

This template is a guideline for your Agency’s use to develop your own Panic Alarm Procedure Manual. There are macros established to make it easier to select and change sections to personalize for your agency; these sections are in blue. Please update/delete accordingly.

Contact State Risk at 602-542-2175 for further assistance.

**Click on the red box borders to delete these notes from your own Manual.**

PANIC ALARM PROCEDURES

CONTENTS

[1.0 PURPOSE 1](#_Toc381942012)

[2.0 SCOPE 1](#_Toc381942013)

[3.0 INSTALLATION OF A NEW OR DISCONNECT OF A PANIC ALARM SYSTEM 1](#_Toc381942014)

[4.0 PROCEDURE 1](#_Toc381942015)

[5.0 RESPONSIBILITIES 3](#_Toc381942016)

[6.0 TRAINING 4](#_Toc381942017)

# PURPOSE

## The purpose of the Panic Alarm Procedures is to ensure that all installed panic alarms in occupied buildings are functioning properly and personnel are trained to be aware of when to activate, how to activate, and what to do while waiting for Law Enforcement response.

# SCOPE

## This procedure includes Arizona Department of Administration (ADOA) occupied suites that are equipped with panic alarms, including:

# INSTALLATION OF A NEW OR DISCONNECT OF A PANIC ALARM SYSTEM

## An application to request the installation, disconnect, or to move a panic alarm is available on the Arizona Department of Administration General Services Division website [(http://gsd.azdoa.gov/)](http://gsd.azdoa.gov/).

# PROCEDURE

## Panic Alarm Systems and Procedures

### In any threatening situation it is important to be confident that all security systems are in working order.

## Maintenance and Testing of Panic/Duress Alarm

### Details of all malfunctions or maintenance requirements should be reported to the General Services Division, Physical Security via the work order process at <https://gsd.az.gov/content/work-order-request>, or by calling 602-542-4594.

### The Panic Alarm system is to be routinely tested quarterly and results recorded on the Panic Alarm Log.

#### The Log form may be obtained from theRisk Management Website at <https://staterisk.az.gov/loss-prevention/fire-life-safety>.

#### Log activity should be retained for a period of three (3) calendar years.

## Response to a Security Incident

### In the event of a security incident, or if feeling threatened, the alarm should be activated.

### After the alarm has been activated, the front desk staff should excuse themselves from the area by saying they need to retrieve a file to obtain the information requested and immediately leave the area.

### Law Enforcement Response

#### Once the panic alarm is activated, Law Enforcement will respond and assume control of the situation.

## Following a Panic Alarm Activation

### Following alarm activation the alarm must be reset. If resetting an alarm button, the alarm is reset by inserting and turning the reset key clockwise; the red button should move forward. If you have a panic alarm switch, reset by moving the switch back to the original position. Verify the alarm has been successfully reset by calling the “Monitoring Unit.”

### Record the incident on the Panic Alarm Log.

## Follow-Up Care

If follow-up care is needed, employees can contact ComPsych at 877-327-2362 to attend critical incident after-care. In addition, United Healthcare’s OptumHealth (UHC) has established a free help line for people in Tucson to provide support to the public. The toll-free help line number is 866-342-6892 and is open 24-hours a day, seven days a week for as long as necessary. This service is free of charge and is open to anyone in need (they do not need to be UHC members).

# RESPONSIBILITIES

### Employees responsible for the Panic Alarm program, operation, and procedures within their Agency are required to take the Panic Alarm Program training. (Refer to [TRAINING](#_TRAINING))

### Ensure the front desk person knows how to activate the panic/duress alarm.

### Ensure personnel who would need to activate the panic alarm are aware of any specific agency response required when the panic alarm has been activated and has completed the Panic Alarm User Training.

### Review the Panic Alarm Procedures at a minimum of every twelve months, or when a change is made to the panic alarms.

### Coordinate quarterly testing of the panic alarm(s) with the “Monitoring Unit” (this could be through DPS Capitol Police or other contracted security provider).

#### Call the DPS Capitol Police Monitoring Unit at 602-542-5730 to request testing. Testing will be done when the call is made unless the Monitoring Unit has other responsibilities that require immediate attention. If that occurs, the Monitoring Unit will give you an alternate time to call.

### Update the Panic Alarm Log.

### Ensure the alarm is working properly.

### Submit work order, if needed, and check on completion of repair.

## Law Enforcement/Security Company

### The “Monitoring Unit” is responsible for monitoring and responding to panic alarm activations even if the alarm is inadvertently activated and then de-activated.

### Participate in quarterly testing of panic alarms.

## Personnel with Panic Button Access

### Know how to activate the alarm.

### Required to take the Panic Alarm User training. (Refer to [TRAINING](#_TRAINING))

### Know the response procedures once the alarm is activated.

### Know how to reset alarm.

### Record testing, accidental activations, and actual situations on the Panic Alarm Log.

## ADOA General Services Physical Security

### Responds to work order requests.

# TRAINING

## Computer Based Training (CBT) on the panic alarm programs is available on the Y.E.S. website at <https://portal.hris.azdoa.gov/CES/ces_login.jsp>.

* Choose Employee Training
* Registration by Category: Emergency Planning
* Select one of the following courses
  + **Panic Alarm User Training**: Course: ERM100PA – Panic Alarm User Training, Session 1

This trains employees on how to activate a panic alarm, when they should activate a panic alarm, and what to do while waiting for Law Enforcement to respond to the alarm activation.

* **Panic Alarm Program Training**: ERM200PA – Panic Alarm Program, Session 1

This training will provide a person oversight of the panic alarm(s) in their area, on the need for and how to request the installation of a panic alarm, how to test a panic alarm, and what procedures are required as part of having a panic alarm in their Agency's building.

\**system tip—click on the course number, not the course description.*