

GENERAL

- **Be vigilant when exiting and entering the property and report any suspicious activities**
 - Stay alert and aware of your surroundings. Check if anyone is near the door or gate as you exit or enter.
 - Confirm entrance doors close and latch behind you
- **Never grant access to anyone unknown to you, including parcel & food deliveries**
 - Meet food and other deliveries in the lobby
 - Do not be offended in the event that a fellow resident questions you – it's incumbent upon all of us to help keep one another safe.
- **Remind guests to close doors and be on the lookout for anything suspicious**
- **Never leave exterior doors open, unattended**
- **Familiarize yourself with stairwells, exits, and emergency egress routes from your unit**
- **If possible, become familiar with your neighbours so that you can all work together to enhance the security and safety of your building**
- **Call the police if you feel unsafe or are confronted**

PARKADES & GARAGES

- **Always lock your vehicle and do not leave valuables in the vehicle**
- **Do not leave keys, remotes, ICBC info (with financial data), even old mail, in vehicles**
- **Wait for the gate in the garage to fully close before driving out of sight. When entering the garage, check your surroundings once the door is closed behind you and ensure no one has followed you on foot.**

DEALING WITH SUSPICIOUS ACTIVITY

- **If you see unknown people who are loitering or potentially seeking to gain access improperly:**
 - Insist that they use the enterphone for access – DO NOT LET THEM IN
 - Report any suspicious events immediately, no matter how minor
 - If you don't feel calling 911 is warranted, please call the Police Non-Emergency phone line (see below)
 - If at any time you see a threat to person or property, DO NOT HESITATE TO CALL 911

IMPORTANT CONTACT INFORMATION

- **FOR ALL SECURITY OR SAFETY EMERGENCIES, CALL 911**
- **Police Non-Emergency Lines: Vary depending on municipality, check municipality websites for phone numbers**
- **Proline Management: 250-475-6440** Press '8' for after-hours emergencies ex. fire, flood, or elevator entrapment
- **Elevator Emergency Call Button**
 - If you find yourself stuck in an elevator, or in any kind of distress, push the Emergency Call button. However, if you push this button accidentally, please remain in the elevator and tell the emergency operator that it was in error. Otherwise a technician could be dispatched to investigate at your community's expense.

www.prolinemanagement.com

HEAD OFFICE:
250.475.6440
201-20 Burnside Rd W
Victoria, BC

NANAIMO OFFICE:
250.754.6440
108-5070 Uplands Dr
Nanaimo, BC

WESTSHORE OFFICE:
250.915.8888
206-2800 Bryn Maur Rd
Langford, BC

COURTENAY OFFICE:
250.338.6900
B-290 England Ave
Courtenay, BC