

# Verified Response Makes Your Current Security System Obsolete.

*A Canada-wide perspective for business owners on the reality of police response.*

**Across Canada, the issue for business owners is no longer whether an alarm will go off. The issue is whether police will respond at all.**

Vancouver, Toronto, Calgary, Edmonton, All RCMP — police services in every major Canadian centre have adopted verified-response protocols. Unverified alarms get screened, deprioritized, or ignored entirely. Conventional security systems can document a break-in. They can't stop one. This paper explains what's changed, why, and what every facility owner should know before their next incident.

**188,000+**

**THE NUMBER THAT MATTERS**

Criminals apprehended in the act by Sonitrol verified electronic security and police since 1977.

01 · THE REAL PROBLEM

# If your system can't prove a crime is happening, police won't come.

If your system sends police nothing more than an unverified burglar alarm signal, you are asking them to treat a possible break-in like a proven crime. **In today's world, they will not.**

Your alarm can sound. Your monitoring station can call. The thieves will be gone before police ever get there — and worse, your staff may be put in harm's way by being asked to attend the site and confirm whether the alarm is real.

Across Canada, police services are under pressure to reduce false alarm dispatches, which account for 95% or more of their calls for service. The response to that pressure has been consistent: verification is no longer optional, it's the threshold for response itself.



TORONTO POLICE · DEFINITION OF VERIFIED RESPONSE

*The requirement of validation that criminal activity is occurring, has taken place, or there is imminent threat to personal safety prior to requesting a police response.*

TORONTO POLICE SERVICE · PUBLIC GUIDANCE ON ALARM VERIFICATION · APPLIES TO BURGLAR ALARM ACTIVATIONS, NOT PANIC ALARMS

02 · A CANADIAN VIEW

# Coast to coast, the story is the same.

The wording of each jurisdiction's policy varies, but the underlying message is consistent across every region of the country: **police resources go only to calls with clearer evidence of criminal activity.**

REGION 01

## Western Canada

Police response now requires verification, which means stronger screening before dispatch. If your alarm cannot help verify a break-in, you risk no response at all — or a response too late to catch anyone. Major centres are already there.

REGION 02

## Central Canada

Verified response is the established norm across Ontario, and police services are under pressure to cut false alarm dispatches and focus on real crime in progress. A conventional alarm may document the crime, but not stop it.

REGION 03

## Eastern Canada

Policy wording varies by jurisdiction, but the message is the same: police resources go only to calls with clearer evidence of criminal activity. Stop hoping a conventional burglar alarm automatically brings immediate police attendance.

For business owners with facilities in multiple provinces, this matters more than it may first appear: **a unified security posture now requires a unified verification capability.** What worked in one region under the old model may already be failing in another under the new one.

03 · WHAT'S CHANGING

# Major Canadian cities have already moved past unverified response.

Canada's five largest cities have all adopted verification-first protocols. The mechanics differ. The bottom line doesn't.

## Vancouver

BRITISH COLUMBIA

Vancouver is clear on police response. **Alarm companies are expected to screen alarm events before police are notified.** Even then, police attendance is not automatic.

## Calgary

ALBERTA

Calgary Police has moved past the old "alarm goes off, police show up" model. **Single-zone or "one-hit" activations are not enough**, and alarm companies must attempt keyholder contact before calling police.

## Edmonton

ALBERTA

Edmonton Police adopted Enhanced Call Verification after concluding that false intrusion alarms were exorbitantly consuming police resources. **Dispatch will not occur unless specific verification criteria are met.**

## Toronto

ONTARIO

Toronto Police define verified response as validation that criminal activity is occurring, has occurred, or there is an imminent threat to personal safety. **A burglar alarm must be verified before police are called.**

## Montreal

QUEBEC

SPVM says false alarms drain police resources, and Montreal's bylaw structure is designed to cut unnecessary alarm deployments. Read that properly: **police will not waste time on weak, unconfirmed alarm events.**

04 · THE DIFFERENCE

# Two systems. Two outcomes.

The architecture of an alarm system used to be the question. Today, the question is what happens at the moment the alarm fires — and what police can do with what they receive.

SYSTEM TYPE A

## Conventional Alarm

WHAT IT SENDS

Alarm signal only. No built-in proof that a crime is actually underway.

POLICE DECISION

Police must decide whether there is enough evidence to dispatch. Across Canada, the answer is no — or not yet.

BUSINESS RESULT

Delay gives thieves time to enter, cause damage, take what they want, and leave before anyone arrives.

SYSTEM TYPE B

## Sonitrol Verified

WHAT IT SENDS

Verified electronic evidence of intrusion — eliminates false alarms before they reach police.

POLICE DECISION

Dispatch is prioritized. Verified events are treated as crimes in progress, not unverified maybes with no dispatch.

BUSINESS RESULT

A fast, prioritized response — and the likelihood that the crook will be caught. Experienced crooks stay clear of a Sonitrol protected business.

05 · THE BOTTOM LINE

# Verified electronic security isn't about making more noise. It's about helping police apprehend criminals in the act.

**188,000+**

CRIMINALS APPREHENDED  
BY SONITROL & POLICE  
SINCE 1977

Since we started counting in 1977, Sonitrol and police have apprehended over 188,000 criminals in the act. That number tells the operational story. The deterrence story is just as important: **after their first apprehension and incarceration, criminals learn never to break into a Sonitrol-protected site again.**

Deterrence isn't an accident of marketing. It's the downstream effect of a system that actually delivers consequences. That's what verified electronic security is — and that's what the new generation of Canadian police protocols now requires.

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