



Safety

Working to make the apartment building and exterior area the safest possible, both physically and socially, for all residents and staff. Listening to resident feedback around sense of safety and security, being prepared for emergency situations and power outages, fostering an inclusive pro-social environment, making accessibility upgrades, and supporting vulnerable residents, all contribute to overall safety.

Participants

- Clearly post and distribute fire prevention information and fire evacuation plans to residents
- Keep a list of vulnerable or “needs assistance” residents easily accessible, shared with staff, and updated at least annually
- Identify ways to improve building safety with a CPTED or other type of safety audit (e.g. METRAC)

Performers

- Post and share a 24/7 building emergency contact for residents
- Have an emergency response plan (for weather events, disasters and power outages)
- Communicate with residents about emergency preparedness and response
- Install or designate a “Cool Room” or exterior cooling space (or promote a nearby option) for extreme heat situations
- Support vulnerable residents in building, for example, knowledge of agencies/community supports available to residents, connecting residents with local support services, and doing in-house checks
- Respond to resident safety concerns (and/or recommendations from CPTED/METRAC audits), for example, adding extra lighting, dealing with issues of discrimination in common areas, and more

Leaders

- Be ready for weather and power emergencies, with a generator that will allow for shelter in place for several days
- Broaden the accessibility of the building for all residents, for example making upgrades for residents with mobility challenges
- Become involved in safety in the broader community (for example, attend the Community Police Liaison Committees (CPLCs) at the local police division, promote community safety campaigns in your building)
- Include safety elements in your community ambassador or tenant rep training
- Involve property management staff in multi-disciplinary care teams for vulnerable residents receiving external supports