailiffs are to be IMMEDIATELY ADMITTED if serving a court order or warrant. Court Bailiffs can charge you with contempt of court if you interfere. DO NOT CALL THE SUITE in question. BE SURE TO ASK FOR IDENTIFICATION

### ELECTIONS – CANVASSERS & CANDIDATES

**NOTE: Condominium Act 1978 - "Entry by Canvassers" Section 30:**

"No Corporation or servant or agent of a Corporation shall restrict reasonable access to the property by candidates or their authorized representatives for election the House of Commons, the Legislative Assembly, and Office in a Municipal Government or School Board for the purpose of canvassing or distributing election material."

BEFORE allowing political party to begin their campaign work on site, you must retrieve the following information and record them in your notebook or log:

* What is the Political Party that is being represented? (Liberals/NDP/Green Party etc.)
* Have you verified the party by means of personal identification? Ask to see their I.D.
* Inquire about the flyer that they will be handing out. Review it so you know what it contains

### FIRE INSPECTORS

All Fire Inspectors MUST show their IDENTIFICATION and MUST be directed to the Maintenance Supervisor or Property Manager.

### HEALTH INSPECTORS

All Health Inspectors MUST show their IDENTIFICATION and MUST be directed to the Maintenance Supervisor or Property Manager.

### POLICE & LAW ENFORCEMENT OFFICERS

Under normal circumstances, Police Officers MUST be announced and access cleared by the resident before admitted to the building. If the resident refuses permission to enter, the Officer is not to be admitted unless they have a proper search warrant. Any special circumstances should be cleared through Property Management. (Exception R.C.M.P. if they have a "Writ of Assistance" or C.S.I.S.)

If a search warrant is produced, the Officer is to be admitted WITHOUT CALLING THE SUITE AND NO WARNING SHOULD BE GIVEN TO THE RESIDENT CONCERNED, or to any other resident of the building. Use the master key ONLY WHEN a search warrant is produced or upon approval of Property Management. Always check the identification of the Officer being admitted and record his/her badge number and name.

**-- OR –**

Property Management is to be called IMMEDIATELY. Police Officers are to wait for the Senior Member of Property Management to arrive. NO SUITE KEYS are to be given out except by the senior member of Property Management on Site.

**-- OR --**

When a Police Officer request entry without the resident being first advised, you are to give complete co-operation but you must first determine that the Officer is requesting such entry in the performance of his/her duty as a Police Officer.

The following limited circumstances permit a Police Officer in law, to enter private premises without a search warrant:

1. The Police Officer is in hot pursuit of a fugitive in which event the Officer should produce his/her "WARRANT CARD" together with his/her reason for their intended entry.
2. The Officer satisfies the security that an EMERGENCY SITUATION EXISTS which renders the obtaining of a warrant impractical (Ill person or young child requiring immediate attention).
3. The Officer has WRITTEN CONSENT of the unit owner to enter the premises.

### PRESS

Press and T.V. reporters are to be referred to Property Management in all matters. In all instances, politely reply with "I am sorry, I cannot make any comment".

### PRIVATE BAILIFFS

Private Bailiffs, process servers or repossess agents are NOT to be admitted and are not to be given access to suites. NO INFORMATION ABOUT THE RESIDENT IS TO BE GIVEN OUT. Escort these people from the property immediately.

### SOLICITING SALES AGENTS

Business solicitation of a suite-to-suite basis is NOT permitted. This includes personal calling or distribution of advertising and applies also to owners/residents. ANY flyers which have been distributed must be picked up by security and disposed of. Request for major charitable appeals MUST be referred to the Board of Directors in writing prior to the campaign.

### STAFF

The Property Manager MUST approve all access by staff during off hours.

KEYS, FOBS & ACCESS CARDSExtra access cards, fobs and suite keys are available to registered residents through Management. Request forms are available at the security desk.

### INTRUSION SYSTEMS & ENSUITE ALARMS

An ensuite alarm detects an intruder when armed and transmits a signal to the Concierge desk.

Concierge contacts the unit by phone after receiving the signal. If someone answers the phone, ask them if everything is ok and confirm identity by asking security questions such as (cell phone number, parking and locker #). If there is no answer, proceed to the floor. Be cautious when approaching the unit. If there are signs of forced entry do not enter the unit, contact the police and your supervisor. If no signs of forced entry, ensure that the unit door is secure, contact the resident on their cell phone and inform them that you received an alarm from the unit upon investigation everything seems fine and write an Incident Report.

### MOVING - GENERAL

* All move-ins/move-outs are to be booked through the concierge
* Under no circumstance is anything to be moved in or out through the lobby at any time
* The Concierge on duty must put up the protective padding in the elevators unless cleaners are on site
* Ensure that the dedicated elevator and loading bay are vacated at the expiry of the booked time
* Ensure moves do not extend beyond moving hours
* **Pre & post move inspections must be completed** with the resident or his/her agent, and check to see that no damage is done to the elevator, loading bay, or other common elements
* If there is no damage or missing items, the Concierge will return the deposit checks to the resident and the resident must sign that they received the deposit back
* If there is damage to the common elements or any common element item is missing, the deposit checks will be held and Property Management will determine the checks disposition

### UNAUTHORISED MOVES

Usually occurs when the resident leaves their premise without the consent of the owner and management, usually after business hours. When dealing with an authorized move, the following should be adhered to:

* Obtain the name of the individual who is organizing the move and the suite number
* Obtain the name of the moving company and vehicle plate number
* Contact the following people; the supervisor and/or management
* Stall or delay the move until you can receive further instructions from the supervisor and/or management
* Do not place the elevator on service
* Do not unlock doors
* Check the route from the suite to the point of exit and report any damage observed. Please note that Police will not attend since it is not a criminal offence

### VEHICLES & PARKING CONTROL

The Concierge on duty is responsible for controlling vehicles parked in the property. There are typically two types of parking areas in a condominium building: Visitors parking for the use of visitors, and Residents parking for Residents who own a parking space.

### VISITORS PARKING

* Residents are not permitted to park in the designated visitor parking areas, unless they have been authorized to do so by property management and a valid pass has been issued to them with the manager’s approval. Concierge may only issue an overnight parking permit to a resident if someone has illegally parked in their spot and they have no alternative for the night. A resident may pick up a parking permit for their visitor. Once the Concierge has verified that the vehicle is indeed a visitor and not a registered unit owner
* All visitors’ vehicles must be parked in the designated visitor parking spaces and shall display a clearly visible parking permit on the dashboard of the vehicle, in compliance with the established rules of the corporation. The visitor must physically obtain the pass and display it **unless parking management is fully online.**
* PARKING IS NOT PERMITTED in fire routes and in the entrance driveway (s).
* Parking passes are not to be used as a means of access to the property at any time. Whether or not a visitor has been issued a parking pass normal procedures for entry to the property MUST be followed
* The visitor parking policy is to be enforced, since there are usually a limited number of parking spaces available.
* The Concierge on duty is to check all vehicles parked in visitors parking for violators and take appropriate action to correct the problems, if any

### RESIDENTS PARKING

To be admitted into the resident parking area of the garage, all residents must use a remote. If they do not have a remote for any reason, they must possess and show acceptable identification such as a current driver’s license with appropriate information to be shown to the on-duty Concierge, in order to verify their legitimacy.

### ILLEGAL PARKING IN A RESIDENT’S PARKING SPOT

If a resident informs the on-duty Concierge that someone has illegally parked in their underground spot, first the Concierge has to confirm that in fact it is the resident's spot using the provided listings. Once confirmed, he/she must then make an effort to investigate and determine the owner of the offending vehicle. If able to locate the owner of the vehicle and the time is appropriate, the owner should be contacted and politely informed that they are parked in another resident's spot and to remove the vehicle immediately. If the person refuses, inform them that their vehicle may be tagged or towed. During late hours discretion must be used depending on the situation, if in doubt a supervisor should be contacted for further clarification. If unable to locate the owner, the Concierge will issue the resident an overnight visitor’s parking permit and place a warning notice on the offending vehicle. Please note that the resident is responsible for their spot and has the right to contact the police/parking enforcement to have the vehicle tagged/towed. The Concierge may call the police on behalf of the resident; however, the resident has to be present with a proof of ownership (Copy of the deed, Lease agreement) when the Officer arrives. (The resident is the legal owner of the parking spot and therefore the only one who can have a vehicle tagged or removed).

### ESCORTS FOR RESIDENTS AND VISITORS PARKING

If approached by someone who is expressing fears around entering the garage, he/she must be informed politely that the Concierge will monitor their movements via the camera monitors until they reach the elevator areas.

## PARCEL CONTROL

Part of the services provided by security is distribution of mail and packages. Courier companies will leave parcels with the Concierge for residents to pick up later. Couriers start arriving around 9am and continue throughout the day; once a parcel is received it should be processed at the early available opportunity, the following process should always be complied with:

* Before signing for the parcel, the Concierge on duty should confirm that the resident(s) lives there & that they have a parcel waiver signed.
* After accepting the package, it should be recorded on the building management software, and then the resident should be called and notified of their parcel at the desk. If no one is home, a message should be left and a delivery notices slip is to be placed in the respective mail boxes (**if applicable**)
* Packages with a C.O.D will not be left with the Concierge. A notice by the courier company will be left for the resident, the resident can leave a check with the Concierge for next day delivery or the resident may be called and give his/her credit card info to the driver over the phone and the package will be left with the Concierge
* ALL parcels/packages and letters MUST be locked up upon receiving them, UNDER NO circumstances are they to be left out
* Flower deliveries and perishable items WILL be accepted by Concierge only if the resident is home or he/she confirms by phone that they will be coming to pick up the item the same day. (Use common sense) **Unless the board has decided that perishable items are not to be accepted.**
* Any parcels that are not picked up must be returned to sender based on the corporation policy to a maximum of 30 days
* Registered mail cannot be accepted by the Concierge
* When the resident picks up the parcel, they MUST sign the Parcel Control Log. Failing to ensure that the resident signs for their package could leave the Concierge LIABLE if any questions arise later to the final disposition of the property involved
* ALL Concierges will check/log the number of packages, in the care of, upon the commencement of their shift

## KEY CONTROL

Key control is the backbone of any lock and key program. Good control of keys protects against problems and provides considerable peace of mind for the residents.

* KEY CONTROL IS EXERCISED BY THE CONCIERGE
* When reporting for duty, it is mandatory to record and sign for the keys the Concierge coming onto duty receives. Where applicable, the Concierge being relieved of duty must also sign for them when he or she leaves. Keys must always be accounted for. A person who issues keys, or who returns keys, must sign for each transaction.
* ALL keys are to be kept in a LOCKED key box when not in use. Master key(s) MUST BE identified by a tag and may ONLY be handled by designated management personnel and signed for by both parties along with reason and time of release
* **Suite master key use is to be entered in an incident report**
* NOTE: The key for the key cabinet is to be kept on the Concierge key chain AT ALL TIMES
* Keys and locks are an important element in the overall protection of the condominium. The Concierge must know the proper use of keys and the safety methods used to control keys. He/she is responsible for the careful handling and carrying of keys during any work assignment. THIS RESPONSIBILITY IS OF THE UTMOST IMPORTANCE TO THE SAFETY AND SECURITY of the Residents.

### IMPORTANT KEY CONTROL GUIDELINES

* Keys are to be carried and handled with the utmost care. Keys are never to be removed from the key ring
* Keys are NEVER to be left lying around, they must be properly secured at all times
* Keys are NEVER to be lent out even for a few minutes. If person needs to unlock a door, they should be escorted by (authorized) person and unlock the door for them
* Any key related problems should be reported immediately to the supervisor and/or management
* Any keys that are lost, MUST IMMEDIATELY be reported to Property Management and security management and area manager
* If your building allows residents to leave keys for PSWs, Family, Cleaners etc… the name and/or company of the party which will collect the keys must clearly be labeled on the envelope or on the key release waiver form.
* Always be wary of persons who have been issued keys and are authorized to be in an area but are abusing this privilege/authorization. For example: An authorized contractor returns to his work area after hours to steal condominium property, or misuse equipment or information in the controlled area. This would cause a false sense of security, because entry was gained without any knowledge that the system was compromised

## THE SUITE MASTER KEY

The Master Key can ONLY be used in the event of an emergency situation such as fire, flood or health emergencies or in cases. **In some buildings, depending on policy (check site specific instructions), the master key may be used in the following situation:** a resident who is locked out of their unit, provides photo I.D. displaying the address of the unit confirming their residency of the suite which is to be opened. Please review the protocol below pertaining to the use of the Master Key.

* The master key must be signed out at all times regardless of who uses the key (including security staff and management)
* A suite entry notice must be left in each suite that is entered using the suite master key
* The master key must be returned immediately upon completion of use
* The Master Key is stored in the key box, and should only be used by Concierge in serious emergencies or above-mentioned scenario

The following procedure is to be followed for use of the master key:

* The supervisor/emergency line must be called to obtain authorization & lock box code
* An Incident Report is to be completed by the Concierge each time the master key is used indicating unit number and reason used
* The master key is not to be used to access a suite, unless authorized by the Property Manager or your direct supervisor
* The master key is not to be used to allow access to trades ordered by a Resident. Where a site allows for it, the Resident will need to leave a suite key with Concierge to allow access for their trades; the master key will not be used for this purpose
* It is recommended that when you enter a suite using the master key, you are accompanied by another individual such as another security guard, mobile patrol guard, or building superintendent, and that you knock several times and announce yourself loudly as security before entering.

## BUILDING AMENITIES

Most Condominium buildings have many facilities and can include a guest suite, a multi-purpose room, a meeting room, a fitness center, etc. The building facilities are governed by rules set up by the Board of Directors (review building rules and regulations).

## ELEVATORS

**Elevators Service Mode:** The normal service controls for an elevator are located in each elevator cab, above the elevator call buttons, in the elevator control panel, denoted by the word "service." For "normal" operation the "service" switch is "off." To place the elevator in "service" mode, turn the switch to the "on" position. When in "service" mode, the elevator will only operate when a call button is depressed and kept depressed until the door has fully closed. The elevator will then proceed to the floor for which the call button was pushed and remain there with the door open. It will not respond to any calls from elevator lobbies.

**Elevator Light Controls:** The lights are controlled by a switch marked "light."

**Elevator Fan Controls:** The fan is controlled by a switch marked "Fan" with High and Low setting.

**H.I.S. (Hoist Way Inspection Switch) Enable Controls**: These switches are for the building elevator company to move the elevator and inspect the hoist way. Under no circumstance should you be using these switches. There is a keyway for the hoist way access control in each elevator door frame. Concierge do not have the keys to operate this control.

**Elevator Firefighters' Controls**: Firefighters' elevator controls are located in each elevator above the call buttons but below the control panel. These controls are within the "Firefighter Operation" panel, which can be accessed by inserting MFD key into the red keyway and turning it to open. In order to operate the elevator in "Firefighter Operation" you must turn the key to "run." When the elevator arrives on the desired floor, ensure the doors are fully opened before exiting then turn the elevator to "hold."  
**Elevator Emergency Alarm**: The elevator alarm will be sounded by depressing the button, located at the bottom left of floor call buttons, signified by a stylized "bell". If this device is activated, the Concierge is required to check the elevator panel in the CACF room to determine if the elevators are functioning normally. If it is determined the elevator may be stuck or not operational, a service call should be placed and communication with occupants established.

**Elevator Emergency Telephone Control:** The elevator emergency telephone will be activated by depressing the button at the bottom of the call buttons, signified by a stylized Phone icon. This will generally enable communication by the occupant of a distressed elevator with the CACF room or the monitoring company.

**Power Direction Controls:** In the event of a power failure, the emergency generator will supply power to only one elevator. The power direction control, labeled "Elevator Emergency Power" is located in the ground floor elevator lobby and will enable power to be directed to any specific elevator. The normal position for this control is the "auto" or 12 o’clock position. The Concierge has no assigned duties relative to these controls, and are not to operate them unless given specific direction by Property Management

**Elevator Emergency Recall Controls:** During a power failure, attend the ground floor lobby and ground the elevators if they do not automatically ground. Using the MFD key in the emergency ground keyway, turn it to "ON." Ensure you don't leave your keys in the keyway.

## NOISE CONTROL

### DEALING WITH A NOISE COMPLAINT

All complaints about noise must be accompanied by the name and unit number of the person calling, as well as the unit number (if possible) of the source of the noise. Assure the complainant that their information remains confidential and that you will take action and investigate the matter. **Ask the complainant if they would like a call back** after investigating the noise complaint and inform them to call back if the noise does not cease.

The Concierge on duty must investigate the complaint immediately by proceeding to the floor the complaint came from to investigate the noise level and where it is from. When the source of the noise is found, politely knock on the suite door. Inform the resident that a noise complaint was received and that you would respectfully request that they refrain from making the excessive noise (loud music etc.). Stand in the hallway for 2-3 minutes to ensure that the noise stopped then proceed to your desk and call the resident who made the complaint to update them on the situation. If they requested you to do so. Make a log of the complaint, the investigation and the outcome as an incident report and attach a disturbance investigation form on sites that use these forms. If after the first warning further complaints are received, investigate the matter again and politely warn the individual a second time. This time, inform them that if the noise persists, you will contact the police to deal with the matter. If they do not comply this time, then immediately contact the police.

A full Incident Report must be completed by the Concierge together with a disturbance report form (where used), including all relevant times on all reports. You must also document all times on your daily shift log to account for your actions away from the post.

### COMMON ELEMENT NOISE COMPLAINTS

Upon discovery or notification of excessive noise in the common element, which prevents residents from peaceful enjoyment on the premises, the Concierge must investigate, informing the person(s) that a noise complaint was received or that there is a violation of the corporation rules and respectfully request that they refrain from causing excessive noise. If after the first warning, further complaints are received or the excessive noise continues, politely warn the person(s) a second time. This time, inform them that if the noise persists, you will contact the police to deal with the matter. Pay special attention to common areas including the gym, party room, library, hallways, patio, lobby and garage.

## LOST & FOUND PROPERTY

Any Lost or Found property must be reported in your daily logs.

* If you find a lost item or a lost item is turned in to you, it should be handed over to the Site Supervisor
* Be sure to record ALL Lost & Found Property in the Lost & Found Register or an incident report.
* Items found are generally stored for a period of 30 days before being disposed of by property management

## SMELL & ODOUR COMPLAINTS

Any complaint of unusual or offensive odor received from a resident **MUST** be entered in your daily logs. Ask the person who is making the complaint for their unit # and telephone #. All complaints must be investigated, and sensible, realistic action taken to remedy the situation.

The following procedure should be followed:

* Identify the source
* Inform persons responsible (if known) of the degree of effect
* Request that they take actions to reduce it to a suitable level
* If the source of the smell is unidentified and cannot be controlled, or it is considered to be a threat to health, then the manager is to be called
* Record ALL actions and findings in an incident report

## PATROLS

Patrolling is the act of walking or going around or through an area, building, etc., in order to make sure that it is safe and free from hazards, security breaches and deficiencies. A complete site patrol consists of the following:

### GROUND PERIMETER AND GROUND FLOOR

When conducting a perimeter patrol ensure Concierge safety, walk away from walls, and take corners at wide angles to prevent ambushes from potential suspects.

* If the building has fire escapes, ensure no one is on them
* Ensure all doors are secured. Look for pry marks or filings on the ground which may indicate a break and enter. If you find an insecure door and there are no signs of forced entry, investigate and secure. If you discover signs of forced entry, do not enter. Keep an eye on the most evident escape route and notify the police and your supervisor. Observe and obtain a good description for the police
* Check windows and ensure they are closed and intact. Look for ground signs- footprints, tools left behind, vehicles parked close to building, tire tracks etc.
* Look for any suspicious activity on the property such as vehicles or persons
* Note any burnt-out lights or safety hazards
* Ensure no ladders are left against the premise
* Ensure that all lobby areas are clean and free from any hazards
* Observe general condition of fire hose cabinets
* Check hardware of fire exits, garbage chute, loading bay overhead and main door
* Observe general condition of loading bay, roadway and walkway, transformer enclosure secure and intact

### PARKING LEVELS

When conducting a Parking Levels Patrol

* Look for evidence of vehicle break and enter like broken window, pry marks etc. Always walk a good distance from the vehicle to ensure no one is hiding behind it
* Look for vehicles missing gas caps or leaking gas
* Look for any graffiti
* Use your senses, smell for gas leaks, listen for running water etc.
* Observe general condition of fire hose cabinets and lighting fixtures
* Take notes on items illegally stored in parking spaces, cars idling, or vehicle repairs underway
* Check on fire exits doors/hardware for proper functioning
* Check on elevator lobby/vestibule doors for proper functioning (i.e., controlled closing)
* Observe general condition of locker rooms, lighting fire and life/safety
* Check for unlocked doors; pilot lights, panels, etc. of mechanical and electrical equipment
* Record vehicles parked in visitor parking spaces

### RESIDENTIAL FLOORS

When conducting a floor-by-floor patrol:

* Ensure all doors in the interior are secure, check and notify residents if their door is propped open. If a door is found insecure document it. Check to see if anyone is home and investigate same. If you can secure the door, do so and document it in a report. If you discover someone in the building that you believe does not belong there, ask them for their identification or unit number and telephone number
* Ensure elevators are functioning
* Look for lights that are burned out
* Ensure stairwells and corridors are free from debris, or any object that will pose as a fire escape hazard
* Ensure stairwells, lobbies and corridors are clear from suspicious activity
* Observe general condition of common elements, fire hose cabinets, lighting fixtures
* Check for insecure electrical closet doors
* Check garbage rooms (if unlocked) for refuse not put into the chute or suspended in the chute
* Observe general condition of exercise room, party room, washrooms and other building facilities
* Log any issues discovered during your patrol as an incident report or service request in buildings that use service requests.

### MECHANICAL ROOMS

It is important that mechanical checks of the property are conducted. Mechanical Rooms are usually located in the basement, parking garage or the penthouse.

* When doing patrolling mechanical rooms use most of your senses
* Smell for any gas leaks, look to see if any liquid is emanating from the machinery listen for loud or grinding noises. Report anything out of the ordinary
* Boilers and Electrical Rooms: Boilers, electricity or natural gas heat the building. They are on normally during the winter months
* Chillers or AC Units: On during the summer, cools the building
* Generator: Used to power the building when the hydro goes out. (Powers the emergency lights)
* Sump Pumps: usually found in the basement or garage in general the lowest level of the property. Occasionally check the sump pump to ensure it is not in alarm otherwise it may cause a flood if it fails

## EQUIPMENT LOCATIONS

|  |  |
| --- | --- |
| **Main gas shut off:**   * NW of building, in between townhouse blocks. | **Main water shut off**   * In sprinkler/mechanical room at P1. |
| **Sprinkler room (shut off)**   * At P1 Mechanical room. | **Elevator Mechanical room**   * In the penthouse mechanical room. |
| **Telephone/Cable Room**   * Rogers (Next to P1 lobby-sub communication room. * Bell (other side of TCHC overhead door- Main Communication room) | **Electrical rooms**   * Next to visitor parking spot at P1. |
| **Chillers/ AC units**   * In the penthouse mechanical room. | **Boilers**   * In the penthouse mechanical room. |
| **Sump pump (s)**   * At P2 parking level. | **CACF Room Fire Alarm panel**   * on ground floor, opposite to management office. |
| **Fire enunciator**   * CACF room on ground floor, opposite to management office. | **Intrusion systems (If applicable)** |

While on patrol the Concierge will inspect and report any of the following hazards, security breaches and deficiencies.

Fire Hazards including but are not limited to:

* Blocked fire emergency exits, fire hose cabinets and extinguishers
* Piles of oily rags, stacked papers and boxes
* Faulty electrical wiring and overloaded electrical fixtures
* Smoldering cigarettes in wastebaskets and ashtrays
* Inoperative fire doors, defective fire hoses, nozzles, sprinklers, and extinguishers

Accident/Safety hazards including but not limited to:

* Spilled liquids, wet floors, and ice build-up
* Tears in carpets, missing floor tiles, and loose handrails
* Objects falling from above
* Burnt out or missing light bulbs
* Inoperative warning lights and inoperative emergency exit lights
* Vandalized or missing warning signs

Security Breaches including but not limited to:

* Trespassers and/or suspicious persons on or near the property
* Inoperative locks, missing keys, lost or stolen access cards
* Broken doors, windows and fences
* Inoperative Closed Circuit Television units

In the interest of good security practices, patrol routes and times should vary from time to time. This action will ensure that the Concierge’s movements will not be predictable, should anyone be monitoring patrol times and routes.

## BASIC SAFETY RULES

* Change your patrol routes do not develop a pattern
* Start your patrols and end them at various times
* A safe distance of 6 ft should be maintained between you and a suspect
* Always keep your eyes on the suspect's hand looking for any weapons
* Assess any situation before getting involved
* Call for back up when you become involved with a situation you feel may get out of control
* Always be alert and aware of your surroundings
* If weapons such as guns or knives are involved leave the area and obtain a good description and immediately contact the police
* Do not walk close to walls, corners or vestibules to prevent ambush type attacks
* If you discover a break and enter scene keep an eye on the most evident escape route and contact the Police do not enter the premise. If they leave obtain a description
* Vary your parking spot, never always park in the same place
* No items indicating you are security should be left in your vehicle
* Staff information such as phone numbers and addresses should not be given out
* Equipment, especially radios should be tested prior to starting a shift to ensure they work. Also know where the dead zones are at your site
* Vehicle approach should be done from the right side on an angle from the rear

## VIDEO FOOTAGE REQUESTS

* Always refer to the property manager when anyone requests video footage. Video footage is the property of the corporation and the property manager as agent of the corporation **must always** give their permission before a guard can:
  + Review video footage in the presence of someone at the desk/security room
  + Release video footage to someone on request (unless the police are asking with a warrant)
  + Release information as to the content of reviewed video footage
* **YOU SHOULD NEVER:**
  + Allow residents to view video footage without management approval
  + Allow a resident behind the desk for this purpose **or any other reason**
  + Describe what you are viewing in the video footage without management approval
* **IF YOU ARE ASKED FOR FOOTAGE:**
  + By residents:
    - Inform them that you will pass on the request along with any footage to the management office and that they may follow up with them to request any further footage/information
  + By police:
    - Inform them that they may submit a written request to the property manager for footage. You may release the manager’s work e-mail for this purpose

# CHAPTER 8: EMERGENCY PROCEDURES

## EMERGENCY PROCEDURES

### 911 EMERGENCIES

### What is a 911 Emergency?

* Any life-threatening situation
* A fire
* Any vandalism to the property
* A serious injury such as suspected heart attack, stroke, choking, breathing difficulties, unconsciousness
* Sexual assault
* An assault or immediate danger of assault including persons fighting
* Any situations involving weapons
* An uncontrolled chemical spill
* Bomb threat

### EMERGENCY PROCEDURE

* Call 911
* Contact others, Property Manager, Superintendent, other staff members
* Complete an Incident Report

### POST-EMERGENCY PROCEDURE

Record all relevant details (see chapter on report writing) on an Incident Report and call your supervisor and the property manager.

## FIRE PREVENTION & DETECTION

Providing assistance in the event of a fire is one of the most important roles of the Concierge. In order to become proficient in these duties, a Concierge must have some basic understanding of how fire starts, how it develops, and how it can be extinguished. You must also understand fire alarm systems and fire equipment.

HOW A FIRE STARTS & DEVELOPSBefore a fire can originate, there must be three elements present. The three elements necessary are heat, in the form of friction, oxygen (air); and a flammable material. Once these three elements have combined in sufficient amounts, a fire will occur. All fires proceed through four distinct states. These stages are:

STAGE 1 - Incipient Stage: This is when there is no visible smoke or flame or appreciable heat present, but invisible particles of combustion are given off.

STAGE 2 - Smoldering Stage: Products of combustion are now visible as smoke. Flame or appreciable heat still is not present.

STAGE 3 - Flame Stage: An actual fire now exists. Appreciable heat is still not present, but follows instantaneously.

STAGE 4 - Heat Stage: Now uncontrolled heat and rapidly expanding air (gases) complete the dangerous and destructive combination.

### CLASSIFICATION OF FIRES

It’s very important for all staff to know how to fight a fire to extinguish it. Fires have been divided into three classes. These classes are:

**Class A – Combustible Solids:** Burning wood, paper, cloth, rubbish and combustible solid material.

**Class B – Combustible Liquids:** Burning gasoline, oil, paint, cooking fats and combustible liquids.

**Class C – Electrical:** Fires that occur in live electrical equipment such as motors, switches, appliances, etc.

### HOW EXTINGUISHING AGENTS WORK

Here is how the various extinguishers work on a fire and what their residual effects are:

* Co2 (Carbon Dioxide) – smothers the fire, leaves no residue to injure machinery, food etc.
* Foam – smothers the fire and wets the burning material to prevent it from rekindling. Leaves a heavy residue. Since it has a water base, it SHOULD NOT BE USED on electrical fires
* Water or Soda ACID – saturates the burning material and prevents rekindling. Burning liquids will be spread by water, and water will conduct electricity; so it MUST NOT BE USED on Class B and Class C fires. Water also causes great damage to surrounding material

### HOW TO OPERATE A HAND EXTINGUISHER

The labels on all fire extinguishers tell you how to operate them. All extinguishers of the foam and water type that DO NOT HAVE A HAND GRIP AND TRIGGER ARRANGEMENT MUST BE TURNED UPSIDE DOWN AND BUMPED TO ACTIVATE THEM.

When a fire extinguisher is used, all of the contents must be used because the extinguisher has to be completely discharged before it is to be refilled.

When a fire extinguisher has been emptied, it should be taken to the to the property manager for refilling before it is replaced.

### WATER & ELECTRICITY SPELL DANGER:

NEVER use a Class 'A' Extinguisher that is filled with a water-base where the stream may come in contact with any electrical equipment, including wall and floor outlets. In addition, it is dangerous to use an extinguishing material that will conduct electricity on electrical fires, whether or not the power is off. There is always the chance that someone may throw a power switch on when it is some distance from the fire.

## THE THREE CLASSES OF FIRES AND TYPES OF EXTINGUISHERS TO BE USED:

|  |  |  |  |
| --- | --- | --- | --- |
| **TYPE OF EXTINUISHANT** | **CLASS OF FIRE** | | |
| **CLASS “A”** | **CLASS**  **“B”** | **CLASS**  **“C”** |
| **REGULAR BURNING MATERIAL** | **OIL, GAS, LIQUID** | **ELECTRICAL FIRES** |
| **CARBON DIOXIDE** | Small surface fires only | Yes, Excellent.  Carbon Dioxide leaves no residue, and does not affect equipment or foods. | Yes, Excellent.  Carbon Dioxide is a non-conductor, and leaves no residue and will not damage Equipment. |
| **DRY CHEMICAL** | Small surface fires only | Yes, Excellent.  Carbon absorbs heat and releases smothering gas on fires. | Yes, Excellent.  Chemical is a non-conductor. |
| **SODA ACID OR PRESSURIZED WATER** | Yes, Excellent.  Water saturates materials and prevents rekindling. | No.  Water will spread fire, NOT put it out. | No.  Water is a conductor and should **NEVER** be used on live electrical equipment. |
| **FOAM** | Yes.  Foam has both smothering and wetting actions. | Yes, Excellent.  A smothering blanket floats on top of most spilled liquids. | No.  Foam is a conductor and should **NEVER** be used on live electrical equipment. |

## DEFINITIONS:

**STANDPIPE & PORTABLE EXTINGUISHERS:** Each hallway is equipped with a 5 lb. ABC or DC extinguisher and a 2.5" fire hose outlet. Each mechanical room and garbage room also has a 5 lb. extinguisher.

**CARBON MONOXIDE DETECTORS:** The garage exhaust fans are controlled by a carbon monoxide system. All suites have a carbon monoxide alarms. The roof boiler room also has a monitored carbon monoxide alarm.  
  
**SMOKE DETECTORS:** Each Suite is equipped with a hard-wired smoke alarm and carbon monoxide alarm which will sound within the unit; in-suite smoke alarms do not activate the main building alarm panel. Common areas have smoke detectors strategically located throughout the corridors and when alarmed will activate the main building system.

**HEAT DETECTORS:** Each suite and common areas are equipped with a hard-wired Heat detector, which will sound in the suite and will activate the Main Alarm Panel.

**CO (Carbon Monoxide) Detectors:** There are several carbon monoxide detectors within the parking garage. They are spaced evenly throughout the garage and are linked to the exhaust fan system.

**SILENCERS:** Each suite is equipped with an alarm silencer, which will silence the bells in the building; however, this is not possible until the alarm has sounded for at least one minute. Each time an announcement is made it will de-activate the alarm silencer.

**SPEAKERS:** The voice communications system provides loudspeakers, which are operated from the announcer panel. They are designed and are located so as to be heard in all parts of the building.

**EXITS:** There are numerous designated Emergency Exits from all levels of the building. These are clearly visible on the schematic floor plans. Illuminated Exit signs indicate ALL exits.

**SPRINKLER HEAD:** The building is equipped with a wet & dry sprinkler system located on the Parking Levels as well as the garbage compactor room. When water sprinkler heads have been activated because of a Fire, the Concierge WILL NOT shut off the sprinkler system until instructed by the Senior Officer of the Fire Department. In cases where discharge of a sprinkler head results from a non-fire related cause, the Concierge will call the Fire Department immediately. He will then follow normal Fire Duties. The Concierge WILL NOT shut off the sprinkler system, if on until he/she has instructions from the Senior Fire Official on the scene.

**MAG LOCKS:** Is a locking device that consists of an electromagnet and an armature plate. These doors are unlocked automatically under a fire alarm situation. The mag locks must be reset after the fire panel is reset. The mag lock reset switch is located usually in the CACF room.

**FIRE FIGHTER TELEPHONES:** Firefighter's telephones provide a two-way communication system between the phone user and the main panel located in the front lobby and every floor in the stairwells as well as on the roofs. When the handset is picked up, a tone and floor location will be activated at the fire alarm control panel. The operator at the central alarm & control facility should depress the lit floor indicator button to establish communication.

**GENERATOR & EMERGENCY LIGHTING:** The Emergency Generator is located on the roof. The Superintendent is responsible for doing the weekly generator test. When the test is being done, the Superintendent and Concierge will work together to ensure that the monitoring station is notified about any testing and the fire panel is properly bypassed.

**SIAMESE CONNECTIONS:** The Siamese connections are a direct water piping system for use by the Fire Truck. They are located on a wall just outside the front entrance. The Concierge should report any obstructions to Management.

**TROUBLE INDICATORS:** Check the AC power is ON and operational switches are in normal position. If this is the case, press the "ACKNOWLEDGE SILENCE TONE" button to silence the trouble tone. If this does not reset the trouble signal call Management or the Maintenance Supervisor.

**FIRE ALARM SYSTEM**

A fire alarm system is number of devices working together to detect and warn people that smoke, fire, carbon monoxide or other emergencies are present. These alarms may be activated from smoke detectors and heat detectors.  
The Main Fire Control Panel, is located in the CACF room generally next to the front desk. The Fire Annunciator Panel is also located in the CACF room.

**FIRE ALARM SEQUENCE**

On activation of the building fire alarm:

* The Elevators will return to ground unless the alarm originated from the ground floor or lobby, in which case the elevators will return to the 2nd floor level
* A signal will be sent to the Monitoring Station
* The alarm will sound in each suite, but each suite has a silence button that will silence the alarm for 10 minutes
* Stop circulation fans, which normally exhaust and re-circulate air
* Start the fire fighter’s elevators
* Start-up the stairwell and elevators pressurization fans
* Open the doors at ground level (when applicable)

**FIRE ALARM SYSTEM FEATURES**

* **Full Reset:** Reset the activated component and depress reset button on the fire alarm panel
* **Silence Alarm Signal** (Fire Panel)**:** This feature should be used when the detection component cannot be reset. Depressing this button will silence the alarm. It is imperative that a service firm is called and that alternate arrangement be followed as described
* **Trouble Indicators:** Depress the acknowledge silence tone to silence the trouble tone. Call for service
* **Pull Station:** Carefully close so that the internal trip switch is free to be re-activated
* **Corridor Smoke Detector:** The activated detector can be identified by its red light (on and not blinking). The smoke detector will generally reset itself. If damaged, the fire alarm cannot be reset. (Use “silence alarm signal button on fire alarm panel.)
* **Heat Detector:** The heat detector cannot be reset if the center disc has melted off. (Use “silence alarm signal” button on fire alarm panel)
* **Annunciator Panel:** The Annunciator Panel is generally located in the CACF room. The Concierge and/or The Fire Department Officer in charge will use this device to advise residents that the fault has been cleared or any other pertinent information required to be given. The Concierge generally makes the first announcement over the system before the Fire Department arrives
* **Fire Department Access:** Direct access for the Fire Department Vehicles to the condominium is generally provided at the main entrance (check the fire safety plan)

## THE DIFFERENCE BETWEEN A FIRE ALARM & A TROUBLE/SUPERVISORY ALARM

It is important not to confuse a fire alarm with a trouble alarm. The two different types of alarms require different emergency procedures. Also, please note the difference for report purposes and label the occurrence correctly in your report.

A fire alarm will occur when an alarm condition on the property requires the response of the fire department. This will result in an alarm sounding in the building.

A trouble alarm will occur when there is an electrical open circuit and does not require the response of the fire department. This will not result in an alarm in the building, only a warning on the fire panel. Most commonly, this will occur when service is needed by trained personnel on the fire system itself, or a building facility.

### CALLS TO 911

The Concierge on duty is to call 911 immediately when he/she has been notified of a fire. He/she should give the following information in a calm, controlled voice:

* He/she is the on-duty Concierge
* Provide the address of the building i.e., 180 Fairview Dr.
* The closest main intersection is i.e., Don Mills & Fairview Mall Dr.
* The fire alarm has sounded and give them any details, which he/she may have received i.e. Floor # \_\_\_\_\_\_\_\_\_\_\_ and/or injured person, etc.

## RESETTING THE FIRE ALARM

A FIRE ALARM SHOULD NOT BE RESET OR SILENCED UNTIL GIVEN AUTHORIZATION FROM THE FIRE DEPARTMENT. The following procedure should be adhered to when resetting the fire panel:

1. Before the fire panel can be reset, the following need to be cleared:

* If a **pull station** has been triggered it must be closed so that the internal trip switch is free to be re-activated
* If a **smoke detector** has been triggered the smoke around it must be cleared (the fire department will usually ensure this). The activated detector can be identified by its red light (on and not blinking). The smoke detector will generally reset itself. If damaged, the fire alarm cannot be reset. (Use “silence alarm signal” button on fire alarm panel)
* If a **heat detector** has been triggered, it cannot be reset if the centre disc has melted off. (Use “silence alarm signal” button on fire alarm panel.)
* If a **sprinkler system** has been triggered the Fire panel maintenance company must be called as the sprinkler head must be replaced before the system can be reset

1. The fire alarm panel reset by pressing the ALARM RESET BUTTON.
2. The fire panel doors must be locked once the alarm has been reset and the CACF room secured.

## FIRE ALARM PROCEDURE

\*\*NEVER RESET OR SILENCE A FIRE ALARM UNLESS INSTRUCTED TO DO SO BY THE FIRE DEPARTMENT\*\*

If the fire alarm is activated:

* REMAIN CALM
* Immediately stop whatever you are doing
* Proceed to the fire panel room, and the fire panel itself, look at the panel (display and LED lights) to find out where the alarm originates from, so that you can advise the fire department upon their arrival on site
* Call 911
* Make the first announcement to inform the residents that there is a fire alarm situation and the fire department has been notified
* Open the FIRE SAFETY PLAN BOX and keep all contents on the desk for the fire department
* Have the master keys ready as well the fire emergency plan
* Be alert for the arrival of the fire department and have all roadways clear
* Ensure the elevators have been recalled to the lobby, recall elevators using the recall switches if necessary
* Ignore all phone calls and focus on dealing with the fire alarm
* Once the fire department has arrived on-site, make the second announcement to inform the residents that the fire department is onsite and remain with them to assist in whatever capacity they request. Do not get in the way of the fire department as they are in charge and will ask you for assistance when needed. If they do not give you any specific instruction wait near the fire panel until needed
* When instructed by the fire department, reset fire alarm system
* Once the system is back to normal, make an announcement to residents stating the emergency is over and fire dept. has deemed building safe
* Restore all service back to normal, reset elevators and maglocks (when applicable)
* The contents of the Fire Safety Plan Box are to be returned and the box locked
* Call Supervisor and Property Manager to advise them
* Complete an Incident Report
* If system will not reset:
  + Wait one minute (minimum) after attempting the reset, then silence alarm by pressing signal silence. If signals don’t stop explain to service technician when contacting them. When calling for service state, problem, address, contact number and name
  + Call Supervisor and Property Manager to advise them.
* If system trouble is present:
  + Go to main fire control panel, note what lights are activated. Press trouble silence button, beeping will stop, lights will still flash. If signal doesn’t stop, call for service state, problem, address, contact number and name
* Once service technician has investigated, you will receive a report on a work order describing the problem and repair, and if follow up service is required.
* Once fire alarm system is clear, phone monitoring and fire department to state system is restored back to normal.

## USING ELEVATORS DURING AN EMERGENCY

* To use an elevator that has been recalled during an alarm, enter the elevator, and place the elevator key in the panel and turn it to the ON position. Press the desired floor. Press and hold the close door button until the door is fully closed
* When the elevator reaches the desired floor, press and hold the door open button until the door is fully ajar. When the door is fully opened turn the key switch to hold position, so that the door remains open
* To go to another floor, follow previous steps
* To return to the ground floor, turn the switch to the off position

## ELEVATOR RESET PROCEDURE

As previously indicated during a fire alarm, the elevators will ground with the doors open. After the all-clear announcement and the panel reset, the Concierge on duty must reset the elevators so residents can return to their suites. To reset the elevator, simply place the MFD key in to the emergency ground keyway and turn it to "Reset."

## FIRE ALARM INCIDENT REPORT

The following information’s must be included in a fire Alarm Incident Report:

* The time of the alarm
* Time the call was placed to the fire department
  + Time of arrival of all emergency vehicles
* Truck numbers
* Cause of the alarm
* Time the all clear was given
* Time the panel was reset
* Time of departure of all emergency vehicles
* All other information surrounding the incident

### WHEN A FIRE IS REPORTED BY A RESIDENT OR PERSONS IN THE BUILDING

If any person on the site reports a fire to the Concierge on duty, the Concierge must obtain their name, suite number, and the general location of the fire. The Concierge then contacts**911** immediately and gives all relevant information to them.

### WHEN A FIRE IS FOUND BY A CONCIERGE

In the event that a concierge discovers a fire in progress, he/she must:

* Leave the area immediately, closing (not locking) any doors
* ACTIVATE the alarm by activating a pull station closest to the fire
* CALL 911, reporting the following information:
  + Name and Position
  + Address
  + Advise that the fire alarm has been activated.
  + Provide alarm specifics: (i.e. smoke detector and/or heat detector)
  + Advise them that you will be waiting for them at the lobby entrance
* The Concierge shall prepare for the Fire Departments arrival by:
  + Opening lobby doors
  + Ensuring that the elevators have arrived on the ground floor
  + Have the fire plan, service keys, fire keys, updated disabled persons list and all fire routes clear
  + Be in place to meet emergency response personnel
  + Make an announcement about the alarm to residents
* After the Fire Department’s arrival, make Second ANNOUNCEMENT
* Follow the instructions as issued by the Fire Inspector
* Ensure the route through the lobby is clear for the Fire Fighters
* NOT allow anyone to enter the building

Remember, a Concierge must never attempt to fight a fire or be a hero.

## EVACUATIONS

The evacuation of a building or any portion thereof can only be implemented in an emergency on the instructions of the Fire Department Officer in charge or the Police Officer in charge. The orderly evacuation of persons from an emergency via the nearest exit to the street level will be handled as follows:

* Vacate the immediate area affected
* ELEVATORS MUST NOT BE USED
* Clear the entire floor in the affected area of ALL persons
* Prepare for the possible evacuation of two floor areas above and below the floor that the emergency exists
* Prepare to evacuate ALL persons from the entire building
* Complete the evacuation of ALL persons from ALL floors of the building

Review the following conditions for priority purposes: PRIORITY #1 - HIGH, PRIORITY #2 - MEDIUM, PRIORITY #3 – LOW. Please remember all are very important and do not disregard low priority items. This is to guide response time requirements for service.

|  |  |
| --- | --- |
| **CONDITION** | **PRIORITY** |
| Alarm will not reset and/or silence | #1 |
| System has no power at all | #1  Fire watch must be conducted and fire department notified of condition immediately |
| Low-pressure condition | #1  Further damage may be caused if not attended to.  (On site staff may need to re-pressurize manually to confirm compressor operation and put back to auto) |
| Supervisory Valve | #2 |
| Zone Trouble | #1 |
| Signal circuit trouble/ audio trouble | #1 |
| Battery Trouble | #2 |
| Audible Trouble | #1 |
| Ground Fault | #3 |
| Lamp Failure | #2 |
| Communication errors | #1 |
| CPU faults | #1 |
| Fire fighter phone troubles | #3 |
| AC Trouble | #1 |
| Loss of power supervisory | #1  e.g., fire pump loss of power, compressor loss of power |
| Generator running | #3 |
| Amplifier Trouble | #1 |

## ELEVATOR ENTRAPMENT PROCEDURE

When an elevator entrapment arises, you will receive a telephone call from the monitoring company informing you that a passenger(s) is trapped in one of the building elevators, the following procedure should be adhered to in the given order:

* Take note of the exact time the call was received
* Check the camera to find out which elevator is malfunctioning and proceed to the elevator room
* Contact the trapped passenger (s) using the emergency elevator phone or intercom system
* Ask the trapped passenger(s) for the following information:
  + What is the name of the person (s) and the suite he/she is visiting or resides in?
  + How many people are in the elevator?
  + Are there any medical emergencies or other problems with any of the passengers?
  + Are there any passengers who need to contact someone urgently? If so, do your best to contact the person and pass on any message.
* If there are any medical emergencies, call 911 and arrange to have an ambulance sent to the buildings so no time is lost once passengers are released. Ensure that the elevator company knows there is a medical emergency
* Inform the passengers that you will call the elevator service company immediately
* Inform the passengers that you will call back in five/ten minutes with an estimated time of arrival (ETA) for the elevator service company
* Call the elevator service company IMMEDIATELY and inform them that there are passengers trapped in an elevator -- be sure to give the correct address of the building. Ask for an estimated time of arrival (ETA)
* Call the trapped passenger(s) back, inform them of the ETA as confirmed by the elevator company. Reassess the condition of the passenger(s)
* Keep in frequent, if not constant, contact with the passenger(s) until they are released -- inform them of any changes in the ETA time
* Call the elevator service company after thirty (30) minutes of time has elapsed and request an update of the elevator mechanic's location and ETA
* Ensure that all trapped passengers are released and all medical emergencies attended to before considering the emergency situation resolved
* After the emergency is resolved, enter the following information on an Incident Report:
  + Date and time that the call was received from the monitoring company
  + Name and telephone/suite number of the passenger who were trapped (include medical emergency information)
  + Name of Dispatcher who received call and handled emergency
  + Time that elevator company and Client contact was called
  + Time the Elevator technician was on site and trapped passenger (s) were released

## MEDICAL EMERGENCY

In the event ambulance personnel are required, the Concierge is to call 911 immediately.

* A passenger elevator is to be put on independent service (if applicable) and emergency personnel are to be escorted to the suite in question by the Concierge or Property Manager
* All pertinent information such as the person's name, address (if they are not a resident) phone number, date of birth, and reason for emergency personnel etc. is to be recorded. It is important to log all vehicle numbers and the destination of the ambulance personnel
* The Property Manager and the supervisor are to be advised of all major medical emergencies as soon as possible

## FLOOD EMERGENCY PROCEDURES

In the event of a flood emergency, the Concierge must investigate where the flood is coming from.

* Is the flood coming from a unit?
* Is it a burst pipe in a common area?
* Is it in the underground garage?
* Is it a sprinkler head?

Most condominium buildings will be built with identical floor layouts from one floor to the next, therefore following the water to the unit above until you reach the source is a practical way to find the source of a flood in most situations

* In cases where the building layout is not identical floor by floor, measure the distance (in steps) from the elevators to the initial location of the leak and access the area of the same distance from the elevators on the floor above
* **If the leak is not apparent in the area directly above, check the adjacent units on all sides.**

Once the flood source is identified, the following action must be taken:

* The shut off valve for the area affected should be turned off to prevent further damage
  1. Start with the local in-suite shut off if inside a unit (usually under the sink in the kitchen and/or bathroom)
  2. Move on to the nearest riser if the in-suite shut off does not work (see post order valve/shutoff chart)
  3. If necessary, the water main for the entire building may need to be turned off (only if authorized by the building superintendent and/or the property manager)
     1. **In case of a sprinkler leak, you may need to shut off the water for the sprinklers for that floor(s). The location of this shut off will be in the valve/shutoff chart at the back of the Post Orders.**
* If the water is flooding a common area such as the hallways, try to redirect the water away from the elevator shaft and other building mechanical/electrical components in order to minimize damage
  1. Redirect the water towards the balcony of the unit if inside a unit.
  2. In the most extreme flood cases, you may need to break the toilet bowl inside a unit to use it as a drain for extreme flooding (**only do this as an absolute last resort to save major building components like elevators and machine/electrical rooms after exhausting every other option**)
* Ensure that the supervisor and management are informed of your findings as well as any actions you have already taken
* Call the plumber or contractor responsible for repairs based on management instructions
* Call up the cleaning crew to deal with any water damage
* Provide a detailed report with all your findings and actions
  1. Your report must indicate information’s relevant to the incident and the use of master key i.e., time and date, location, suite number and building number, action taken etc.… Under no circumstance other than a legitimate emergency such as a major flood is the Concierge permitted to enter the Suite/Unit of any resident.

Always remember to act quickly and minimize damage to the building, do not spend hours searching for the source of the leak. If it cannot be located within a reasonable amount of time, you may contact the property manager for permission to call a plumber in advance while you continue your investigation.

## OTHER EMERGENCY PROCEDURES

### GAS LEAK

STEP 1 – Investigate the area.

A sulfuric or rotten egg smell is the most common and most noticeable sign of a gas leak. If your site has a scratch sniff test for natural gas, please use it to confirm the gas leak.

Attempt to determine the area of the leak and, if possible, isolate the leak. If it is localized to a suite, turn off the gas inside the suite using the shut off located near the gas meter.

Please note the time the complaint was received or the time the leak was detected.

STEP 2 – Contact 911 if appropriate. Also contact your building’s gas company’s Emergency line to report the smell.

If efforts during Step 1 fail to determine the source of the leak or unable to contain, call 911.

Please note the time 911 was contacted.

STEP 3 – Contact your Property Manager and advise them of the situation.

Please note the time the Property Manager was contacted.

STEP 4 – If 911 was called, the Fire Department will take control of the situation upon their arrival. Follow their instructions and assist as required.

Please note the time the Fire Department arrived on site.

STEP 5 – Once the situation has been resolved, contact your Property Manager and update them on the situation.

STEP 6 – Complete an incident report with all relevant information.

### MEDIA

Press and T.V. reporters are to be referred to Property Management in all matters. In all instances, politely reply with "I am sorry, I cannot make any comment".

### ABANDONED OR LOST CHILD

Provide the child with warmth and comfort and refer the matter immediately to the police. Report the occurrence in the Major Incident Log.

### ASSAULT

Incidents that would be considered under the Criminal Code Sections dealing with assault are:

Intentionally striking, shoving, or kicking another, or subjecting another to physical contact, or threatening to do same -- without physical injury. Using abusive or obscene language or engaging in a course of conduct that alarms or seriously annoys another person. To deal with an assault, attempt to terminate the occurrence. If serious, contact the Police immediately and contact your Supervisor and the Property Manager. Document details in the Major Incident Log.

### BREAKING & ENTER

Contact Police immediately and contact your Supervisor and the Property Manager. Complete a Major Incident Log.

### DISTURBANCES

If the disturbance is serious, contact the police. If safe to do so, attempt to terminate the incident. Report the incident in the Major Incident Log. If Police are contacted, notify your Supervisor and the Property Manager.

### DEPRESSED PERSON(S)

You may have to deal with someone who is depressed, which means they are very, very "blue” and sad and may weep a great deal or remain silent for long periods. The big danger here is suicide. We have all heard stories of people who have jumped or tried to jump from bridges or tall buildings, have cut their wrists, have taken poison, or have shot themselves. They are sick and need medical help. Therefore, you should always see that a doctor is called to the scene. The doctor should be the one to decide whether the person should be taken to the hospital or not.

Facts about depressed person(s):

MYTH: People who talk about suicide won't commit it.

FACT: About 80% of those who kill themselves have given warnings.

MYTH: Suicide happens without warning.

FACT: Suicidal persons give many warnings and clues beforehand.

MYTH: Suicidal people are fully intent on dying.

FACT: Most people attempting suicide are undecided about living or dying.

MYTH: All suicidal persons are insane.

FACT: Studies of hundreds of suicide notes indicate that the suicidal person, in most cases, is extremely upset, but not insane.

If there is a report that someone is contemplating suicide, call the police. If there is a report of a suicide in a suite, call 911. If a suicide occurs on the property outside of a suite in a common area, cover the body with a blanket or sheet. Call emergency services. Attempt C.P.R. or artificial respiration only if there is a definite sign of life or if the body is in good condition (i.e., someone who has not "jumped"), and you are qualified to do so.

NOTE: USE AS LITTLE FORCE AS POSSIBLE.A person with a broken mind must have the same consideration and careful handling as a person with a broken back.

* Ignore verbal abuse
* Stay calm
* Do not deceive
* Avoid excitement
* Prevent crowds from gathering
* Sometimes restraints are necessary but use only as much force as necessary, and so no one is injured
* Do not strike the person

### DISTURBED PERSONS

The first thing to remember when dealing with an excited or violent person is to give the person time to calm down. The excitement generally lasts only a short time if he/she is properly handled and not threatened. Talk to the person. Find out what is bothering him/her. Tell him/her you are there to help them. Your uniform means helpfulness to people and even mentally ill people are able to feel this.

Sometimes people think they can best control the situation by being tough, by threatening punishment or by fast action of some kind. Perhaps these people make the mistake of thinking that an easy approach will appear to be a sign of weakness. Whatever the reason, curb this impulse and observe the second rule - never threaten or abuse a disturbed or violent person. Do not strike or call the person names. Never try to bully the person.

People who are mentally ill are usually clever in picking out weaknesses and points of irritability in those around him. They may call attention to your unattractive baldness, your protruding teeth, potbelly or squeaky voice, etc. The person is merely trying to overcome his/her own deep sense of inferiority. The less self-confident a person is, the more the need he/she has to belittle his/her fellow man.

If you are wise and understanding, you will know that this is a person who is sick, confused and frightened. He/she has nothing against you personally.

Occasionally, a disturbed person gets into a situation where he/she attracts a great deal of attention. He/she may be in the lobby of a public building or on a ledge, threatening to jump. The attention he/she gets seems to edge the person on, and they may do things that they would not have done if he/she had been left alone. Wherever possible, try to avoid the gathering of a crowd. If a crowd has already collected, try to disperse it.

It is sometimes tempting to deceive the disturbed person to enable you to control the situation better. You find yourself promising things only to get him/her to calm down to do what you want the person to do. This is so harmful that it must be avoided at all costs. The only time you use subterfuge is when real and immediate danger - to either you or the person - is involved.

To sum up the general idea behind these suggestions remember; stop, look and listen. Move slowly. Be understanding, kind and firm. Above all -- do not threaten to strike and do not lie.

There are times, of course, when a mentally ill person is so excited, so violent, that he must, for his own safety and for the safety of others, be restrained. When you see that this is the situation, do not try to handle things alone, call for help.

If restraints are necessary, any convenient material can be used to tie the arms behind and to tie the legs. Remember: use only as much force as necessary.

### DROWNING

Call 911 immediately. Administer artificial respiration to the victim or refer to someone more experienced. DO NOT attempt this if you are not properly certified. Notify the Property Manager and to enter details in a Major Incident Log.

### DRUGS - POSSESSION & TRAFFICKING

If a staff member notices a person who appears to be under the influence of drugs, bring the information to the attention of the supervisor and/ or the Property Manager. They will assess the situation. Depending on the situation, Management/Supervisor will notify the police. If more criminal activity is suspected, the Police will determine the extent of problem in the building. Report the incident in the Major Incident Log.

### DRUNKENNESS

Assess the situation. Do not oblige a resident or guest who requests help for a drunken person. Request they leave the premises or return to their suite (if it is a resident) if this course of action will resolve the problem without police intervention. Contact the police if person or people become rowdy, obscene, abusive, etc.

Document any damage done. Report the matter in your Daily logs or in a Major Incident Log, if the situation warrants it.

### FATAL ACCIDENT

Call 911 immediately. Call the Property Manager. If fatality occurs in common area, have body covered with a blanket. Prepare a Major Incident Log

### NATURAL DISASTERS

Floods, tornadoes, hurricanes and earthquakes are natural phenomena outside the control of the Security Officer. Contact your Supervisor and/or the Property Manager for instructions.

### MISUSE OF FIRE EQUIPMENT

Attempt to terminate the situation. Make sure that expended portable extinguishers are not placed back in position; have the Superintendent attend to this item. Report the incident in a Major Incident Log. If serious, contact Police and report a complaint.

### PERSONAL INJURY

Call 911. Administer first aid if possible, or arrange with knowledgeable witnesses to attend to the injured person(s). Take directions from spouse or relative, if available. Send someone to meet emergency personnel and direct them to your location. Fill out a Major Incident Log.

### PROPERTY DAMAGE

Deal with injuries and notify emergency services if necessary. List names of those involved in a Major Incident Log; include witnesses, date, time, place, lighting, weather conditions, etc. Inform Property Manager and they will instruct you on whom to call. If damage was partially or totally not accidental but intentional, report it as vandalism. Contact your supervisor and advise him/her of the situation and your actions. Fill out an Incident Report.