



STANDARD EMERGENCY RESPONSE PROTOCOL

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 your 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 information.

It is important that our Kodiak customers understand STANDARD EMERGENCY RESPONSE PROTOCOL.

In order to reduce the occurrence of false alarms, the Ottawa Police requires Kodiak Security Systems to attempt identification with the client prior to requesting the dispatch of police.



SECURITY ALARM (INTRUSION) – STANDARD EMERGENCY RESPONSE PROTOCOL

The standard procedure, for both Residential and Commercial clients, is to verify all alarms by calling the premises first. Should the Kodiak operator receive incorrect information the appropriate emergency response team will be dispatched. In the event that the alarm was simply accidental, you must be able to provide the operator with your **Password** or **Account Number**.

If the monitoring station does not receive an answer they 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 indicated on this *CONTACT LIST*.

Should only one zone go into alarm (i.e. basement motion detector), the Monitoring Station will notify the Call List but NOT dispatch the police unless indicated to do so by special instructions from the client or as directed after contacting the client.

Should only one zone go into alarm and no one on the call list is reached after 2 attempts, the monitoring station will dispatch the police at the responsibility of the client.

The rationale for the one zone protocol is to reduce the number of false alarms because a single zone most likely does not reflect an intruder.

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



SMOKE/ FIRE/ CARBON MONOXIDE ALARM - STANDARD EMERGENCY RESPONSE PROTOCOL

The standard procedure for Residential clients is to verify all Smoke/Fire / CO Alarms by calling the premises first. In the event that the alarm was simply accidental, you are not required 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* as a notification of the alarm.

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*.



MEDICAL ALARM - STANDARD EMERGENCY RESPONSE PROTOCOL

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, the emergency response will be dispatched (unless other special instructions are indicated).

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



PANIC ALARM - STANDARD EMERGENCY RESPONSE PROTOCOL

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*.

NOTE: Once Police have been dispatched on a Panic Alarm they cannot be cancelled.



TEMPERATURE / WATER SENSORS - STANDARD EMERGENCY RESPONSE PROTOCOL

The standard procedure for both Residential and Commercial clients, is to verify all Temperature and Water alarms by calling the premises first to notify the client. A Password or Account number is NOT required.

If the monitoring station does not receive an answer they will continue to call the numbers that you have provided on your *CONTACT LIST*.

No emergency services will be dispatched on this type of alarm.