

## 24. Panic Buttons

The City has several panic buttons which, when pushed, issue a silent alarm that alerts the City's alarm monitoring company that will then notify NORCOM for dispatch. Note: there will be no verification call made to the site before dispatch.

Staff should use the panic button if they feel threatened by:

- Verbal or physical disruption
- Verbal aggression
- Physical aggression or threat of physical violence or mental distress
- Physical violence.

All staff should trust their instincts and activate the alarm if they feel a situation is likely to develop.

Calling 911 is preferred but the buttons are there if staff cannot safely call 911. If the situation allows for a call to 911 **after** the panic button has been utilized, please call and provide the dispatcher with more information to pass along to responders.

This emergency alert is sent over a Bluetooth or wi-fi network. Each button has been assigned to a general location, but the wireless devices are not capable of providing precise location data. The Support Services Manager will test the system annually.

Employees will be informed about the locations of the panic buttons during their New Employee Orientation. The current list of locations is maintained by the Support Services Manager.