

THE SENTINEL

A Newsletter from Dial One

Volume 8, Number 1

Spring/Summer 2000

Dear Readers,

We are pleased to present the spring/summer issue of The Sentinel. We created this newsletter seven years ago to keep you informed of important safety and security issues.



John Lindberg, President

In this issue, you will learn resources for the safety of seniors and you'll receive pertinent information regarding the latest change for Northern Kentucky customers. On Page 3, Randy Johnson offers some advice about testing your security system after installation of Zoom Town Asymmetric Digital Subscriber Lines. This issue also includes information about workplace violence and canine security.

Dial One is proud to have been serving the Tri-state since 1979, specializing in security systems, fire alarms, closed-circuit camera systems and card access control systems for residential and business customers.

If you have any comments about this newsletter or suggestions about topics you would like to see covered, please call me at (513) 527-4400.

Sincerely,

John Lindberg

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New Area Code Means Updates for Northern Kentucky Customers



There's a new area code in town and it's causing some changes in the way your Dial One security/fire system will work. Northern Kentucky is changing its 606 calling area to a new 859 area code. Recently, there has been an increase of cellular phones, fax machines and pagers. Allowing more room for the new numbers, the Tri-state area must now use 10-digit dialing when phoning a friend in another state.

Callers on one side of the Ohio River will have to dial an area code to reach the other side. The same goes for your security/fire system dialing from Northern Kentucky to the central station in Cincinnati.

"Our systems use the telephone system to dial out," said Rob Singer, a Dial One customer service technician. "We are currently scheduling appointments with every customer to make the addition of the three extra digits into their individual system."

Rob adds that there will be a six-month grace period allowing the system to readjust

and for callers to get used to the new area code and 10-digit dialing across state lines. All the changes become mandatory on Oct. 1. Dial One will need to update Northern Kentucky systems only. Cincinnati customers may need to upgrade their systems in the future. Dial One will keep all customers posted. Customers can call the service department to schedule an appointment to make the change.

"We want to assure all of our customers that we are making every effort to update the individual systems as quickly as possible," Rob said.

All local calls – including the calls your security/fire system makes to the central station in Cincinnati – will continue to be toll-free, and dialing a "1" before the area code isn't necessary, Rob said.

Please contact Dial One at (513) 527-4400 if you have questions regarding the status of your system.

Valuable Resources for Seniors

Seniors do not have to face security issues alone. Triad is an organization for seniors sponsored by the sheriff's office, the Ohio Crime Prevention Association and the American Association of Retired Persons. The local program was developed in 1996.

One of the services Triad created in 1997 to ensure the safety of local seniors is the "Are you OK" program. The free service acts as a watchdog for the local senior community. A computer dials the more than 100 seniors enrolled in the program everyday. If no one picks up the phone after three separate calls, police are automatically sent to the person's home to make sure they are all right. Triad also offers information on recommended contractors that have done previous work for seniors and volunteers visit enrolled members during the holiday season. To find out more information about local Triad services call (513) 887-5694.



Seniors Need Specific Protection

Criminals are always looking for easy targets when trying to score quick cash or goods. Those targets are generally people who appear to present the least resistance. Seniors or the elderly often are perceived as weak or helpless because of their age or condition. Specific protection is necessary to help seniors avoid becoming victims.

"There are several important steps that need to be taken so that seniors will not be vulnerable to crime," said Lt. Ray Ruberg of the Cincinnati Police Division. "Seniors often live alone, which can make them particularly vulnerable to crimes committed in the home."

Ruberg suggested that seniors living alone install and use strong locks on doors and windows. They should avoid giving the appearance that they are home alone and they should never admit strangers into the house.

Seniors also need to be very aware of their surroundings on the street where they could become quick targets.

"Many seniors take the bus or walk much more than the rest of us," Ruberg said. "It's important to note that they should keep a distance between themselves

and others at the bus stop and to keep clear of the curb. If they are carrying packages, they should keep one hand free and their head up."

Ruberg said that seniors are the age group most vulnerable to telephone fraud and con artists. Sometimes the best protection in battling phone-related crimes can be the answering machine. Most salespeople will not leave messages, freeing seniors from having to deal with them. But be sure the outgoing message does not give out too much information or give the impression that the person is home alone.

Seniors should never buy anything from anyone over the phone. Most importantly, they should never give out personal information such as their credit card or Social Security number over the phone.

Any transaction can be made through the mail or in person, Ruberg said. Seniors should not let anyone tell them that they have to provide personal information or that it needs to be done quickly. "Their best protection is to check with someone they trust first," he said.



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If you have any questions or suggestions that you would like us to address in this newsletter, let us know. You can write to:

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Randy's Reminder

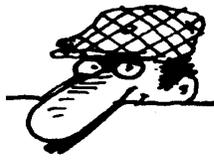
Many people are now getting Zoomtown and Asymmetric Digital Subscriber Lines (ADSLs) installed for their home computers. While this service provides the user with the ability to use the computer and the telephone at the same time, there are some security systems that have trouble communicating with the central station over these lines.



When you have this service installed, it is important to let the company know you have a security system. They should be able to add a device that divides the data on the line and will solve this problem.

Of course, any time work is done on your phone line, you should test your system to ensure it is communicating. To test your system, call the central station and have the operator put your system in "test" mode. You will be asked to answer a few questions, then hang up and arm your system. Next, "trip" a door or window, allow the siren to sound for at least one minute and then disarm your system. After you've completed the test, call the central station back so they can take your system out of "test" mode and tell you what they have received.

Should you have any questions about ADSLs, testing or Zoomtown and how they can work with your system, call the service department at (513) 527-4400.



Burglary Blunders

Co. 2000 "News of the Weird," Universal Press Syndicate

NOT A BURGLAR KING

The Ann Arbor news crime column reported that a man walked into a Burger King in Ypsilanti, Michigan at 8:50 a.m., flashed a gun and demanded cash. The clerk turned him down because he said he couldn't open the cash register without a food order. When the man ordered onion rings, the clerk said they weren't available for breakfast. The man, frustrated, walked away.

SILLY SNATCHER SNITCHES ON SELF

As a female shopper exited a convenience store, a man grabbed her purse and ran. The clerk called 911 immediately and the woman was able to give them a detailed description of the snatcher. Within minutes, the police had apprehended the snatcher. They put him in the car and drove him back to the store. The thief was then taken out of the car and told to stand there for a positive ID. The thief then replied, "Yes, Officer ... that's her. That's the lady I stole the purse from."

CRIME DOES PAY

A man walked into a Circle-K, put a \$20 bill on the counter and asked for change. When the clerk opened the cash drawer, the man pulled a gun and asked for all the cash in the register, which the clerk

promptly provided. The man took the cash from the clerk and fled, leaving the \$20 bill on the counter. The total amount of cash he got from the drawer was \$15. (If someone points a gun at you and gives you money, was a crime committed?)

UNCHAINED FELONY

Two men tried to pull the front off a cash machine by running a chain from the machine to the bumper of their pickup truck. Instead of pulling the front panel off the machine, though, they pulled the bumper off their truck. Scared, they left the scene and drove home ... with the chain still attached to the machine ... with their bumper still attached to the chain ... with their vehicle's license plate still attached to the bumper.

HARD LIQUOR

One evening in Arkansas a man wanted some beer pretty badly. He decided that he'd just throw a cinder block through a liquor store window, grab some booze, and run. So he lifted the cinder block and heaved it over his head at the window. The cinder block bounced back and hit the would-be thief on the head, knocking him unconscious. The liquor store window was made of plastic glass and the whole event was caught on videotape.

Combating Violence in the Workplace

Nearly 1,000 workers are murdered and 1.5 million are assaulted in the workplace each year, according to a 1999 report by the U.S. Department of Labor Occupational Safety & Health Administration. An estimated 225,000 to 300,000 violent acts in the workplace occur annually.

Violence in the workplace, both fatal and nonfatal, is a growing problem in today's society. According to the FBI, workplace violence is the number one growing homicide in the United States. Whether in offices, warehouses, medical facilities or convenience stores, employers need to have a definitive strategy in place to minimize the risk of workplace violence.

In recent months, incidences of workplace violence and/or homicide have gained national media attention and have caught the eye of a growing number of concerned employers and employees. Following are updated crime statistics and suggestions for prevention:

Who are the victims and perpetrators of workplace violence?

- Eighty percent of victims are male, 20 percent are female
- Age of victims ranges from 25 to 44

- Seventy percent of all work-related homicides are a result of robberies
- Nearly 15-20 percent of work-related homicides are a result of displaced anger from domestic situations
- Close to 5-10 percent of homicides can be attributed to "disgruntled workers"

How can workplace violence be prevented?

- Install alarm systems and panic buttons
- Provide clear visibility of service and cash register areas
- Create bright and effective lighting
- Provide adequate staffing
- Arrange furniture to prevent entrapment
- Post emergency procedures in case of robbery or attack
- Train employees to identify hazardous situations and appropriate responses in emergencies
- Install video surveillance equipment and closed-circuit television
- Establish a good working relationship with local police

• Sources: • Janet L. Robinson, Smart Business Supersite: www.smartbiz.com <<http://www.smartbiz.com>> • University of Maryland, College Park "Understanding, Preventing, Managing Workplace Violence" • Occupational Safety & Health Administration, U.S. Department of Labor "Workplace Violence"

Are Dogs The Best Security Choice?



Lassie would always alert Timmy to danger or help find him if he were stuck in a farmer's well. It would be great if all dogs could be like Lassie and keep their owners safe and secure. Unfortunately, Lassie was only as clever as the television director made her to be. The truth is, most experts agree that dogs are not the best choice when it comes to sound security.

"Depending on your dog to protect your home means you're opening yourself up to a huge liability," said Sandy Rowland, director of the Humane Society's Great Lakes Regional Office.

Dogs must be trained to attack intruders, a process that is not always effective or humane. "Training dogs to be vicious is risky and inhumane," Rowland said. "That dog could turn on its owner or worse, a child."

According to the National Humane Society, there have been 320 fatalities involving dogs in the last 20 years. Only one of those fatalities had anything to do with a burglary or an intruder to someone's home. "We encourage using dogs as an audio alert, but never as an instrument to attack someone," Rowland said.

But Rowland also cautioned that there is no guarantee a dog will bark at an intruder. An intruder that makes you feel threatened might seem like another friend to your dog and vice versa. She said rather than depending on a dog for security, you should look to your pet for love and companionship.

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