

# PANIC ALARM INSTALLATION APPLICATION PROCEDURES

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## **PURPOSE**

The Department of Public Safety (DPS) Capitol Police, the Department of Administration (ADOA) General Services Division (GSD) and State Risk Management (State Risk) have implemented the following procedures for the assessment, installation and maintenance of panic/notification alarms in ADOA owned and managed buildings on the Capitol Mall and in Tucson. Other terms for panic alarms include "duress alarms," "hold-up alarms," or "panic buttons."

In most cases, employees can call "911" in the event of an emergency. The purpose of a panic alarm is to allow a state employee who might be under duress to quickly and silently notify DPS Capitol Police when unable to use the phone to call 911.

Locations where panic alarms might be needed:

- Reception areas that do not have established security where potentially belligerent customers might frequent
- Areas where cash or other valuables are received, processed, or stored
- Places where confrontations with the public have occurred previously or are likely to occur

## **PANIC ALARM REQUESTS**

State agencies occupying space in ADOA owned - managed buildings shall request through ADOA GSD the installation of panic alarm systems.

## **PANIC ALARM INSTALLATION APPLICATION**

The requesting agency shall submit a tenant improvement request to ADOA GSD at: <http://gsd.azdoa.gov/TIRequestForm.asp> and include a brief description in the scope of work to install a panic alarm.

ADOA GSD will contact the requesting agency and discuss the time frames and costs associated with the installation of a panic alarm. This discussion should not be considered the approval for installation of a panic alarm.

Based on this discussion if the agency wishes to proceed with the installation, it will submit the Panic/Duress Alarm Installation Application and any supporting documentation to ADOA GSD.

As part of the application review process representatives from DPS Capitol Police, State Risk, or ADOA GSD may make an inspection of the requested panic alarm location and interview staff.

## **PANIC ALARM INSTALLATION**

If approved, ADOA GSD will contact the agency to schedule the installation of the panic alarm.

## **PANIC ALARM MONITORING, ACTIVATION AND RESPONSE**

ADOA GSD shall install panic alarms compatible with and connected to the DPS central monitoring equipment.

DPS Capitol Police are responsible for monitoring and responding to panic alarm activations, similar to responding to 911 calls, even if the alarm is inadvertently activated and then deactivated.

The agency shall provide ADOA GSD with up-to-date contact information for its panic alarm.

## **FALSE OR MALFUNCTIONING PANIC ALARMS**

A panic alarm activation is considered a "false alarm" when DPS Capitol Police response indicates there is no warranted need for panic alarm activation, including mechanical malfunctions.

The alarms are silent and do not indicate that they have been activated at the alarm location. In some cases panic alarms may not activate due to mechanical or electronic failure. Employees therefore need to be trained on procedures to follow if they activate the alarm.

### **PANIC ALARM ACTIVATION RECORDS/LOG**

The agency shall keep an ongoing report or log of all panic alarm activations and repairs and retain the record for a minimum of three-years. The Panic Alarm Log shall include the date and time of the panic alarm activation and the reason for activation, including false alarm and mechanical malfunction activations.

### **TESTING AND TRAINING**

Each agency shall test panic alarms on a quarterly basis to ensure proper operation. The testing shall be coordinated in advance with DPS Capitol Police.

The agency shall inform staff working in areas with panic alarms, the location of the panic alarms and provide training to activate and deactivate the alarm, when to activate a panic alarm, and what to do while waiting for DPS Capitol Police to respond to a panic alarm. Training on conflict resolution or work place violence is available from DPS Capitol Police.

### **REPAIR AND MAINTENANCE**

In addition to the testing of the alarm(s) the agency is responsible for submitting work orders for repair and maintenance of a panic alarm, including an alarm malfunction, to ADOA GSD at: <http://gsd.azdoa.gov/CustomerSupport.asp> or by calling 602-542-4594.

# PANIC ALARM INSTALLATION APPLICATION

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*Send completed application to ADOA General Services Division*

<b>DATE:</b>	
<b>REQUESTED BY: (Name &amp; Title)</b>	
<b>AGENCY:</b>	
<b>TELEPHONE NUMBER:</b>	
<b>EMAIL:</b>	
<b>PHYSICAL ADDRESS:</b>	
<b>PHYSICAL LOCATION OF PROPOSED ALARM: (Suite or Office)</b>	

1. Please write a short justifying narrative for the proposed panic/duress alarm at this location (attach additional sheet(s) if needed). Include the type of activities the agency performs or the scenario relevant to the request for a panic alarm.

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*Check the following correct responses:*

2. Has anyone in the office been threatened physically?
  - Frequently (once a month or more frequently)
  - Occasionally (once every six months)
  - Seldom (once a year)
  - Never

3. Has anyone in the office been threatened verbally?

Frequently (once a month or more frequently)

Occasionally (once every six months)

Seldom (once a year)

Never

4. Are there security personnel stationed in your building or office area?

Yes

No

\_\_\_\_\_

5. What procedures does the agency have to address potentially violent individuals?

\_\_\_\_\_

6. Have agency employees received training on conflict resolution or work place violence?

Yes

No

7. Attach a diagram or photo and description of location where the panic alarm is requested to be installed.