



# Alarm 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.*



## POLICY

Two false alarms are allowed in a one year period from the date of the first alarm. Police alarm response is suspended for one year and a reinstatement of police service may be approved until two further false alarms are received.

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

This service does not respond to automatic dialling systems activated by alarms or alarm requests on 9-1-1, unless verified as an emergency call for service.

## 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 Alarm Program Co-ordinator by the alarm owner, alarm company and alarm 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 keyholders, etc.)

## DEFINITIONS

- **Intrusion Alarm System**  
A device installed to detect criminal activity and includes interior and perimeter 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.
- **Suspension Notice**  
Notification of two false alarms in a one year period (from the first false alarm) and subsequent suspension of police response for a one year period.
- **Reinstatement of Police Service**  
Reinstatement of police response to alarm calls may be applied for in writing. Upon satisfactory resolution of all problems, police service will be reinstated. Further false alarms will result in the confirmation of the original suspension.

## ALARM COMPANY RESPONSIBILITIES

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

- the Peel Regional Police “Alarm Policy”.
- false alarm causes and the importance of immediately seeking assistance in reducing false alarms.
- their responsibility to provide current keyholder information to the alarm company.
- a keyholder’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.

**FOR MORE INFORMATION ON THIS SUBJECT, PLEASE CONTACT:**

### PEEL REGIONAL POLICE

**Alarm Coordinator**  
7750 Hurontario Street  
Brampton, Ontario  
L6V 3W6

Tel. 905-453-2121 ext. 4594  
Fax 905-453-7789

You may also want to examine our Internet site at:

[www.peelpolice.on.ca](http://www.peelpolice.on.ca)

**PURCHASING AN ALARM SYSTEM – CHECKLIST**

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

- Have you talked to more than two different alarm companies?.....  Yes
- Will they provide references? .....  Yes
- Are the installation company and the monitoring station U.L.C. listed? .....  Yes
- Do you know how and where the alarm system is monitored? .....  Yes
- Have criminal background checks been completed on the installers and sales personnel? .....  Yes
- Do you know the duration of the contract and under what conditions the agreement can be cancelled? .....  Yes
- Does the service contract allow for emergency repair service within a specific time?.....  Yes
- Is the installation company offering a warranty on the system? .....  Yes
- Is there an operating manual offered with the alarm system? .....  Yes
- 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.*  Yes
- What are the verification options and the dispatch cancellation procedures?.....  Yes
- Will the alarm system be able to identify which zone or area the signal is coming from? .....  Yes  
*This allows service to target the problem area to be addressed.*
- Do you know how the system works? How many window and door contacts and motion sensors are being recommended? Are motion sensors dual technology i.e. motion/infrared, and how does the backup battery work? .....  Yes
- Does the alarm system have an audible device? *This is not only a deterrent but, also notifies you of an alarm situation.*  Yes
- Is the system equipped with double action panic buttons (not just one) to minimize an accidental trip? .....  Yes
- Have they explained what happens if the telephone line is cut and offered alternative backup not dependent on the telephone lines?  Yes
- Have they advised you of the Peel Regional Police False Alarm Policy? .....  Yes

**NOTE:** *If you have an alarm system that will be in use after June 1, 2006 see Peel Regional Police Web Site at [www.peelpolice.on.ca](http://www.peelpolice.on.ca) **OR** contact the Alarm Coordinator at 905-453-2121, Ext. 4594.*

**TO PREVENT FALSE ALARMS**

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

- Make sure everyone is fully trained on the operation of the system including 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.
- Schedule regular service calls with your alarm company (including checking batteries). Routine maintenance can prevent many false alarms.
- Update your alarm company after any household changes, remodelling, adding pets etc., to ensure they do not affect the system.
- Make sure your alarm company has up-to-date key holder information and they are willing to attend should police require them.
- Make sure all windows and doors are locked before activating alarm system.
- Upon installation contact the monitoring station and verify the information provided by you to the alarm company representative has been correctly added.
- 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.

**ADDITIONAL CONSIDERATION FOR BUSINESSES**

- One person should be assigned to investigate all alarm activity.
- Record your normal business hours and working hours of your cleaners with your alarm/monitoring company.
- Make sure your company can be identified from the front and the rear.
- Be sure all employees, cleaning staff etc are thoroughly trained before attempting to use the alarm system including knowing how to cancel accidental activations. No ID code will result in a police dispatch.
- 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 company’s inventory 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.