



## Appropriate use of Duress, Hold-Up and Panic Alarms

Duress, hold-up and panic alarms are designed to allow alarm users to activate the system under specific emergency situations when they are unable to dial 9-1-1. These types of alarms generally result in a heightened response, sometimes with multiple RCMP member using lights and sirens due to a raised likelihood of a criminal event in progress. Therefore, activating these types of alarms in a non-emergency situation could result in stiff penalties and fines to the alarm user. It is very important that alarm users understand that activation of these types of alarms in non-emergency or improper situations may place law enforcement, alarm users and the general public at increased risk.

### What are these types of alarms and when do I use them?

A duress alarm is a silent alarm, which is generated when an alarm user enters a designated code into the alarm system keypad. This designated code is different from the regular arm and disarm codes. It alerts the monitoring company that the alarm user is being forced to turn the alarm system off against the user's will



Commercial hold-up, panic or robbery alarm, is a silent alarm, which is generated when an alarm user manually activates a device (button, floor pedal, money clip, key fob, pendants, etc.) that is intended to alert the monitoring company that a robbery is in progress.

Residential panic alarm is generally an audible alarm, which is generated by the manual activation of a device intended to alert the monitoring company that a life threatening or emergency situation is occurring.



### When NOT to use your duress, hold-up or panic alarm:

- When you need fire or medical assistance.
- To report a vehicle has been stolen.
- When an underage person attempts to buy alcohol.
- When someone has shoplifted merchandise.
- Any circumstance in which your alarm location (commercial or residential) is not threatened by an intruder.

### When it is appropriate to use your duress, hold-up or panic alarm:

- During a robbery or hold-up in progress
- When you are physically threatened by an intruder

The use of duress alarms is not recommended for the general public. Duress alarms should be reserved for those alarm users who are at greater risk, because they have custody of large amounts of money or highly valuable goods. Effective use of duress alarms requires special training and frequent drill to prevent false alarm activations.

**Call 9-1-1 for the appropriate police fire or medical emergency response.**