

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.


We 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.







YOUR TELECARE UNIT

RED: Emergency - Telecare Centre. Use this button for ALL medical emergencies

YELLOW: Nurse on duty: this button is connected to the duty nurse's cell phone

BLUE: In the morning, this button will flash. Please press to confirm that you are safe



1. In the case of an emergency press the red button on your Telecare unit or remote: **only press it once**; don't press any other buttons on the system as this will then cancel your emergency call

2. Do not use your landline whilst waiting for a response from a Care Specialist. You should hear the voice of the Care Specialist (through your Telecare unit) within 60 seconds

3. Assistance is mobilised immediately

4. The Care Specialist stays connected with you until your emergency is resolved

Most Telecare units are connected via your Telkom landline. Unless your telecare unit is programmed via built-in Sim card, you must not use your Telkom landline whilst your request for help is in progress.

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