SAFETY & SECURITY

LEARN, EMBRACE, ACT, RELAX
Find out how you can be more proactive when it comes to protecting your homes and businesses from the unexpected

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SMOKE AND CARBON MONOXIDE ALARMS
the latest technologies and conveniences for peace of mind!

- Taking alarms, Combination CO and smoke alarms
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Canada’s trusted brand. Safety Made Simple.

Proud supporter of the Canadian Fire Service and the Hawkins Gignac Foundation for CO Education
Creating a safe and secure working and living environment is the responsibility of an entire community. It is time to rethink our individual roles in ensuring the wellbeing of all those around us.

Are you being proactive?

“Be Prepared” has been the fire service’s Motto for over a century, but it should be the motto of all Cana-
dians as well.

No one knows when an emer-
gency situation could occur. A suse-
quent event, the fire service, is a human mono-
nym, which is known as the fire service, or any other crisis could happen to anyone, at any-
time. The best way to handle an emer-
gency situation is to be prepared. Being proactive and planning ahead will ensure-
you, your family, and your workplace will have the tools and knowledge ne-
necessary to keep safe.

The Canada Safety Council believes in educating Canadians and providing them with the information they need to keep themselves safe in every aspect of their lives, whether at home, at work or at play.

The three-day survival plan

In the event of a natural disaster, Canadians should prepare to be ready for a period of 72 hours. Preparing for an emergency is im-
portant and something the whole fami-
ly can do. It can be as straightforward as

- preparing your own survival kit, drafting a family emergency plan, and beco-
moving more informed. Ensure that your home has a working smoke alarm on each level of the house, and test it on a regular basis. It is also advisable to have a carbon monoxide detector outside all sleeping areas.
- Protect yourself from crime and hu-
man invasion by securing your home and your surroundings. Close lines of sight, good lighting and not leaving telltale
signs that the house may be empty is a long way in discouraging a perpetrator. Installing a home security system will also help in securing your home. Have a good sense of your surroundings includ-
ing getting to know your neighbours and their habits. If you will be gone for the evening, leave lights on. If you will be gone for a few days, have a trusted friend or neighbour check in on your house and pick up mail.
- It can happen to anyone.

- As Jack Smith, president of Canada Safety Council, points out, one of the more difficult things with safety preparation is that many people belie-
ve mistakes only happen to the other guy. “You shouldn’t think this way, be-
cause mistakes can do and happen to your best defence is to be prepared.” According to the Canada Safety Council, it’s

- Avoid the hot spot.

- What’s the most dangerous room in the home when it comes to fires? According to the Canada Safety Council, it’s the kitchen—and most kitchen fires can be prevented.


- Addressing a burning safety issue

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Above all, never, ever leave cooking unattended. Always turn off the heat as soon as the cooking is done. Built-up grease can easily catch fire, so clean your clean burner and pan top regularly.

- What if grease catches fire in the kitchen? You should have a fire ex-

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As part of our security solutions Garda offers:

- Security consulting and planning
- Access control and customer service
- Patrols and alarm response
- Loss prevention
- Pre employment screening services
- Strong health & safety program
- Unique advanced technology

Call our Vancouver Office today at 604.717.5580 and receive a FREE preliminary security assessment and quote!
When the Christensens hired their security company, they thought their alarm was there to protect them from intruders, not fire. **This service saved their home.**

Two Christensens ago almost went up in flames for the Edmonton, Alberta family. On December 20, 2009, a minor fire started in their home. They could have lost everything, if not for the quick thinking of their home security service provider.

The episode began at breakfast time when the Christensens lit a candle with highly flammable ornamentation around it that had been made by their young son Aaryn. They placed the burning candle on a window sill in the dining room of their home. Pamyla soon left for work, followed a little later by Bruce with the two children. Bruce had missed a call from them on his cell phone and the company had contacted the friend who had been listed as a secondary contact to alert him that there had been multiple alarm triggers from their home.

“He foresaw stopped me and confirmed who I was and that the house was empty. I told him that only our family pet was in the house. A few minutes later a fireman in full gear carried our feline Siamese cat Simon from the basement. He was OK, and so was Simon!”

Like a candle in the wind it is likely that the candle burned down, setting the wooden window frame on fire. It then fell on to a hardwood floor that had some children’s toys and papers on it. That the fire didn’t get very big—about the size of a small campfire—according to Pamyla—was due to the quick arrival of the fire team.

The inner pane of the window had broken and the house was full of smoke with plastic bits in it. Any minute, the outer pane of the window could have broken and oxygen from outside could have contributed to a much worse situation.

“Another five to 10 minutes and we wouldn’t have had a house,” Bruce said.

**Costly damage**

The smoke wreaked a lot of damage, and repairs are still ongoing. Still, the Christensens were only out of their home for seven weeks. They had to replace the kid’s bed frames, a computer desk and area rug. Food and plastic containers were discarded, and the dry cleaning bill came to $23,000. The total cost for repairs and replacing items is currently between $75,000-$90,000.

“Another thing that was important was that they didn’t lose any loved ones, or valuable mementos. “We had (the company) monitor our house so that I could sleep at night knowing that the family would have some protection from home invasion. We wanted to know beforehand if someone had broken into our home and was waiting inside. I didn’t know that the company monitored our fire alarm until that day,” Pamyla said.

Bruce tells nearly everyone he meets that he should have a fire alarm at home, and someone monitoring it. He also recommends people make a video recording of their home and contents—in case what happened to him happens to someone else.

**Fire alarms: An essential protection**

We’ve heard it all before—that fire alarms save lives and protect property, but for the Christensens, a fire alarm meant the difference between a small fire and an inferno in their home.

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There are many steps businesses can take to help safeguard their business from armed robbery, break-and-enter, shoplifting and a variety of frauds. But once these measures, or training for staff, are put in place, businesses shouldn’t assume the job is done.

“It’s important for businesses to take proactive steps regularly,” says RCMP Corporal Holly Marks, spokesperson for the Lower Mainland District Regional Police Service. “Business owners or managers should regularly meet with their local RCMP detachment or police department directly, to talk about any security concerns. Unfortunately, our investigators see many instances where businesses have new staff, who haven’t been trained in safety and security procedures, or staff who aren’t even aware of these procedures.”

Businesses may also want to contact their local RCMP detachment or police department directly, to talk about any security concerns.

“Many detachments have crime prevention officers available to conduct property security assessments and can offer suggestions on what businesses can do to avoid becoming a victim,” Marks says. She offers a number of tips and checklists for businesses:

**Armed Robbery Prevention**

Assign employee responsibilities such as:

- Who will call police?
- Who will look for a getaway vehicle if anyone is a distance of travel?
- Who will lock the doors?
- Who will detain & separate witnesses?
- Who will protect evidence?
- Do not assume these jobs will be done—make sure responsibilities are known.
- Have some marked money in the register. Record the denomination, serial number, and year of several bills on a piece of paper kept separately from your till. Try to include the marked money with what the robber takes.
- Surveillance cameras are a great deterrent.

If Robbed...

- CALL POLICE IMMEDIATELY.
- DO NOT RESIST. Cooperate with the robber. Do not volunteer to do anything other than what is asked—he/she may be armed, or high on drugs.
- Try to remain calm. You will be able to give a better description. Try to notice height, build, hair, eyes, scars, marks, tattoos, rings, etc.
- Give robber marked money (part of your pre-planning).
- Preserve the scene for evidence—immediately lock all doors. Don’t touch anything the robber may have. Ask all witnesses to remain on the scene and independently record their interpretation of events, including the robber’s description(s). Don’t compare notes, just have everyone report what they saw.
- Note direction of travel and mode of transportation.

**Preventing Fraud**

- Keep the debit machine and pin pads off the counter.
- Do not accept credit card phone orders without an obtained authorization number whenever the customer will personally pick the order up and can produce the card for either electronic or manual card impression.
- Check signatures and ask for photo identification.

**Physical exterior**

- Set up surveillance cameras at points of entry/exit.
- Consider using iron bars for lower floor windows that could otherwise be broken and entry points for burglars.

**An alarm system should always be a part of any security setup for any business.**

- Patrolling on foot can also prove useful in keeping outside interlopers at bay.

**Inventory control**

- Find the best way to manage your inventory, and use barcode scans to keep tabs on high-profile stock areas, or video cameras to mitigate shoplifting.
- Keep loading docks under tighter scrutiny to ensure that incoming inventory isn’t replaced by stock that’s unaccounted for.

**Pre-employment screening**

- As an employer, it behooves you to pre-screen employees and ensure that you are hiring people you can trust.

It’s also important to ensure that any business security provider you potentially work with is experienced, accredited and licensed service provider, like AAR and CSIS, for example.

TED KITSON

Info courtesy of Dan Popowich & Chris A. Young, Garda Security

Garda Security

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**INSPIRATION**

**EMERGENCY**

ENSURE ALL EMPLOYEES HAVE SPECIFIC EMERGENCY TASKS

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Having a business requires not just hard work, but plenty of peace of mind as well, and that’s why these security recommendations should help bring you some.

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**CRACKING DOWN ON CRIME IN THE WORKPLACE**


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**Protecting the things that matter most in life.**

**DSC Life Safety Devices**

DSC’s centrally monitored, wireless detectors are essential components of any home security system. It assures homeowner protection and peace of mind.

When purchasing your home alarm system, think DSC -- www.dsc.com/homeowner

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THE INTERIOR
- Mark any valuable items for identification purposes and keep a detailed log of serial numbers.
- Lock your house and its belongings with video tape if you think your home has been broken into or damaged.
- Lock any expensive items away that do not get used often—jewellery, watches.
- Lock up doors and windows even when you are home.

THE ENTRANCE
- Do a general assessment—identify all the entrances.
- Make sure you have solid locks on all doors.
- Install a wide-angle viewer in your front doors.
- When buying a new home, be sure to change the locks.
- Never open the door to strangers.

THE PROPERTY
- Use motion-detection around back doors, garages, and hidden entrances.
- Don’t leave telltale signs you are away—have mail picked up, have someone cut the grass or shovel the driveway in the winter. Install light timers.
- Change your routine often—burglars often know the schedule of a neighbourhood.
- Get to know your neighbours well—they can be a great resource when it comes to protecting your home when you’re away.

Canada’s Oldest Security Company
- Over 116 years in Business — since 1895
- BC Owned & Operated
- 4th Generation Family Business
- Protecting over 30,000 BC Homes and Businesses

Price’s Alarms
Residential & Commercial Security
- Web Interactive Security Systems
- Burglary & Fire Alarms
- Security Cameras
- Access Control

24 hr Monitoring Station — Price’s Owned, ULC Certified
Serving the BC Lower Mainland, Vancouver Island & Okanagan

604. 291. 2400
106 – 5589 Byrne Rd, Burnaby

www.PricesAlarms.ca
Picking your best alarm system

**Questions:**
- How do you know you’re getting a security system that fits your needs?
- What you should do to protect yourself during an earthquake?
- Drop, cover yourself, and hold on.
- It's always a good idea to stock essential supplies and medications.
- Be ready with instructions on what to do next.
- The recent earthquake off the coast of Vancouver Island has renewed calls for better preparation.
- False alarms have been a hot topic lately and for good reason. They tax police resources and heighten pressure on authorities to manage first responder dispatches.
- What you can do to prevent false alarms.

**Answers:**
- Ensure all key holders are trained in the proper use of your alarm system.
- Always get a minimum of three quotes.
- Discussed.
- Reviewing the types of products to be installed.
- The silent killer—its victims cannot be aware during an earthquake?
- CAD.
- A “buddy” to assist him or her.
- They maintains that are too close to drafty
- These can include good walking shoes.
- Alarm professional in your area, visit Canada Security Association (CANA- SA).
- Enhance Call Verification (used for burglary alarms) only means that your monitoring company will try to get in touch with two or more of your contacts to confirm your alarm’s validity before issuing a dispatch.
- CANASA and find a security professional in your area, visit canada-safetycouncil.com.
- Monitors, and consults. All of our member adhere to a code of ethics and professional standards, so you can be sure your security and safety needs will be taken care of by a qualified professional.
- Professional and labour?
- Will the system be monitored and, if so, what is the cost and who will be monitoring it?
- If possible, turn on the radio or television to get the latest news and instructions on what to do next.
-? It's always a good idea to stock essential supplies and medications.
- Emergency Supply Kit.
- Everyone should be aware of the number.
- Listen for media instructions and bulletins.
- Stay off the phone as much as you can, and do not call 911 unless it is absolutely necessary.
- It’s always a good idea to stock essential supplies and medications.
- Can I see proof that your company has all applicable provincial and municipal licences?
- You and your contacts. With the right contact information, monitoring stations can be proactive in determining if police should be dispatched to your home.
- Security professionals and solicitors general, Heavy Iyle, director of Integrated Public Safety and Solicitor General, B.C., says the ministry outlines a number of suggestions people can do to better prepare not just themselves, but also family members and friends, in case of a natural disaster.
- Properly train caretakers.
- Monitor your “call list.”
- Keep your “call list” up to date with your current phone numbers for you and your contacts. With the right contact information, monitoring stations can be proactive in determining if police should be dispatched to your home.
- Schedule annual inspections.
- Request annual maintenance inspections to ensure proper performance of your alarm system.
- Also, don’t forget to replace your backup battery every three to five years.
- Properly train caretakers.
- Ensure all key holders are trained in the proper use of your alarm system and know your passcode and monitoring station’s number in case the alarm is accidentally set off. Never give a key to someone who isn’t familiar with the system.
- Why do you need an alarm system?
- What you should do to protect yourself during an earthquake?
- How do you know you’re getting a security system that fits your needs?
- Identify your requirements, every home is different and therefore every alarm system should be too. Ask various alarm companies to provide you with an evaluation of your needs, based on your family members’ requirements and habits.
- Do your research.
- Take time choosing an alarm system. Research companies and always get a minimum of three quotes. Discuss your needs with alarm companies that are members of reputable associations. When comparing companies, be sure to make a true comparison by thoroughly reviewing the types of products to be installed.
- Get references.
- Ask for references from other custo- 
- Do your research
- Always get a minimum of three quotes. Discuss your needs with alarm companies that are members of reputable associations. When comparing companies, be sure to make a true comparison by thoroughly reviewing the types of products to be installed.
- Ask questions
- Be an informed consumer. Ask ques- tions until you understand what you are purchasing. Reputable companies should answer positively to meet, if not all, of the following questions:
- Can I see proof that your company has all applicable provincial and municipal licences?
- Will you provide a written quotation and a contract once the system is purchased?
- “Research companies and always have a minimum of three quotes.”
- JF Champagne
- Executive Director, Canadian Security Association

**References**
- CANADA SAFETY COUNCIL:
  - editorial@mediaplanet.com
  - www.canadasafetycouncil.com

**Executive Director, Canadian Security Association**
- TED KRITSONIS
- www.canadasafetycouncil.com

**Executive Director, Canadian Security Association**
- JF CHAMPAGNE
- www.canadasafetycouncil.com

**What do I need to do after any household changes, such as remodelling, contact your alarm professional:**
- You never try to flee during an earthquake because it’s been proven the least safe method.
- Does anyone have a buddy?
- You never try to flee during an earthquake because it’s been proven the least safe method.
- “Research companies and always have a minimum of three quotes.”
- Always get a minimum of three quotes. Discuss your needs with alarm companies that are members of reputable associations. When comparing companies, be sure to make a true comparison by thoroughly reviewing the types of products to be installed.
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At Canadian Direct Insurance our qualified professionals are here to provide you with advice on how to protect your home and family at a reasonable price without sacrificing quality.

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- Carbon Monoxide Detector
- Safety and Security
- Claims Free
- Multi-Policy
- Multi-Vehicle
- And More!

Security Tips For Your Home

- Install sensor lights to reveal an intruder’s presence outside of your dwelling
- Keep the shrubbery trimmed near your doors and windows so they are visible from the street
- Purchase timers to turn on lights when you are away at night
- Turn on a radio before you leave your home
- Secure exterior ladders
- Install proper deadbolt and window locks

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