

**SECTION: 806**  
**TITLE: ALARMS**  
**SUPERSEDES/RESCINDS:**  
**EFFECTIVE DATE: 22 October 2009**

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## **INTRODUCTION**

CIEC911 processes approximately 125 alarms each month making it the #1 type of incident handled by telecommunicators followed by motor vehicle accidents. In order that alarms are handled rapidly and efficiently by telecommunicators, certain standards are established of which the alarm company industry has been notified. In the vast majority of cases, alarms are caused by equipment malfunction or human error, however, there are documented cases in which alarm notification to a Public Safety Answering Point (PSAP) was an emergency which otherwise would have been delayed or gone undetected.

## **PROCEDURE**

The telephone number 244-5218 is dedicated for alarm companies to contact CIEC911. Any alarm company calling in an alarm on any other number should be notified to use the dedicated Alarm Companies Line in the future.

Calls received on the Alarm Companies Line should be handled as a priority -- lower than a ringing 911 line, but higher than the non-emergency lines.

Any calls received on the Alarm Companies Line should be answered with "Cayman Islands Emergency Communications Alarm Line".

The following information should be asked for and provided by the alarm company:

- Alarm Company Name
- Type of Alarm (Fire, Holdup, Intrusion, Panic, etc.)
- Business/Resident Name (e.g. "Pete's Jerk House")
- Complex/Strata Name (e.g. "North Sound Plaza")
- Exact Street Address and unit/suite number (e.g. "1234 Church St. Suite 15")
- District (George Town, West Bay, Bodden Town, North Side, East End, Cayman Brac, Little Cayman)
- Phone number for the premise (phone number that is answered after-hours)
- Has a responsible person for the business been contacted? If so, obtain the responsible persons name and cell phone contact number.
- Callback number for the Alarm Company