

TOWN FACILITIES SECURITY

SECTION: Administration / Council

DEPARTMENT: Administration / Public Works / Finance / Community Services

COUNCIL APPROVAL DATE: February 3, 2015

LAST REVIEWED BY COUNCIL: September 3, 2024

POLICY STATEMENT

Town Facilities are equipped with Alarm Systems, a fob and/or key(s) to protect Town property and ensure the safety of Town employees, volunteers, and visitors. Alarm Systems are monitored 24 hours a day and are a direct line to emergency services if required. Misuse of Town Facilities Alarm Systems and disregard for False Alarms, and/or loss of a fob and/or key(s) may result in fees for cost recovery and/or disciplinary action.

PURPOSE

To outline the details related to the use and administration of the Alarm System, a Town Facilities fob, and/or key(s) by Designated Users.

SCOPE

This policy applies to Designated Users who use Alarm Systems, a fob and/or key(s) at Town Facilities.

DEFINITIONS

“Alarm System” means the integration of stationary detection sensors and/or a mobile, wireless panic button with control and notification components which report to and are monitored by a central station system.

“Council” means the elected officials of the Town of Bon Accord.

“Designated User” means any individual who is authorized to use an alarm code to

access Town Facilities, including, but not limited to Town employees, Council members, Bon Accord Public Library employees, Sturgeon County Fire Services employees, and those who have entered into facility rental contracts with the Town.

“False Alarm” means an alarm which is accidentally activated by a Designated User.

“Town” means the Town of Bon Accord.

“Town Facilities” means the Town of Bon Accord office building (including the library and fire hall), arena, and Public Works yard and buildings therein.

“Town Manager” means the Chief Administrative Officer of the Town of Bon Accord or designate.

I. DESCRIPTION OF SYSTEMS

Two (2) types of Alarm Systems are utilized by the Town of Bon Accord.

1. **Panic Pendant:** Town Employees will have access to a wireless panic pendant. The pendant will be used in accordance with the Town’s **Working Alone Procedure**.
2. **Town Facility Alarm Systems:** Stationary alarm systems are installed at Town Facilities and may be armed or disarmed by Designated Users.

II. PRIVILEGES

1. A Designated User who is given Alarm System privileges will be provided with one (1) of the following for **EACH** Town Facility the Designated User is privileged to access:
 - 1.1. One (1) key, one (1) fob, and one (1) Alarm System code, or
 - 1.2. One (1) key and one (1) Alarm System code, or
 - 1.3. One (1) Alarm System code.

2. Should a Designated User lose or misplace any or all items outlined above, rekeying may be required to ensure the security of Town property. If rekeying is completed, the following will apply:
 - 2.1. Designated Users who are not Town employees may, at the discretion of the Town, be responsible for rekeying costs, plus a 25% administration fee, payable to the Town of Bon Accord.
 - 2.2. Designated Users who are Town employees may be subject to disciplinary measures, including, but not limited to revocation of Alarm System privileges.
3. Designated Users with rental privileges may have such privileges revoked after:
 - 3.1. Two (2) rekeyings or
 - 3.2. Three (3) or more False Alarms that are not reported to on-call staff.

III. RESPONSIBILITIES

4. The **Town Manager** will:
 - 4.1. Delegate authority to manage the Alarm System.
 - 4.2. Approve Designated Users.
 - 4.3. Revoke or reinstate Designated User privileges.
 - 4.4. Approve any Town employee disciplinary action or non-employee costs related to rekeying and/or False Alarms.
 - 4.5. Ensure this policy is reviewed at least once every two (2) years.
5. **Managers:**
 - 5.1. Must request a new code and/or key(s) for new employees.
 - 5.2. Must request the deletion of codes and/or return of key(s) for employees who are vacating their position and/or the revocation of Alarm System privileges as directed by the Town Manager.
6. **Designated Users:**
 - 6.1. Must ensure Alarm System codes remain secret.

- 6.2. Must, at all times, maintain the security of the fob and/or key(s), as applicable.
- 6.3. Must request an Alarm System code reset if someone else is suspected of knowing their secret code.
- 6.4. Must report any suspected Alarm System code breaches and/or stolen key(s) and/or fob to the Town Manager and, if applicable, the RCMP.
- 6.5. Must notify the Town immediately if the Designated User becomes aware of a matter requiring immediate attention, including but not limited to, the smell of gas, frozen pipes, flooding, fire, etc., by calling the public works on-call number at 780-975-0770.
- 6.6. Must maintain the security of Town property by ensuring appropriate doors are locked and the Alarm System is armed when vacating a Town Facility.
- 6.7. Are responsible for reviewing and complying with this policy.

7. Town Facility Rentals

- 7.1. If Town staff are not present during a rental, Designated Users for rentals will receive a key and an alarm code, if applicable.

IV. FALSE ALARMS

1. If a Designated User sets off a False Alarm and does not follow the steps outlined below, the Town may, at its discretion, charge a fee to the party responsible or enact disciplinary action.
2. If a Designated User sets off a False Alarm, the Designated User will:
 - 2.1. Attempt to cease the False Alarm by 1) using their Alarm System code OR 2) by using the Alarm.com app on their mobile device (select Designated Users only).
 - 2.2. Contact the public works on-call phone number at 780-975-0770 to advise them of the False Alarm.
 - 2.3. Contact the Alarm System company to advise them of the False Alarm.
Designated Users may be required to answer a security question.

V. ALARM SYSTEM MAINTENANCE

1. All Alarm System troubleshooting must be done by verified Alarm System employees.
2. Alarm System damages made to any area of the Alarm System by unauthorized individuals may be charged to the Designated User at the Town's discretion.
3. At least one (1) Town employee will have access to the Alarm System online portal to make administrative changes, as needed.
4. No Designated User may attempt to alter or access the Alarm System at any time without permission from the Town Manager with the exception of on-call staff.

VI. VIDEO SURVEILLANCE

1. Any video images captured for the security of Town Facilities as part of the Alarm System functionality will be used in accordance with the **Video Surveillance in Town Facilities Policy**.

REFERENCES

Video Surveillance in Town Facilities Policy
Working Alone Procedure