



Standard Emergency Response Protocol (SERP)

The Standard Emergency Response Protocol is a guideline of the standard procedures followed by Kodiak Security during an alarm situation.

Kodiak Customers can establish different dispatch requirements depending on their individual needs. Special instructions can be added or changed on your contract simply by visiting www.kodiaksecurity.ca - Update Contact List. For verification of authenticity, your Password or Account Number is required to enter any changes to your account.

It is important that our Kodiak customers understand SERP.

NOTE: Ottawa Police requires Kodiak Security Systems to attempt verification with the client prior to dispatch of police (in order to reduce false alarms).

SECURITY ALARM (INTRUSION) - SERP

The standard procedure, for both Residential and Commercial clients, is to verify all alarms by calling the premises first. In the event that the alarm was simply accidental, you must be able to provide the operator with your Password or Account Number or the police will be dispatched.

The monitoring station will then continue to call the numbers that you have provided from your *CONTACT LIST*. The police will be dispatched in the order that you indicate.

If two or more zones go into alarm at the same time, Kodiak will dispatch police immediately after the initial call to the premise. Example: A door contact is activated followed immediately by a motion detector.

FIRE ALARM - SERP

The standard procedure for Residential clients is to verify all Fire Alarms by calling the premises first. In the event that the alarm was simply accidental, you must be able to provide the operator with your Password or Account Number.

If there is no answer, the Fire Department will be dispatched. No other phone numbers will be contacted prior. Once the Emergency Response has been dispatched the Monitoring station will contact the remaining phone numbers on your *CONTACT LIST*.

The standard procedure for Commercial clients is to dispatch the Fire Department immediately. Then the monitoring station will attempt to contact the remaining numbers on the *CONTACT LIST*.

See over for more information

MEDICAL ALARM - SERP

The standard procedure for both Residential and Commercial clients, is to verify all alarms by calling the premises first, in the event that the alarm was simply accidental. A Password or Account number is NOT required.

Should there be no answer, emergency response will be dispatched.

Once the Emergency Response has been dispatched the Monitoring station will contact the remaining phone numbers on your *CONTACT LIST*.

PANIC ALARM - SERP

The standard procedure for Residential clients is to verify all alarms by calling the premises first. In the event that the alarm was simply accidental, you must be able to provide the operator with your Password or Account Number.

The standard procedure for Commercial clients is to dispatch the police immediately. Then the monitoring station will attempt to contact the remaining numbers on the *CONTACT LIST*.

RECOMMENDATIONS TO AVOID FALSE ALARMS

- 1) Provide Kodiak Security with a CONTACT LIST. This should include names and phone numbers of 2 – 5 people in the order that you would like them to be called in the event of an alarm. Be sure to include the order you would like the police to be dispatched.
- 2) Always ensure that your CONTACT LIST is accurate and up to date. This information can be updated by visiting www.kodiaksecurity.ca . Updates to your list should be made if you are going away, receive a new cell phone numbers, change place of employment or if a person from your contact list is no longer available to assist.
- 3) When the Monitoring Station calls regarding an alarm, ask them for system verification. An important question to ask is what zone, when or how many zones went into alarm. This will enable you to make a personal decision on whether the police should be dispatched. For example, multiple zones going into alarm at the same time may increase the sense of urgency for the police to be dispatched. If only one motion goes into alarm with no other points on entry, you may select to cancel the dispatch of Emergency Services. Ensure to clearly indicate that you want to “CANCEL” the Police.
- 4) Test your system regularly. This may be done, simply by sending a false alarm. Notify the monitoring station prior to sending a false alarm, requesting the monitoring station call you back confirming that they received the alarm. 1-800-363-8145.