



PILLAR NEWS

EDITION 31 • OCTOBER 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

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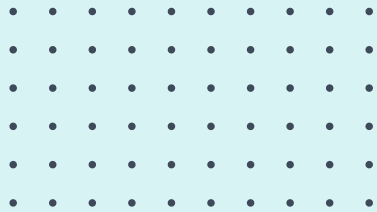
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Our
Office
Has

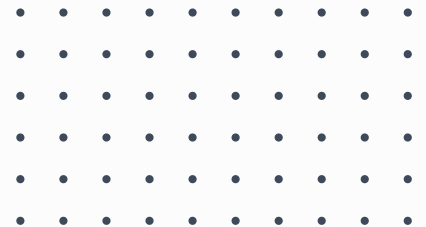
Moved

to a New Location



**3rd
Floor**

327 - 21 Four
Seasons Place,
Toronto M9B 0A8



**Contact information
remains the same**

Phone: +416-777-1812
Email: info@pillarsecurity.com
Website: www.pillarsecurity.com

DISPATCH DEPARTMENT

The dispatch department is the most important department in a guard's day-to-day life. This is a 24/7 supervisory department. The purpose of this department is to support, coordinate and schedule guards (permanent and floaters). This department is the only department that is readily available, 24/7, and equipped to offer all kinds of help, guidance, and information.

The dispatch department is equipped with a data base that has all shift breakdowns, passwords, master key policies, site policies, etc. for every Pillar site. All guards are encouraged to call dispatch during their shift if they have any questions, concerns or require support.

1. Every Emergency: In any situation involving an emergency, promptly contact the dispatch. Emergencies can include incidents such as fires, medical emergencies, violent altercations, or any event that poses an immediate threat to life, property, or safety. For emergencies like floods, elevator entrapments, or equipment malfunctions, prior approval from dispatch is necessary to request service maintenance if guards cannot contact supervisors or property managers.

2. Seeking Guidance: If you encounter a situation where you are uncertain about the appropriate course of action, do not hesitate to call the dispatch. It is better to seek guidance and clarification when in doubt to ensure the best possible response and resolution.

3. Late/Absent Reporting: If you are running late or unable to report for your shift as scheduled, promptly notify the dispatch. Timely communication is crucial to maintain staffing levels and ensure adequate security coverage.

4. Stay back or Extra Hours of Work: When guards need to work beyond their scheduled hours due to emergencies or delays, they must obtain approval from the Dispatch team beforehand for schedule adjustments. Both the late arriving guard and the one working extra hour are responsible for promptly informing the dispatch team.

5. Fire Panel on Test: Whenever you encounter a fire panel undergoing testing, immediately contact the dispatch. Testing procedures may affect the fire alarm system's functionality, and it is essential to have professionals assess the situation to avoid any potential hazards or false alarms.

6. Non-urgent matters: Before reaching out to the property manager for non-urgent matters, contact dispatch and provide them with the necessary information. They can assist in determining whether it is appropriate to escalate the issue to the property manager or if alternative actions can be taken.

VISITS BY POLICE & LAW ENFORCEMENT OFFICERS

Law Enforcement Access:

- **Emergencies:** In situations such as fire alarms or evident emergencies indicated by shouting or distress, uniformed police officers may be granted immediate access to common areas. Always verify the emergency's nature and document the officer's name and badge number.
- **Wellness Checks:** For police-conducted wellness checks, confirm the reason for the check and document who initiated the call. Permission from the Property Manager is required before granting access to residential units.
- **Warrant Access:** Police officers can be given the master key to access a specific unit only if they present a valid warrant, they may not disclose the full document due to the Privacy Act. However, they should provide the address and the resident's name specified in the warrant. Confirm these details match our records and obtain the Property Manager's permission before granting access. Do not inform or alert the suspect about the warrant or police presence.

Bailiffs:

• **Official Bailiffs**

Court Bailiffs or other official bailiffs, such as those executing court orders or serving legal documents, may be granted access upon presenting the appropriate documentation. Verify their credentials and the documents they intend to serve. Always inform the Property Manager before granting access to any residential units.

• **Private Bailiffs:**

Access for Private Bailiffs is restricted. They are not permitted entry without explicit permission from the Property Manager, even if they claim to have legal authority or documentation. In instances where a private bailiff requests access, refer them to the Property Management office.

General Guidelines for All Security Personnel:

- Always request and verify official identification and the purpose of the visit for anyone claiming to be law enforcement, a court bailiff, or a private bailiff.
- Document all interactions meticulously, including names, badge numbers, reasons for the visit, and any actions taken.
- When in doubt, or when protocols are unclear, seek immediate guidance from the Property Manager before granting access to any part of the property, especially residential units.
- Prioritize the safety, privacy, and legal rights of residents in all decisions regarding access.
- Comply with the Privacy Act and protect residents' private information when officers request access to it. Obtain approval from the Property Manager before allowing them to view camera footage. Do not permit them behind the desk without permission. Coordinate their visit during hours when the Site Supervisor and Property Manager are present to ensure accurate information retrieval.



SUPERVISOR OF THE MONTH

Navpreet Kaur – Valhalla Town Square

SITE GUARD OF THE MONTH

Prarabdha Sharma – Infinity III Condos

Congratulations to the site supervisor and guard of the month at Pillar Security for their outstanding dedication and invaluable contributions to our team. Let us know if your colleagues are performing well. Send an email to OPS. We love hearing positive feedback!



Happy BIRTHDAY



**Happy Birthday to all October Babies!
Pillar hopes you have a super fantastic
birthday celebration!**