

# BOYDBUGLE



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NORTH HOLLYWOOD | VENTURA | PALM DESERT | COSTA MESA



2016 | SPRING



## THE CENTRAL STATION MONITORING FACILITY IS THE HEART AND SOUL OF A SECURITY SYSTEM

A MESSAGE FROM OUR CEO

What actually happens when Boyd & Associates' Central Station receives a signal from your alarm system?

When an alarm signal is received, the customer account information, a description of the area signaling, and the emergency contact information instantly appear on the computers in our Central Station. The responding dispatcher immediately calls the premises. If no answer, the dispatcher then calls the individuals listed on the emergency contact list in the order designated. Depending on the wishes of the customer, the next step would be to either dispatch a alarm response agent or local law enforcement.

Panic, medical alert and fire signals are handled differently. Upon receipt of the signal, the responding dispatcher immediately dispatches law enforcement, paramedics, or the fire department, dependent upon the type of signal received.

In addition to our alarm monitoring computers, our Central Station is equipped with several large, flat screen monitors. These monitors are utilized to provide interactive video monitoring for our CCTV customers. When an intrusion signal is received, our responding dispatchers can access the customer's CCTV camera system in order to determine if an actual break-in has occurred. This enables us to provide verification of an actual event for local law enforcement and reduces false alarm fees.

Our Central Station is equipped with a back-up generator wired to a relay switch that is connected to the main electrical panel. In the event of a power outage, the relay switch recognizes the loss of power and the generator automatically turns on to maintain power for the building. Our telephone systems are also connected to the back-up power supply, which ensures that we are available to our customers 24 hours per day, seven days per week. The entire operation is backed up by a redundant operations located in another state.

CONTINUED ON PAGE 2

Raymond G. Boyd, C.E.O. Boyd & Associates

## MAY IS NATIONAL PHYSICAL FITNESS AND SPORTS MONTH



May 1st marks the start of the annual National Physical Fitness and Sports Month, led by the President's Council on Fitness, Sports and Nutrition. The month highlights the importance of healthy lifestyles, being physically active, and participating in your favorite sports.

That's why National Physical Education & Sport Week, observed May 1-7, is the perfect kick off. May is the ideal time to get outside, be active, and enjoy the nice weather. Warm weather motivates people to get moving. The sunny days entice kids to venture outdoors for free play, sports, and a healthy dose of physical activity.

While it's great to see our youth outside and active when the weather is nice, they need physical education and activity year-round. Studies have shown that active kids do better! When children are active they perform better academically, have better attendance, and behavior improves.

So, let's get out and get moving! For more information, visit [www.fitness.gov](http://www.fitness.gov) ■

The Central Station is equipped to respond to all types of emergencies. However, if your alarm system is not armed it cannot send a signal to our Central Station in the event of trouble. We recently became aware of a burglary that took place at a customer's home. The homeowners left briefly to go to the store and did not arm their alarm system. When they returned home, they encountered a burglar inside their home and the homeowner was injured in a scuffle with the burglar.

It is very important to arm your system whenever you leave the premises. We never know what may happen and it is prudent that we utilize all the tools at our disposal to ensure the safety and security of our homes and our families.

If you would like to get more information about our services, please don't hesitate to call us at (800) 381-2693. ■

*"Seventy-six percent of false activations are caused by subscriber error."*

## HELPFUL TIPS FOR ALARM CUSTOMERS

 Demand thorough training so you are comfortable using your system. Seventy-six percent of false activations are caused by subscriber error. Ask your technician to instruct you on the proper use of the system, and be sure to test your system monthly.

Keep a sheet with simple operating procedures for the system handy. This can be kept in a purse or wallet for easy reference.

Everyone who has a key to your home or business should know how to operate your security system. Make sure all alarm users practice the process to cancel an accidental alarm. One third of all false alarms are caused by someone who does not live or work at the location.

Be comfortable with how much time you have to arm and disarm your system. Most alarm panels are programmed with a 60-second entry delay default.

Request that all power consuming devices be point identified. This will help you and your alarm company to better determine the cause of a false alarm that is equipment related. Nearly 10 percent of false activations are caused by equipment malfunction.

Have your system serviced and maintained regularly, before a false alarm occurs. Spider webs and dust can cause false activations of motion sensors and smoke detectors.

Before leaving your home or business, securely close and lock all protected doors and windows. Make sure all windows and doors stay closed while the system is armed. Seventeen percent of subscriber-caused false alarms occur when the alarm is set with a door or window ajar.

Keep pets, fans, heaters, balloons, etc. away from motion sensor areas. Thirteen percent of subscriber-caused, movement-related errors are caused by pets. Notify your alarm company as soon as you obtain a new pet.

Contact your alarm company if you are planning any home improvements or changes in your telephone service. These can effect the operation of your alarm panel.

Don't panic when a false alarm occurs! Enter your disarm code carefully in order to reset your alarm. If you set off your alarm accidentally, don't leave until you are certain that the system is reset. And be sure to call the central station advising them of the false alarm and provide your pass or ID code (which is different from your disarming code). ■

When you refer your friends to Boyd and Associates, you will receive three months of free monitoring when your friend signs up for our service. So, pass the word and get free monitoring!

*"Knowing you can get help quickly when you need it is reassuring for both you and your family."*

## FALL PREVENTION & EMERGENCY RESPONSE SYSTEMS

 Falls occur frequently and are a major cause of disability and death in senior citizens. More than one third of people over the age of 65 have at least one fall each year.

Injuries sustained in a fall may range from trivial bruises to life-threatening trauma. Head injuries and fractures of long bones (for example, hip fractures) lead the list. It is important to realize there may be a delay in the onset of the effects of head injury.

Even falls that do not lead to injury can have a negative effect on older adults. After a fall, elderly people often voluntarily restrict their activity because they fear another fall. This reduction in exercise leads to further weakness that, in turn, increases the risk of another fall – a vicious cycle.

Everyone is at risk, and the risk for falls increases with age. This increased risk of falling is likely the result of changes that come with aging, plus other medical conditions such as arthritis, cataracts or hip surgery.

Seventy-five percent of falls occur in the home. With a few changes, you can decrease your risk of falling at home. Here are some tips:

- Make sure you have good lighting in your home. As your eyes age, less light reaches the back of the eyes where your vision is located. Use night-lights in your bathroom, hall, and bedroom.
- Rugs should be firmly fastened to the floor or have non-skid backing. Loose ends should be tacked down.
- Move electrical cords so they are not lying on the floor in walking areas.
- Put handrails in your bathroom for bath, shower, and toilet use.
- Always use handrails for support on stairs. Be sure stairs are well lit.
- Make sure items are within easy reach in the kitchen. Don't store things too high or too low, so you won't have to use a stepladder or stool to stand on.
- Wear shoes with firm non-skid, non-friction soles. Avoid wearing loose-fitting slippers that could cause you to trip.

For older adults living alone, the ability to get medical attention when it is needed is important. Knowing you can get help quickly when you need it is reassuring for both you and your family. Emergency alert response systems can supply this reliable service.

Boyd & Associates offers monitored Medical Alert Systems. These portable alert buttons can be worn on a pendant or wrist, or placed on your bedside table, etc. and allow you to call for help if you can't reach the telephone. The moment our Central Station receives a signal from your alert button, medical services are immediately dispatched to your home.

Call Boyd & Associates at 1-800-381-BOYD (2693) to find out more information on these life-saving devices! ■

# 75%

SEVENTY-FIVE PERCENT OF FALLS OCCUR IN THE HOME.



## IF YOU OWN AN ALARM SYSTEM, CONSIDER THIS BEFORE CHANGING YOUR TELEPHONE SERVICE PROVIDER...

Your alarm system sends signals to our central station through your telephone service. **Before you change your phone service provider, it is imperative that you contact Boyd & Associates to advise us of the impending change and request a service call.** A technician will need to install a device on your alarm system and reprogram the system to enable it to send a signal via the specific type of service you choose.

You may want to consider using a cellular connection to enable your alarm system to signal our central station in the event of an alarm activation. Another option is adding cellular back-up, which enables your alarm system to signal the central station in the event of a phone service outage.

Boyd & Associates provides the most up to date security, fire, access control, and CCTV systems, as well as alarm and Interactive Video Monitoring from our local 24-hour central station. If you would like more information about our services, **give us a call at 1-800-381-BOYD.**

*Boyd & Associates*  
**MEANS TOTAL SECURITY**



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