

# PANIC BUTTON REQUEST

Extension: \_\_\_\_\_ Date: \_\_\_\_\_ This request is for a  
 New button  Change

Phone User's Name: \_\_\_\_\_

Email address or GroupWise ID: \_\_\_\_\_

Building:  Courthouse (1)  
 Admin (2) Dept.: \_\_\_\_\_  
 Health Svcs Bldg (3)  
 Public Works (4) Room #: \_\_\_\_\_  
 Security Center (5)  
 Health & Justice (6)

Users with panic buttons are responsible to notify the Judicial Services Lieutenant, by submitting a new form, if their phone with an active panic button is moved to another location, the room number is changed, or the extension is changed. Panic button information cannot be automatically updated based solely on requests for telephone moves or changes. The Public Works Telecommunications Division and the Sheriff's Department assume no responsibility if notification of a change is not made.

<b>Department Approval</b> _____ Dept Head Signature  _____ Date _____ Printed Name	
All panic button requests require review and approval of the Sheriff's Dept., Judicial Services Lieutenant, Enforcement Captain, or Sheriff. This review ensures that there is a legitimate need for the panic button and that the number of panic buttons assigned does not exceed the capability to respond to calls.  <b>Security Approval</b> _____ Signature  _____ Date _____ Printed Name	
This section completed by Public Works Telecommunications Division  _____ Date Programmed _____ Group List Number  _____ Technician _____ Dial Code  _____ Date Recorded / Recorded By _____ Digit String	

## **PANIC BUTTONS AND ALARM RESPONSE**

### **Utah County Sheriff's Office Policy**

January 22, 2003

Revised February 5, 2009

#### **1. POLICY**

It is the responsibility of the Utah County Sheriff's Office Judicial Services/Facility Security Division to respond in person to all panic alarms (pages) received. It is also the responsibility of this division to accept requests for the installation of new panic alarms, assess the need, and submit Panic Button Request forms to Public Works for new panic alarm activation.

#### **2. PROCEDURE**

At the time the panic alarm is received it is unknown if a true emergency exists or if it is a false alarm. Therefore, when a panic alarm is received it is deemed to be an actual emergency. Responding deputies shall assume an emergency situation exists and act accordingly.

##### **A. RESPONDING DEPUTY RESPONSIBILITY**

1. All pagers issued to deputies in Judicial Services/Facility Security Division shall be programmed to the panic page cap code. This will ensure that deputies on the premises or in the areas adjacent to the Historic Courthouse and the County Administration Building will respond to the location of the alarm.
2. When panic alarms are received, available deputies will respond in person to the location of the alarm. Panic alarms are not to be resolved over the telephone.
  - a. If the panic alarm was in fact a valid alarm deputies are to handle the situation as dictated by Sheriff's Office policy.
  - b. In the event the alarm was set off by accident (false alarm) the responding deputy will advise other responding deputies of the false alarm, thereby canceling their response.
  - c. The deputy initially responding needs to notify Central Dispatch of the status of the alarm as soon as practical. A call for service number shall be obtained as part of this notification process.

##### **B. REQUESTING ACTIVATION OF PANIC ALARM**

1. If an employee feels the need to have a panic alarm installed on their telephone, or if their telephone is moved to a different office location, they should contact their department head and request their telephone be programmed with a panic button. The department head should assess the need based on such factors as: likelihood of confrontation with hostile individuals, office floor plan, and duplication of panic alarm buttons within the same office. Reception areas, lobbies and other areas readily accessible to the public should have panic alarms installed. Offices in secured hallways and corridors, only accessible to county employees generally will not be given panic alarm access.
2. Once the department head has determined the necessity of the panic button they should forward a Panic Button Request form to the Judicial Services/Facility Security Division lieutenant. The request may be reviewed with the department head for further clarification.
3. If the panic button is determined to be necessary, the Judicial Services/Facility Security Division will submit the Panic Button Request form to the Telecommunications Division of Public Works for installation of the panic alarm.

##### **C. PANIC ALARM MONITORING**

1. It will be the responsibility of the Judicial Services/Facility Security Division to monitor, audit and spot-check panic alarms to determine the reliability of the system.
2. The department head is responsible to train each employee as to the existence, operation and appropriate use of the panic alarms.
  - a. Panic alarms are to be used when an employee or any person feels threatened or fears for their well-being by the hostile actions of another.
  - b. Panic alarms should not be used in the event of a fire, medical emergency, etc. Employees should call 911 for these types of emergencies.
3. Multiple false panic alarms to the same phone may be cause to have the panic alarm removed from the phone.
  - a. False panic alarms create an undue hardship on responding deputies, by interrupting their current duties, assignments and obligations unnecessarily.