



CRESTWICKE BAPTIST CHURCH

400 Speedvale Avenue East, Guelph, ON N1E 1N9 | (519) 836-2132 | www.crestwicke.org

Security Protocol Note

from Property Chair, Shayne Love

December 2022

Dear Crestwicke building users,

There has been a number of security alarms falsely triggered this year. I would like to remind everyone to be careful to properly arm & disarm the security system, otherwise it can be quite disruptive or costly to our church.

Many people probably do not know what happens if the alarm is triggered (even accidentally). Here is what happens, sequentially, when the security alarm goes off.

- 1) The alarm starts blaring in the building,
- 2) Within seconds (and I mean seconds), Protector (our security firm):
 - a. Calls Chris. If Chris does not answer, then
 - b. Calls Dorothy. If Dorothy does not answer, then
 - c. Calls Dave. If Dave does not answer, then
 - d. Calls Guelph Police.
- 3) Once Chris, Dorothy, or Dave is reached, Protector stops the alarm from blaring.
- 4) Chris, Dorothy, or Dave goes to the church to confirm everything is OK.

Every time the alarm goes off, someone needs to drop everything and drive to the church to do a walk-around. If the police are called because our three contacts are not near their phones, then we are charged about \$220 for the false alarm.

To help simplify the process, we are introducing a new procedure to help reduce the disruptions caused by false alarms. If you accidentally trigger the alarm, here is what you should do:

- 1) *Disarm* the system immediately using your security code (if you have one). This will stop the blaring, but the above-mentioned phone call to Chris and others has already been made. So, don't just leave!



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- 2) Wait by the "General Office" phone, which is in the open office area near the security dial pad. Chris, Dorothy, or Dave will call that extension (x220). When it rings, answer it and identify who you are and state that it was a false alarm. This will prevent anyone from driving into the church. If the phone does not ring, please wait around to explain to the person who shows up what happened. If they don't know why the alarm was set off, they need to walk around the building to check things out.
- 3) Remember to Rearm the system before you leave.

By following this process, Chris, Dorothy, or Dave just need to make a phone call, but it only works if you answer their phone call.

Remember, if the alarm is triggered, someone is driving to the church and doing a walk-around unless YOU tell them not to, so please don't just leave!

LOCKING UP:

- 1) Confirm the building is:
 - a. OFF? Ensure all lights/appliances etc. are off.
 - b. LOCKED? Ensure exterior doors are locked.
 - c. EMPTY? Ensure everyone else has left the building.
- 2) ARM the alarm system. Enter your 4-digit pin or press "AWAY" for 3 seconds
- 3) EXIT immediately. 45 second alarm delay

If the ALARM GOES OFF:

- 1) Disarm the alarm.
Enter your security code to disarm the alarm and stop the blaring.
- 2) Wait by the office phone.
Someone will call the office phone by the alarm keypad (x220) within a few minutes. Answer it and identify who you are and that you triggered the alarm. Follow their instructions.
- 3) Re-arm when you leave.
When you leave, remember to re-arm the alarm.