



# HAMILTON POLICE SERVICE

*Leading the Way Together*

[www.hamiltonpolice.on.ca](http://www.hamiltonpolice.on.ca)

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## False Alarm Prevention

Information for Alarm Users

IT IS EVERYONE'S  
RESPONSIBILITY TO



FALSE ALARMS

Provided as a Public Service by the False Alarm Reduction Association- [www.faraonline.org](http://www.faraonline.org)



### Maintaining Contact with your Alarm Company



#### Haven't received a call from your alarm company lately?

Maybe your contact numbers are not updated! In today's busy world, the simple things like updating your alarm company with current cellular phone numbers and other necessary number changes are all too often forgotten.

When an alarm is received from your place of business or residence, your alarm company will need current contact information to verify your emergency and notify you of the alarm dispatch.

1. Ask your alarm company to send you a list of your current call list, and then make the necessary changes. Most companies will accept changes via fax or email. Otherwise mail them your changes.
2. Tell your alarm company who has keys to your home or business, and make sure they are on your call list. Your local police department may require that a key holder accompany them when they respond to an activated alarm.
3. Include all phone numbers for each contact (including cell phones, work numbers, home numbers, etc.) on your call list, and list them in order of priority.
4. Please remember to review your call list with your alarm company at least once a year, and notify them of any changes to your call list or phone numbers when they happen.

Taking the time to keep your alarm company informed of your latest contact information will ensure that there is no confusion about "who to call?" when an alarm occurs. And, this will also help ensure the quickest processing!