

Watermark Cooperative Homes Inc.

Master Key Access and Entrance to a Unit Policy

PURPOSE

To protect member's security, members privacy and to protect the integrity of the building from damage in case of emergencies, flood, inspection, personal injury or death of a member

To provide direction for action when there is a possible need for emergency entrance into a unit due to a suspicion that the member is in danger or the member is in need of assistance.

This policy is designed to enable the co-op to do this in a manner that meets all requirements. Every effort must be made to balance the member's rights to privacy with concern for member health and safety within the unit.

KEYBOX

The co-op will keep a unit master key in a dual lock office key box and locked at all times.

Lock box; 7 Board of Directors will have access to hold a Key for the Lock box.

Office ; 7 Board of Directors will have keys to the office, camera closet & stationery.

The Board will be allowed to make security decisions anytime to change the keys or lockbox. The lockbox can be changed to a combination code.

48 HOUR NOTICE OR EMERGENCY

In most cases, members must be provided with "48 Hour Notice of Entry" in order to enter a unit. However, a Board of Director may be directed by Staff, Fire Department, Police or Paramedics may use the master key to open a unit door.

Keyholders **may** open a unit door if;

1. there is a call for help from inside the unit & it is not a domestic dispute
2. a member request them to unlock their unit door for them.

The Keyholders *MAY NOT* open a unit door for short term quests, long term quests, significant other, relative, service provider or neighbor.

Staff must be contacted or in case of an emergency, the proper authorities must be alerted to the need to investigate the unexplained absence of a member in numerous ways, such as:

1. Suspicion that the member may be in danger
2. History of illness that would increase member vulnerability
3. Full mailbox and/or newspapers piled at the door
4. An overpowering foul smell from the unit

Procedures to Enter Premises

If there is a suspicion that a member is in danger and there have been efforts to contact the member through knocking on the door and telephoning the unit, the unit may be entered under the following conditions with request from Staff, Fire Department, Police or Paramedics:

1. There must always be two people present when entering a unit without permission.
2. If the member is discovered in distress or without vital signs, 911 must be called immediately. If members may decide to attempt life-saving measures in accordance with the Good Samaritan Act, 2001, which protects persons who provide emergency first-aid assistance.
3. Staff and or Property Management Emergency Line must be contacted and a keyholder must stay at the unit until a Property Management representative arrives to ensure that nothing is touched and to accommodate potential police investigation.
4. Upon the arrival of emergency responders, the authority for the keyholders or management of the situation is no longer with them. However, keyholders or staff should remain available to assist and take questions from the emergency responders until the unit can be secured.
5. Keyholders and Staff must secure the unit based on approval from emergency responders.
6. In the case of a death of a sole member occupant, the unit lock must be changed by maintenance.

Attached to this Policy is a Form for the Procedures to obtain the key and record the Keyholder names and reasons. The Board of Directors will review the Keyholder list at least once Annually.

PASSED by the Board of Directors on the _____ day of _____, 20__.

CONFIRMED at a general meeting of the Members on the ____ day of _____, 20__.

President

c/s

Secretary

EMERGENCY KEY VOLUNTEERS

Two volunteers have key #1 and two have key #2. One of each is required to open the office lockbox

KEY NUMBER	POSITION	KEYHOLDER	UNIT #	BUZZER #	PHONE #

PROCEDURES

- 1) When requested as per guidelines of this Policy, a key holder must bring his/her keys to the office, stationery & lock box.
- 2) Open the key box and *record date, time, reason* for using the Master Key and the key holder *must sign* their name.
- 3) The Master Key **MUST** be in the key holder's presence at all times.
- 4) When done, the key holder *returns* the key to the key box, *sign, enter time* key returned.
- 5) Lock the key box and the office.
- 6) Advise staff at the next open office day that the key was used and why.

KEYHOLDERS

If you know a member is in danger in their unit, you are to call 911 and one of the board of directors. Access the lock box in the office to obtain the master key and wait for authorities. A log is kept which is inside the lockbox.

This procedure is for members only.

No assistant is to be provided to anyone but a member, that means no assistance if they are a guests, casual guests, short term guests, long term guests, significant other or family.

THE VOLUNTEERS ARE TO USE THEIR DISCRETION ON HELPING THE MEMBERS

If members lost or misplaced their keys and need to get into their unit, key holders may but do not have to assist them depending on reason, time and availability of the volunteers.

