**POLICIES AND PROCEDURES –PROPERTY**

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# Building Security

**Policy:**

It is the policy of the Women’s Counselling Centre to, as much as possible; ensure the security of the building.

**Procedure:**

The Erin Mills Corps building in which the Women’s Counselling Centre is housed is equipped with a security system. It is one system for the entire building. Thus when we arm or disarm the security system in the Counseling Centre, it also arms or disarms the system for the entire building.

All Counselling Centre staff have security codes for the alarm system. This code must not be given to anyone without the authorization of the Director of Counselling or the Corps Officers.

The building is normally disarmed Monday to Friday from 7:00 am to 6:00 pm. due to the operating hours of the child care program which is also housed in this building. Thus arming and disarming the system during normal working days / hours is taken care of by the childcare staff.

We use our red and green door sign to indicate to the other staff whether there is anyone in the Counseling Centre or not when they are going to arm the system at 6:00 pm. When we are in the Counseling Centre, it is essential that the green side of the sign be facing outwards.

When staff are in the Counseling Centre after 6:00 pm, please be vigilant about building security. The general guideline is that the last staff person out of the building is responsible for arming the security system. When you are leaving the building, please ensure that you are the last person out of the building and arm the system. If there are any problems with this, please notify either the Corps Officer or the Director about the nature of the problem and take your direction from them accordingly.

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# Circle Check Of Vehicles

**Policy**:

It is the policy of the Women’s Counselling Centre to do everything possible to ensure the safety of staff, students, clients and volunteers who are driving or traveling as passengers on business related activities.

**Procedure:**

Before transporting a client or using the Corps vehicle for business purposes, a circle check must be performed by the driver.

If the van has already been inspected by the Corps staff on the same day, it is not necessary to do another circle check that day.

If uncertain whether the circle check has been done, check with the Corps Administrator or Corps Officer to see whether this has been done.

The following are the guidelines for completing a circle check:

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# Communication With The Custodian

**Policy**:

It is the policy of the Women’s Counselling to follow the procedures determined by the Corps staff with regards to communicating with the Custodian.

**Procedure:**

Any staff member noticing a maintenance issue should report this to the Director.

The Director will report the concern to the Corps Admin. Asst. who will in turn notify the custodian of the concern.

In the event of an extended absence of the Director, any staff member noticing a maintenance concern may make the report through the Corps Admin. Asst.

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# Custodian

**Policy**:

It is the policy of the Women’s Counselling Centre that the Corps custodian will perform regular cleaning of the Centre as per his / her job description.

**Procedure:**

The Women’s Counselling Centre does not have its own custodian.

The Corps Officer is responsible for the training, orientation and supervision of the custodian.

The Corps custodian performs the regular cleaning responsibilities in the counselling Centre according to the following schedule:

Women’s Counselling Centre

Daily cleaning:

* Empty waste baskets
* Empty blue boxes into large recycle container
* Disinfect all phones and door handles
* Clean all finger marks from doors, frames and light switches

Weekly cleaning:

* Vacuum carpets and floor mats
* Dust/clean all areas within and above hand reach
* Wipe all desks or table tops with mild cleaning solution
* Damp wipe all window ledges

Washrooms (including WCC)

Daily cleaning:

* Empty waste basket and spot clean outside as needed
* Empty sanitary disposal receptacles & replace with disposal bags
* Clean mirrors, faucets and sinks
* Clean and keep filled all paper towel & soap dispensers
* Clean and sanitize toilets, including toilet seats
* Sweep floors and damp mop with a disinfectant solution
* Clean / sanitize doors and handles
* Clean all finger marks from doors, frames, and walls

Weekly cleaning:

* Dust above eye level

Outside

* Ensure general upkeep of external property such as keeping sidewalks clear of ice and snow, picking up litter and watering gardens
* Check doors and windows to ensure building security
* Keep inventory of cleaning supplies and place orders (in consultation with the Corps Officer)
* Setting up and prepare for various unit functions
* Gather all garbage / recycle material and put outside weekly for pick up.

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# Custodian – Health and Safety Concerns

**Policy:**

It is the policy of The Salvation Army Erin Mills Corps that we will endeavour to keep our building as safe as is reasonably possible.

**Procedure:**

During the normal completion of his / her work activities, it is possible that the custodian may notice potential Health and Safety hazards.

If the identified hazard is minor and fixable (eg. a box sitting in the wrong place that could be a tripping hazard), the custodian is to take whatever action is necessary to remove the hazard.

If the identified hazard is something which requires additional action beyond the scope of the custodian’s position description (eg burst pipe), he / she is to take the appropriate action at the time to minimized the hazard (eg. turn off the water, clean up a spill etc.) and then complete the Custodial Health and Safety Form available in the Corps Office attached) indicating that additional action is required.

Once the form is completed, the custodian will hand in the form to the Admin Assistant who will take whatever further action is required.

Once the further action has been completed, the Admin Assistant will ensure that a copy of the completed Custodial Health and Safety Form is filed in the office and forwarded to the Joint Health and Safety Committee.

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# Door Security / Disabled Access

**Policy:**

It is the policy of the Women’s Counselling Centre to keep the Entrance doors locked at all times for security reasons.

**Procedure:**

Staff answering the door buzzer should use the intercom system to communicate with the person wanting entry to the Centre. All expected persons can be given entry by using the intercom system.

All unexpected persons can be allowed entry into the first entrance area while you assess safety. If deemed safe, and they can be allowed access.

We have installed automatic door opener buttons and key fobs on the Women’s Counselling Centre doors, it is possible to open both doors at once with a push of a button. The doors are on timers and will remain open for 10 seconds. This timing issue could potentially allow access to people who we have not screened. All staff members, students, interns and volunteers who use the door opening buttons or are in the vicinity of the doors when they are used must be vigilant in not allowing unscreened access to the building. All staff members entering or exiting the Centre should be mindful that the automatic door openers have added a great deal of weight to the doors. They should use caution when opening the doors manually.

When a staff member, student, intern or volunteer is exiting the building using the door open buttons, the person should remain onsite in the vicinity of the doors until both doors have closed and locked before leaving the property.

Disabled persons who use walkers, canes and crutches will likely be able to use our convenience ramp as both an entrance and exit. Staff members are to be mindful of their disabled clients and give assistance to them in entering and exiting the building. If a staff member has a client who is unable to negotiate the ramp at our main door, she should meet the client and bring her in to the Centre through the multipurpose room.

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# Hand Held Devices While Driving

**Policy:**

It is the policy of the Women’s Counselling Centre that drivers will adhere to all provincial and federal driving laws.

**Procedure:**

All drivers of Salvation Army vehicles (personal lease, program and commercial) will obey all traffic laws within the jurisdiction they are driving.

No person will use a hand-held communication device that is capable of receiving or transmitting telephone communications, electronic data, mail or text messages while driving a motor vehicle that will result in a prohibited driver distraction.

In jurisdictions where the use of hand-held communication devices while driving is prohibited by law it is expected that all drivers will use the hands-free mode to engage in two way voice or electronic communication as required.

Any driver of a Salvation Army vehicle who is convicted of a crime in relation to the above, is responsible to pay his or her own legal fine and costs. The person may also be subject to disciplinary action.

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# Inventory

**Policy:**

It is the policy of the Women’s Counselling Centre that an up to date inventory list will be kept of all property, furniture and equipment belonging to the Counselling Centre.

**Procedure:**

The Director will keep an up to date inventory list of all property, furniture and equipment. The list will be checked and updated at least once a year.

If anything on the inventory is disposed of the inventory list will be updated.

If anything new is purchased, the inventory list will be updated.

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# Key Box

**Policy:**

It is the policy of the Women’s Counselling Centre that duplicate and extra keys for the building and furniture will be kept in a locked key box.

**Procedure:**

The key box is mounted on the wall in the kitchenette in the Centre.

All duplicate and extra keys for the external and internal doors of the building will be kept in the locked key box.

These keys are to be accessed only in an emergency.

The key will be hidden on the premises in a location that will be communicated to staff.

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# Keys and Property

**Policy:**

It is the policy of the Women’s Counselling Centre that staff are responsible for any keys issued to them.

**Procedure:**

Upon hiring, staff will be issued the keys necessary for them to fulfill their employment duties. Staff will sign for the keys that they receive. A copy of the signed key form will be placed in their personnel file.

Staff are to be responsible for their keys not leaving them lying around where others can pick them up.

Staff are not permitted to copy keys without authorization from the Director Of Counselling.

Should any locks / keys be changed during employment, staff will exchange old keys with new keys.

When staff members leave the employment of the Women’s Counselling Centre, all keys must be returned. The return of keys will be noted in the personnel file.

At the time of leaving the employment of the Women’s Counselling Centre, any property belonging to the Women’s Counselling Centre, in the possession of the staff member, must be returned to the Director.

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# Kitchen Safety

**Policy:**

It is the policy of the Women’s Counselling Centre that the kitchen area is to be kept clean, safe and tidy at all times.

**Procedure:**

All staff are responsible for washing, drying and putting away all dishes immediately following use.

For safety reasons, knives are not to be kept on the counter or draining board but rather stored in the drawer equipped with a child proof latch.

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# Maintenance and Pest Control

**Policy:**

It is the policy of the Women’s Counselling Centre that all maintenance and pest control concerns must be dealt with and recorded promptly.

**Procedure:**

When an employee notices a maintenance or pest control concern, she should notify the Director as soon as possible.

The Director will complete a Maintenance Request Form which is located on the server and submit it to the Corps Administrative Assistant by email.

Depending on the severity of the issue, the Director may also speak to Corps Officers about the issue.

The Corps Administrative Assistant will then follow up on the reported issue. For maintenance concerns she will notify the Custodian for follow up. For Pest Control issues, she will contact Orkin Pest Control and have them resolve the issue.

If the Director is absent for an extended period of time, the employee noticing the maintenance or pest control concern may complete and submit the form.

A copy of the completed form will be kept on file in the Director’s office.

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# Personal Security Alarm / Panic Button

**Policy:**

It is the policy of the Women’s Counselling Centre to provide staff with information regarding our security system.

**Procedure:**

In order to enhance the security of our staff, the Women’s Counselling Centre has been equipped with additional security alarms to that of the rest of the building. These alarms consist of two items:

1) A personal security alarm (blue fob) has been provided for the use of each staff member while on our property. These alarms emit a high pitched siren and are loud enough to alert other staff members to the need for assistance. Staff are responsible to periodically test their alarm to ensure that the battery does not need replacing. If staff members find that the battery needs to be replaced, she should notify the Director who will ensure that a new battery is purchased and installed as soon as possible.

2) A panic button that is wired into the building security system. **This is a silent alarm.** In order to activate the system, the button must be pressed and held for a minimum of 1 second. The fob has a red light on it that will indicate that the alarm has been activated. This fob will be stored in a central location in the Women’s Counselling Centre that will be communicated to the staff.

Any staff member who is alone in the Women’s Counselling Centre part of the building should carry the panic button fob on their person.

Any staff member hearing a personal security alarm activated will take the main wired in security alarm button and proceed to the location where the personal security alarm has been activated.

The safety of all individuals is paramount. If it is not safe for the second staff member to enter the location of the alarm, do not do so.

If outside assistance (eg 911) is required, press and hold the fob button to activate the system.

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# Preventative Maintenance

**Policy:**

It is the policy of the Women’s Counselling Centre to ensure that necessary preventative maintenance is performed as needed.

**Procedure:**

As part of the monthly Health and Safety Inspection, our equipment and the facility are checked for any necessary preventative maintenance.

If an issue arises where preventative maintenance is required on equipment the Director will follow up on the issue in a timely manner.

If an issue arises where preventative maintenance is required on the building, this will be reported to the Corps Officer as part of the Health and Safety Inspection process. The Director and the Corps Officer will consult as necessary about the maintenance required and ensure that it is carried as soon as possible.

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# Quality Assurance - Custodian

**Policy:**

It is the policy of the Women’s Counselling Centre to ensure that our facility is kept clean and that issues requiring maintenance are followed up on promptly.

**Procedure:**

The Custodian is an employee of the Erin Mills Corps and therefore is supervised by the Corps Officer.

The Corps Officer have periodic supervision meetings with the Custodian.

If there are any concerns about the cleaning and maintenance services provided by the Custodian in the Women’s Counselling Centre, the Director will report these to the Corps Officer who will then follow up with the Custodian to address the concern.

As we do not serve food in the Women’s Counselling Centre, it is unlikely that the Public Health Inspector will want to see our facility. However, should such an inspection take place the Director, in consultation with the Corps Officer as necessary, is responsible to see that the concerns are addressed promptly.

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# Recycling And Conservation

**Policy:**

It is the policy of the Women’s Counselling Centre to do our part to help preserve the environment.

**Procedure:**

A small blue recycle box is available in every staff office. A large blue recycle box is located in the kitchen.

All office paper, paper material, notes, telephone messages containing any information about clients or their contact information must be shredded and not placed whole into the recycling bins. This will keep personal notes and sensitive office information confidential, ensuring no one could access any information from discarded garbage in recycle bins.

All other paper products, not containing confidential information should be discarded into the recycling bins and not into the regular garbage.

All plastic bottles, plastic jugs, paper products (including toilet paper rolls, tissue paper boxes, old newspapers etc), and glass material must also be recycled.

When leaving the office for the day, each staff member will ensure that the lights are off in her own personal / workspace. The last person to leave the Women’s Counselling each day will ensure that:

1. The lights are off in the entire Women’s Counselling Centre
2. That there are no taps / toilets that are still running

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# Risk Management

**Policy:**

It is the policy of the Women’s Counselling Centre that all accidents / incidents where there may be liability will be reported as per Territorial Operating Policies.

**Procedure:**

When an accident or incident happens on our property for which there may be liability, a Liability Incident Claim form must be completed and submitted as directed in the instructions. The form is available from the Director or in her absence, the Corps Office.

Any personal injuries must be reported as well as any time we call 911.

The staff member involved in the incident must report the incident to the Director as soon as possible.

The Director, along with the staff member will complete the report form together.

If in doubt as to whether an incident should be reported, check with the Director. If she is not available for an extended period of time, consult the Corps Officers or the property department at Divisional Headquarters for guidance as to whether to report the incident.

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# Security / Alarm System Information

**Policy:**

It is the policy of the Women’s Counselling Centre to provide staff with information regarding our security system.

**Procedure:**

The Security Company must be notified for the following reasons:

1. The sounding of the alarm for any reason
2. Accidental setting off of the alarm
3. Difficulty in arming or disarming the system.
4. When the alarm must be reset.

The company who monitors our building alarm is called Graham Alarm Monitoring Ltd.

They can be contacted at (905) 897-8822.

You will need to give them our address:

2460 The Collegeway

Mississauga, ON L5L 1V3

You will also need to give them our system ID which is 01-0Q-2947.

They have a list of all registered staff persons who may be calling them. All staff members who may be arming or disarming the security system have been given a wallet card with the contact information for the alarm company.

Tell them the nature of the problem, answer their questions and follow any instructions that they give you.

If necessary, contact the Corps Officer or the Director Of Counselling.

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# Silencing The Fire Alarm

**Policy:**

It is the policy of the Women’s Counselling Centre to ensure that staff are adequately trained in emergency procedures.

**Procedure:**

When the Fire Alarm sounds all persons in the Women’s Counselling Centre will exit the facility and meet in our established meeting place in the parking lot. See the evacuation policy for more information.

There is to be no re-entry into the building until the Fire Department, or in the case of a drill, the person in charge of the drill, has given the all clear.

Once the all clear has been given, you may re-enter the building.

The Fire Department has a key to the Fire Alarm Panel which is located inside the Foyer of the Corps building between the two sets of glass doors.

Other keys to this panel are located in the Main Office on a red key chain attached magnetically to the filing cabinet. The key is on the far side of the main filing cabinet under the finance mail slots. There is also a key in the child care Centre office. It is attached to the front of the Fire Safety binder which is red and is located on the bookshelf.

Once you use one of the above keys, it is your responsibility to return it to its storage place immediately.

To silence the alarm: Press the black button inside the Fire Alarm panel. If the siren is still sounding, enter # # and your code on the Building Alarm. Call the alarm company if there is any problem with resetting.

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# Smoking

**Policy:**

Smoking is not permitted in the Women’s Counselling Centre or on the premises of The Salvation Army Erin Mills Corps.

Smoking is not permitted in the program vehicles.

**Procedure:**

All staff members are instructed on and will abide by the smoking policy.

Staff may smoke on their breaks but they must do so at least 30 metres from the front of the building and off of The Salvation Army property.

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# Telephone Roster – Repair Calls

**Policy:**

It is the policy of the Women’s Counselling Centre that all maintenance issues will be dealt with in a prompt manner.

**Procedure:**

Employees will follow the Maintenance policy in the reporting of maintenance staff.

In the absence of the administrative assistant, the person reporting the maintenance need should speak to the Corps Officer regarding the maintenance issue.

A list of companies that are used for repairs etc. in this building is attached. However, this is only to be used if the normal maintenance policy cannot be followed and with the approval of the Director or Corps Officer.

**Frequently Used Numbers**

**Conditioning/Heating Service Cool Check**

25 Coronet Road #4

Toronto, Ontario M8Z 2L8

**416-236-1000  
Call Chris Direct – 416-557-9906**

**Landscaping**  **Kingdom Landscaping**

[KingdomLandscaping@gmail.com](mailto:KingdomLandscaping@gmail.com)

647-292-3122/647-444-9122

Lovneet Chawla

**NU Image**

3-304 Stone Road #182

Guelph, Ontario N1G 3C4

**519-836-0044 (Head Office)**

**905-858-2056 (Mississauga Office) Mike Seager**

**(Kim Receptionist)**

**Snow Removal** **Brock’s General Contracting**2380 Royal Windsor Drive  
Oakville, Ontario L6J 7Y2

**905-822-3131 Fax: 905-338-8770**

**Electrical Problems Strom Electric Ontario Inc. – Ken Benson**

117 Lakeshore Road East, Suite 216

Mississauga, Ontario

L5G 4T6

**905-271-2758 or \*\*\*Cell 416-528-4925**

**Order Specialty Lightbulbs**

**B&R Electric – Barry Sternberg**

38 Queen Street South

Streetsville, ON L5M 1K3

**905-814-1881 ext 221 or Cell 416-984-1141**

**24 Hour Emergency 416-600-0786**

**Zancon Electrical – Eric Zanardo**

**416-579-7938**

**e-mail** [**eric@zanconelectrical.com**](mailto:eric@zanconelectrical.com)

**Security Graham Alarm**

24 Hour Monitoring

**Graham Alarm 905-897-6300 Ext 235 Lisa or Steve**

**Waste/Recycling Region of Peel**

**905-791-9499**

**Keys & Front Door ABC Security Access Systems**

**55 Queens Plate Drive #4**

**Toronto, ON**

**416-614-7777**

**Plumbing DHQ uses Andrew Caldwell**

**Caldwell Plumbing**

**416-574-4770**

**Phones/Voicemail CVS Corporate Voice Solutions - Meteror Tel**

**905-507-8801 Bob**

**Chris McMurdo |** Corporate Voice Solutions 3134 Ext Dean

5130 Dixie Road, Unit 10, Mississauga, ON  L4W 4K2

Phone:  905-507-8801 x331

Fax:  905-507-8671

**Service Line 905-507-8801 ext. 315**

**Carpet Cleaning Carpet Care Solutions CCS**

2981 Arvida Circle

Mississauga, ON

**905-819-0462**

Paul Hendry

**Carpet Repair**  **A1 Flooring**

3065 Lavenham Place

Mississauga, ON

L5M 6K3

**416-889-7005**  Louay Kayes

**Fire Extinguishers/Signs**  Chris Pugh

**416-993-8902**

**Eavestroughes**  **Amazon Eavestroughing**

37 Sultana Avenue

Toronto, ON M6A 1T2

**416-789-2749**

August

**Junk Removal**  1-800-4687-5865

Gas labour included

10’ x 8’x 5’ high

Full $498

1/4 $228

1/8 $98

**Safeguard** 905-693-1976

Contact: Ian Barrie

Large Deposit Books, Printed Cheque Window Envelopes

**1-866-507-0800** Small Deposit Books & Night Deposit Bags

**Tracy Burt** 1289 Tall Pine Avenue

Oshawa, Ontario L1K 0G2

647-283-1785

**Your Dream Website** Website & Computer problems

Vivian Haque

Contact: Vivian Haque

394 Comiskey Cr

Mississauga, Ontario L5W 0C6

Phone        (416) 564 3367

Email         [mac@yourdreamwebsite.com](mailto:mac@yourdreamwebsite.com)

Website     [http://www.YourDreamWebsite.ca](http://www.yourdreamwebsite.ca/)

**Peace of Mind of Courier** Used by DHQ

416-750-2111

ACC 700 SAL006 Account Info

**UPS** Used by DHQ

1-800-742-5877

Account R5W415

**Nu-Media Sign** Outdoor LED Sign

Ron (905 568-0990 x23)

Justin at x22

**Applewood Chevrolet**  Service – 905-828-2433

**Orkin (Pest Control) 1-800-726-7383**

**Nenad**

**Parking Lot** AMPAC Paving & Concrete Limited

S8565-9251 Yonge Street

Richmond Hill, Ontario

L4C 9T3

(905) 882-6722

**Roof**  JN Roofing

9-5775 Atlantic Drive

Mississauga, ON L4W 4P3

905-696-8088

**Painting**  CIP

447 Speers Road, Units 21-22

Oakville, ON L6K 3S7

905-815-8500

Edmond Forte

**Deman Construction** Peter Deman

(Mack Coop Student calling with estimate)

**Assa Abbloy or ABC Security Access**– Automatic Door Opener

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Property |
|  |  |
| Date Created: | July 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Use or Removal of Salvation Army Property

**Policy:**

It is the policy of the Women’s Counselling Centre that all Salvation Army property be cared for and remain on the property.

**Procedure:**

Salvation Army property should be treated with care and respect. The equipment and property is expensive to replace.

Any employee caught intentionally damaging Salvation Army Property will be subject to disciplinary action and may be required to pay for the replacement of the item damaged.

Salvation Army property may not be removed from the premises without the permission of the Director.

The exception to the above is that it is understood that staff who use laptops will take their laptops off the premises when working from another location. Staff who are conducting workshops offsite may also take with them the LCD projector or other equipment necessary for the workshop.

When staff take any equipment off the premises, they will be held responsible for the care and protection of the equipment.

Salvation Army equipment, laptops, projectors etc. must **never** be left in an unattended vehicle. We **do not** have insurance coverage for equipment left in vehicles.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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|  |  |
| Date Created: | July 2009 |
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# Vehicle Maintenance and Usage

**Policy:**

The Corps van, when available, is approved for The Salvation Army Women’s Counselling Centre business only. All staff must take responsibility for the care and upkeep of the van.

**Procedure:**

Any staff person who may have cause to use the Corps Van, must provide a clean Driver’s Abstract. This will be kept on file in the Corps office and a copy will also be kept in the Employee’s personnel file. Each staff person will pick up their own garbage when they are finished using the van.

All staff are to sign up in the Corps office for the use of the van if they know ahead of time that they need it for work related trips. Under no circumstances is the van to be used for personal use unless approved by the Director.

The van is generally kept gassed up by Corps staff. If it is necessary for a Women’s Counselling Centre employee to fill the gas tank, the Corps staff will provide instructions and the PHH card. Gas receipts, where applicable, will be returned with the PHH card to the Corps office. Staff must record on the log sheet the number of kilometers driven and for what purpose.

If staff have taken the seats out for any reason it is their responsibility to ensure the seats are replaced when you are finished with the van.

If staff have a concern regarding any van repairs this should be reported to the Administrative Assistant so that arrangements can be made for the van to be put in the garage for service.

Staff will drive the van according to recognized safety standards. Some suggestions of those standards are as follows:

* Always use a seatbelt.
* Do not smoke while in a service vehicle.
* Always face the direction of travel.

**Vehicle Maintenance and Usage Policy Cont’d**

* Before travel, check that the path is clear of people and obstruction.
* During travel, keep to the right.
* Avoid quick starts, sharp turns and sudden stops.
* Come to a complete stop and check path before changing direction.
* Make a complete stop at intersections and openings to roadways.
* Pedestrians always have the right of way.
* Keep your body inside the vehicle at all times.
* Vehicles must be safely parked when not in use. The controls are to be in neutral, power shut off, brakes set, and key removed.
* Do not park in such a way that you obstruct walkways or roadways.

If staff drive / park in such a manner as to receive parking or driving tickets, the staff member will be held financially responsible for the cost of the ticket.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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| Authority: | Director |

# Work Therapy

**Policy:**

It is the policy of the Women’s Counselling Centre that we do not have clients engaged in work therapy.

**Procedure:**

As this is not a residential facility, there are no work therapy assignments for clients.