

FALSE ALARM PREVENTION TIPS

1. Be sure all authorized alarm users are thoroughly trained before attempting to use the system.
2. Limit the number of people who have keys to the facility.
3. **Hold monthly training sessions** to ensure alarm users are aware of: any changes to the system, the importance of careful pre-arming checks, designated entry/exit doors, proper opening/closing procedures, correct pass codes and arming codes, and rehearse how to cancel accidental activations.
4. Watch out for holiday-related false alarms: thoroughly train temporary holiday alarm users, watch last minute schedule changes leading to inexperienced users arming or disarming your system, be careful with the placement of seasonal decorations, long hours and holiday excitement can result in careless use of your alarm system.
5. Look for items that can move within the “view” of your motion detectors causing false alarms (fans, heaters, hanging signs, seasonal decorations, balloons, curtains, plants, fax machines, etc.)
6. When community or other groups use the facility, ensure that an authorized church member is on-site to properly arm and disarm the security system.
7. Ensure all doors and windows are secure and locked before arming your system.
8. Don't change pass codes without advising your central monitoring station.
9. Don't change pass codes and arming codes without advising the appropriate authorized users.
10. Train new users thoroughly, notifying your monitoring station of new authorized users.

11. Your central monitoring station should not request a law enforcement dispatch for power outages, low battery signals or loss of telephone connections.
12. If you believe your alarm system is not working properly, immediately contact your alarm provider.
13. Service and maintain your system (including batteries) regularly before false alarms occur.
14. If your facility requires wireless hold-up protection, use dual-action devices only.
15. Replace old law enforcement direct-connect monitoring equipment with new, high security monitoring technology. **Dirty or wet phone lines, telephone repairs and service interruptions do not require law enforcement response.**
16. Upgrade old alarm systems to current equipment conforming to Security Industry Association (SIA) false alarm prevention standards.



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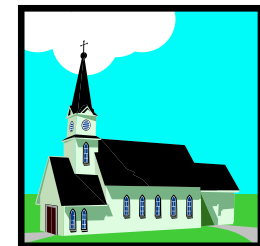
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FALSE ALARM PREVENTION FOR CHURCHES AND OTHER WORSHIP FACILITIES

What do False Alarms Cost YOU?



- False Alarms Cost System Users \$\$\$
- False Alarms Waste Valuable Law Enforcement Resources
- “Crying Wolf” Can Delay Response When You Really Need It

THE HIDDEN COST OF FALSE ALARMS

- Are you operating under the assumption that false alarms are just another “operating cost?”
- Do you think every church, temple, mosque or other religious or worship facility is always entitled to unlimited law enforcement response?
- Are you at risk when officers are used to responding to chronic false alarms and a real emergency happens at your facility?

The reality is that patrol resources are limited and should never be wasted. Thousands of patrol hours are spent investigating alarm reports that turn out to be “false alarms.”

Alarm companies and alarm users must be responsible for the use and maintenance of alarm systems to help assure prompt law enforcement response when an emergency really does exist.



FARA, working with state and national alarm associations, has been studying the false alarm problem and solutions for some time. Working with law enforcement and the business community, there is documented proof that response to false alarm can be dramatically reduced.



Worship facilities share unique circumstances often contributing to the overall false alarm problem. These circumstances include frequent turnover of volunteers; constant public access; in-house schools and daycare centers; fundraising activities; sponsoring and hosting various community groups, meetings and events; daily opening and closing procedures; working with multiple service providers and delivery personnel; and use of janitorial services.

CONTROL THE HIDDEN COSTS OF FALSE ALARMS

1. Identify the magnitude of your problem and the “hidden costs” will quickly become visible.
 - What do you pay in false alarm fines?
 - Which events or user groups generate the most false alarms? Are they held responsible for those false alarms?
 - Does someone involved in management approve payment of the fines?

2. Talk to your alarm provider and become re-educated in the design and use of YOUR security system.

- Does your system identify the device that caused the alarm activation?
- Is equipment installed to make activation easy when needed, but safe from accidental trip?
- Do all alarm users know the proper procedure to follow to cancel response on an accidental activation?
- Do you use internal verification procedures where, upon an alarm activation (including robbery, hold-up, duress or panic alarms), the monitoring operator contacts your location to obtain a code word confirming or discounting the alarm activation **prior to** requesting law enforcement dispatch?
- Does your monitoring company use Enhanced Call Verification (ECV), which means that if they receive no answer at the alarm site, they call a responsible party’s or authorized user’s cell phone prior to requesting law enforcement dispatch?
- Are all users fully trained in use of the equipment?
- Are the problems occurring during specific opening and/or closing times?

