

## **Meadowgreen Emergency Entrance to Unit Due to Suspicion of Medical Emergency Policy and Procedure:**

### **PURPOSE**

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.

### **POLICY**

Staff should make every effort to balance the member's rights to privacy with concern for member health and safety within the unit.

### **DEFINITIONS**

"24 Hour Notice of Entry" allows the Housing Provider to enter a unit with written notice 24 hours in advance to carry out repairs, allow potential members to view the unit or to allow for unit inspection, as per the Social Housing Reform Act.

### **PROCEDURE**

In most cases, Staff must provide members with "24 Hour Notice of Entry" in order to enter a unit. However, Staff may be alerted to the need to investigate the unexplained absence of a member in numerous ways, such as:

1. A call for help from inside the unit
2. An overpowering foul smell from the unit
3. Notification from a relative, significant other, service provider or neighbour who have a reasonable suspicion that the member may be in danger
4. History of illness that would increase member vulnerability
5. Full mailbox and/or newspapers piled at the door

### **Who Can Enter Premises**

#### **Entry by Maintenance Personnel:**

Maintenance Personnel has the authority to enter the unit immediately only when there is a call for help from within the unit.

#### **Entry by Property Manager:**

Property Managers have the authority to enter the unit immediately where they have identified one of the circumstances listed above or other circumstances that could reasonably lead them to believe that the member may be in danger.

### **How 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:

1. With the exception of a call for help from within the unit, 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 possible, staff may attempt life-saving measures in accordance with the Good Samaritan Act, 2001, which protects persons who provide emergency first-aid assistance.
3. Staff must stay at the unit until emergency responders arrive to ensure that nothing is touched and to accommodate potential police investigation.
4. Upon the arrival of emergency responders, the authority for the management of the situation is no longer with staff. However, staff should remain available to assist and take questions from the emergency responders until the unit can be secured.
5. Staff must secure the unit based on approval from emergency responders.

K. L. Tremblay

May, 2010

President

Date

Samantha King

May 12, 2010

Secretary

Date

Approved by the membership on Nov 10, 2010