

General Order 99-2
Internal Telephone Alarm System (ITAS)
EFFECTIVE DATE: August, 1999 REVIEW DATE: October, 2007

A. PURPOSE

The purpose of this order is to establish guidelines and procedures to be followed when the Internal Telephone Alarm System (**ITAS**) has been activated.

B. GOALS

The Internal Telephone Alarm System (**ITAS**) has been put into place to allow several administrators and support staff immediate access to the University Police with one push of a telephone button. When the select button is pushed, this system activates the caller's microphone feature which will allow the dispatcher to hear the conversation and obtain accurate information as to why the system was activated.

ITAS calls will be received by ext. 8856 located at the dispatch desk. This phone is reserved exclusively for this purpose.

When an **ITAS** call is received at ext. 8856, the speaker phone will automatically engage. This will allow the dispatcher to "listen in" on the caller's environment. The microphone on 2087 has been disabled, so the **ITAS** caller cannot hear anything from the Public Safety Office.

The following procedures will ensure the integrity of the Internal Alarm Telephone System and the safety of the person who has activated the system.

C. PROCEDURES

1. The dispatcher shall immediately send a police officer to the location from which the Internal Alarm System was activated.
2. The officer will keep in constant contact with the dispatcher who is able to hear what is happening at the scene.
3. The dispatcher will determine from the information received from **ITAS** if additional Police Officers are required.
4. The police officer will notify Saginaw Central Dispatch of a personal distress alarm.
5. The responding officers will approach the scene as an incident in progress. Officers should use appropriate precautionary procedures when approaching and entering the scene.
6. Upon arriving at the scene medical assistance should be dispatched as soon as it is determined to be needed.
7. Police Officers will establish contact with all parties involved. Police Officers will separate the parties, but remain in sight of each other. Officers will identify and secure weapons and objects that might be used as weapons.
8. Police Officers should attempt to create a calm, safe environment in which to conduct their investigation.

9. Police Officers should ensure the safety of each party before clearing from the scene, then complete their investigation.
10. The incident shall be documented on the Police Officers Daily Activity Report, and an incident report shall be written.
11. The call shall not be canceled at the request of the party who activated the Internal Alarm System. Responding Police Officers will continue to the scene to verify that assistance is not needed.
12. Upon the conclusion of the assistance required, the Internal Telephone Alarm System will be reset.

Listed below are the extensions that have panic buttons.

Eric Gilbertson	4040
Carlos Ramet	4042
Debbie Marsh	4042
Jo Stanley	4041
Don Bachand	4062
Juanita Garcia	7111
Ronald Williams	4142
Darlene Rademacher	4144
Steve Barbas	6067
Joan Garant	7107
Dennis Strobel	4947
Ruth Gulliver	4145
Maureen Kozumplik	4296