



# Alarm Response Policy

*The policy places the onus on the alarm owner to ensure intrusion alarm systems are operated efficiently and, that equipment performance meets the criteria for which it was installed.*

*Before deciding to purchase an alarm system, you should address the physical security of the site in question. Contact Peel Regional Police, Crime Prevention Services, 905-453-2121, ext. 4021, for information on this topic.*



## ALARM RESPONSE POLICY

### • Suspension

On the second false alarm within a one year period from the first false alarm (not a calendar year), police response will be suspended for one year. During this period a reinstatement of police service may be applied for and, if approved, police service will continue until two further false alarms occur and then the original suspension would resume.

### • Cost Recovery

Peel Regional Police will invoice the Central Monitoring Station \$173 plus 13% HST (effective November 1, 2018) monthly for every false alarm dispatch once the alarmed premise reaches a suspension status and for all subsequent false alarm dispatches until the one year suspension period has expired.

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

## PEEL REGIONAL POLICE

1. Recognizes the intent of intrusion alarm systems and provides the highest standard of service to alarmed premises.
2. Shares the responsibility with the alarm industry and alarm

owners for reducing false alarms, by providing notice of alarm activity and limiting response to all locations with a history of false alarms.

3. Allows for verbal and written communication with the Supervisor-Alarm Program by the alarm owner, alarm company and the Central Monitoring Station.
4. Acknowledges the importance of alarm verification in preventing false alarms from becoming false dispatches (may include audio/visual technology, telephoning the premises and key holders, etc.)

## DEFINITIONS

### • Intrusion Alarm System

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

### • False Alarm

- Where police attend and a response was not required.
- Where an alarm response cancellation request was received after dispatch.

### • Cancelled Alarm

Where police response was cancelled prior to dispatch.

### • False Alarm Notice

Notification of one false alarm alerting the alarm owner to take remedial action in order to avoid future loss of police response and false alarm fees.

### • Suspension Notice

Notification of two false alarms in a one year period, suspension of police response and possible false alarm fees.

### • Reinstatement of Police Service

Reinstatement of police response to alarm calls may be applied for in writing by the Central Monitoring Station. Upon satisfactory resolution of all problems, police service will be reinstated. Two further false alarm dispatches will result in the confirmation of the original suspension and false alarm fees.

**FOR MORE INFORMATION  
PLEASE CONTACT:**

## PEEL REGIONAL POLICE

### Alarm Program Unit

7150 Mississauga Road  
Mississauga, Ontario  
L5N 8M5

Tel.....905-453-2121 EXT. 4594  
Email.. alarmprogram@peelpolice.ca

Visit Our Website  
[www.peelpolice.ca](http://www.peelpolice.ca)

**ALARM COMPANY RESPONSIBILITIES**

*It is the responsibility of the alarm company to ensure alarm owners are aware of:*

- the Peel Regional Police “Alarm Response Policy”.
- false alarm causes and the importance of immediately seeking assistance in reducing false alarms.
- their responsibility to provide current key holder information to the alarm company.
- a key holder’s availability at the time of every alarm.
- verification options and procedures.
- dispatch cancellation procedures.
- how their alarm system works and what signals would be activated should a break-in occur.

**TO PREVENT FALSE ALARMS – RESIDENTIAL & COMMERCIAL**

*If you are having problems with your system contact your alarm company immediately - False Alarms are a tremendous drain on police resources.*

- Be sure everyone, including all employees, cleaning staff etc., is fully trained on the operation of the system and cancellation procedures, should they make a mistake. Never give a key to someone who is not familiar with the system. No ID Code will prompt a police dispatch.
- Make sure your alarm company has up-to-date key holder information and they are willing to attend should police require them.
- One person should be assigned to investigate all alarm activity.
- Record your normal business hours and working hours of your cleaners with your alarm company.
- Ensure your business can be identified from the front and the rear of the building.
- Schedule regular service calls with your alarm company (including checking batteries). Routine maintenance can prevent many false alarms.
- Update your alarm company before and after any household changes, remodeling, adding pets etc., to ensure they do not affect the alarm system.
- Verify all windows and doors are locked before activating the alarm system.
- Make sure the arming delay is set for a reasonable time period.
- Keep pets, cobwebs, balloons, curtains, plants, fax machines, and fans away from motion sensors.
- Forced air should be properly set during non-business hours. Large movements of air can cause false alarms.
- Make sure there are no items “in view” of a motion sensor that can move i.e. seasonal decorations and balloons, plants, paper from a fax machine and curtains. All your business’s inventory and boxes should be securely stored.
- Ensure contacts on overhead doors are placed so that a gust of wind or shaking of the door will not activate the alarm system.
- Discuss with your alarm provider whether specially designed motion sensors are required to prevent the detection of rodents, birds or cats.
- If wireless hold-up protection is required, use dual-action devices only.

**PURCHASING AN ALARM SYSTEM – CHECKLIST**

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

- |   |                          |
|---|--------------------------|
|   | <b>YES</b>               |
| • Have you talked to more than two different alarm companies? .....   | <input type="checkbox"/> |
| • Will they provide references? .....   | <input type="checkbox"/> |
| • Are the installation company and the monitoring station U.L.C. listed? .....  | <input type="checkbox"/> |
| • Do you know how and where the alarm system is monitored? .....  | <input type="checkbox"/> |
| • Have criminal background checks been completed on the installers and sales personnel? .....   | <input type="checkbox"/> |
| • Do you know the duration of the contract and under what conditions the agreement can be cancelled? .....  | <input type="checkbox"/> |
| • Does the service contract allow for emergency repair service within a specific time? .....  | <input type="checkbox"/> |
| • Is the installation company offering a warranty on the system? .....  | <input type="checkbox"/> |
| • Is there an operating manual offered with the alarm system? .....   | <input type="checkbox"/> |
| • Is there a five to ten day testing period available during which you can practice using the system without police being dispatched?.....  | <input type="checkbox"/> |
| • Statistics show that there is a higher rate of false alarms during the first few days of installation...  | <input type="checkbox"/> |
| • What are the verification options and the dispatch cancellation procedures? .....   | <input type="checkbox"/> |
| • Will the alarm system be able to identify which area the signal is coming from?.....  | <input type="checkbox"/> |
| <i>This allows service to target the problem area to be addressed.</i>  |                          |
| • Do you know how the system works? How many window and door contacts and motion sensors are being recommended? Are motion sensors dual technology? How does the backup battery work? | <input type="checkbox"/> |
| • Does the alarm system have an audible device?..   | <input type="checkbox"/> |
| <i>This is not only a deterrent but, also notifies you of an alarm situation.</i>   |                          |
| • Is the system equipped with dual action panic buttons (not just one) to minimize an accidental trip? .....  | <input type="checkbox"/> |
| • Have they explained what happens if the telephone line is cut and offered alternative backup not dependent on the telephone lines? .....  | <input type="checkbox"/> |
| • Have they advised you of the Peel Regional Police Alarm Response Policy? .....  | <input type="checkbox"/> |