

Circular 044

28 June 2022

Dear Residents,

There clearly are three categories of care in the Village:

1. Emergency Care- Telecare system
2. Home Care- Provided by Evergreen Health staff within the home
3. Frail Care- Provided in the Care Centre
4. **We would like to reiterate the communication regarding the Emergency Care:**

MEDICAL EMERGENCY PROCEDURE

Every Evergreen home and apartment has been equipped with a TELECARE unit which is linked to a 24/7 Call Centre. The Telecare unit must be used in a Medical Emergency.

Residents' actions in case of an Emergency

1. Push the **RED button** on your Telecare, only press it once: don't press any other buttons on the system as this will then cancel your emergency call.
2. Within 60 seconds the Call Centre operator will speak to you establishing your emergency.
3. An ambulance would be dispatched immediately.
4. Broadacres Telecare units are either GSM or Void connected. Refrain from using your phone whilst your emergency help is in progress.
5. Please note that the Care Centre staff would not be allowed to leave the Care Centre when they are attending to sick patients, and therefore do not press the **yellow button** (Nurse Call) if you are experiencing an Emergency.
6. Morning Call- the **blue button** on your Telecare unit will flash - press the **blue button** to confirm that you are safe. For the newer Due Telecare system (Green) please swipe your tag on your unit indicating that you are ok.
7. Our staff check the functioning of Telecare units routinely, it is still recommended to test the unit regularly yourself. Push the red button and wait for the Call Centre to respond, and when they come on line, simply state that you are testing your Telecare Unit.

Kind regards,



Wilma Swart
Village Manager