Fitchburg State University Police Department

Subject: **ALARM MONITORING AND RESPONSE** Reference: **IACLEA:** 11.2.7 　　　　　　**MPAC:** 81.2.13 **Rescinds:** Sections 10,15,21, and 80 　　　　　As well as any relevant memos	**General Order** **11.2.2**

Effective Date: February 18, 2021	**Review Date:**

By Order of: Michael J. Cloutier, Chief of Police

PURPOSE:

Alarm procedures are necessary to address the safety and well-being of the public as well as officers and are designed to define responsibilities during responses to hold-up alarms, intrusion alarms, environmental alarms, and fire alarms. This policy addresses guidelines for alarms received through the Alarm Monitoring System in the Communication Center, and alarm notifications received by telephone calls from remote monitoring centers.

The Communication Center is the central alarm receiving point on campus, for fire and security alarms. Department members working in the Communication Center are responsible for monitoring the alarm system, as well as d receiving, acknowledging, and coordinating the response of units to the various types of alarms and their locations. In this policy, the designation of dispatcher also applies to officers working in the Communications Center as the Station Officer, or an officer who may be working in place of replacing a dispatcher.

POLICY:

Whenever activation of an audio or visual alarm occurs, dispatchers shall immediately:

- Acknowledge the alarm
- Dispatch appropriate response units
- Generate a Computer Aided Dispatch (CAD) call for service
- At the direction of an officer, contact key holders
- Record all pertinent information in the Dispatch Log

PROCEDURE:

A.   **Entering alarm information into the CAD**

1.   When an alarm comes in on the Alarm Monitoring system (OnGuard) select the activated alarm in the system and clicks "in Progress" in the acknowledgment box.

   a.   Some alarms require additional notation in the alarm monitoring system. The dispatcher shall enter "officer dispatched."

   b.   Calls received through the Alarm Monitoring system includes:

      (1)   Fire alarms in residence halls.
      (2) CO^2 alarms in the science building
      (3)   Perimeter Alarms from the President's residence
      (4)   Classroom door alarms for those equipped with Interior Push Button (IPB)
      (5)   Environmental Alarms
      (6)   Intrusion Alarms

   c.   Academic and Administrative buildings alarms will not go through the Alarm Monitoring system, rather tone directly to the Fitchburg Fire Department.

2.   Alarms shall be coded with the appropriate call heading in the CAD system to correspond with the type of alarm.

3.   Check both the Alarm Monitoring screen and the CAD screen for additional information, which may be necessary to handle the type of alarm, at that particular location. (Comments field and Cautions field).

NOTE: Additional procedural steps for various alarms can be found in the General Information Binder under the On Guard/OneCard tab/folder.

B.   **Specific Alarm Types**

1.   Fire Alarms and other Simplex related alarms will require notifications to:

   a.   Fitchburg Fire Department.

   b.   At least one officer, as well as the Officer in Charge.

   c.   For academic and administrative buildings, notify Capital Planning and Maintenance, according to the CPM Call Sheet.

   d.   For residence halls, notify the On Duty Resident or Building Director.

   e.   For Hammond Hall, you may also need to notify the on-duty building manager.

    f.   If chemical or biological hazards are present, notify officers so they can establish the appropriate perimeter in accordance with **GO 17.2.7 HAZARDOUS MATERIAL**.

    g.   **Students with disabilities may need assistance during a fire alarm and may call UPD for assistance**. Determine their location in the building and the type of impairment limiting their evacuation. Relay the information to Fitchburg Fire Department as well as the on-scene officer(s).

2.   Localized Alarms in residence halls

    a.   Notify Housing and Residential Services

        (1)   If one Smoke Detector is activated, investigate the possible causes.

        (2)   If a second Smoke Detector is activated, investigate it and then notify Fitchburg Fire.

    b.   If a localized alarm is received at the same location a short while later, contact Capital Planning and Maintenance per the CPM call sheet.

3.   Ansul (Anhydrous Sulfur Dioxide [SO2]) Alarms

Ansul is a chemical suppression agent used instead of water to extinguish fires in server rooms (Conlon Hall and Edgerly Hall) and communication hub (Sander's basement)

    a.   Notify Capital Planning and Maintenance and Environmental Health and Services

    b.   If engaged, a countdown starts, and occupants have 30 seconds to leave the room before a dry chemical system removes the oxygen from the room to extinguish a fire.

4.   Trouble Alarms and Supervisory Alarms

    a.   Notify Capital Planning and Maintenance
    b.   Trouble alarms indicate a malfunction with the alarm system.

5.   Panic Alarms

    a.   The University currently utilizes four types of panic alarms:

        (1)   Classroom equipped with Interior Push Button (IPB)
        (2)   Single push button for senior administration and sensitive areas
        (3)   Avaya programmed panic alarms
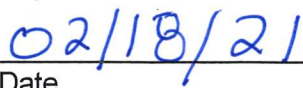   (4)   RAVE Guardian

b.   Interior Push Button (IPB)

    (1)   When the lock is engaged dispatch will receive an audible alert through the Alarm Monitoring system and a red highlighted field for the door will display "privacy" indicating the occupant has locked the door.

    (2)   Dispatchers should acknowledge the alarm by selecting, "In Progress" then "Acknowledge" the alarm

    (3)   Dispatch an officer to the indicated room to check and ensure everyone is safe.

    (4)   Enter a Call for Service with the heading of Classroom Panic Alarm / IPB (CPA) Include all relevant and pertinent information for a classroom panic alarm activation.

    (5)   If the IPB is in lock mode only a hard key can unlock the door exterior, or the door can be overridden by dispatch using the Alarm Monitoring unlock command for the specific door.

c.   Certain areas have been provided push-button panic alarms that will be displayed as panic button activation through the Alarm Monitoring system similar to the IPB.

    (1)   Dispatchers shall follow the same procedure as the Inter Push Button alarm. However, shall code the call as Panic Alarm (PA)

    (2)   This system will be tested monthly by the communication center, with the result of said test forwarded to the Technology Department as well as to Capital Planning and Maintenance. (See contact sheet in the communication center)

        (a)   The panic button test tracking sheet shall be maintained in a digital folder for supervisors to have access to.

        (b)   Auxiliary Services within their policies, shall determine where these panic alarms shall be installed and to whom they will be issued.

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d.   A "Panic" shortcut has been uploaded to the landline phones campus-wide, utilizing the AVAYA phone system.

    (1)   When someone activates the button that is preloaded on their desk phone, the phone labeled "Panic Button Phone" inside the Communication Center will turn on and you will immediately be able to listen to what is occurring from the line that activated the panic button.

        (a)   You can hear them, but they **CANNOT** hear you. To be connected to the caller press the "**answer**" button.

(b) When the panic button is utilized from the landline phone, a text message will be automatically sent to the Communication Center iPhone, detailing the; location of where the panic activation came from, the extension, the name of staff associated with that extension, as well as the date and time.

(2) Communication personal will enter a call for service as Panic Alarm (PA)

e. The department also utilizes RAVE Guardian, which is available to all community members.

(1) If a community member, who has downloaded and activated the app, press the panic button feature an alarm will show on the RAVE Command View screen in the communication center.

(2) Communication personnel will dispatch an officer to the location shown on the screen, as well as enter a call for service.

(3) Communication personnel will then attempt to communicate using the text feature.

6. Intrusion Alarms / Security Alarms

a. Employees on-site may call to say there was an employee error and ask us to disregard the alarm. Communication personnel will advise responding officers about the call, but officers will continue their response.

b. At the direction of the responding officers, the dispatcher will contact a key holder to check the site or to reset the alarm. Tell the officer the name of the responding key holder, their physical description, and an estimated time of arrival.

Approval:

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Chief of Police

02/18/21
Date