

# Facilities Ancillary Services Best Practice

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## Nanaimo Campus – Fire Alarm Panel Troubles

### **INTRODUCTION (Purpose and Importance)**

The purpose of this best practice is to ensure that the proper protocol is followed regarding management of fire alarm panel troubles/alarms.

### **TROUBLE**

- When message is received, Facilities Services Office staff to send an email:
  - To: Bob & Bill
  - CC: Paul & Brandon
  - Contents: Further details, including location/device
  - Bob or Bill will respond with acknowledgement.
  - No further response is needed other than “ok” as it is in their hands

### **ALARM**

- Facilities Services Office staff to RADIO alert to Bob/Bill/Brandon/Burke:
  - If no answer, call Bob
  - If no answer, call Bill
  - If no answer, call Brandon
  - If no answer, call Burke
  - If not answer, call Richard Lewis
  - Inform the answering party on all information available, location, device(s), alarm message.

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