



Hanlan Boat Club Safety, Security and Clean Site Protocol and Procedures

Purpose

To provide all members with a standardized operating procedure around site safety, security, and encourage pride, responsibility and community, and to empower all members with the knowledge of how to take action immediately if a security risk is perceived, with a clear, simple, and effective “how to” which will ensure all details are safely recorded in a consistent fashion. This policy is also to provide education for member about their responsibility in contributing to a safe and clean environment for all. Lastly, this policy provides a mechanism that tracks interactions and provides valuable statistics to Hanlan to support lobby efforts as we work with municipal authorities to increase safety and security for all.

City of Toronto Parks Contact

Hanlan Boat Club leases our club land from the City of Toronto. Our main point of contact is **Stuart Slessor**, Parks Supervisor, Eastern Beaches, Toronto Waterfront. The procedures below were reviewed with Mr. Slessor. He can be reached at 416-392-0239 or Stuart.Slessor@toronto.ca

Procedure

Emailing a concern generates an incident # which we can track. When you receive the automated response, ensure that the hanlancleansecure@gmail.com email is also copied. If not, simply forward it.

If you see **NEEDLES** that require pick up (*DO NOT pick them up yourself*):

- Email 311@toronto.ca and cc hanlancleansecure@gmail.com to help us track responses.
- The subject line must say “NEEDLES FOR PICK UP REGATTA ROAD” and the first line of the email must say “Refer this issue to PARKS”
- With an explanatory note, explain the location of the needles, and attaching pictures showing the location are extremely helpful.

If you see **ILLEGAL PARKING**:

- Email 311@toronto.ca and cc hanlancleansecure@gmail.com to help us track responses.
- The subject line must say “ILLEGAL PARKING REGATTA ROAD” and the first line of the email must say “Record this issue to PARKS and Refer this issue to BYLAW ENFORCEMENT AND PARKING”

- It is good to have a picture of the offending vehicle and location if you can, and do include license plate numbers.

If you see **HOMELESS/SQUATTERS**:

- Email 311@toronto.ca and cc hanlansecure@gmail.com to help us track responses.
- The subject line must say “HOMELESS/SQUATTERS REGATTA ROAD AREA” and the first line of the email must say “*Record* this issue to PARKS and *Refer* this issue to STREETS TO HOMES”
- Ensure you to provide the location.

If you have done a **GARBAGE CLEAN UP** of the public areas on or around Regatta Road for and want Parks to come and pick up the garbage (which they will do for free):

- Email 311@toronto.ca and cc hanlansecure@gmail.com to help us track responses.
- The subject line must say “COMMUNITY GARBAGE CLEAN UP REGATTA ROADS” and the first line of the email must say “*Refer* this issue to PARKS” and they will dispatch a garbage collection vehicle.
- Provide an approximate address/location for the location of the bags (eg. By exterior gate, #6 Regatta road).

If you see **RAVE/PARTY/NOISE DISTURBANCE**:

- Phone 311 to report it and subsequently email hanlansecure@gmail.com as well as President, Secretary, or Club Captain (this helps us track responses)
- The subject line must say “RAVE/PARTY on ____ date and _____ time”. Please ensure that the email to Hanlan includes the Incident # that you receive from 311.