

Circular 020/2024

27 June 2024

Dear Resident,

### **INDEMNITY: TELECARE STATION**

Telecare is our medical response service provider and a Telecare Station is placed in each unit to ensure that we are well prepared in the event of a medical emergency.

The Telecare Station offers a morning call function, which is manually programmed and is automatically activated at a time scheduled by you between 07h00 and 09h00. It is your responsibility to deactivate the morning call **BLUE** button by pressing this each morning.

If the **BLUE** call button is not deactivated, it triggers an email which is sent to Village reception. Village reception immediately calls the resident's internal line. If this call is not answered, a call is placed to the resident on their mobile phone to establish their whereabouts.

If the resident takes the call, reception will inform the resident that the **BLUE** button has not been deactivated and resident should do so as soon as possible.

If there is no response on the internal line nor the cell phone, the Manager on duty will sign out the master key and proceed to the unit to check that the resident is not hurt.

If the resident is in an emergency situation, the duty manager will immediately push the Telecare **RED** emergency button on the Telecare Station and the emergency protocols will be put into effect.

In some instances, when we have done Telecare Audits, we have found that the Telecare station has been unplugged or packed away in a cupboard. The resident has indicated that it does not serve any purpose or that it gets in the way.

We have your best interests at heart and have introduced this protocol as an additional safety measure.

In future, should this occur, Village Management will insist that the resident signs an indemnity form, as medical assistance in an emergency, may be compromised or delayed.

Kind Regards



CHRISTINE DEMPERS  
Village Manager: Muizenberg

\\amdecpt\evergreen\Muizenberg\1-MEMO\2024\20240626 - 020 -Telecare Audit.Emergency Response.docx