

Original Approval Date: June 27, 2005
Most Recent Approval Date: January 28, 2013
Most Recent Editorial Date: September 9, 2014
Parent Policy: Lands and Buildings Security Policy

Control Centre Alarm Monitoring and Response Procedure

Office of Administrative Responsibility:	Office of the Director, Building Infrastructure/Senior Information Officer
Approver:	Associate Vice-President (Operations and Maintenance)
Scope:	Compliance with this University procedure extends to all members of the University community.

Overview

The Communications Control Centre (CCC) maintains and adjusts temperature, humidity, and ventilation airflow rates and operates year round, 24-hours per day. CCC also provides monitoring and response coordination for all alarm conditions on campus, including access control alarms, fire, medical emergencies, environmental and research related emergencies. Exceptions to this are security alarm related issues and security system alarms that are reported directly to Protective Services.

CCC monitors Remote Control Monitoring System Alarm Printers, Access Control System Printers, and the Campus Fire Alarm System and is responsible for after-hours activation of ventilation and environmental systems.

Purpose

Response to environmental and research alarms requires up-to-date **response procedures** and contact information to be developed and maintained by the associated department. Departments are responsible for developing and updating their response procedures and contact lists for specific alarm conditions.

PROCEDURE

To arrange for response to environmental and research alarms or other additional alarms in a specific area a department must contact Operations and Maintenance. To add alarms as part of a renovation or capital construction project, the request must be coordinated through the Project Management Office.

CONTACT LIST/DEPARTMENT MONITORING AND RESPONSE

Once a department has arranged for alarm monitoring, it is the responsibility of the individual department to develop **contact lists** and response procedures for their alarm conditions. Departments should update/confirm this information annually to ensure that it is kept current. Please complete and return the RCMS/BAS Critical User Alarm Response Form found under the Forms section of this procedure.

Each department must submit this form and annual updates to the Communication Control Centre at bldgops@ualberta.ca.

RELATED GUIDELINES / SUGGESTED PRACTICES

CCC responds to all alarm conditions received by Control Centre. Alarms and emergency calls are received in various ways that include, but are not limited to the following:

- 24-hour emergency telephone number (492-5555).
- Non-emergency telephone number (492-4855).

- Maintenance Desk telephone number, which is forwarded to the CCC after normal office hours.
- Emergency Telephones in Elevators.
- Emergency Telephone System in Mechanical Room.
- Portable Radio System.
- Automated alarms from RCMS, access control and fire alarm systems.

DEFINITIONS

Definitions should be listed in the sequence they occur in the document (i.e. not alphabetical).

Any definitions listed in the following table apply to this document only with no implied or intended institution-wide use. [▲Top](#)

Response Procedures	Determines how the Control Centre responds to various alarms. Developed and maintained by individual departments.
Contact List	Includes the names and telephone numbers of persons who must be contacted when the Control Centre responds to an alarm.

FORMS

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[RCMS/BAS Critical User Alarm Response Form](#)

RELATED LINKS

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[Operations and Maintenance](#)