Campus Duress Buttons

POLICY STATEMENT

The University of North Dakota (UND) utilizes duress buttons in areas meeting a defined criteria to allow community members to contact the University Police Department via silent alarm. Duress button installations must meet defined criteria and undergo annual testing. End users must participate in annual training and review conditions resulting in the installation.

Activation of a duress alarm requires a law enforcement response. Unarmed, non-sworn personnel will not be dispatched.

REASON FOR POLICY

To ensure alarm systems are functional and compatible with existing monitoring equipment, a standard process has been set for all university departments relating to the purchase, installation, and operation of duress buttons.

SCOPE OF POLICY

This policy applies to:

- President
- Vice Presidents
- Deans, Directors & Department Heads
- Area Managers & Supervisors
- Faculty
• Staff
• Students

CONTACTS

<table>
<thead>
<tr>
<th>Subject</th>
<th>Contact</th>
<th>Telephone</th>
<th>Office or Department E-Mail / Web Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Clarification</td>
<td>Department of Public Safety</td>
<td>(701) 777-3341</td>
<td>Department of Safety Website <a href="mailto:UND.safety@UND.edu">UND.safety@UND.edu</a></td>
</tr>
<tr>
<td>Accidental Duress Alarm Activation</td>
<td>Operations Center</td>
<td>(701) 777-2591</td>
<td>Facilities Management Website</td>
</tr>
<tr>
<td>Installation of Duress Buttons</td>
<td>Facilities Management</td>
<td>(701) 777-2591</td>
<td>Facilities Management Website</td>
</tr>
<tr>
<td>Report an Emergency</td>
<td>University Police</td>
<td>9-1-1 or (701) 777-3341</td>
<td>University Police Website <a href="mailto:UND.police@UND.edu">UND.police@UND.edu</a></td>
</tr>
<tr>
<td>Report Suspicious Behavior</td>
<td>University Police</td>
<td>9-1-1 or (701) 777-3491</td>
<td>University Police Website <a href="mailto:UND.police@UND.edu">UND.police@UND.edu</a></td>
</tr>
<tr>
<td>Report Off-Campus Operations/Distance Course</td>
<td>Office of Emergency Management Operations Center</td>
<td>(701) 777-2030 (701) 777-2591</td>
<td>Office of Emergency Management Website <a href="mailto:UND.safety@UND.edu">UND.safety@UND.edu</a></td>
</tr>
<tr>
<td>Course Public Safety Incident or Declared</td>
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<tr>
<td>Emergency Situation</td>
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DEFINITIONS

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Duress Button</td>
<td>A device, typically small and inconspicuous, about the size of a doorbell, that can be activated to submit a silent alarm.</td>
</tr>
<tr>
<td>EBI</td>
<td>Electronic Building Integrator. The computer system that receives duress alarms from campus buildings.</td>
</tr>
<tr>
<td>Operations Center</td>
<td>The centralized location for monitoring and managing buildings, maintenance, service problems, issuing work orders to Facilities Management, and ensuring immediate response to emergencies. The Operations Center operates 24/7/365 and is a component of the UND Department of Public Safety's Office of Emergency Management.</td>
</tr>
<tr>
<td>PSAP</td>
<td>Public Safety Answering Point. The 9-1-1 dispatch center for the Grand Forks community and county as well as dispatches calls for University Police Department</td>
</tr>
<tr>
<td>UIT</td>
<td>University Information Technology. The University's technology support department responsible for the administration of campus EDA device access systems.</td>
</tr>
<tr>
<td>UPD</td>
<td>University Police Department</td>
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PRINCIPLES

Overview

Duress alarm systems are installed in areas where the risk of personal confrontation is heightened because of the nature of the business and/or other environmental factors. All duress buttons transmit a "silent" alarm signal to the Operations Center.

Positioning a phone at the location, with 9-1-1 on speed dial, often accomplishes the same function as a duress button and results in a better response to many situations. If the user cannot talk, 9-1-1 operators can still listen in while dispatching assistance.

Criteria for Consideration

High traffic areas do not automatically qualify for a duress button. Additional threat assessment factors must be met.

- Drug dispensing
- Mental health counseling
- High volume cash collection points
- High profile threat location
- Isolated, after-hours operations with significant public contact
- Previous incidents of actual acts of violence

Funding

Departments are responsible for funding duress button installation and removal (if/when necessary), and annual testing of the alarm activation.

PROCEDURES

Requests

Departments wanting a duress button must submit a request form to the Department of Public Safety (see Forms). Requests are reviewed by the respective dean and/or divisional vice president, Emergency Management, and UPD, and approved or denied by Department of Public Safety. The Department of Public Safety's decision is based on consideration criteria and an objective threat assessment.

Special circumstances permit a wearable, portable device. These requests are reviewed by the associate vice president for public safety/chief of police, the respective department chair/dean/VP and, as applicable, the assistant vice president for equal opportunity & title IX.

Installation

Upon approval of the duress button request, Facilities Management completes a site survey of the
requested location(s), reviews necessary cabling requirements, and works with the Office of Emergency Management to select the duress button equipment prior to installation. The installation must be in a location that is inconspicuous and not susceptible to being triggered accidentally while being readily accessible to the end user. If an acceptable location for installation is not available, the request may be denied.

**Training & Testing**

End users receive training on the use of the duress button upon installation. This includes understanding the response procedure once an alarm is activated and the procedural requirements of this policy. Departments are encouraged to request training when new end users are identified, or when end users want additional training.

Departments are responsible for the annual testing of duress buttons. Work orders must be coordinated through the Operations Center and scheduled with Facilities Management. Additional testing may be requested as needed. During the annual test, the Department of Public Safety will review this policy with the end user.

**Maintenance/Monitoring**

Departments must notify the Operations Center (see Contacts) if issues with the duress button arise, if the office space is relocated, furniture/desk is moved, or when the duress button is no longer needed.

An electronic building integrator (EBI) alerts the Operations Center if the duress button fails. This is not a replacement for periodic testing, which is required to ensure that a duress button is fully functional.

**Activation**

An end user under immediate duress and unable to otherwise call 9-1-1 due to imminent physical harm, activates the duress button. Activation triggers an emergency response by UPD from the Operations Center. If it is safe to do so, the end user or another university member should call 9-1-1 to update UPD with key information. The calling party should remain on the line with the dispatchers and provide all requested information.

Once a duress alarm is activated, Operations Center staff contact the Public Safety Answering Point (PSAP) to dispatch UPD. UPD treats all duress alarms as an emergency and responds in a deliberate manner while ensuring officer safety.

**Accidental Activation**

Improper use or tampering with the duress system is a serious violation of University policy.

In the event of an accidental activation, the end user must notify UND Operations Center immediately, providing the operator their name, location of the workstation, and the reason for accidental activation so the proper response can be determined. Repeated accidental activation may result in disciplinary action and/or removal of the duress button.

Following three accidental activations of the same duress button, the button may be moved or
deactivated following a review by the chief of police. The cost of the removal and/or reinstallation in another location is charged to the department.

**Annual Review**

UPD and the Office of Emergency Management conduct an annual review of all installed duress buttons and determine if the locations still meet the criteria required within this policy. If criteria are no longer met, a letter is sent to the dean/director of the department giving notice the equipment will be disconnected and removed from service. The removal will be coordinated with UPD, Facilities Management and the Office of Emergency Management.

This policy is reviewed annually by the Department of Public Safety and Facilities Management.

**RESPONSIBILITIES**

| Departments/End Users | • Complete the duress button request form.  
| | • Upon approval, submit a work order request for installation of new duress button.  
| | • Submit a work order to test the duress button at least annually.  
| | • Submit a work order to repair a non-functional duress button.  
| | • Report safety and security concerns to UND Department of Public Safety, Facilities Management, or UPD  
| | • Report any incident/activation through an Incident Reporting Form  
| | • Fund duress button installation and removal (if/when necessary), and annual testing of the alarm activation. |
| Dean/Department Chair/Head or Designated Official | • Maintain a list of duress button locations under their purview.  
| | • Review/approve the request for installation of duress button.  
| | • Ensure the annual test is completed and policies and procedure are reviewed with end users. |
| Emergency Management | • Maintain a master list of duress button locations. |
| Facilities Management | • Install duress buttons in approved locations.  
<p>| | • Make changes, additions, alterations to or removal of University-approved and installed duress alarm |</p>
<table>
<thead>
<tr>
<th>Operations Center</th>
<th>University Police Department</th>
<th>Vice President for Finance &amp; Operations</th>
</tr>
</thead>
</table>
| • Participate in annual testing of duress buttons in conjunction with Facilities Management and UPD.  
• Enter work orders for any failure of equipment.  
• Ensure UPD response is activated when an alarm is received.  
• Communicate with PSAP during an activation response. | • Respond to duress alarm activations when dispatched.  
• Investigate reports of excessive accidental activations. | • Review associate vice president for public safety rulings on appeals as requested. |

**RELATED INFORMATION**

- Facilities Management
- University Police Department
- UND SafeCampus App

**FORMS**

- Duress Button Request
- Incident Report Form

**APPENDICES**

There are no appendices associated with this policy.

Attachments

- Duress Alarm Request Form.pdf
## Approval Signatures

<table>
<thead>
<tr>
<th>Step Description</th>
<th>Approver</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Comment</td>
<td>Jennifer Rogers: Director of University Policy</td>
<td>Pending</td>
</tr>
<tr>
<td>Executive Council (1st Reading)</td>
<td>Jennifer Rogers: Director of University Policy</td>
<td>04/2024</td>
</tr>
<tr>
<td>Policy Advisory Group</td>
<td>Jennifer Rogers: Director of University Policy</td>
<td>03/2024</td>
</tr>
<tr>
<td>Policy Office</td>
<td>Jennifer Rogers: Director of University Policy</td>
<td>03/2024</td>
</tr>
<tr>
<td>Policy Owner</td>
<td>Rodney Clark: AVP for Public Safety/Chief of Police</td>
<td>01/2024</td>
</tr>
</tbody>
</table>