



GENERAL MANUAL POLICY

APPROVED BY:

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CATEGORY: Supports and Services

TOPIC: Residential Security

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POLICY:

All homes where people are supported shall be safe, secure environments for the people who live and work there.

Purpose:

1. To ensure all homes maintain a consistent standard of security.
2. To provide instruction to staff regarding security standards.
3. To keep each home free from intrusion.
4. To provide staff with instruction for dealing with any intruders to the home and its property.

GENERAL MANUAL PROCEDURE

TOPIC: Residential Security

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Procedure:

1. Staff and people in each home will be given instruction on the operation of all door and window locks. Any lock in disrepair must be reported to the Team Leader /on-call supervisor by the staff.
2. Homes should be locked when no one is home.
3. Regular Staff who have a key to a home are only to use the key when they are coming in to work, any other times they come to the home they will be expected to use the procedure for visitors coming to the home.
4. People who are independent will have a key in order to enter their homes if coming home when no one else is home.
5. It is expected that all visitors to a home knock on the door or ring the door bell, and wait to be welcomed into the home. Visitors include family members, friends, workers from other locations/agencies and any delivery or repair personnel.
6. Doors should be locked at all times whenever staff are working alone in the homes. Homes are also to be locked whenever all staff and people supported are out of the home.
7. All windows and outdoor gates must be locked before midnight shift arrives to work.
8. In the event of any unwanted visitor to the home, staff are to call 911 and inform the dispatcher of the situation. Staff must be clear when indicating the urgency of the situation and the unwelcome person must be removed from the property as soon as possible.
9. In the event that an unwanted visitor enters the home, staff should remain calm, and ask the person to leave. If the person doesn't leave willingly, staff will inform them that they will be calling the police for assistance. Staff should make every effort to keep people supported safe, asking them to move to another room if possible.