

Key and Access Policy

This policy is intended to define the various keys that are needed to access the areas of Hazelburn Co-op, as well as those keys' uses, and the procedures governing them. It is written and adopted as a reflection of current practice as of 2012, and with the understanding that the Members, Staff, and other residents and guests of the Co-op undertake to use their keys only in a manner that is responsible and consistent with the security of the building and its residents.

Definitions:

- To be *issued* a key is to be given a key, free of charge, for the duration of one's membership in the co-op or a committee thereof, or in accordance with law or service agreements.
- To *carry* a key is to have sole responsibility for a key for a limited and specified time, e.g. during an on-call shift.
- An *available* key is one that may be entrusted for use of a common space, e.g. the playroom, for a limited and specified time.

The Manager's Role:

1. All keys under this policy are to be issued and otherwise distributed only by and with the approval of the Manager, acting under the direction of the Board of Directors.
2. In the Manager's absence, the Bookkeeper may perform the Manager's duties in regard to this policy, subject to later confirmation by the Manager or the Board.
3. The Manager may, from time to time and as needed, under the direction of the Board, issue other keys besides those described in this policy.

Members' Keys:

1. Each Members' unit will be issued 2 unit keys, 1 mailbox key, and 1 laundry card.
2. If Members living in the same unit are not related to each other, then each member in the unit will be issued a separate laundry card.
3. Each Member, and any Member's children 12 years of age and over, will be issued 1 common area key. This key provides access to the building.
4. Additional common area keys may be obtained through the office with a deposit of \$25 per key, to be refunded upon the return of the key.
5. Lost keys or cards may be replaced, with payment of a \$25 replacement fee per key or card.
6. Members may, at their own expense, make copies of their unit keys for other residents of the unit, for their children over the age of 12, or for neighbours.
7. In the event of a move out, the person or persons leaving must return to the office all of the keys or cards, whether issued or copied, that they have held under this section of the policy.
8. Only adult Members may be issued or otherwise obtain keys from the office.

Staff Keys:

1. Each Co-op Staff Employee will be issued 2 master keys.
 - Master key one opens all members' units.
 - Master key two opens all common areas except for the office file room and the second-floor storage room.
2. The Manager and the Bookkeeper will each be issued a key to the office file room and a key to the second-floor storage room.
 - If the Board of Directors requires access to any confidential files stored therein, the Board must direct Staff to provide those files for the next official Board meeting.
 - No member or Director may have direct access to the office storage room key or to the second-floor storage room key.
3. Maintenance Staff, Cleaning Staff, and the Manager will each be issued a key to the maintenance room.
 - In case of emergency the Signing Officers of the Board may access a spare maintenance room key, which will be kept in a designated place.
 - Two Directors must declare the emergency in order to use the maintenance room key.
4. Under the authority of the Board, Staff will be issued, carry, or have access to any other keys that may become necessary and appropriate for the safety and functioning of the building.

Committees' Keys

1. **Board of Directors:**
 - Each Director will be issued a sub-master key (opens all areas except for Member units, mailboxes, maintenance room, office, office file room, second-floor storage rooms, playroom).
 - Each Signing Officer will be issued an office key.
2. **Committee Chairs:**
 - Each Committee Chair will be issued a boardroom key, with the exception of the President of the Board, who will be issued a sub-master key and an office key.
3. **On Call Committee:**
 - Each active member of the On Call Committee will be issued a key to the boardroom and a key to the On Call cupboard.
 - While on duty, members of the On Call Committee will carry the On-Call key ring, which contains the following keys:
 - Sub-master (opens all areas *except for* Member units, mailboxes, maintenance room, office, office file room, second-floor storage rooms, playroom).
 - Elevator service
 - Fire service
 - Backup key cabinet
 - Fire safety box
 - Padlocks to all outside gates
 - Front water tap
 - Roof light timer
 - Any other keys needed for On-Call duty and as described in the On-Call Policy
4. **Custodial Committee**

- Each active member of the Custodial Committee will be issued a key to the custodial room on the main floor.
- 5. Social Committee**
 - The Chair of the Social Committee will be issued a key to the Rec Room.
- 6. Gardening Committee**
 - The Chair of the Gardening Committee will be issued a key to the storage shed.
 - All active members of the Gardening Committee will be issued keys to the following:
 - Front water tap
 - Padlocks to all outside gates
- 7. Membership Committee:**
 - Each active member of the Membership Committee will be issued a key to the boardroom.
- 8. Inactive Committee Members and Former Committee Members**
 - Upon leaving a committee (including the Board) or becoming inactive in that committee, any chair or member thereof must return all keys associated with that committee to the office.

Community Living Group Home Keys:

1. The Director of the Community Living Group Home will be issued common area keys, unit keys to the units of the Group Home, a mailbox key, and a laundry card.
2. The Director may purchase and copy extra keys and cards for the staff of the Group Home as needed, in co-ordination with the Manager.

Backup Unit Keys:

1. Backup copies of unit keys will be kept in a locked closet in the board room. Only Co-op Staff and on-duty members of the On Call Committee will have access to this closet.
2. Use of and access to the Backup Unit Keys are described in the On-Call Policy.

Elevator Keys:

1. Only the Staff and on-duty members of the On Call Committee may carry the elevator keys (Fire, Service, Emergency Intercom).
2. In the event of a move in or move out, or in the event that a Member wishes to move furniture or other large items using the elevators, that Member must book the elevator either with the office or with On Call so that either Staff or On Call may use the elevator keys to place the elevator on service.
3. Members not on duty for the On Call committee may not carry the elevator keys, nor are the elevator keys available to them otherwise.

Members' Special Area Keys

1. With the exception of barbecue keys, all keys in this section are available to any adult member, and must be signed out from the office during regular office hours.
2. **Barbecue Keys:**
 - For details on barbecue keys including fees, members should consult the Use of Barbecue Policy.
3. **Playroom Key:**
 - Available to any adult member, free of charge, as noted.
4. **Recreation Room Keys and Second-floor Washroom Keys:**
 - Available to any adult member as noted, with appropriate fees as determined by the Manager under the direction of the Board.

Other Keys:

1. Certain keys are issued to City authorities and to long-term contractors as required by law and by service agreements.
2. All other keys are kept locked in the office in a designated place, for use of the Staff only.
 - These include keys to thermostat covers, the office security system, and the enterphone covers in the lobby, among others.

Special Circumstances:

1. The Board of Directors and Staff may issue temporary keys for special circumstances, such as repair or other work performed by contractors.

Approved by the Board of Directors: March 20, 2013

Approved by the General Membership: April 17, 2013