



AFTER-HOURS ALARM RESPONSE

Preamble

From time to time, a situation may occur outside of regular business hours that requires a response from Contact Brant. This policy outlines the expectations and procedures for employees designated to respond to after-hours calls from the organization's security alarm monitoring provider. It ensures timely assessment of alarm notifications, protection of agency property and data, and appropriate escalation when needed.

Definitions:

- **Alarm monitoring provider** refers to the external security company that contacts designated staff when alarms are triggered outside of business hours
- **Alarm event** refers to any notification from the alarm provider indicating a potential security issue (e.g. break and enter, fire, system malfunction)
- **On-call staff** refers to the designated employee responsible for answering and responding to alarm-related calls

Policy

Contact Brant has an alarm system with 24/7 monitoring protection. The alarm system safeguards Contact Brant's location against unauthorized access and potential threats. The CEO is primarily responsible for responding to after-hours alarm calls. Contact Brant maintains a list of designated on-call staff to be contacted, and in what order, if the CEO is unavailable:

1. CEO
2. Executive Assistant
3. Manager of Autism Services
4. Manager of Service Coordination

The Executive Assistant is responsible for keeping contact information for these individuals up to date and for providing it to the alarm monitoring provider.

Procedures

1. Designated on-call staff will have the alarm monitoring provider's user app installed on their agency provided mobile device.

2. Upon receiving a call from the alarm provider, staff will:
 - a. Receive details of the alarm event / type of activation
 - b. Direct the alarm monitoring provider to contact the police if applicable
 - c. Review the live view and / or playback on the alarm monitoring provider's user app
 - d. Determine if on-site attendance is required
3. If on-site attendance is required, staff must not enter the building if they observe signs of an unsafe situation, forced entry, or perceived threat to personal safety. In such instances, they must wait for the police and follow instructions from emergency responders.
4. Once the site is confirmed to be safe, staff may reset the alarm and leave the premises.
5. All alarm-related calls and actions must be communicated to the management team (CEO, Executive Assistant, Manager of Autism Services, Manager of Service Coordination) before the next business day. Serious incidents (e.g. fire, break-in, or other property damage triggering an alarm response) will be communicated to all staff before the next business day.
6. Any incidents deemed a Serious Occurrence under MCCSS serious occurrence requirements will be reported according to the requirements outlined in Contact Brant's Serious Occurrence Policy.