



IMPORTANT NOTICE FOR MONITORED SMOKE DETECTORS

The City of Toronto amended the bylaw and now levies charges **on all** false fire dispatches at a rate of \$450 for each emergency vehicle dispatched. The Fire Department's standard procedure is to dispatch three trucks on every fire call, which would result in **a charge of \$1,350 for a false fire alarm**. In order to spare our clients from incurring this charge, our policy for handling fire alarms has changed and the following procedure is **effective immediately**.

Protection Plus will, upon receipt of a smoke alarm signal, first attempt to contact the premise or a person on your emergency contact list to verify the alarm. Only when the alarm has been verified or a specific request made by an emergency contact, will emergency fire services be dispatched.

VERY IMPORTANT: Please note that if Protection Plus is unable to reach the premise or keyholder to verify the fire alarm, **there will be NO dispatch of the Fire Department**.

We reiterate that, effective immediately, Protection Plus will NOT dispatch the fire department unless and until a firm alarm signal has been verified as real and not simply a false alarm or unless a keyholder requests a fire dispatch.

Please ensure your emergency contact list is up to date, and that all contacts have been advised of the policy change as well as the potential cost of authorizing a false fire alarm dispatch.

Please note that it is standard policy in the alarm industry, and part of your monitoring agreement, that all license fees, dispatch fees or damages are the responsibility of the home owner.

If you have any questions or concerns in regards to this matter, please contact our office.

Protection Plus Inc.