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| TITLE: Panic Button Protocol |
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I. PURPOSE AND SCOPE

The purpose of this policy is to outline the proper procedures for reporting emergencies and the usage of the panic buttons. This policy applies to all City employees.

II. POLICY STATEMENT

With the installation of panic buttons at various locations throughout City departments, it is important that employees understand the proper procedures for reporting emergencies and understand how the Police Department will respond.

III. POLICY PROVISIONS

- A. Panic buttons are installed at various locations throughout City departments. The list of panic buttons will remain confidential for security purposes.
- B. If a panic button is located in your work area, your supervisor will inform you and ensure you understand this policy.
- C. Members of the City's Safety Team are responsible for performing monthly tests of the panic buttons in their respective areas.

IV. PROCEDURES

A. IF AN EMERGENCY OCCURS AND YOU ARE ABLE TO SPEAK

- 1. If an emergency is occurring and you are able to relay the information, you should call 911 to report the incident.
- 2. If you need police assistance only, the dispatcher will render the appropriate assistance.
- 3. If you need fire/medical assistance only, your call will be transferred to the Fire Department for assistance.
- 4. Be prepared to provide as much information as possible regarding the situation to better aid the response of public safety. Some of the basic info that the dispatcher will need is: specific location, weapons involved, what is happening medically (fainted, chest pains, etc.)

B. IF AN EMERGENCY OCCURS AND YOU ARE UNABLE TO SPEAK

1. If you are unable to speak to the dispatcher due to extenuating circumstances (i.e. hostage situation, person with a gun, etc.) you should activate the panic button, if possible.
2. If you are not near the panic button, but are near a phone, you should call 911 from the phone and leave the line open so that the dispatcher can hear what is going on and send the appropriate number of units.
 - i. It is preferable that you use a City phone, so the dispatcher will know your exact location. If you are unable to use a City phone, but have a cell phone available, try to communicate your location so the dispatcher knows where to send help.
3. The only time you should do either of these is if you or others are in immediate danger and cannot relay the information of the situation to the dispatcher.

C. IF AN EMERGENCY OCCURS AND YOU ACTIVATE A PANIC BUTTON

1. The Avondale Police Department Communication Center is notified via an alarm on the dispatchers' computer screens. The alarm is audible and will pull up a screen that identifies the area that has activated the panic button.
2. The dispatchers will immediately enter a call to be dispatched to an officer and subsequently call the department that activated the alarm in attempt to get further information regarding the alarm or confirm the validity of the alarm.
3. Due to the critical nature of emergencies, the dispatchers will not be able to look up multiple phone numbers or try to determine the best number to call in each department. Therefore, it is important to ensure that the Facilities Manager has the preferred contact number so it can be properly logged into the alarm system.
4. Upon reaching someone in the department, the dispatcher will triage the call to determine if police, fire and/or medical are needed. If the activation was an accident they will cancel the call and reset the alarm.
5. If they are unable to reach an employee via the phone, they will continue sending police to the area to investigate the unknown trouble.
6. Of course, it is always better to know what is going on if at all possible, as it aids the responders in determining the necessary resources needed for the situation.
7. If you activate the panic button accidentally, please call the Communications Center IMMEDIATELY to advise that it was an accident. You can use the direct line to dispatch which is ext.7099.

V. APPROVAL



David Fitzhugh, City Manager

March 23, 2015
Date of City Manager's Approval