

PURCHASING AN ALARM SYSTEM - CHECKLIST

It is important for consumers to do their homework prior to purchasing an alarm system.

- Have you spoken with more than two different alarm companies?
- Are the installation company and monitoring station U.L.C. listed?
- Do you know how and where the alarm system is monitored?
- Have criminal background checks been completed on the installers and sales personnel?
- Is there a five to ten day testing period available during which you can practice using the system without police being dispatched? *Statistics show that there is a higher rate of false alarms during the first few days of installation.*
- Will the alarm system be able to identify which area the signal is coming from? *This allows service to target the problem area to be addressed.*
- Is the system equipped with dual action panic buttons (not just one) to minimize an accidental trip?
- Have they advised you of the Peel Regional Police Alarm Response Policy?

CONTACT US:

PEEL REGIONAL POLICE

Alarm Program Unit

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PEEL REGIONAL POLICE



ALARM RESPONSE POLICY OCTOBER 1, 2022

PEEL REGIONAL POLICE

Peel Regional Police recognizes the intent of intrusion alarm systems and acknowledges the importance of alarm verification in preventing false alarms from becoming false dispatches (includes audio, visual technology, contacting the premises and key holders) and provides the highest standard of service to alarmed premises.

Peel Regional Police allows for verbal and written communication with the Alarm Program Unit by the alarm owner, alarm company and central monitoring station. Working together with the alarm industry and alarm owners in reducing false alarms and allowing officers to respond to emergent needs of our community.

ALARM RESPONSE POLICY - CHANGES

COST RECOVERY:

Effective October 1, 2022, all false alarms will be billable at the rate of \$173.00 plus HST. Central monitoring stations will be invoiced on a monthly basis for all false alarms.

SUSPENSION PROGRAM:

Effective October 1, 2022, the automatic suspension of police service after two false alarms in a one-year period will no longer apply. While under suspension false alarms may be subject to cost recovery fees.

Peel Regional Police will continue to reserve the right to suspend and reinstate police response at their discretion. Notification will be sent to the central monitoring station.

During a suspension period, all other police services will be maintained by calling 905-453-3311 or 9-1-1 for an emergency.

REINSTATEMENT OF POLICE SERVICE:

Reinstatement of police response to alarm calls may be applied for in writing, submitting a Reinstatement Request Form, by the central monitoring station.

Upon satisfactory resolution of all false alarms, police response will be reinstated.

Confirmation of reinstatement status will be made directly to the originator of the request.

DEFINITIONS

Intrusion Alarm System

A device installed to detect criminal activity. Includes interior, perimeter, audible, silent, visual and audio detection equipment and manually activated panic alarms.

Key Holders

Persons trained on alarm system and procedures who attend to assist police as required.

False Alarm

1. Police attended and response was not required.
2. Where an alarm response cancellation request was received after dispatch advising police response was not required.

Cancelled Alarm

Where police response was cancelled prior to dispatch.

PREVENTING FALSE ALARMS

If you are experiencing issues with your system contact your alarm company immediately. False Alarms are a tremendous drain on police resources.

- Ensure all alarm users are trained on the alarm system and cancellation procedures, should they make a mistake. No ID Code will prompt a police dispatch.
- Update your alarm company with accurate key holder information and ensure they are willing to attend should police require them.
- Record normal business hours and working hours of your cleaners with your alarm company.
- Schedule service calls with your alarm company (including checking batteries). Routine maintenance can prevent false alarms.
- Keep pets, cobwebs, decorations, curtains and plants away from view of motion detectors.
- Verify all doors and windows are secure prior to activating your alarm system.
- Test your alarm system connection with the central monitoring station monthly. Contact your alarm company prior to testing.
- Notify your alarm company prior to any changes, remodeling, adding pets, etc., to ensure they do not affect the alarm system.