



POST ORDERS

Catherine Clark Apartments
915 Dorchester Ave
Dorchester, Ma 02125

ARRIVAL

Text Ness Dispatch at (401)203-5955 or call (401) 725-1500 (press 0)

DARS and Incident Reports are located on the Employee Website.

<https://sites.google.com/nes.solutions/nesssolutions-employee-site/company-specific-dars>

Catherine Clark is a single-building seven story high rise with 95 studio and one-bedroom apartments for the elderly and disabled. There is a community room, on-site laundry in the basement, and an outdoor patio. There is both a parking lot as well as on-street parking. No Smoking except outside designated areas.

This Site Requires you to use the ProxiGuard App. There are 20 NFC Tags located throughout the building (*see tag list*)

You need to install the ProxiGuard app on your phone from your play store.

Proxiguard Live Guard Tour

Terracom S.A.

3.8★
24 reviews

5K+
Downloads

Everyone

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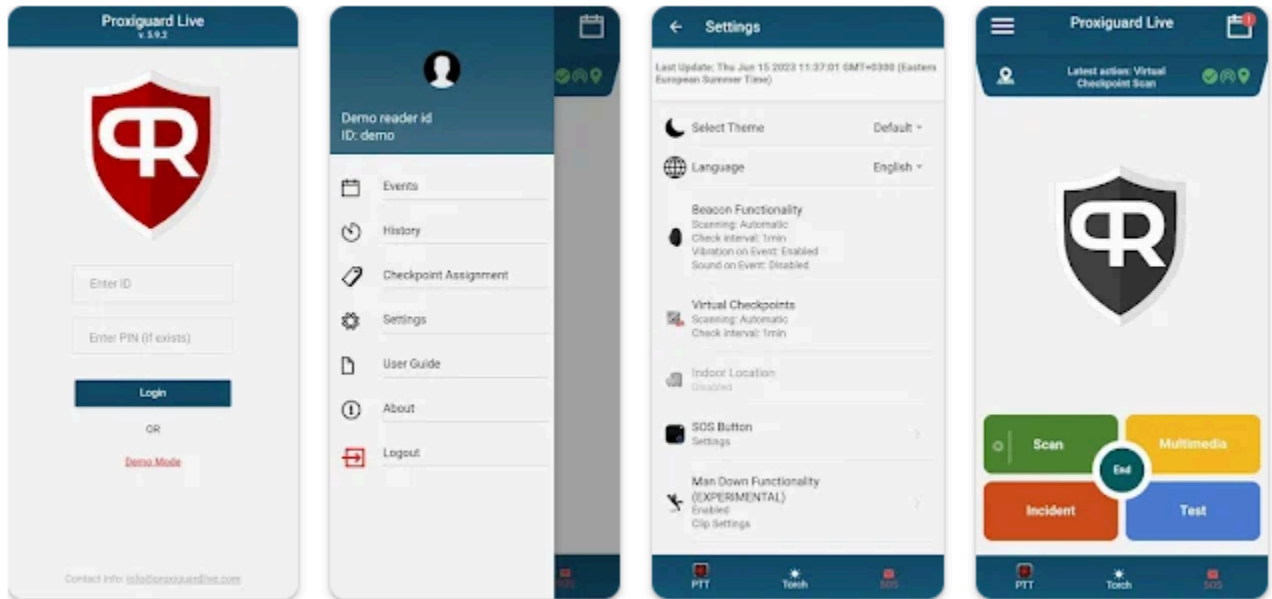
After you installed the app contact Dispatch for the ID# and PIN.

On the Main Screen Click Start, no need to click anything else. Ensure the NFC Function is turned on your phone.

You will see in the upper right corner of the screen a calendar, click that and it will display when a tour is required, then towards the left upper screen is an arrow, click that and you are back to the home screen. Now you are ready for a tour if scheduled.

Actual Scheduled Tours: 20:21:00 and 03:00-04:00

Hover the phone over the tag and you should hear a prompt and instructions.



Please ensure you log out at the end of your shift.

If for any reason you are having difficulty with the app please let dispatch know so our IT Manager can help you.

DURING THE ENTIRE SHIFT

Begin a full Exterior and Interior patrol to be familiarized with any new issues you observe at the site.

A patrol must be performed every 40-45 minutes.

Full interior includes:

- Both stairwells and all floors. Best method starts at the top floor and zig zag your interior patrol with each stairwell through the hallways until you have checked all areas including the basement. Check the Community Room and the Library (All Common areas are supposed to close at 8PM.) This concept is new to residents, and you should be patient with any verbal interactions about these time constraints for residents.
- Check all areas for Trespassers, vagrants and any noise or disturbances.
- Look under stairwells for people that may be sleeping inside these areas.

Full Exterior includes:

- Physically check all exterior doors to guarantee they are properly locked. Doors may be closed but not locked and need to be secured. The small parking area behind Edison Green Street near the memorial square named Sgt. Rene A. Starck Square is our designated parking area. Currently, parking issues

are not being enforced as a new permit system is being developed. You should not be in your personal vehicle unless you are on break. You must notify dispatch if you start break and end break.

STATIONARY POST

When the guard is not performing a walking patrol you should be posted inside the entrance at the SECURITY DESK near the elevators. Be Alert, limit the use of your cell phone and be helpful, courteous, and professional.

Resident Medical Alarms (Audible Floor Alarm, Apartment Warning Light)

This building is equipped with an assistance alert system in each apartment. This uses a PULL STRING alert alarm in the event of a fall, a safety issue, or a medical emergency. Outside each apartment there is a **WARNING LIGHT** above the door and an **audible alarm** located on each floor. This alarm is LOUD and is meant to alert others. While on patrol and you hear this alarm ensure it is NOT A FIRE ALARM (Meaning no evacuation)

You should investigate the source of the noise and determine which floor the alarm is coming from. Then walk the hallway to look for the warning light. KNOCK ON THE DOOR and ASK IF THE PERSON NEEDS ASSISTANCE

IF NO ANSWER AT THE DOOR

STEP 1

Immediately call Maintenance Supervisor Ajet (*pronounced "iyet"*).

AJ cell phone number 1 (857) 919-6735 Do not give out this number

If he answers notify him and ASK IF HE IS RESPONDING TO UNLOCK THE DOOR and ask his ARRIVAL TIME? Document that conversation

STEP 2

IF AJ doesn't answer the phone immediately call the Property Manager Ana Figueroa

Ana's cell number 1 (857) 260-1833 DO NOT GIVE OUT this number to anyone

If Ana answers the phone notify her of the situation and ASK IF SHE IS RESPONDING TO UNLOCK THE DOOR and ask her ARRIVAL TIME? Document that conversation

STEP 3

IF NEITHER Maintenance answers the phone nor Ana this **MAY BE A MEDICAL EMERGENCY** (Call 911 and inform them of the situation)

If 911 responds you should meet them at the entrance to allow them access into the building

Current concerns at the property

- Transients walking in with residents they don't know
- People piggybacking through the door
- Occasional homeless person sneaking in and sleeping in hallway near Security Desk in lobby
- Occasional homeless person sneaking and sleeping under stairwells
- Propped doors and unlocked gates
(gate on street level that leads up stairs to a patio and the library, 2nd patio outside the community room)
- Vehicles belonging to nearby houses that park in the parking lot

There are large Vietnamese populations that reside at Catherine Clark. There may be a language barrier in some cases. Have patience if you are willing to understand TOOLS like GOOGLE TRANSLATE are effective and will assist you.

END OF SHIFT

You Must submit a **Company Specific Daily Activity Report (DAR)** due at the end of your shift. It shall include times you did a tour. Other items to document include any contractors on site and the times they arrived and departed. Any Emergencies call 911 or If Police, Ambulance or Fire Department respond you must immediately notify dispatch and also do an Incident Report Text Dispatch

Dorchester Police Department (617) 343-4330

Tag Location

Check Point Name
1st fl Front Foyer/ Maine Entrance by Lockbox #1
1st fl Community Room right door frame #2
1st fl Emergency Exit Door right Frame by apt 104 #3
1st fl Rear Entrance from parking lot Left frame #4
North Staircase left frame by apt 111 #5
2nd fl South Staircase left frame #6
2nd fl Trash Room right frame # 7
2nd Floor North Staircase right frame #8
3rd fl Trash room right frame #9
3rd floor South Stairway right frame #10
4th Floor Trash Room right frame #11
4th floor North Stairway right frame #12
5th floor Trash Room left frame #13
5th floor South Stairway right frame #14
6th floor Trash Room right frame #15
6th floor North Stairway right frame # 16
7th Floor Trash Room Right frame # 17
7th Floor South Stairway left frame #18
Roof Hatch Door South Stairway right frame #19
Basement Laundry Room right frame

Aerial View of the Building

