



PANIC/DURESS ALARMS MAINE CAPITOL POLICE



Frequently Asked Questions

1. Where are these alarm buttons located?

They are installed at many locations around the Capitol area. Mostly in front desk areas that serve as “gateways” to State Offices or at areas where there is a high potential for them to be needed. They should have been installed in an area that is easy to reach and discrete but where it won’t be hit accidentally

2. When should the alarm be pushed?

It is always better to call on the phone. The alarm should only be pushed when using the phone isn’t safe or to start help immediately to your location. These alarms should not be used for routine incidents.

3. Where does the alarm ring in to?

These alarms are received at the BGS Building Control Center. The Center is manned around the clock by trained personnel. They will dispatch a Police Officer to the area where the alarm was activated and view any Security Camera footage to relay what is happening to the responding Officers.

4. What should I do once the alarm is activated?

Now is the time to think about your safety. If possible, you should leave the area and retreat to a safe area. Once safe, you should call 287-HELP (4357) and provide the dispatcher with information about what is happening.

5. Who will respond when the alarm is pushed?

Trained Police Officers will respond immediately. These alarms are considered as a “cry for help”. Please keep in mind that Police will be responding in an urgent emergency manner to your location.

6. What should I do if the alarm is hit accidentally.

Call the Building Control Center 287-HELP and tell them where you are and that you accidentally hit the alarm. An Officer will still be dispatched to your area, but the response will not be as urgent. Once the Officer arrives, he will verify with you that it was a false alarm. Officers will not “reset” any panic alarms. This will be the responsibility of someone at your work site.