

**UNITED COUNTIES OF STORMONT DUNDAS AND GLENGARRY**  
**POLICE SERVICES BOARD**  
**Security Alarm By-Law**  
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**UNITED COUNTIES OF STORMONT DUNDAS AND GLENGARRY**

**POLICE SERVICES BOARD**  
**Security Alarm By-Law**

**PREAMBLE**

**BEING A BY-LAW** of the Stormont, Dundas and Glengarry Police Services Board establishing a system for the registration of security alarm systems and the procedures which will result in such benefits as the reduction of false alarms in the United Counties of Stormont, Dundas and Glengarry.

**WHEREAS** the Police Services Board is responsible for the provision of police services within the United Counties of Stormont, Dundas and Glengarry:

**AND WHEREAS** the Police Services Board may enact policies for the effective provision of adequate and effective policing, pursuant to section 38 (1) of the *Community Safety and Policing Act*,

**AND WHEREAS** the Police Services Board may pass by-laws imposing fees or charges for services or activities provided by or on behalf of it, pursuant to Part XII of the *Municipal Act, 2001*;

**AND WHEREAS** the number of false alarms in the United Counties of Stormont, Dundas and Glengarry has been identified as consuming a significant quantity of police service resources, which could be better utilized to enhance the police presence in the Municipality;

**AND WHEREAS** the registration of security alarm systems is an integral part of the strategy to reduce the number of false alarms in the United Counties of Stormont, Dundas and Glengarry, to promote education and discipline of alarm users and alarm companies, and to enhance officer safety;

**NOW THEREFORE** the United Counties of Stormont, Dundas and Glengarry Police Services Board enacts as follows:

## 1. **DEFINITIONS**

**“Alarm Company”** means the business, by an individual, partnership, corporation, or other entity of selling, leasing, maintaining, servicing, repairing, altering, replacing, moving, installing or monitoring an alarm system in an alarm site.

**“Alarm Coordinator”** means the person appointed by the Board to administer the provisions of this by-law.

**“Alarm Dispatch Request”** means a notification to the Police Service that an alarm, either manual or automatic, has been activated at a particular alarm site.

**“Alarm Registration”** means the notification by an alarm company or an alarm user to the Alarm Coordinator that an alarm system has been installed and is in use.

**“Alarm Company Registration”** means the notification by the Alarm Company to the Alarm Co-ordinator that it plans to sell, lease, maintain, service, alter, and replace an alarm system within the geographic area of Stormont, Dundas and Glengarry (excluding the City of Cornwall).

**“Alarm Site”** means a single fixed premises or location served by an alarm system or systems. Each tenancy, if served by a separate alarm system in a multi-tenant building or complex, shall be considered a separate alarm site.

**“Alarm System”** means a device or series of devices, including but not limited to, systems interconnected with a radio frequency method such as cellular or private radio signals, which emit or transmit a remote or local audible, visual or electronic signal indicating an alarm condition and intended to summon Police. This includes a local alarm system. Alarm System does not include an alarm installed on a vehicle or person unless the vehicle or personal alarm is permanently located at a site.

**“Alarm System Inspection Report”** means a report on the operating condition of an alarm system and completed by an approved alarm service technician.

**“Alarm User”** means any person or group of persons who use an alarm system to protect any building, structure, facility, premises, or ATM and may be the owner, occupier, or lessee of the premises where the alarm system is installed.

**“Approved Alarm Service Technician”** means a technician employed by an Alarm Company and possessing, as a minimum, certification by the Canadian Alarm and Security Association as a Level One Alarm Technician, or certification from the alarm system manufacturer.

**“Automated Teller Machine”** (ATM) means a stand-alone device used to dispense or receive cash.

**“Automatic Voice Dialer”** means any electrical, electronic, mechanical, or other device capable of being programmed to send a pre-recorded voice message, when activated, over a telephone line, radio or other communication system, to the Police Service.

**“Board”** means the United Counties of Stormont, Dundas and Glengarry Police Services Board.

**“Cancellation”** means the process by which an alarm company providing monitoring verifies with the alarm user or a responsible party that a false dispatch has occurred and there is not an existing situation at the alarm site requiring Police Service response and the Police Service is notified to cancel its response.

**“Detachment Commander”** means the Detachment Commander of the Ontario Provincial Police, Stormont, Dundas and Glengarry Detachment, or his/her designate.

**“Conversion”** means the transaction or process by which one alarm company begins monitoring of a previously non-monitored alarm system or an alarm system previously monitored by another alarm company.

**“Duress Alarm”** means a silent alarm system signal generated by the manual activation of a device intended to signal a life threatening situation or a crime in progress requiring a Police response.

**“False Alarm”** means an alarm dispatch request to the Police Service, when the responding officer finds no evidence of a criminal offence or attempted criminal offence after having completed a timely investigation of the alarm site.

**“Holdup Alarm”** means a silent alarm signal generated by the manual activation of a device intended to signal a robbery in progress.

**“Keyholder”** means an individual designated by the alarm user who can be contacted in the event of an alarm condition. This individual must have access to the alarm site and be able to operate the alarm system.

**“Keypad”** means a device that allows control of an alarm system by the manual entering of a coded sequence of numbers or letters.

**“Local Alarm System”** means any alarm system that annunciates an alarm only by an internal and/or external audio device.

**“Monitoring”** means the process by which an alarm company receives signals from an alarm system and relays an alarm dispatch request to the Police Service for the purpose of summoning a Police response to the alarm site.

**“One Plus Duress Alarm”** means the manual activation of a silent alarm signal by entering at a keypad a code that adds one to the last digit of the normal arm/disarm code. (Normal code = 1234; One Plus Duress Code = 1235)

**“Panic”** means an audible alarm system signal generated by the manual activation of a device intended to signal a life threatening or emergency situation requiring a Police response.

**“Person”** means an individual, corporation, partnership, association, organization or similar entity.

**“Police Response”** means the dispatch of officers of the Ontario Provincial Police, Stormont, Dundas and Glengarry Detachment.

**“Police Service”** means the Ontario Provincial Police, Stormont, Dundas and Glengarry Detachment.

**“Takeover”** means the transaction or process by which an alarm user takes over control of an existing alarm system, which was previously controlled by another alarm user.

**“Verification”** means an attempt on the part of the Alarm Company to contact the alarm site and all of the names and associated telephone numbers of those individuals or entities listed under the client emergency contact list by telephone or other electronic means to determine whether a police response is warranted to the alarm site, prior to an alarm dispatch request being transmitted to the Police Service. Verification by telephone may be omitted by the alarm company in the event that positive verification of criminal activity has been received. Positive verification may include but is not limited to video images and/or audio listen-in capabilities.

**“Zones”** means the subdivisions into which an alarm system is divided to indicate the general location from which an alarm system signal is transmitted.

## **2. REGISTRATION – ALARM SYSTEM**

- (a) No alarm user shall operate, or cause to be operated, an alarm system at its alarm site without a valid registration issued by the Alarm Coordinator. A separate registration is required for each alarm site. An additional alarm registration classification shall be required for alarm systems programmed with a Duress Alarm or Holdup Alarm.
- (b) The fee for a registration or a registration renewal shall be at the discretion of the Board. No refund of a registration or registration renewal fee will be made.

The initial registration fee must be submitted to the Alarm Coordinator within five (5) business days after the alarm installation or alarm takeover. The alarm user is responsible for submitting an alarm registration application or registration renewal application to the Alarm Coordinator.

- (c) Upon receipt of a completed application form and the alarm registration fee, the Alarm Coordinator shall register the applicant unless the applicant has failed to pay a fee assessed under Appendix A.

- (d) Each alarm registration application must include the following information:

the name, complete address (including apt/suite #) and telephone numbers of the person who will be the registration holder and be responsible for the proper maintenance and operation of the alarm system and payment of the fees assessed pursuant to this by-law;

the classification of the alarm site as either residential (includes condo, mobile home, etc.), commercial or apartment;

the classification of the alarm system for each alarm system at an alarm site, i.e., burglary, Holdup, Duress, or other, for each purpose whether audible or silent;

the mailing address if different from that of the alarm site;

any dangerous or special conditions present at the alarm site;

for local alarm systems, the name, address and telephone numbers of at least two (2) individuals who are able and have agreed to receive notification of an alarm activation at any time; are able to respond to the alarm site within thirty (30) minutes and upon request can grant access to the alarm site and deactivate the alarm system if such becomes necessary;

the type of business conducted at the alarm site.

Signed certification from the alarm user stating:

- i. the date of installation, conversion or takeover of the alarm system, whichever is applicable;
- ii. the name, address and telephone number of the alarm company performing the alarm system installation, conversion or alarm system takeover and responsible for providing repair service to the alarm system;
- iii. the phone number of the alarm company monitoring the alarm system if different from the installing alarm company;
- iv. that a set of written operating instructions for the alarm system, including written guidelines on how to avoid false alarms, have been left with the

- applicant; and that the alarm company has trained the applicant in the proper use of the alarm system, including instructions on how to avoid false alarms;
- v. that Police response may be based on factors such as: availability of police units, priority of calls, weather conditions, traffic conditions, emergency conditions, staffing levels, etc.
  - vi. Completed Agreement of understanding – Alarm Users (Schedule “C”)
  - vii. Completed Installer False Alarm Prevention Checklist (Schedule “D”)
  - viii. Completed Customer False Alarm Prevention Checklist (Schedule “E”)
- (e) Any false statement of a material fact made by an applicant for the purpose of obtaining an alarm registration shall be sufficient cause for refusal to issue a registration.
  - (f) An alarm registration cannot be transferred to another person or alarm site. An alarm user shall inform the Alarm Coordinator within five (5) business days of any change that alters any information listed on the registration application.
  - (g) All fees owed by an applicant must be paid before a registration may be issued or renewed.

### 3. **ALARM SYSTEMS IN APARTMENT COMPLEXES**

- (a) A tenant of an apartment with an alarm system shall obtain an alarm registration from the Alarm Coordinator before operating or causing the operation of an alarm system in the tenant’s residential unit. The owner or property manager of an apartment complex shall obtain a separate alarm registration for any alarm system operated in offices or common areas of the apartment complex. The fee for registration or registration renewal shall be the same as the fee for a residential alarm site.
- (b) If an alarm system installed by an individual tenant in an apartment complex unit is monitored, the tenant must provide the name of a representative of the apartment owner or property manager, who can grant access to the apartment to the alarm company or any other person who is authorized to grant access.
- (c) For the purposes of this by-law, the tenant is responsible for false alarms emitted from the alarm system in the tenant’s residential unit.
- (d) Each apartment unit shall be considered an alarm site.

#### 4. **ATM's**

All ATM's must be registered separately from any other alarm system at an alarm site.

#### 5. **REGISTRATION ALARM COMPANY**

- (a) No alarm company shall sell, lease, maintain, service, alter, and replace an alarm system, without a valid registration issued by the Alarm Co-ordinator.
- (b) The fee for a registration or a registration renewal shall be at the discretion of the Board. No refund of a registration or registration renewal fee will be made. The initial registration fee must be submitted to the Alarm Co-ordinator upon the commencement of any new alarm company within the geographic boundaries of the United Counties of Stormont, Dundas and Glengarry (excluding the City of Cornwall). The alarm company is responsible for submitting an alarm registration or registration renewal application to the Alarm Co-ordinator.
- (c) Upon receipt of a completed application form, completed copy of Schedule "B"- Agreement of Understanding - Alarm Companies and the registration fee, the Alarm Co-ordinator shall register the company unless the company has failed to pay a fee assessed under Appendix A.
- (d) Each alarm registration application must include the following information:
  - The name, complete address and telephone number of the alarm company.
  - List of qualifications of service technicians.
- (e) Any false statements of a material fact made by the alarm company for the purpose of obtaining an alarm company registration shall be sufficient cause for refusal to issue a registration.
- (f) All fees owed by an alarm company shall be paid before a registration may be issued or renewed.



## **6. REGISTRATION DURATION AND RENEWAL**

An alarm system registration shall expire three (3) years from the date of issuance and an alarm company registration shall expire one (1) year from the date of issuance and must be renewed by submitting an updated application and a registration renewal fee to the Alarm Coordinator. The Alarm Coordinator shall notify registrant of the need to renew thirty (30) days prior to the expiration of the registration. It is the responsibility of the alarm user/alarm company to submit an application prior to the registration expiration date. A late fee shall be assessed if the renewal is more than thirty (30) days late. Failure to renew an alarm system registration will be classified as use of a non-registered alarm system and fees shall be assessed without waiver. (See Appendix "A")

## **7. DUTIES OF THE ALARM USER**

- (a) An alarm user shall maintain the premises and the alarm system in a manner that will minimize or eliminate false alarms and make every reasonable effort to respond or cause a representative to respond to the alarm site within thirty (30) minutes when notified by the Police Service to deactivate a malfunctioning alarm system, to provide access to the premises, or to provide alternative security for the premises, and not to manually activate an alarm for any reason other than an occurrence of an event that the alarm system was intended to report.
- (b) An alarm user shall adjust the mechanism or cause the mechanism to be adjusted so that an alarm signal audible on the exterior of an alarm site will sound for no longer than ten (10) minutes after being activated (or fifteen (15) minutes for systems operating under Underwriter Laboratories Inc. Standards 365 or 609).
- (c) An alarm user shall have a CANASA Level One trained alarm technician inspect the alarm system after two (2) false alarms in a one (1) year period from the date of registration issuance or renewal. The Alarm Coordinator may waive an inspection requirement if it is determined that a false alarm could not have been related to a defect or malfunction in the alarm system. After four false alarms within a one (1) year period from the date of registration issuance or renewal, the alarm user must have a CANASA Level One trained alarm technician modify the alarm system to be more false alarm resistant or provide proper training as appropriate. See Schedule "D" for Installer's False Alarm Prevention Checklist.
- (d) An alarm user shall not use an Automatic Voice Dialer.
- (e) An alarm user shall maintain at each alarm site, a set of written operating instructions for each alarm system.

- (f) An alarm user shall complete Schedule “C” – Agreement of Understanding and return to Alarm Co-ordinator.

## 8. **DUTIES OF ALARM COMPANY**

- (a) Upon enactment of this by-law, alarm companies shall not program alarm systems so that they are capable of sending One Plus Duress Alarms. Alarm companies may continue to report One Plus Duress Alarms received from alarm systems programmed with One Plus Duress prior to enactment of this by-law. However, upon enactment of this by-law, when a takeover or conversion occurs or if an alarm user requests an alarm system inspection or modification pursuant to Section 7 (c) of this by-law, an alarm company must remove the One Plus Duress Alarm capability from such an alarm system.
- (b) Upon enactment of this by-law, alarm companies shall not install a device activating a Holdup Alarm which is a single action non-recessed button. An alarm company must remove all single action non-recessed buttons when a takeover or conversion occurs.
- (c) Upon enactment of this by-law, alarm companies shall use control panels tested for conformance to the Security Industry Association (SIA) Control Panel Standard – Features for False Alarm Reduction.
- (d) After completion of the installation, an alarm company employee shall review with the alarm user the Customer False Alarm Prevention Checklist (Schedule “E”).
- (e) An alarm company performing monitoring services shall:
  - i. Offer a training period in which no request for dispatch of Police will occur during the first seven (7) days after installation of an alarm system, but will use that week to train the alarm user on proper use of the alarm system unless circumstances necessitate immediate alarm dispatch requests for response as determined by the Alarm Coordinator;
  - ii. Report alarm signals by using telephone numbers designated by the Alarm Coordinator;
  - iii. Attempt to verify every alarm signal, except Duress or Holdup Alarm activation, before requesting a Police response to an alarm system signal;
  - iv. Communicate alarm dispatch requests to the Police Service in a manner and form determined by the Alarm Coordinator;
  - v. Communicate cancellations to the Police Service in a manner and form determined by the Alarm Coordinator;

- vi. Ensure that alarm users of alarm systems equipped with Duress or Holdup Alarms are given adequate training as to the proper use of the Duress or Holdup Alarm;
- vii. Communicate any available information (north, south, front, back, floor, etc.) about the location of the alarm system signal(s);
- viii. Communicate the type(s) of alarm signal (silent or audible, interior or perimeter);
- ix. Provide the alarm user's registration number when making an alarm dispatch request;
- x. Endeavour to contact the alarm user when an alarm dispatch request is made; and
- xi. Upon enactment of this by-law, alarm companies that perform monitoring services must maintain for a period of at least one (1) year, records relating to Alarm Dispatch Requests. Records must include the name, address and phone number of the alarm user, the alarm system zone(s) activated, the date and time of the alarm dispatch request and evidence of an attempt to verify. The Alarm Coordinator may request copies of such records for individually named alarm users.
- xii. Alarm Companies shall complete Schedule "B" – Agreement of Understanding – Alarm Companies and return to Alarm Coordinator.

## 9. **DUTIES OF THE ALARM COORDINATOR**

(a) The Alarm Coordinator shall:

- i. designate a manner, form and telephone numbers for the communication of alarm dispatch requests;
- ii. establish a procedure to accept cancellation of alarm dispatch requests.

(b) The Alarm Coordinator shall establish a procedure to record such information on alarm dispatch requests necessary to permit the Alarm Coordinator to maintain records, including, but not limited to, the following information:

- i. identification of the registration number for the alarm site;
- ii. identification of the alarm site;
- iii. date and time the alarm dispatch request was received;
- iv. date and time of Police Officer(s) arrival at the alarm site;
- v. zone if available;

- vi. name of the alarm user’s representative on premises, if any;
  - vii. identification of the responsible alarm company, if applicable;
  - viii. whether or not the Police Officers responding were unable to locate alarm site address;
  - ix. the cause of the alarm, if known.
- (c) The Alarm Coordinator shall establish a procedure for the notification to the alarm user of a false alarm. The notice shall include the following information:
- i. the date and time of the Police response to the false alarm;
  - ii. the Police Service incident number; and
  - iii. a statement urging the alarm user to ensure that the alarm system is properly operated, inspected and serviced in order to avoid false alarms and resulting fees.
- (d) If there is reason to believe that an alarm system is not being used or maintained in a manner that ensures proper operation and suppresses false alarms, the Alarm Coordinator may require a conference with the alarm user and the alarm company responsible for the repair of the alarm system to review the circumstances of each false alarm.

**10. ADMINISTRATIVE FEES**

- (a) An alarm user shall be subject to warnings and administrative fees depending on the number of false alarms emitted from an alarm system within a one (1) year period from the date of registration or renewal based upon the following schedule:

# of False Alarms	Fees
1	see Appendix A
2	see Appendix A
3	see Appendix A
4	see Appendix A

- (b) In addition, an alarm user whose alarm system causes a request for police response to a non-registered alarm site (whether suspended or never acquired) will be subject to an administrative fee (see Appendix A)
- (c) If cancellation occurs prior to Police arrival at an alarm site, the alarm will not be classified as a false alarm and no administrative fee will be assessed.
- (d) Fees to be determined from time to time by the Board.
- (e) If it is determined by the Police officer responding to an alarm that an on

site employee of the alarm company directly caused the false alarm, the false alarm will not be counted against the alarm user.

- (f) The alarm company may be assessed an administrative fee (see Appendix A) if the Alarm Coordinator determines that the alarm company's employee made a false statement concerning the inspection of an alarm site or the performance of an alarm system.

## 11. **NOTIFICATION**

- (a) The Alarm Coordinator shall notify the alarm user in writing following the first, second and third false alarms within a one year period. The notification shall include: the amount of the administrative fee for the second, third and fourth false alarms in a one (1) year period.

## 12. **APPEALS**

- (a) An alarm user may appeal the assessment of an administrative fee. An appeal fee (see Appendix A) shall accompany the appeal by the alarm user. Appeal fees will be returned to the alarm user if the appeal is upheld. The filing of an appeal with the Alarm Coordinator stays the assessment of the administrative fee until the Board makes a final decision. The alarm user shall file a written appeal to the Alarm Coordinator by setting forth the reasons for the appeal within twenty (20) days after receipt of notice of the administrative fee assessment or suspension.
- (b) The only appeal level shall be the Police Services Board. The alarm user or alarm company on behalf of the alarm user may appeal the decision of the Alarm Coordinator to the Board by filing a written request for a review setting forth the reasons for the appeal within twenty (20) days after receipt of the notice from the Alarm Coordinator. The Board shall review the appeal within ninety (90) days after the appeal is filed. The Board shall decide upon the affirmation or the reversal of the assessment of the administrative fee. The decision of the Police Services Board is final.
- (c) If a request for review is not made within the twenty (20) day period, the action of the Alarm Coordinator is deemed final.

### 13. **CONFIDENTIALITY**

Information collected as a result of the operation of this by-law shall be governed by the provisions of the Municipal Freedom of Information and Protection of Privacy Act.

### 14. **GOVERNMENT IMMUNITY**

Registration of an alarm system is not intended to, nor will it, create a contract, duty or obligation, either express or implied, of response. By registering an alarm system, the alarm user acknowledges that police response may be based on factors such as: availability of police units, priority of calls, weather conditions, traffic conditions, emergency conditions and staffing levels.

### 15. **GENERAL**

- (a) Schedules "A", "B", "C", "D", and "E" are attached to, and forms part of this by-law. Appendix A is attached to and forms part of this by-law. For monitored alarm users, the schedules shall be forwarded to alarm companies who shall provide the applicable schedules to their customers. The Alarm Coordinator shall provide the applicable schedules directly to registrants of local alarm systems.
- (b) Testing of an alarm system is permitted, however the alarm system shall be placed "out of service" when testing or maintenance is undertaken.
- (c) Applicants aged 65 years or more at the time of application for registration shall be exempt from the registration fees as prescribed in Appendix A.
- (d) Administration of this by-law is the sole responsibility of the Detachment Commander of the Ontario Provincial Police, Stormont, Dundas and Glengarry Detachment.

### 16. **LIABILITY**

This by-law is not to be construed at any time in such a fashion as to hold the Police Service or its members liable for failing to ensure that persons comply with the provisions of this by-law.

### 19 **PROVISION**

It is hereby declared that each and every of the foregoing provisions of this by-law is severable and that, if any provision of this by-law should, for any reason, be declared invalid by any Court, it is the intention and desire of this Board that each and every of the then remaining provisions hereof shall remain in full force and effect.

20. **SHORT TITLE**

This by-law may be cited as the “**Security Alarm By-Law**”

This by-law shall come into full force and effect on February 20, 2025.

READ AND PASSED BY THE by the United Counties of Stormont, Dundas and Glengarry Police Services Board this 20<sup>th</sup> day of February, 2025.



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**Vice-Chair of the Board**



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**Secretary to the Board**

**Schedule “A”**  
**Stormont, Dundas and Glengarry Police Services Board**  
**Security Alarm By-Law**

**FEES**

**1. Alarm System Registration**

There shall be a registration fee for residential and business alarm systems. The fee shall cover a three (3) year period from the date of registration. G.S.T. is applicable to the registration fee and shall be inclusive of the amounts. Registration fees shall be paid at the time of application for registration (see Appendix A – Fee Schedule).

**2. Alarm Company Registration**

There shall be a registration fee for alarm companies to operate within the geographical area of Stormont, Dundas and Glengarry (excluding the city of Cornwall). The fee shall cover a one (1) year period from the date of registration. G.S.T. is applicable to the registration fee and shall be inclusive of the amounts. Registration fees shall be paid at the time of application for registration (see Appendix A – fee Schedule).

**3. Administrative Fees**

- (a) A registered alarm user who incurs a 4<sup>th</sup> or subsequent false alarm within the registration period shall be subject to an administrative fee (see Appendix A);
- (b) The user of an automatic voice dialer that transmits messages to any telephone number assigned to the Police Service shall be subject to an administrative fee (see Appendix A).
- (c) An alarm user shall be subject to an administrative fee for a Police response to an **unregistered** alarm system. The amount (see Appendix A) will include a three-year registration of the alarm system.



## **Schedule “B”**

### ***Stormont, Dundas and Glengarry Police Services Board Security Alarm By-Law***

#### **Agreement Of Understanding**

#### **Alarm Companies**

1. It will be the responsibility of the Alarm Company to be fully aware of the Police Services Board Security Alarm By-Law and to conform to it.
2. Alarm companies will provide current, accurate information to the Alarm Coordinator, on any pertinent changes to their company and/or customers.
3. It is the responsibility of the Alarm Company to ensure their customers are properly educated in the use of the alarm system and verification procedures required by the Police Service.
4. Alarm companies are responsible for current, accurate keyholder files for each of the monitored alarm premises they service.
5. Alarm companies will provide all new customers (both monitored and non-monitored systems) with the approved alarm registration form.
6. Alarm companies installing local alarm systems will assist those customers in forwarding keyholder information to the Police Service.
7. The Alarm Company will provide the name of the keyholder contacted to the Police Service when calling in the alarm.
8. The Alarm Company will attempt to verify all alarm incidents prior to contacting the Police Service. (Exceptions noted in subsection 8 (5)(c)).
9. The Alarm Company shall provide their customers with the Alarm User Checklist as set out in Schedule “E”, which will be supplied to the alarm company by the Alarm Coordinator on a regular basis.

Date: \_\_\_\_\_

Alarm Company \_\_\_\_\_

Alarm Co-ordinator \_\_\_\_\_

**Schedule “C”**  
**Stormont, Dundas and Glengarry Police Services Board**  
**Security Alarm By-Law**

**Agreement  
of  
Understanding**

**Alarm Users**

1. Alarm users are responsible for their alarm activity.
2. It is the alarm user’s responsibility to ensure all persons who are authorized to use the alarm system are properly trained in both the use of the system and the requirements of keyholders under this bylaw. This includes third party users, such as subcontractors and maintenance staff.
3. It is the responsibility of the alarm user to ensure that a current, accurate list of keyholders is supplied to the alarm company and the Alarm Coordinator.
4. The alarm user must understand that the keyholders have a responsibility to attend at an alarm site if requested to do so by the alarm company or the Police Service. Their response to the scene must be as soon as practicable after the call is received.
5. To the extent that each alarm system allows, the keyholder must assist the responding officers in determining the origin of an alarm signal and its cause.
6. The keyholder must be able to provide officers access to the premise, be able to deactivate the alarm system, and secure the premise upon police departure.
7. Persons installing their own alarm systems must register the alarm system in accordance with the provisions of this by-law.

Date: \_\_\_\_\_

Alarm User \_\_\_\_\_

Alarm Co-ordinator: Steve Perkins

**Schedule "D"**  
**Stormont, Dundas and Glengarry Police Services Board**  
**Security Alarm By-Law**

**INSTALLER FALSE ALARM PREVENTION PROGRAM CHECKLIST**

- | Yes   | No    |   |
|-------|-------|---|
| _____ | _____ | 1. If a duress feature was installed, I thoroughly explained it and I did not use "1+" keypad coding.   |
| _____ | _____ | 2. I confirmed that the control panel has been programmed so that:  |
| _____ | _____ | a. it will not transmit more than _____ alarm signals from the same zone until manually restored at the premises. (Recommend no more than two.)   |
| _____ | _____ | b. it will delay at least fifteen seconds before initiating dialing on intrusion alarm signals.   |
| _____ | _____ | c. it has adequate delay time on entry/exit doors (delay of 45 seconds maximum is recommended).   |
| _____ | _____ | d. a cancel code can be entered by the customer to cancel accidental alarms.  |
| _____ | _____ | 3. I verified that police and fire panic buttons cause a siren or speaker to sound and that medical panic buttons cause an audible signal.  |
| _____ | _____ | 4. I verified that the keypad(s) emit sufficient sound to inform occupants when an entry/exit door sensor has been triggered.   |
| _____ | _____ | 5. I installed and tested standby/backup power.   |
| _____ | _____ | 6. I reviewed the "Customer False Alarm Prevention Checklist" with the customer.  |
| _____ | _____ | 7. I determined whether the customer had special telephone features, such as call waiting, and took appropriate steps to allow proper control panel dialing and monitoring center verification.   |
| _____ | _____ | 8. I made sure the control panel was properly grounded.   |
| _____ | _____ | 9. I made sure that all door and window contacts were properly selected, installed and tested. I considered loose fitting doors and windows, whether wide gap contacts were needed, and steel doors and windows. I followed the manufacturer's installation instructions. |
| _____ | _____ | 10. I made sure all glass breakage sensors were properly selected, installed and tested. I gave consideration to pets, on site noises and the general environment. I followed the manufacturer's installation instructions.   |
| _____ | _____ | 11. All motion type detectors were properly selected, properly installed and tested. I gave consideration to pets, sunlight, other heat sources, and harsh environments. I followed the manufacturer's installation instructions.   |
- Please explain if you answered "No" to any of the above items: \_\_\_\_\_

Installation Technician  
 \_\_\_\_\_  
 Printed Name  
 \_\_\_\_\_

# Schedule "E"

## Stormont, Dundas and Glengarry Police Services Board Security Alarm By-Law

### CUSTOMER FALSE ALARM PREVENTION CHECKLIST

- |     |     |   |
|-----|-----|---|
| Yes | No  | (Check One)   |
| ___ | ___ | I have been trained in the proper operation of the system.  |
| ___ | ___ | I have been given a summary operating sheet.  |
| ___ | ___ | I have been given the security system operating manual.   |
| ___ | ___ | I know how to cancel an accidental alarm activation.  |
| ___ | ___ | I have the cancellation code.   |
| ___ | ___ | I know how to turn off motion detectors while leaving other sensors on.   |
| ___ | ___ | I know how to test the system, including the communication link with the monitoring center.   |
| ___ | ___ | I understand the length of the delay time on designated entry/exit doors and I believe this will provide sufficient time to get in and out of the premises. My entry time is _____. My exit time ____.  |
| ___ | ___ | I have the alarm company phone number to request repair service or to ask questions about the alarm system.   |
| ___ | ___ | I have been offered the option of a training/no dispatch period.  |
| ___ | ___ | I understand that indoor pets can cause false alarms and I will contact alarm company to adjust the system if I acquire any additional indoor pets.   |
| ___ | ___ | I know where the main control panel and transformer are located.  |
| ___ | ___ | I have received an alarm sheet which describes how the alarm company will communicate with me in the event of various alarm signals.  |
| ___ | ___ | I understand the importance of keeping my emergency contact information updated and I know how to do this.  |
| ___ | ___ | I understand the importance of immediately advising the alarm company if my phone number changes (including area code changes).   |
| ___ | ___ | I understand the importance of <b>any</b> other changes to my telephone service such as call waiting or a fax line or high speed internet connection.   |
| ___ | ___ | I have been made aware of the alarm by-law, if any, that governs the operation of my alarm system and I will comply with applicable requirements (permits, fees, etc.).   |
| ___ | ___ | I will advise the alarm company if I do any remodeling (such as extensive painting, moving walls, doors or windows).  |
| ___ | ___ | I understand that certain building defects (such as loose fitting doors or windows, rodents, inadequate power, and roof leaks) can cause false alarms. I will correct these defects as I become aware of them.  |
| ___ | ___ | The alarm company has given me written false alarm prevention techniques to help me prevent false alarms.   |
| ___ | ___ | I understand it is my responsibility to prevent false alarms and I understand it is critical and my responsibility to assure that all users of the system (such as residents, employees, guests, cleaning people, and repair people) are trained on the proper use of the system. |

Comments:

ALARM COMPANY CUSTOMER

Print Name(s)

By:

Signature(s)/Date

Complete and submit to Alarm Co-ordinator.

# APPENDIX A

## FEES SCHEDULE

Three Year Registration of Alarm System.....	\$ 50.00
Three Year Registration of Alarm System – Senior Citizens over 65 Years of age .....	No Charge
One-year Registration of Alarm Company .....	\$ 100.00
Police Attending Unregistered Alarm .....	\$ 200.00
Use Automatic Voice Dialer .....	\$ 100.00
<b>False Alarm Fees within one calendar year</b>	
First False Alarm .....	No charge
Second False Alarm .....	\$25.00
Third False Alarm .....	\$50.00
Fourth False Alarm .....	\$100.00
Appeals .....	\$25.00
Make False Statement .....	\$250.00
Fail to Renew Registration.....	\$100.00
Install One Plus Duress Alarm .....	\$250.00
Alarm Company install non recessed holdup alarm.....	\$250.00
Alarm Company use unapproved control panel .....	\$250.00
Alarm Company fail to review prevention checklist with customer .....	\$250.00
Alarm Company fail to maintain dispatch records.....	\$250.00
Contravene provision of by-law .....	\$100.00
Permits contravention of by-law .....	\$100.00