



Original Approval Date: June 27, 2005
Most Recent Approval: January 28, 2013
Editorial Amendments: March 16, 2026

Parent Policy: [Lands and Buildings Security Policy](#)

Control Centre Alarm Monitoring and Response Procedure

Office of Administrative Responsibility:	Director, Buildings, Technologies and Grounds
Approving Authority:	Associate Vice-President (Utilities and Operations)

Purpose

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 University of Alberta Protective Services (UAPS).

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.

The purpose of this policy document is to outline the response to environmental and research alarms that require up-to-date Response Procedures and contact information as maintained by the associated department. Departments are responsible for developing and updating their response procedures and contact lists for specific alarm conditions.

Definitions

The attached definitions table outlines the terms used in this policy document and any specific rules of interpretation that apply.

Scope

Compliance with this policy document extends to all academic, support and excluded staff, postdoctoral scholars, and academic colleagues as outlined and defined in the *Recruitment*

Policy; undergraduate, graduate students and post-graduate learners; emeriti; members of the Board of Governors; visitors to campus, including visiting speakers and scholars; third party contractors / consultants; and volunteers.

Procedure

1. 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

2. 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.
3. Each department must submit this form and annual updates to the Communication Control Centre at bldgops@ualberta.ca.

RELATED GUIDELINES / SUGGESTED PRACTICES

4. CCC responds to all alarm conditions received by the 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 Table

*Any definitions listed here apply to this policy document only with no implied or intended institution-wide use.
For clarity, defined terms listed here include grammatical variations thereof.*

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

Forms

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

Parent Policy Suite

- [Lands and Buildings Security Policy](#)
- [Access Control Security Systems on Urban Campus Areas Procedure](#)
- [Building Hours of Operation Procedure](#)
- [Control Centre Alarm Monitoring and Response Procedure](#)
- [Lock Changes, Key Request, and Key Control Procedure](#)
- [Request for Access to Utility Service Corridors Procedure](#)
- [Video Monitoring Procedure](#)

Related Links

- [Campus Operations and Services](#)
- [UProtective Services \(UAPS\)](#)

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- June 27, 2005 Approved.
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- March 16, 2026 Editorial amendment. Formatting, office name and links.

*For questions surrounding policy document interpretation or implementation,
please contact the Office of Administrative Responsibility.*

The official version of this document may be obtained from <https://www.ualberta.ca/policies-procedures/index.html>