

**HAZELBURN CO-OP HOUSING  
ON -CALL MANUAL  
OF  
PROCEDURES AND POLICIES**

Wednesday, July 15, 2015

# Hazelburn Co-Operative Homes of Toronto Inc.

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# **Hazelburn Co-Operative Homes of Toronto Inc.**

## **HAZELBURN ON -CALL MANUAL OF PROCEDURES AND POLICIES SCOPE**

This manual is a guide to the On-Call Committee members. This manual contains information and policies discussed and adopted by the On-Call Committee and, where appropriate, by the Board of Directors. The manual also contains a description of responsibilities and procedures for the on-call committee members. When a member is “on call”, it is important that the member uses common sense as situations may arise that are not covered in this manual.

# **Hazelburn Co-Operative Homes of Toronto Inc.**

## **1. ON-CALL COMMITTEE REPORTING RELATIONSHIP**

The On-Call Committee reports to the Board of Directors through a liaison Director. This person may or may not be the same person who coordinates the on-call schedule.

The on-call chairperson is responsible for calling the monthly meetings and to arrange for coverage of the shifts. It is important that the chairperson monitor the workload of the on-call members to ensure that all members are contributing their time regularly. The membership involvement committee can find suitable placement on other committees for any on-call members that cannot meet their commitment.

The on-call committee has no sub-committees reporting to it.

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## **2. ON-CALL COMMITTEE MEMBER RESPONSIBILITIES**

**2.1. The Purpose of the On-Call Committee** is to provide emergency back-up support for the Co-op during the hours when the management and maintenance staff is not present; and to ensure the security and safety of the building during those times.

### **2.2. Responsibilities of On-Call Committee Members:**

**2.2.1. *Meetings*** –To attend regularly scheduled meetings of the committee for on-going job training; mutual discussion of committee concerns and procedures; voting on committee recommendations and motions; and setting shift schedules.

**2.2.2. *Schedules*** -To complete an equitable number of shifts, including the occasional weekend day or holiday. To find replacements from among committee members when a shift cannot be completed and to record replacement on the On-Call Schedule posted in the lobby.

**2.2.3. *Pick-up & Return of Cell Phone*** -To pick up the cell phone and On-Call bag on week nights and to return it on weekday mornings to the board-room, off the lobby, ON OR BEFORE 8:30 A.M. To make mutually satisfactory arrangements for handing over the cell phone on weekends.

**2.2.4. *Availability*** -To respond to calls within minutes, as any call may be a serious emergency. To take appropriate action as a result of the call, promptly. To remain on Hazelburn premises AT ALL TIMES during an on-call shift. If a member must leave the building, it is his or her responsibility to ensure the cell phone and log book are passed on to another member. In the event that no other member is available, the cell phone, keys and log book are to be left in the boardroom on the first floor.

**2.2.5. *Recording Shift Report*** -At the beginning of the shift, clearly print name and unit number in logbook. All calls and other incidents during a shift must be recorded in the log book. Include the time of the call, name and unit number of caller, nature of problem, the action taken and the amount of time spent on the problem. Record all "rounds" made throughout the building during shift, and any unusual observations.

**NOTE: THE LOG BOOK SERVES AS VALUABLE, FIRST HAND EVIDENCE, REGARDING PROBLEMS ENCOUNTERED, AND MAY BE USED IN SUBSEQUENT LEGAL PROCEEDINGS. IT IS IMPORTANT TO BE ACCURATE AND THOROUGH IN REPORTING.**

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**2.2.6. Key-room Access Keys** to all units are in the key cabinet in the storage room in the first floor boardroom. This storage room and the cabinet are be locked at all times. The keys to open the storage room and the cabinet are on the on-call key ring. Any apartment keys that are removed must be returned to the box. Another on-call member must witness the removal of keys and the action recorded on the log sheet on the key box door, and in the log book.

**2.2.7. Fire Procedures** –Review **Section 5.4 On-Call Fire Alarm Procedures**

**2.2.8. Repairs-** Common sense is your best guide. As a general guideline, on-call members do not do repairs unless the safety or the security of the building is compromised. For further clarification, refer to **Section 5** entitled, **Summary Of Problems Handled By On-Call**

**2.2.9. Rounds-** Rounds are to be conducted a minimum of once every evening shift. (see **Section 3 Rounds Checklist**) On weekends, rounds should be conducted a minimum of two complete shifts. It is important that the On- Call member is available and relatively visible during his/her shift.

**2.2.10. Security** – (See **Section 5.6 Breaches of Security**)The on-call member must remember that his or her own personal safety is the highest priority. Do not challenge suspicious people that are found in the building without considering your personal safety first. Remember: DON'T BE A HERO. EITHER ENLIST THE HELP OF ANOTHER ON-CALL MEMBER OR CALL POLICE FOR ANY POTENTIALLY THREATENING SITUATION.

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## **3. ROUNDS CHECK-LIST**

### **3.1. Basement**

- Look for suspicious activity such as damage or attempted break-ins to cars or bicycles
- Check the mechanical room to ensure there are no water leaks
- When its raining listen to the Sump pumps to ensure they are operating
- Check the operation of the garage door
- Check the interior of the maintenance storage room

### **3.2. Ground Floor**

- Ensure all outside doors, office and boardroom doors are locked
- Check the garbage chutes and clear if necessary
- Garbage Compactor working
- No Parking areas clear; if not, have the cars ticketed by the Parking Authority cars first time; call for tow thereafter

### **3.3. Second Floor**

- All common areas are locked
- Check inside of laundry room, play-room, recreation room, washrooms and Stella Mikosz room, to ensure everything is satisfactory.

### **3.4. North and South Stairwells/hallways**

- Note any vandalism or mess
- Ensure there are no obstructions
- Check to see that garbage chutes are clear

### **3.5. Roof**

- All doors locked
- Utility room water heater working/no leaking water or gas smell
- Roof deck generally unobstructed, and no unruly behavior, or unaccompanied minors
- Ensure the elevator access room is locked

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## 4. ON-CALL CELL PHONE PROCEDURES

**UNDER NO CIRCUMSTANCES SHOULD ANY MEMBER CHANGE THE SETTINGS ON THE PHONE WITHOUT APPROVAL FROM THE OFFICE**

### 4.1. To retrieve voice mail using the Cell phone

- Press and hold the '1' key until the phone indicates on the display that the call is placed.
- When the message centre answers, enter the access code – 6522 – followed by the pound sign #
- Follow the instructions to retrieve and delete the messages.

### 4.2. Check the battery level when you pick up the phone and plug the phone into the charger if the level appears low. (The current cell phone will beep when the phone needs to be plugged in)



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## 5. SUMMARY OF PROBLEMS HANDLED BY ON-CALL

### 5.1. Examples of Problems handled include:

- Fire (Section 5.4)
- Flooding (Section 5.5)
- Total power failure (Section 5.11)
- Unauthorized person(s) in the building (Section 5.6)
- Broken or frozen door locks (Section 5.7)
- Garage Door broken (Section 5.8)
- Garbage Packer Jam (Section 5.9)
- Elevator out of order (Section 5.10)
- Apartment break-in (Section 5.6)
- Breach of security in the building (Section 5.8)
- Move ins /out – Elevator Access (Section 5.13)
- Unauthorized Parking (Section 5.14)

### 5.2. Examples of Problems Not Covered by On-Call:

- Leaky faucets (Have the member contact the office the next working day.)
- Plugged Toilet or plugged plumbing (Unless there is extensive flooding see Section 5.5.4)
- Total failure of Hazelburn-supplied appliances (Use Rec Room Kitchen if necessary)
- Noisy refrigerator or burned-out stove element (Have the member contact the office the next working day.)
- Noisy neighbors (unless breach of security or public safety are involved) Hazelburn's policies require members to try and amicably resolve their own noise complaints with their neighbors, and if unsuccessful, to report the problem to the manager, or Co-op Ombudsman.
- Washers/driers out of order (Members should report problems to the office.)

### 5.3. Emergency Repairs

On-Call members can call outside repair companies only after getting approval from a Board of Directors member. If a situation requires immediate professional attention, there is a list of contractors in the logbook for emergency repair problems. MEMBERS OF HAZELBURN WHO SECURE CONTRACT PERSONS FOR EMERGENCY REPAIRS WITHOUT PROPER AUTHORIZATION ARE RESPONSIBLE FOR ALL COSTS INVOLVED.

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### **5.4. On-Call Fire Alarm Procedures**

**NOTE: All off-duty on-call members should meet in the lobby to assist the on-call member who is on duty.**

In the event of a fire alarm, the person on-call shall:

1. Take the On-Call keys, cell phone and On-Call bag to the main lobby and wait for the fire department.
2. Bring both elevators down to the ground floor by inserting and turning the emergency elevator key in its slot located below the elevator call buttons and wait for the elevators to come. When the elevators come, take the emergency elevator key out of its slot leaving it in the "on" (emergency) position and put the elevator(s) off service by inserting the elevator service key into the elevators' service slots and turning them off. Take the keys with you
3. Go to the fire indicator panel located at the front entrance of the building and see where the problem is located. Wait for the firefighters to arrive.
4. When the firefighters arrive, identify yourself and assist them by enabling an elevator so they can quickly move to the floor where the alarm source is located.
5. Provide the firefighters with any assistance required. If they require to enter a room or apartment, provide the necessary keys.
6. If there is a fire, provide the firefighters with the list of apartments with disabled members, (In the On-Call book) and the keys to those apartments.
7. Delegate authority. If there are other On-Call members present, assign specific jobs to them. If there is a fire, appoint an On-Call member as "Key person"; .The Key person is in charge of the keybox. Unlock the keyroom and the keybox, and leave the Key person in charge of getting keys if required by the firefighters. The Key person must not leave his/her post unless life-threatening circumstances require it. The Key person is responsible for keeping track of the keys and must make sure that they are returned.

Other possible jobs include "door person" and "generator- room supervisor".

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### 5.4.1. *Post Fire Alarm Procedures:*

Once the firefighters say that the situation is clear, the alarm must be reset:

1. If a pull station has been pulled, it must be reset first before the fire alarm can be silenced. Use a slotted screwdriver to push down the locking clip on the top of the pull station. Push the pull-station handle back into place. Then proceed to the generator room and silence the alarm.
2. To silence the alarm, open the small door on the lower left of the panel on the alarm. Inside there is a row of buttons. Find the buttons labeled "**RESET**" and "**SILENCE**". Press both of these buttons simultaneously and hold them for about 5 seconds. The alarm should stop ringing. Wait for about two minutes in case the alarm should go off again.

If there is a persistent re-sounding of the alarm, press the "**SILENCE**" button only. Call the alarm repair company for immediate service.

### 5.5. **Flooding**

Flooding in the building may occur because of water supply pipes rupturing; valves breaking; drain or sewer backup; sump pump malfunction; or washer hose misplacement. If a flood occurs, the first thing to do is to stop further flooding. Mops, pails and a wet vac are available in the custodial room on the main floor

**5.5.1. *Shut-off Valves*** -In each bathroom and under each kitchen sink, there is a door in the wall in which there are shut-off valves. In the bathroom, these valves control the water supply to the sink, toilet and bathtub. In some kitchens, there is - no door and these valves may be located by following the supply pipes until the valves are found.

**5.5.2. *Washer Drains*** Sometimes the waste water hose may be pulled out of the drainpipe and a flood will result. If this is the case, re-insert the hose. If the drainpipe seems to be clogged and water is spilling out of it, the only thing that can be done is to disable the washer by un-plugging the washer from the electrical outlet to keep the washer pump from pumping the rest of its contents.

**5.5.3. *Sump Pumps*** -In the basement, to keep the basement from flooding with ground water and rain/run-off water, there are sump pumps. The controls for these pumps are located under the ramp and in the centre of the east wall. The switches for these pumps should always be on "auto". If there is a flood in the basement, check these switches.

**5.5.4. *Toilets*** -Occasionally, a toilet in an apartment will back up. Members should have their own plungers to take care of these problems. If they do not have their own plunger, they may borrow the co-op's plunger that is located in the custodial room on the first floor. This situation should not normally require emergency plumbing services, especially if the apartment has a spare operating toilet. Alternatively, the member may be given access to washroom facilities on the second floor for an overnight or weekend problem.

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ONLY THE ON-CALL VOLUNTEER IS AUTHORIZED TO CALL A PLUMBER (SEE LOG BOOK FOR DETAILS)

**5.5.5. Drains-** In various places around the building, there are floor drains. Usually if water is flooding out of any of these, the only thing that can be done is to contain the flood by damming up the area around the drain using things like newspapers or towels. These types of floods, however, are uncommon. The source of the water should be found and shut off, if possible.

In the case of a drain flood, professional help from a plumber is required. The number of Hazelburn's plumber is in the On-Call logbook.

**5.5.6. Floods Caused by Leaking Roof or Walls** -Floods of these kinds are not easily remedied. To repair these types of leaks usually requires contracted help. The only thing that can be done is to contain the water and notify the office of the problem.

**5.5.7. Burst Pipes** -Burst pipes can cause serious damage to the building. If a pipe has burst, try to locate the nearest shutoff valve. If one cannot be found and the building is in serious danger due to the magnitude of the burst, the water to the whole building can be shut off. In the mechanical room in the basement, there are two water supply pumps and a water meter. To shut off the water to all the apartments in the building, first shut off the pumps by throwing the switch on the pump control panel to "Off". Next, shut off the valve on the left side of the water meter.

A burst pipe requires emergency help of, a plumber. Call the plumber listed in the On-Call logbook.

### **5.6. Breaches of Security**

IT IS BETTER TO ERR ON THE SIDE OF CAUTION AND CALL IN PROFESSIONALS, INCLUDING POLICE, AMBULANCE OR OTHER CONTRACTED REPAIR PROFESSIONALS, RATHER THAN RISK HEALTH OR SAFETY.

**5.6.1. Unauthorized Person(s) in the Building** -Occasionally there are unauthorized people in the building. These may be door-to-door salespersons, transients, unaccompanied minors, or burglars .

The building has a "no-soliciting" policy. If there are door- to-door sales-persons (including newspaper solicitation and persons delivering hand-bill advertising) in the building, it is the responsibility of the On-Call volunteer to inform them of Hazelburn's "no solicitation" policy, advise them they are trespassing, ask them to leave and escort them from the building. If they refuse to leave, or cause any problems, DO NOT ENGAGE IN A PERSONAL CONFRONTATION, but call the police.

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Transients have become a recurring problem because of the area in which we live. If you feel uncomfortable in dealing with them, either call another On-Call member for assistance, or call the police.

Children should not be using the common areas as play areas, and any loitering children, unaccompanied by adults, should be reported to the apartment they are residing or visiting.

**5.6.2. Apartment Break-in or Vandalism of Common Areas** -The first concern is the safety of Hazelburn's members and the On-Call volunteer. IF A BURGLARY OR ACT OF VANDALISM IS IN PROCESS, DO NOT INTERVENE. RETREAT TO YOUR UNIT, AND CALL POLICE, AND MEET THEM IN THE LOBBY. If anyone is in danger (such as an assault), use your On-Call cell phone and call 911 immediately. Where practical (if the offender has already left), do not touch or disrupt damage done, as this may be valuable evidence. Take detailed notes of time, place and occurrence, in order to assist police when they arrive.

**5.7. Frozen or broken locks.** Winter weather may cause the locks on the exterior to freeze. Lock de-icer is stored in the custodial room on the main floor. Additionally, a spare apartment lock is also stored in this room as replacement for lock damaged or malfunctioning.

**5.8. Garage Door or other door to exterior of building broken** -This is a serious breach in building security, and repairpersons should be called immediately. If the door cannot be safely secured to prevent illegal entry, it may be necessary to obtain assistance from other On-Call volunteers to "guard the entrance" until repairpersons come. (Unfortunately, broken garage doors are no longer treated as emergencies by repairpersons, as they have become all too common;)

**5.9. Garbage Packer Jams** - If chute is plugged, use a pole to poke/pull bundles down. Do not get into hopper. If packer keeps cycling, check to see if electric eye, inside bin, is blocked. Clean it

**5.10. Elevator out of Order** -First, determine if anyone is stuck inside. If so, assure them that help is on the way, and attempt to bring the elevator down to the ground floor by using the key (as for fire alarm procedures). If unable to do so, call repair company as noted in logbook immediately, and generally stand by to lend assistance or at least assurance.

If no one is stuck in the elevator, and the On-Call volunteer is unable to bring the elevator to ground level and open it, call the elevator repair company to report the problem.

**5.11. Lockouts** -On-Call members do not, under normal circumstances, allow access to member's apartments. THE KEYS IN THE KEY-BOX ARE FOR ON-CALL OR STAFF EMERGENCY USE ONLY.

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**5.12. Power Failure -General or Localized** -Call Toronto Hydro to report the problem. If the entire building is out of power, ask them if the problem is localized (just the building) or the area. The emergency generator should come on, with elevators and common areas reverting to emergency lighting.

**5.13. Move in/out** – The south elevator has a rear door which opens to the moving room in the back of the building. This is the elevator to use for moving and it will be put on service when the member is ready to move. Furniture pads for the elevator walls are stored in the custodial room on the first floor. These pads must be used for any moves where there is a potential for damage to the elevator.

Remind the member that they must call the On-Call number to take the elevator off service when the move is finished.

**5.14. Parking** Under normal circumstances, On-Call does not assign parking. The issuing of parking passes must be arranged by the members at the office during the normal working hours.

Illegal parking has two possible outcomes. The car can be ticketed or the car can be towed. In either case, the On-Call member must call the parking authority. The number is in the On-Call Procedure Book in the On-Call Bag

# Hazelburn Co-Operative Homes of Toronto Inc.

## ADDENDUM A ON-CALL FEES

### HAZELBURN CO-OPERATIVE HOMES OF TORONTO INC ON CALL COMMITTEE POLICY ON FEES

#### 1. Introduction

Fees are charges levied by the Co-operative to compensate the Co-operative for unnecessary expense or inconvenience incurred as a result of the actions of individual members.

#### 2. Purpose

The purpose of the charge is to help prevent the occurrence of similar incidents and offset the Co-operative's costs in rectifying the problem.

#### 3. Status of Fees

Fees are a legitimate element of the co-operatives budget. Fees, when levied, are registered in the co-operative's accounts and are due when levied. Unpaid fees have the same status as any account in arrears; unpaid housing charges, maintenance fees, etc.

#### 4. Types of Fees

Fees are levied for the following reasons:

##### A. Elevator Jamming:

Jumping in the elevator activates a locking mechanism and freezes the elevator. An expensive service call is required to free the elevator. The following fines apply:

Cost of service call (\$25 to \$200) plus an additional \$20.00 fee.

##### B. Unlocking of Common Areas:

A policy and procedure for the use of common areas has been made available to members by the Social Committee. Access to locked common areas can be obtained by following the procedures as described in that leaflet. In addition, all committee chairpersons have been issued keys to the first floor meeting room. For this reason, a fee of \$10.00 will be charged of those who require on- call members to unlock common areas.

##### C. Other fees:

Other fees may be established from time to time on the recommendations of the On Call Committee and with the approval of the Board of Directors.

Approved by the Board of Directors February 27, 1991 Approved by the General Membership  
April 21, 1991 C:\WP51\DATA\POLICY\ONCALL.POL

# Hazelburn Co-Operative Homes of Toronto Inc.

## ADDENDUM B VANDALISM PREVENTION CAMPAIGN

### VANDALISM PREVENTION CAMPAIGN

We need your help in preventing unauthorized persons from entering the building. Trespassers are frequently responsible for acts of vandalism which include:

- damage to members' cars
- damage to Co-op property
- urinating and defecating in stairwells and elevators
- trash piles and cigarette burns from overnight vagrants

How can you help?

1. Use the on-call number 416-823-4894 to report vagrants and other trespassers who are on Co-op property. A telephone sticker is in your mail chute. Attach it to your telephone for future reference.
2. Do not let anyone in the front door who does not have a key and and-;ho you do not recognize. If they are locked out, they can call the on-call number and a member will let them in. Simply say: "I'm sorry, but I can't let you in unless you have a key."
3. Report any abuse or intimidation that you might encounter for refusing entry to unauthorized persons. Call the on-call number 416-823-4894 immediately and we will look after it.
4. Be aware of tricks that people use to get in the building. These include:
  - hanging around the door waiting for someone to leave
  - dialing numbers at random on the entry phone until someone lets them in
  - pretending to be talking on the entry phone and entering just as someone leaves
  - propping doors open with match sticks and small stones in order to have continuous access.
5. Ask sales persons and other door to door people to leave the building. Report their presence by calling the on-call number at 416-823-4894. Often burglars use this technique to verify whether anyone is at home and to find out which doors in the building are left unlocked. (We have had some suspicious cases ourselves.)
6. When entering or exiting, always stop your car at the bottom of the parking ramp or at street level until the door closes. This is a favorite way of getting in. If you see someone in the garage who you do not recognize, report their presence to the on-call committee at 416-823-4894

Please help us to keep Hazelburn a safe and well kept place. It is your home and we need your help

On-call Committee, Vandalism Prevention Campaign