

Town of Naicam Policy Manual

<i>POLICY TITLE:</i> FALSE ALARM POLICY	<i>POLICY NUMBER:</i> P001-2019	<i>EFFECTIVE DATE:</i> April 23, 2019
<i>ORIGIN:</i> Fire Department	<i>ADOPTED BY COUNCIL:</i> Res# 059-19 April 23, 2019	<i>AMENDED DATE:</i>

Purpose:

To reduce the number of the Fire Department responses to False Alarms by promoting the proper use and maintenance of alarm systems and assigning a set of procedures and associated rates. Capitalized terms shall have the definition defined herein for the purpose of this Policy.

Definitions:

“Dispatch” –shall mean an individual, organization, or corporation that is authorized to dispatch reported emergency calls to the Fire Department in order to illicit a response.

“False Alarm” - is any incident in which personnel are paged or respond to a call from dispatch originating from a person by mistake or as a result of purposeful action reporting an emergency under false pretenses, or by an alarm system that is activated incorrectly, by mistake, or as a result of a malfunction.

“Fire Department” – shall mean Naicam Fire and Rescue.

“In Town” – a property or location within the municipal boundaries of the Town of Naicam.

“Out of Town” – a property or location outside of the municipal boundaries of the Town of Naicam.

“Scene” – the location of a reported emergency that the Fire Department is asked to respond to as provided to them by dispatch.

Procedure

1. Calls generated by security systems or alarms must be issued to the Fire Department by Dispatch. Computer generated or system generated calls will not be responded to.
2. The Fire Department responds to all calls from Dispatch, and as the possibilities of errors or incorrect information still exists, charges may be levied to the property owner for False Alarm calls subject to applicable fees.

Fees

3. False Alarm fees may be charged to the property owner and are subject to Town of Naicam payment terms, interest rates and collections policies. Fees will be charged as follows:
 - A. In Town
 - i. First False Alarm in the calendar year - no charge, a courtesy letter will be issued to the property owner with instructions to contact the alarm system provider to reduce likelihood of further occurrences. Notification regarding the rates for further False Alarms will be included in the letter.
 - ii. Additional False Alarms - \$250

B. Out of Town

- i. \$1500 if the Fire Department responds to the call and travels to the scene or travels more than 5 km Out of Town in response to the call.
- ii. \$500 if the Fire Department responds to the call but does not leave the Fire Hall or travels less than 5 km Out of Town without having arrived at the scene.