

Circular 19 - 2017

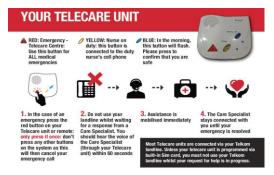
27 October 2017

Dear Residents,

EMERGENCY RED BUTTON - Telecare Unit

The RED button on the Telecare unit must be pressed in the event of a medical emergency. Please only press the RED button ONCE and do not press any other button on your Telecare unit, as it cancels the emergency call. Do not use your landline whilst waiting for a response from the Telecare Centre. You should have a response from a Care Specialist, via the Telecare unit within 60 seconds and they will remain on the line with you until your emergency has been resolved. Assistance will be mobilized immediately. Telecare will call the Nurse-on-Duty and an ambulance, if required.

<u>We</u> would like to request that you wear your red alert button around your neck or on your wrist at all times and that you wear your blue buddy band, especially if you are going out of the village.



Each resident should have a laminated card in your home, as per example (left). Please put this card in a prominent position for ease of reference. If you don't have a card, please let reception know and one will be given to you.

Should you wish to call an alternative number, you can use the internal intercom phone and dial:

**013 - HEALTHCARE (Carer on duty)
**017 - TELECARE (Emergency Button)

**011 - KIRSTENHOF POLICE STATION **009 - LAKESIDE FIRE DEPT

Or VILLAGE MANAGER on **002

Yours sincerely

Christine Dempers Village Manager