



## False Alarm Prevention

# If You Give Them a Key – Give Them the Codes!

**How many times have the police been dispatched to your home because visitors, family, child care givers, domestic help, real estate agents, contractors or other employees have set off your alarm and did not know what to do?**

Consider the following steps to decrease the chances of having a false alarm:

Make sure everyone, who has access to your home, such as child-care providers, domestic help, extended family, etc., are familiar with your alarm system.

Teach them how to turn on the system and make sure they know how much time they have to exit if they are leaving.

If entering the home, ensure they know how to turn off the system and how much time they have before the system alerts the central station.

Contact your central station and ask them to assign each person their own personal passcode/password for verbal identification. You can have this code removed when it's no longer needed.

Educate your guests/employees on the central station procedures should they set off the alarm

Teach them how to cancel a false alarm to avoid the imposition of potential fees or fines.

- A. Keep the central station phone number in an easy to find place.
- B. If you're going out of town and have a house sitter, make sure they have permission to authorize repairs to your system if it fails.
- C. Make sure everyone who has access to your home or business has a valid code to turn on and off your alarm system **as well as** the code or password used to identify themselves to us as a valid alarm user.