

YORK-POQUOSON SHERIFF'S OFFICE	GENERAL ORDERS
SUBJECT: Alarms	NUMBER: GO 2-13
EFFECTIVE DATE: January 28, 2019	REVIEW DATE: December 12, 2018
AMENDS/SUPERSEDES: GO 2-13, February 1, 2003	APPROVED: _____  Sheriff
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17 **POLICY**

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19 Alarms are a means of notifying the Sheriff's Office that a serious crime may be in progress

20 when the use of a telephone or other means of communications is impractical or impossible.

21 Despite the frequency of false alarms, verified alarms represent a threat to citizens and deputies

22 and therefore require an organized, cautious response. Deputies shall proceed with extreme

23 caution when answering any type of alarm call. Deputies shall be aware that alarms can be

24 activated differently and that the nature of the alarm can sometimes affect the response.

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26 **PURPOSE**

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28 To outline a plan for handling and responding to activated alarms, which promotes citizen and

29 deputy safety.

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31 **DEFINITIONS**

- 32 • Alarm
- 33 ○ A device or series of devices including, but not limited to, systems interconnected via
- 34 wire line or radio frequency signals and which are designed to emit or transmit an
- 35 audible, visual, or electronic signal upon activation.
- 36 ○ Dispatch learns of activated alarms through several means.

- 37 ○ Most are transmitted directly to dispatch by a third party service known as central
38 monitoring stations. They in turn follow the customer's protocol and contact the
39 Emergency Communications Center.
- 40 ○ Citizens may observe or hear an alarm and personally report it.
- 41 ○ Upon receipt of an alarm, dispatch shall identify the type of alarm to the fullest extent
42 possible.
- 43 ○ Deputies may also discover alarms during their patrols. Dispatch shall be notified
44 immediately of the location.
- 45
- 46 ● Hold-up alarm
 - 47 ○ Hold-up alarms systems are typically associated with financial institutions or
48 locations where money is located.
 - 49 ○ A hold-up alarm will initially be treated as a serious crime in progress.
- 50
- 51 ● Burglar alarm
 - 52 ○ Burglar alarms are typically associated with buildings and indicate a possible
53 unauthorized intrusion into the building.
 - 54 ○ A burglar alarm shall initially be treated as a crime in progress.
- 55

56 **PROCEDURES**

- 57 ● General dispatch responsibilities
 - 58 ○ For all alarms, dispatchers shall assign deputies to respond according to the priority
59 appropriate to the circumstances and nature of the alarm.
 - 60 ○ If the alarm company advises that they have confirmed with the protected premises
61 that a crime has occurred, the dispatcher shall treat the event as a robbery or burglary
62 in progress and assign deputies accordingly.
 - 63 ○ [REDACTED]
 - 64 ○ [REDACTED]
 - 65 ○ [REDACTED]
 - 66 ○ [REDACTED]
 - 67 ○ [REDACTED]
 - 68 ○ [REDACTED]
 - 69 ○ [REDACTED]
 - 70 ○ [REDACTED]
 - 71 ○ [REDACTED]
 - 72 ○ [REDACTED]
 - 73 ○ [REDACTED]
 - 74 ○ [REDACTED]
 - 75 ○ [REDACTED]
 - 76 ○ [REDACTED]
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- 78 ● General patrol responsibilities
 - 79 ○ When an alarm signal or call is received, one deputy will normally be dispatched for
80 routine alarms calls.
 - 81 ○ [REDACTED]

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■ [REDACTED]
■ [REDACTED]
■ [REDACTED]
■ [REDACTED]
■ [REDACTED]

- If the on-scene supervisor or primary deputy determines that the alarm is false, he or she shall not rely solely on the teller or a financial institution official saying so, but must enter the bank with the teller or official to verify the situation and so notify dispatch.
- If a robbery has been committed, the primary deputy shall:
 - Identify witnesses,
 - Ensure that injured people receive medical attention,
 - Protect the crime scene, and
 - Obtain necessary information for be-on-the-lookout broadcasts.
- Business alarms
 - Business alarms may be one of the following types of alarms:
 - Intrusion/Burglary alarm
 - ❖ Typically activated by:
 - The breaking of a window, or
 - Forced opening of door, or
 - Through motion sensors within the building.
 - ❖ Indicative of entry into the building through a door or window while the alarm is armed.
 - Hold-up alarm
 - ❖ Typically activated by:
 - An employee located in the business, and
 - At a location within the business where money is kept.
 - ❖ Indicative of robbery or robbery attempt.
 - Panic/Duress alarm
 - ❖ Typically manually activated by:
 - An employee within the business.
 - ❖ Could be indicative of circumstance such as:
 - A medical emergency, or
 - A robbery, or
 - Other theft, or
 - Any number of other circumstances.
 - If the business is closed, the dispatcher shall:
 - Dispatch appropriate deputies based on the nature of the alarm.
 - Attempt to determine the precise nature of the alarm to include:

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- [REDACTED]
- [REDACTED]
- A canine unit may be summoned, if available.
- Panic/duress alarms
 - Some residential alarms may be panic or domestic violence alarms.
 - These alarms require the same expeditious and cautious approach as other types of residential alarms.
 - If a domestic violence alarm is received, dispatch shall attempt to determine the existence of any preliminary or emergency protective orders in effect and advise deputies of its existence before their arrival. See [GO 2-32, Domestic Violence](#), for guidance.
 - If no signs of forced entry are present and no open or unlocked doors are found and the homeowner or other responsible party is not present the deputy shall:
 - [REDACTED]
 - Attempt to gather information from neighbors that may indicate the homeowner is:
 - ❖ Either away, or
 - ❖ May be in the home and possibly has a medical condition and may need assistance.
 - Entry into the residence shall be handled the same as listed above in Residential alarms, No sign of forced entry.
- Robbery/burglary
 - If a robbery or burglary has taken place and dispatch has the victim or complainant on the telephone, dispatch shall obtain any available information about:
 - The suspect's description,
 - Mode and direction of travel, and
 - Shall advise the business or homeowner to keep everyone out of the crime scene until the arrival of law enforcement personnel.
 - If a financial institution has been the victim of a robbery, secure the crime scene and all physical evidence and summon appropriate personnel; see [GO 2-14, Criminal Investigations](#).
- Unconfirmed situations
 - Routinely, the Emergency Communications Center will receive notification from a central monitoring station that an alarm has been received and that someone without a valid clear code activated it (neighbor, family member, maid, etc.).
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]

