

Policy & Procedure

Section: Administration

Approved On: March 2, 1994

AGENCY SECURITY

POLICY STATEMENT

All reasonable precautions will be taken to ensure the safety of all persons present on Agency owned or leased premises. As well, all reasonable precautions will be taken to minimize the risk of any loss by theft, fraud, fire, and/or wilful destruction to Agency or property and assets.

PROCEDURES

Security will be established and maintained by implementing the following procedures:

1. Authorized visitors will be permitted to enter any Agency owned or leased location only after providing appropriate identification, as required, to the receptionist or designated employee.
2.
 - a) Access to properties and vehicles will be restricted by an approved key entry system to designated persons with backup held by the Manager, Administration for all properties and vehicles. The issuing of keys to any property or vehicle is authorized by a Manager and recorded on the Key Assignment - Sign In/Sign Out Sheet (ADMIN64). Whenever cost efficient, and as required by law, all properties will be protected by an appropriate alarm system, to protect against un-authorized entry and the risk of fire.
 - b) All employees will abide by an Access & Security Procedural Guide (ADMIN21) specific to each location. This guide will be updated as necessary, reviewed annually and will be stored in the secure electronic database with a hard copy kept on location at all times.
 - c) All locations are required to establish safe and secure door entry/exit procedures that will ensure controlled entry and the safety of all occupants and record on the Access & Security Procedural Guide (ADMIN21) for each location, in the database program. **Exterior doors at all homes are to be kept locked at all times.** Any exceptions must be approved by the Manager of the location and noted on the Access & Security Procedural Guide (ADMIN21). Visitors to a Resource Centre are required to review the Visitor Responsibilities (ADMIN20) posted at the main door and sign in on the Visitors Sign In Sheet (ADMIN07). **All Resource Centres will lock their doors at 4:00 with the exception of the Essex Resource Centre which will close at 4:30. All other locations must follow the Guidelines for Visitors (Appendix A).**
3. Any cash kept on premises must always be kept in a locked drawer or box, with controlled access (see Purchasing (ADM-100-05) policy).

4. The original copy of non-electronic Deeds to Agency owned land, Mortgages and Boundary/Topographical Surveys must always be kept in a safety deposit box in the bank of record, with a duplicate copy of same retained in a secure electronic file under controlled access. The original copy of all other legal agreements and/or contracts must be kept in a secure electronic file. A copy of legal documents should be filed with the legal firm advising the Agency.
5. The official copy of the Board of Director's Minute Book must be kept in a secure location and an electronic copy kept on the Agency's secure server. Duplicate copies of Articles of Incorporation/Letters Patent must be kept in the offices of the Agency's lawyer of record. All documentation pertaining to the records of the Board must be permanently maintained in secure electronic files.
6. The security/safety of locations on a day-to-day basis will be ensured through the use of the Safety and Security Checklist (PROG14) form. This Checklist must be completed prior to leaving the location unsupervised, and, in the case of a residence, on the overnight shift.
7. In all locations, the use of the Borrow, Return and Reserve (ADMIN09) form will control the use of borrowed resources, such as keys, I.T. equipment, etc.
8. Office supplies required to carry out day to day administrative functions, such as Agency letterhead, envelopes, other writing materials and Agency brochures, will be kept in a secure location and distribution will be controlled by designated employees.
9. Other office supplies such as micro encoded cheque forms, purchase order forms, donation receipt forms and invoices which provide access to Agency funds must be kept in a locked cabinet at all times providing the maximum fire protection possible, under the control of designated employees and issued on an "as required" basis only to authorized employees.
10. Any significant loss or misuse of property/equipment must be reported through the Serious Occurrence report procedure. Misuse of Agency property/equipment includes any unauthorized use.
11. Access to Agency bank accounts will be restricted to a minimum number of designated officials in accordance with the Payment Processing (ADM-600-01) policy.
12. Access to In-Trust accounts for people supported will be restricted to designated employees with regular reviews of expenditures, conducted in accordance with the Personal Finance Management (PRO-200-02) policy.
13. Access to charge accounts will be restricted to designated employees who will be required to follow the Purchasing (ADM-100-05) policy.

MEMORANDUM

To: All Employees (PLEASE READ AND INITIAL)

From: Karen Bolger, Executive Director

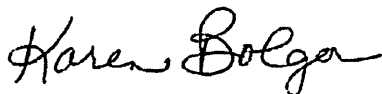
Date: January 28, 2019

Re: Guidelines for Visitors

In order to ensure the safety, security and confidentiality for the people we support, we are reminding all employees of the following guidelines.

1. Personal friends and family members of the people supported should be warmly welcomed into the person's home. We must remember that this is the person's home and spontaneous visits from significant people in their lives should be encouraged. If a problem arises during a visit and you feel at anytime there is a risk or negative impact on anyone in the home, you should contact your Manager, Director or the Emergency On-Call Manager.
2. Any visit by staff, friends or family members of staff to the homes of the people we support must be discussed with and approved by the manager in advance. Manager approval must also be sought before any visit by a person supported to the home of a staff, staff's family or acquaintances. It is not necessarily wrong to involve people we support with our own natural network, but this needs prior approval and also needs to occur in a manner that truly benefits the person supported and does not distract from attention to work responsibilities.
3. All service contractors and any persons providing goods, services and repairs from outside of the Agency require prior approval from a manager before entering any location or home. The home or location will be notified of these service calls in advance. If a questionable situation arises, you should contact your Manager, the Director, or the Emergency On-Call Manager to report the situation and to seek advice on how to handle the situation.

Please discuss these guidelines and seek clarification if needed with your Manager. Please ensure that the guidelines remain in the communication binder and ensure that all staff initial that they have reviewed, understand and agreed to these guidelines.



Karen Bolger
Executive Director

cc: All Managers