

Facilities Ancillary Services Best Practice

Personal Security/Hold-Up Alarm Buttons and Pendants

INTRODUCTION (Purpose and Importance):

The purpose of this best practice is to provide information on the processes relating to the access, testing and use of holdup alarm buttons and personal security pendants/buttons. (For the purposes of the rest of this document, these types of individual emergency call stations will be referred to as personal emergency call buttons or PECB's)

When to use Personal Emergency Call Buttons

- PECB's are only to be used when the RCMP needs to be dispatched immediately to deal with an individual who:
 - believes that they, or someone in their vicinity is in immediate physical danger and they cannot access a phone or other traditional emergency signaling device
 - is alone, hurt, disabled and needs medical assistance and cannot otherwise get to a telephone or call for assistance.

Process when a Personal Emergency Call Button is activated

- A signal will be immediately sent through the building's alarm system to VIU's alarm monitoring services (Price's Alarms)
- The alarm monitoring services will relay the type of alarm (holdup or personal), and building and room number in the following order:
 1. RCMP
 2. Nanaimo Security
 3. Facility Services

Responses

- RCMP will be responding within their priority system
- Security will call the telephone local registered with the system and seek to determine how to assist. If required, on no answer or request for assistance, Security (Nanaimo Campus) will send a security guard.
 - The security guard will not put themselves in danger, but will help as appropriate including first aid and assisting RCMP with direction to the right location.

Considerations

- All PECB's indicate a specific location that has been previously assigned through the alarm system when the device was installed. They should not be removed from the building or location specific for that pendant. If a PECB is taken into a different location, the alarm will still show as originating in the office where that PECB was originally installed or be out of communication range.
- If the pendant is pressed accidentally, Security should be contacted immediately at 250 740-6600.

- Assigned PECB “owners” and their departments will be responsible for, at a minimum, annual testing of their device. This can be arranged by calling Facilities at 250 740-6500 in advance.
- All costs related to false alarms, lost or damaged devices will be the responsibility of the Department that requested the PECB.

Process for requesting a new installation of Personal Emergency Call Button

- A request for a new installation must come from the Dean/Senior Administrator of the department to the Facility Services Department requesting a risk assessment. Items to address in the department letter include:
 - Main rationale behind the request for a PECB
 - Whether there are any other PECB’s in the department or area
 - Location and person/position that will be assigned responsibility for a new PECB
- Facility Services’ Manager of Buildings and Grounds, may consult with Health and Safety Services to complete a risk assessment that will look at:
 - Work procedures
 - Hours of operation
 - H&S orientation and training
 - Access control
 - Public access
 - Security patrols
 - Crime Prevention through Environmental Design
 - Documented incidents of crime or significant safety concerns
- Facility Services will complete the risk assessment and inform the Dean/Senior Administrator involved.
 - If the need is supported
 - Facility Services will:
 - Determine the type of PECB in consultation with the department
 - Create a quote for purchase and installation of the PECB
 - Dean/Senior Administrator will approve quote and provide funding account code to Facility Services
 - Facility Services will track the details of the device and arrange for system setup
 - If the need is not supported
 - Facility Services will report back to the Dean/Senior Administrator along with suggested alternative safety steps to use in lieu of a PECB

Created by: Alan Cumbers, Executive Director Facilities and Ancillary Services

Last Revised by: A. Cumbers

Created December 15, 2017