



# PILLAR NEWS

EDITION 33 • DECEMBER 2024



## COMPANY NEWSLETTER

### PILLAR TEAM

WELCOME TO PILLAR NEWS!

In this newsletter, you will get to know your office support team, your fellow colleagues, and any Pillar updates! Pillar Management is here to support all our staff members.

SO LET'S GET STARTED!

### PILLAR SECURITY NEWSLETTER

### TABLE OF CONTENTS

Merry Christmas & Happy New Year • P. 2

Dispatch Department • P. 3

Operations Department • P. 4

Was it your Birthday? • P. 5



*MERRY*  
*Christmas*  
and  
*Happy New Year*

Wishing You a Merry Christmas  
and a Joyful New Year



# **DISPATCH DEPARTMENT**

## **MEDICAL EMERGENCIES REPOSE PROCEDURE:**

- 1. Upon receiving a resident's call or upon the arrival of Emergency Medical Services (EMS) on-site, promptly initiate emergency procedures.**
- 2. If you witness a medical emergency, immediately dial 9-1-1.**
- 3. In cases of head injuries, signs of heart attack or stroke, or if an individual becomes unconscious, it is imperative to call 9-1-1 without delay.**
- 4. If a resident calls EMS, meet them upon arrival and provide access to the building. If feasible, arrange for the service elevator to facilitate EMS transportation.**
- 5. Report the medical emergency to Pillar Dispatch promptly. For serious medical emergencies or fatalities, contact the Property Manager immediately.**
- 6. Document all details of the medical emergency in an incident report, including actions taken and pertinent information.**

**Additional Note: Ideally, residents should be encouraged to directly call 9-1-1 to provide the operator with hands-on information related to the emergency. If requested to call 9-1-1, ensure that the call is made promptly, and that EMS receives accurate directions to the site.**

# **OPERATIONS DEPARTMENT**

## **PARCEL HANDLING PROCEDURE:**

**One of the primary responsibilities of a concierge revolves around managing packages. We act as intermediaries, receiving deliveries on behalf of residents. Couriers may hand packages directly to us or deposit them in a designated bin. Some deliveries may need our signature.**

**Upon delivery, our protocol involves several steps:**

- 1. Upon delivery, our protocol involves several steps:**
- 2. Receiving the package from the courier on behalf of the resident.**
- 3. Logging the package into our system. Subsequently, the system automatically notifies the resident that their package has been received by the concierge.**
- 4. Placing the package in the designated storage area.**
- 5. When a resident arrives to collect their package, confirming their identity and matching them with the corresponding package.**
- 6. Handing over the package to the resident only after verifying both the resident's identity and the package details.**
- 7. Updating the system to reflect the package's retrieval, effectively logging it out.**



# Happy BIRTHDAY

**Happy Birthday to all December  
Babies!**

**Pillar hopes you have a super fantastic  
birthday celebration!**