

COMMUNITY LIVING DURHAM NORTH

SECURITY & MAINTENANCE OF AGENCY PROPERTIES

Policy No: A-25 (Administration)

Effective Date: August 15, 2016

Last Revision:

Last Review: February 26, 2020

Rationale:

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

Policy Statement:

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

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

Approved by:

Colin Kemp

for the Board of Directors

Date: August 15, 2016

COMMUNITY LIVING DURHAM NORTH
SECURITY OF AGENCY PROPERTY

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

Effective Date: August 15, 2016
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Last Review:

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

Procedure No: A-25-2
Preventative Maintenance

Effective Date: August 15, 2016
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Last Review:

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

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

Procedure No: A-25-3

Third Party Preventative Maintenance

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Last Revision: February 5, 2024

Last Review:

- Regulation 299/10 contains onerous expectations with regard to preventative maintenance and a variety of other suppliers/services are used to ensure that we remain in compliance (see Policy B-8 *Compliance with Service Standard Regulations*).
- The Manager of Compliance is responsible for ensuring that the following inspections or cleanings are scheduled at regular times, every year, at every program location:
 - Air Conditioner Inspection and Cleaning
 - Fire Inspection (by Municipal Fire Department)
 - Fire Equipment Check (by private company)
 - Stove Top Suppression System (by private company)
 - Furnace Inspection
 - Duct and Dryer Vent Cleaning
 - Eaves and Downspout Checks and Cleaning
- The Manager of Compliance will also ensure that all sites with septic systems have them pumped every two years. Union, with only a holding tank, will have it pumped-in spring and fall, or as needed.
- Upon completion, each of these inspections is entered into our AIMS tracking system.

Procedure No: A-25-4
Regular Maintenance

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Last Review:

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

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

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

Procedure No: A-25-6
**Minor Capital Funding - Partner
Facility Renewal**

Effective Date: August 15, 2016
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Last Review:

- In addition to our base operating budget, CLDN can request one-time funding for significant and necessary maintenance projects. This can be easily done during a brief window early in the fiscal year. Once the window has closed, the CEO needs to make a special request to access an application form.
- A full description of the project and three quotes must accompany the Partner Facility Renewal (PFR) request. Projects that have been ordered (by the local Fire Marshall, for example) and other projects necessary for Health and Safety reasons, have priority. If the project is approved, it must be completed in year, i.e. prior to March 31st, and it must be spent on the project identified. If we need to shift the funding to a suddenly more urgent project, formal MCCSS approval must be obtained.
- For every approved project, there is a Reconciliation process. A Report Back form will be made available in the Ministry's portal and a copy of the invoice must be uploaded along with the completed form. Over-expenditures will not be covered, and under-expenditures will be recovered.

- Having said all this, the Ministry has limited resources and in any given year there is no guarantee that any PFR request will be funded. More often than not, necessary repairs and renovations must be carried out on the strength of our base budget.

Approved by: Glenn Taylor
CEO

Date: February 5, 2024