

## MANUAL OF ADMINISTRATION

<b>TOPIC:</b> Support Services	<b>SUBJECT:</b> Security in Client Homes While Working	<b>Code:</b> SS005
		<b>Date of Issue:</b> October 2013
		<b>Revised:</b>
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### **PURPOSE:**

This policy is to set out minimum requirements for security in order to offer protection to staff and clients.

### **PROCEDURE:**

1. Keep the door locked at all times.
2. If in an apartment with a buzzer entry system, they should be reminded to never buzz in strangers and only people that are coming to see them that they know. Where possible use the television to see who is in the lobby.
3. When answering the door clients should be supported to ensure they know who at the door before allowing them entry.
4. In homes or basement apartments, Basement windows may be used when in the basement area but should be closed and locked when not in the room and at night.
5. In homes and main floor apartments, main floor windows should be closed and locked at night or when absent from the home.
6. If people receive telephone calls that are harassing or threatening in nature, hang up and do not engage in conversation. Note the date, time and nature of the call. Notify a Manager or On-call of the incident.
7. Staff should keep their vehicle locked at all times.
8. Staff are encouraged to leave their valuables at home and store personal items safely in the home or vehicle.
9. Staff are required to abide by No-Trespass orders and protocols outlined. Failure to do so may result in discipline.