

Circular 0163

23 August 2021

Dear Resident,

RESETTING AND TESTING YOUR TELECARE UNIT.

As we start experiencing load shedding and power outages again, I thought it a good idea to send out the leaflet on how to reset your telecare unit again.

Remember that when there is a power outage that it is wise to switch the unit off and back on after the electricity has been restored.

Also please test your telecare units often. Remember to only press the red button once and then wait for a response. Pressing it again for a second time will cancel the first call. Also don't pick up the phone right after you pressed the button as the telecare unit is using the line to send your call to the call centre. Picking up the phone to dial reception will cancel your telecare call.

If you have gone away for a few days and you return to the village, we will let Telecare know to reactivate your morning calls. It is advised that you test your unit upon return to ensure it is working. Regular testing is advised so please feel free to test it often. It also assists us in ensuring your unit is working.

Should any resident wish to have the attached leaflet printed and laminated to put next to their unit, please let reception know and we will have them made and send to you.

Warm Regard



Wilma Swart
Village Manager