



**Monitor  
CONTROLS, INC.**

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203.269.3591 or 888.269.3591

# The Dispatch

## Visible Solution to Theft

How happy are your clients? How happy are your employees & co-workers?

Believe it or not there are companies who do not ask these questions which would seem common sense...at least to us. With retail theft and employee theft on the rise one must ask these questions and many others to control any situation which might lead to negative actions being taken.

For instance, at what point does a client or employee become so overwhelmed with aggravation that they decide to take matters into their own hands? Why wait for the answer?

If your clients are displeased with the manner in which they have been treated they may choose to take out their frustrations on your company. If your employees or co-workers are dissatisfied with the manner in which they are treated they too may choose a path of employee theft or simply turn a blind eye to others committing a crime.

None of us want to believe that such a thing could occur in our place of work, that one of our employees would possibly steal from the hand that feeds it, but the simple fact is that it happens and far too frequently to be overlooked.

Many companies have created zero-tolerance policies in light of these situations. Theft costs money...that's the cold hard truth. So at what point do you justify spending money to save money? Spending money to invest in security guards or undercover shoppers or video surveillance is always a hard pill to swallow, but when it begins to affect your bottom line, it's time to examine your options. Our preferred method is video surveillance monitoring.

A company can invest in a video surveillance system and pay a monthly

Off-site video monitoring with remote capabilities has entered the security industry with mighty force.



fee to have it monitored or have video tours set up where monitoring personnel actually take a "guard tour" of the areas specified by the client. This investment does not require payroll records, forms, income tax withholdings, worker's compensation insurance, uniforms, or any other items required to have an employee on staff. The investment into video monitoring is far less than that of an employee and far less training is involved.

Monitor Controls, Inc. offers the capability of video monitoring. What's best is that if you already have a video system, you can simply add this feature for a very reasonable fee.

### Cheshire Tragedy Strikes Home

It is not often I feel compelled to write an editorial, nonetheless I find myself typing.

Monitor Controls, Inc. has served Connecticut for over 36 years. We have seen fires, burglaries and employee theft but none have touched us as much as the recent tragedy that occurred in Cheshire.

While the victims were not clients, nor personally known by us, we have clients, family and friends in the Cheshire area who were directly affected by the incident.

We have seen an influx of calls from existing clients wanting upgrades and new clients, frightened by what they have seen or heard on television...all without a single flyer or brochure being delivered. Thankfully we have a wonderful client base who found it in their hearts to pass along complimentary recommendations. We thank you for your confidence in us and hope we have served you well.

We were ashamed at the measures taken by, what we can only assume was an overzealous salesperson of a national competitor, who solicited townspeople too soon after tragedy struck this lovely neighborhood.

This heartbreaking incident was not a salesperson's dream...this was a tragedy that should have been handled with the utmost of discretion and tact.

We certainly hope that we have represented ourselves and the security industry in a professional and considerate fashion. We further wish to extend our most sincere sympathies to all who were in any way effected by this incident. Our thoughts and prayers are with each of you.

This article reprinted from *Newsline*, the official publication of the National Burglar & Fire Association, Inc.

Help support this bill by contacting your representatives and senators.

You can locate your district's representative by going to:

<http://www.house.gov>

You can locate your state's senators by going to:

<http://www.senate.gov>

A sample letter can be downloaded by visiting our website at:

<http://www.monitorcontrols.com/news/newsletters/Fall2007>

where links to the house of representatives and senate will also appear for your convenience.

*Due to the areas we cover we apologize that we are unable to provide a comprehensive list in our printed newsletter.*

# Our Membership Helps You

## Secure America's Homes and Businesses Act

### Background

Last Session in the 109th Congress, NBFAA supported passage of a bill, H.R. 3632, the *Secure America's Homes and Businesses Act*. The NBFAA is requesting this legislation be re-introduced in the 110th Congress. The bill seeks to provide taxpayers with a tax deduction for the professional installation of electronic security devices in homes and small businesses to protect lives and property from crime and terrorist activities. The U.S. Tax Code provides tax relief for residential and business owners in a variety of areas, and this legislation would be the first to target electronic security devices as an incentive for U.S. citizens in protecting their homes and businesses from burglary, crime or worse.

### Request

NBFAA is requesting that the bill be introduced in the House, and passed by the House Ways and Means Committee as part of any tax legislation being considered this session and sent through the process for final passage.

NBFAA is also requesting the introduction of the bill in the Senate, passage by the Senate Finance Committee as part of any tax legislation being considered this session and sent through the process for final passage.

### Reasons

The legislation will enable homeowners and small business owners to deduct their expenses up to \$5,000 for residences and \$10,000 for business operations in a taxable year for the professional installation of electronic security devices such as life safety/fire alarms, burglar (security) alarms, intrusion detection devices, video surveillance and other security cameras, biometric and other access controls and the components, wiring, system displays, terminals and auxiliary power supplies incidental to the operation of this equipment. This deduction will help businesses purchase and professionally install security systems, which are vital to homeland security and anti-terror prevention. ■

# Warning!

Underwriter's Laboratories, Inc. (UL®) of Northbrook, Illinois) issued a warning notifying consumers that smoke alarms manufactured by AV Tech have not been evaluated for safety by UL and bear a counterfeit UL mark for the United States. An unknown number of units have been sold, marked with a counterfeit UL mark that reads, AV Tech or WizMart, Photo-electric Smoke Alarm.



UL recommends that users stop using the product immediately and return it to the place of purchase.

.-EC&M 07/07

**Monitor Controls, Inc. DOES NOT AND HAS NOT installed this product nor does it install ANY life safety device that is not UL Listed.**

**This notice was published to relay information regarding a potentially harmful product made available to the general public.**

# Connecticut Legislative Update

Being a member the Connecticut Alarm & Systems Integrators Association we are kept updated on legislation that specifically affects our industry and our clients. We strive to ensure that all of our employees are educated on new or proposed legislation, furthermore it is our goal to advise our clientele if any of the proposed legislation will impact their business or way of life. For this reason we have chosen to enact our own "Legislative Update" area in each quarter's newsletter that can be found here on page 3 each quarter.



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A brief outline of two new laws that may have an impact on certain clientele is as follows:

## SCHOOL SECURITY

Public Act 07-208 (SB-1110) (Effective July 1, 2007)

This act requires any school district applying for a state school construction grant to include in the project plans security infrastructure for any entrances involved. The bill bars the State Department of Education (SDE)

from approving school project plans that do not include entrance security infrastructure. The act establishes a competitive state grant for FY 08 to improve security infrastructure in schools, install security systems in schools' primary entryways, purchase portable security devices, and train school personnel to use the devices and the infrastructure. The grants reimburse school districts for 20% to 80% of the eligible expenses for such security measures incurred after the bill's effective date. To receive a grant, a district must show that it (1) has conducted a uniform security assessment of its school entrances and any security infrastructure; (2) has an emergency plan at its schools that has been developed with applicable state and local first-responders; and (3) periodically practices the plan. Finally, the act requires colleges, universities, and private occupational schools to have emergency response plans by October 1, 2007 and to submit their plans on an annual basis to the public safety and emergency management and homeland security commissioners and local first-responders. Institutions must consult local first-responders in developing their plans. Each plan must include a method for notifying the institution's students, employees, and visitors of emergency

information.

## FALSE ALARMS – STATE POLICE RESPONSE

Public Act 07-246 (HB-7269) (October 1, 2007)

This act authorizes the state Department of Public Safety to assess a fine for repeated false alarms that state troopers must respond to except that the fine is waived for the first three false alarms in a calendar year. Subsequently, the subscriber of an alarm system shall be fined for each emergency police response to a false alarm in a calendar year not more than: (1) Twenty-five dollars for a fourth offense, (2) fifty dollars for a fifth offense, (3) seventy-five dollars for a sixth offense, and (4) one hundred dollars for the seventh and each subsequent offense within a calendar year. Such fine shall be used for the administrative costs of administering this section, and for training and educational materials of the state police. If the subscriber is not the owner of the property in which the alarm system is located, the state police trooper shall give the property owner notice of the occurrence of the second alarm generated by the alarm system of the property.

## 203.269.3591 One Call Does it All

Pick up the phone and make one call for everything you need...it's not a dream. From a security and fire standpoint for residential, commercial, municipal, non-profit, and banking applications, you only need to remember one number...OURS! Monitor Controls, Inc. can manage and integrate the following services with your one call and request:

- ✓ **Security system installation, service, monitoring (residential & commercial)**
- ✓ **Fire system installation, service and monitoring (residential & commercial systems and fire extinguishers)**
- ✓ **Video system installation, service and monitoring (covert systems with remote access and monitoring)**
- ✓ **Access control system installation service and monitoring (card access, keypad entry and biometrics)**
- ✓ **Sprinkler testing and monitoring**
- ✓ **Cabling, fiber optics**
- ✓ **IT integration & telephone system integration**
- ✓ **Environmental systems monitoring (sump pump failure, temperature control, greenhouses & refrigeration)**

# Thanks

Employees celebrating anniversaries with us this quarter are:

John W. Yusza, III	25 years
Deborah J. Sokol	21 years
Stephen Hartt	21 years
Raymond Rys, Jr.	11 years
Kamal Wilson	9 years
Barbara Smith	4 years
Gary Gabbard	2 years
Chris Scarmana	2 years
Mia Criscuolo	1 year



John W. Yusza, III	09/03
Jennifer Berube	09/06
Richard Bohannah	09/22
Elaine Bartholomew	09/29
Sandra Braccioforte	10/11
Amee Marcantonio	10/16
Keila Gonzalez	11/18
Denise Ransome	11/28
Kamal Wilson	11/30

## Team Monitor Finishes in 1st Place for the Season

After finishing in first place for the season last year and a league championship behind them one might think that the Coginchaug Little League Girls Major's softball team would have nothing to fear. However, with seven players "graduating" and seven rookies, we expected nothing more than to teach the girls techniques and have some fun. To our surprise, the girls expected a great deal more of themselves.



2007  
Coginchaug  
Little League  
Girls Softball  
Major's team

With leadership and coaching by Sue Williams, Teresa Opalacz and our own Operations Manager, Jason Sokol, our team rose from beneath the cloud of anticipated loss to rise above everyone's expectations and finish in first place for the season in the league

before being defeated in the final playoff series.

The season ended on a high note for all of the girls and their most devoted fans as they received two trophies and a fabulous party at our team manager's home.

With this much talent on one team there's no stopping us next year. **Go Monitor!!!**

## Moving???

If you are planning on moving, please contact our office immediately with a tentative closing date and information on the new owners.

You will be asked to send a cancellation notice in writing which can be mailed or faxed to our office thirty days prior to your closing.

There are certain steps we need to take to cancel your account, so the more notice you can provide, the better.

**Have us quote your new home...we can even monitor an existing system in the new home.**



How long have you had your alarm system? When was the last time you tested it properly?

While we make every effort to instruct our clients on proper testing procedures, let's face it...we all forget things.

If you are unsure as to how and when your system should be tested, please check your user's manual given to you upon installation of your system, or contact our service department at 203.269.3591 for individual instructions on your system.

This is a service we offer for free so take advantage of it!

Something for Nothing

Sign up for auto-pay by contacting our office at 203.269.3591 and asking for Ann. It only takes a minute!

