

SECTION 4 – EMERGENCY HEALTH & SAFETY

Security

WCS is committed to the protecting the confidentiality and security of every person. The protocol is to assess risk, respond and implement security procedures responsive to risk. Any threat to safety or security of clients or WCS personnel is considered risk.

- Risk will be categorized as **low, medium and high**. WCS reserves the right to refer any client who exceeds our capacity to protect them to other emergency shelters.
- WCS has a moral and ethical responsibility to employees and the client's we serve; therefore, any immediate threat of breach or actual breach to Shelter security will be reported to local police or child protection authorities.
- WCS is responsible for the regular monitoring of Shelter facility security mechanisms.
- Deficiencies will be reported immediately to the service provider. If clients or employees compromise the safety and/or security of the facility or persons, services can be declined and employment terminated.

RESPONSIBILITIES

- All employees of WCS will be trained in the operations of the intercom system, security software program and devices, duress codes, passwords, pass codes and handheld alarms.
- Any individual entering the building must sign in and sign out when departing.
- Employees must ensure client arrivals and departures are logged, including estimated time of return.
- The exterior doors and electronic security systems are alarmed in accordance with level of risk (annex)
- Any individual not receiving services and without an appointment, not including community partners or professionals, will not be admitted into the building.
- Client visits, not including community partners or professionals, will be encouraged to be held outside of the facility.
- Employees will conduct regular checks of the building during each shift change, as per Fire and Safety document.
- Vehicles which are considered to be a security risk will stored in the garage.
- Security protocols will be implemented based on a risk assessment completed by employees.
- All windows, doors and blinds will be checked and closed at dusk each day.
- During regular house meetings clients will be debriefed about security concerns and precautionary measures.
- Employees will acquire full descriptions of all possible assailants and vehicles.
- WCS will distribute, maintain and update key card access, keys and log.
- Employees must enter and review expected visitors in the Approved Visitor Log
- When requested all key cards and keys will be returned to WCS management
- Employees are expected to check organization email regularly particularly before their next shift
- Failure to adhere to policies regarding safety and security may result in progressive disciplinary measure up to and including termination.

PROCEDURE

When there is a security alert, the following security procedures are to be followed:

- Check that the electronic security system is activated
- All windows are closed and the blinds drawn
- Cautioning clients and asking them to remain indoors
- Collect all information pertaining to the security alert
- Employees will be notified immediately by email of security risk
- House meeting will be held outlining security precautions and risk to clients
- Safety planning will be completed with clients prior to them choosing to leave the facility
- Employees will observe the safe departure of any persons arriving or departing from the building.
- Email updates will be provided with change in status. If no email is received status remain in effect.

Subject of Concern (SOC) on or near property. Employees will:

- make attempts to confirm identity through intercom
- inform the SOC they are on private property and request that the SOC leaves.
- call RCMP and report all information related to SOC (if non-compliant).
- discourage further discussion at the door.
- not allow anyone to enter or leave the building.
- not stand in front of the door or windows and discourage others from doing the same.

Hazard Controls:

- If an intruder gains entry into the Shelter, employees will enter duress code into security panel which signals duress to security monitoring company while silencing the alarm. If the security monitoring company calls to confirm the duress employees will provide the duress password.
- If alarm does not sound, employees will activate personal alarm and if able call 911.
- Employees will pull the red emergency tab.
- If it is not possible to exit the building, employees will remain calm, comply with all requests, avoid confrontation and avoid eye contact.

Security Risk Level

Levels of Risk

With all domestic abuse cases there is an inherit level of risk. All employees are expected to use caution and be vigilant of their surroundings. Any security or safety concerns must be reported to the 24 hour crisis line immediately. Unless otherwise instructed this is the minimum standard of security employed at all times and will be referenced as low risk.

Low Risk - This is the minimum level of security which will be employed by WCS at all times. Please refer to responsibilities outlined in Security Procedure.

Medium Risk - This will include all low risk protocols, in addition to:

- Employees will not enter the building if any suspicious persons or vehicles are observed in the vicinity. Any suspicious activity will be reported to CEO or designate.
- During shift change employees will observe colleagues enter and leave the building.

- Employees will review all client security status before beginning other shift duties.
- Clients should be monitored as they leave the building and reminded to vigilant and cautious of their surroundings.
- Employees must ensure that clients give accurate arrival and departure times, including emergency contact information.

High Risk - This will include previous risk protocols, in addition to:

- Personal alarms must be worn by a minimum of one crisis employees per shift.
- Employees will call the Shelter prior to leaving your vehicle to enter the building.
- Employees will park where visible and in close proximity to the main entrance, when possible.
- All employees will be notified via email or phone if security risk is determined to be high or extreme.

Extreme Risk - This will include previous risk protocols, in addition to:

- CEO or designate will collect swipe cards and keys
- Employees must call for clearance to enter the building
- Incoming employees must be met immediately by current shift worker at the entrance.
- All appointments with clients and outside agencies will be cancelled until further notice.
- New clients will not be admitted into the program until further notice