



BRANT OPP

FALSE ALARM PREVENTION TIPS

The County of Brant and Brant OPP work in partnership to promote community safety and well-being. Together, we provide proactive policing services, emergency response, and public education initiatives to support a vibrant and secure community.

MAINTENANCE TIPS



Annual and Monthly Maintenance

Inspect your equipment and battery monthly, test the system monthly, and change batteries every three to five years. Request annual maintenance inspections from your alarm provider.



Contact Your Alarm Provider Immediately When Your System is Not Working Properly

Consider your alarm's sensitivity setting for vibration, door contacts and motion detectors. Simple construction, street vibrations and strong winds may rattle structures potentially triggering false alarms.



Placing Your System on Test

Your alarm system should be put on 'test' during certain situations like construction and renovations. When the work is done, the system should be inspected before using it again. Contact your alarm company when any changes are being made to your premises, or if you wish to put your system on test for other reasons.

SECURITY COMPANY TIPS



Special Instructions for Your Home or Business

Notify your monitoring station of any special instructions for the police so they can relay the information to the police service.



Upgrading Your System

Upgrading your system with additional device types, such as motion sensors and video, can help minimize false alarm charges. These enhancements significantly reduce the likelihood of false alarms by improving accuracy.



Guard Service

Alarm calls are treated as high-priority emergency service calls. To help minimize false police dispatches, many alarm companies utilize a qualified guard service to respond to your alarm. Police are only dispatched if the guard determines it is necessary.



Enhanced Call Verification

Ask your alarm company about enhanced call verification; if you choose this, they will call at least two key holders before dispatching police or guard service, or only when multiple zones are activated.

Key holders should have the alarm company contact as an emergency contact so that phone calls will come through even when cellphone is on silent/do not disturb.

EQUIPMENT TIPS



Motion Detectors

Ensure nothing will activate motion sensors, especially when heating/cooling systems are activated. Seasonal decorations, hanging signs and helium balloons are often the cause of false alarms.



Before You Exit

Lock and close all windows and doors before activating the alarm system. Loose and rattling windows and doors will set off alarms.



Arming/Disarming Delay Period

Use the door closest to the keypad and set the delay to allow for enough time to enter/exit.



Keypad

Ensure it is in an accessible location. Train all users on proper use, including whether or not you can activate a panic alarm of a duress alarm from the keypad.



Fobs and Hidden Hold Up Buttons

Keep away from children. Train frequently on proper use. Know how to deactivate if pressed in error.



Pets

Pets should be kept in an area where they will not activate motion sensors when the system is armed. Consult with your technician if there are pets in the home.

TIPS FOR USERS & KEY HOLDERS



Ensure all users are educated and trained on proper operation of the system:

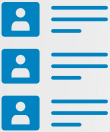
This includes:

- keypads
- the battery
- knowing passcodes
- being notified of password changes immediately
- knowing the location and proper use of panic buttons
- duress alarms from the keypad
- hold up alarms
- the phone number of the monitoring station in case it is accidentally set off.

Your alarm company will be calling your home or business first; make sure everyone has their passcode memorized.

Users may not be limited to residents and regular employees:

- Temporary/occasional users may include contractors, day cleaners, after-hours night cleaners, realtors, house sitters, dog walkers, landlords, relatives, children visiting, casual workers, armoured car security companies, after-hours delivery drivers and service personnel.



Provide your monitoring station with an accurate and up-to-date key holder list and emergency premises phone number

Check and update this list twice a year by requesting to review it. Let your alarm company know if you are traveling or on vacation, as you may need to adjust the list during those times.



Chosen key holders should be expected to respond to phone calls at any hour of the day or night and may be asked to attend

Make sure your key holder understands their role and is familiar with your alarm system, including memorizing their password. They should know how to arm and disarm the system, follow your instructions for dispatching police or guard services, and handle emergencies. Provide them with the monitoring station's name and phone number, which they should save as a contact on their cell phone. (You can get this information from your alarm company, as some use third-party monitoring stations with different names and changing 1-800 numbers.) This ensures they can respond promptly if contacted by the monitoring station. Make sure to set the alarm company as a contact that will come through when the cellphone is on silent or do not disturb.



Businesses - Special Notes

Employee turnover presents significant challenges for managing an alarm system.

- Designate an *Alarm System Manager*.
- Have frequent training sessions.
- Contact your alarm company at least twice a year to confirm key holder lists and phone numbers and go over your instructions as to when to dispatch police or guard service.
- Review both these topics frequently.
- Request technician from your alarm company to conduct training sessions and annual inspections on the system.
- Hold up/panic and duress alarms cannot be cancelled for commercial accounts.

Please take extra time learning these systems and training new and temporary employees. Your alarm company should always have an emergency phone number that employees answer on-site.

TOP 12 REASONS FOR FALSE ALARMS

1 User enters the wrong code

2 User does not know how to disarm system

3 User does not know the phone number of the monitoring system to cancel

4 User does not know the passcode/password

5 User does not know how they cause panic and duress alarms from the keypad

6 Keyholder list is outdated

7 Key holders do not answer their phones and don't call monitoring station back quickly

8 Night cleaners setting off alarms at businesses

9 Evening armoured car security service setting off alarm at financial institutions

10 Single zone activations

11 Insecure premises: entry doors, garage doors and windows left open or unlocked

12 Poorly maintained doors and windows in the home or business.