



**Retirement  
village essential  
services - 24/7**

**24/7**



# Help at the touch of a button 24 hours a day!

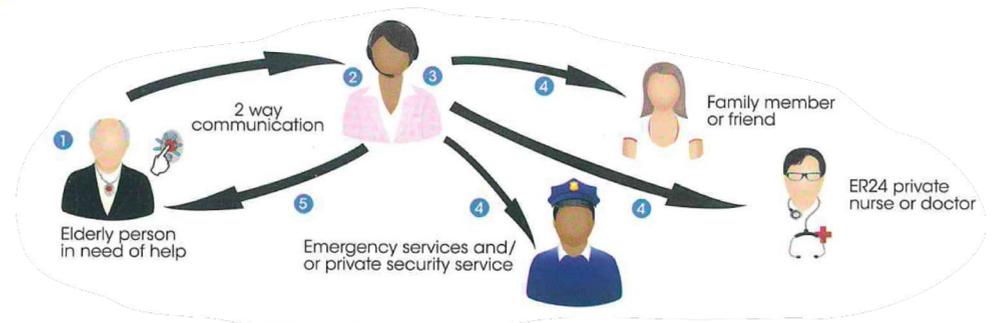
Call4Care brings peace-of-mind and help when needed to elderly people living independently. With a simple press of a button, a two-way communication is activated with the Call4Care response Centre Operator, who will help no matter what the need or emergency.

### How does it work?

- 1 Pressing the red button on the CarePhone (or its remote Panic Button) Alerts our Response Centre Operator and initiates the two-way speakerphone function, allowing the client to speak to our operator - even if he or she can't get to the CarePhone itself.
- 2 If the client is unable to speak, our operator will still be able to take appropriate action as the client's personal details and home address is instantly displayed on our system the moment an alert is received.
- 3 Our Response Centre will immediately notify the listed family member or friend, and advise them of the situation and response details; our operator will remain in contact with the client until assistance arrives.

### Who is it for?

- Any elderly person living independently in their own home or within a retirement village.
- Any other vulnerable adult whose circumstances (eg. disabilities or chronic illness conditions) require them to be able to get help easily and quickly.



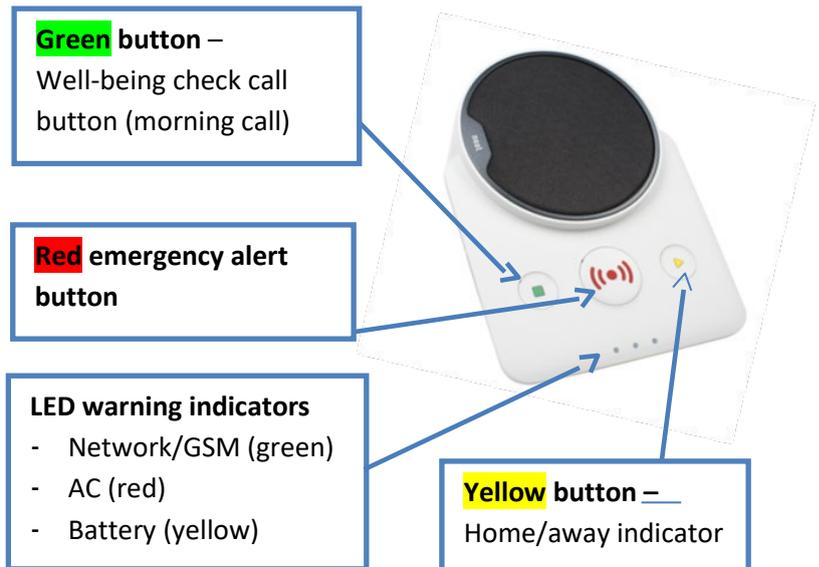
### What does Call4Care Homecare include?

- Call4Care CarePhone equipped with a portable panic button and powerful speaker phone function, enabling communication with the Call4Care Operator (usually from anywhere within the client's home)
- Call4Care Panic Button Pendant, conveniently worn around the neck or wrist and within easy reach - meaning help is always at hand!
- Call4Care is there for you night and day with monitoring & assistance no matter what the emergency.
- Call4Care is partnered with ER24, providing around the clock ER24 Medical Emergency Service.



## NOVO Carephone

Peace of mind for the residents of Wytham Estate



### What does Call4Care do?

We ensure that you are able to call for help at the touch of a button.

Call4Care is South Africa’s leading provider of ‘eldercare’ monitoring services for people living either in their own homes or in retirement villages.

### How does it work?

We provide a “carephone” (hands-free speaker/receiver) and a small wearable, waterproof button that when pressed connects you to our 24/7 monitoring centre. The carephone only operates within your home. Once we receive your call we are able to speak with you, establish what the matter is and facilitate a managed response that best suits your circumstances.

### What does this response include?

We primarily provide a medical response. For medical emergencies we call ER24 and request that they despatch an ambulance or paramedic to your home. For other emergencies we will call other support agencies, public or private to assist you. We will also call your relatives and inform them of the situation.

### Does this include security assistance?

We do not provide private emergency armed response. In a security situation we will call <Your Village Name> security officer and/or care centre and inform them of your situation and ask if they would assist.

### Does it only work within <Your Village Name>?

Yes this device is specially designed for independent living and only operates within your home.

### How does this device work?

The wrist worn pendant when pressed will trigger an alert to Call4Care 24/7 monitoring centre. We will speak to you through the Carephone that has a powerful hands-free speaker/receiver. The carephone communicates through the GSM cellular networks.

### How effective is this device?

The device is made in Sweden and used throughout Europe and complies with EU standards. It is ICASA approved

The audio is effective from anywhere in your home.

### How is the device powered?

The device is connected to the mains power source and also has rechargeable NiCad batteries to operate during a power outage. The pendant also has its own power source.

### Does Call4Care know if the device is working?

The device transmits the status of the device to us every 15 minutes. We can “see” if the batteries are low or the device is off or out of network coverage. If the device is not functioning properly we will call you and alert you to this.

### Do spouses also get their own device?

<Your Village Name> provides one device and one pendant for each home. If you are a couple and require a second pendant, then <Your Village Name> management will assist you purchasing (at your own cost) a second pendant.

### What is the cost?

<Your Village Name> provides one device for each home at no extra cost. You will be charged for any additional pendants (or if the pendant or carephone is lost or broken by accident or neglect) or for a second device/pendant if required. <Your Village Name> management can let you know the cost as this may vary over time.

There is also a monthly monitoring cost for each home. This fee is included in your monthly levy. There is no extra monitoring fee if a couple have two pendants.

### What do I do if I have any other questions?

You may call Call4Care at any time.. 24/7 and ask any questions you may have. The number to call is

**0861 140 141**

or you may call <Your Village Name> **Management on 021 42.....during office hours**

### Operating instructions

#### 1. Main buttons

- 1.1. The large **red** emergency button is pressed to trigger an emergency alert. It is normally on solid and will flash during an emergency alert. If the electrical power is disconnected this will turn off to conserve battery power.
- 1.2. The large **green** button is used to set the time of your wellbeing check call each morning and again to cancel the alert if you are OK
- 1.3. The large **yellow** button is pressed if you are going away for a few days. When pressed a voice will confirm you are setting it to be “away” and the yellow light stays on. When you return press the yellow light and the yellow light will turn off and a voice will say “home”.

## **2. Sending an alarm**

- 2.1. An alarm can be triggered using either the pendant or the carephone's large red button.
- 2.2. Wearing the wireless pendant on the wrist at all times is advisable – an incident is often without warning.
- 2.3. The effective distance of the pendant is approx. <30 metres. The system is designed for use around the home.
- 2.4. If the signal is momentarily weak the carephone will continue to seek a connection until contact is made with Call4Care – there is no need to press it again.

## **3. Communication during an alarm call**

- 3.1. When an alert is triggered and received by Call4Care we will normally be able to hear and speak to you. In that event we will determine the nature of the emergency and respond accordingly.
- 3.2. If we cannot hear you we will still be able to identify you and we will call back to determine the nature of the emergency. If there is no response we will activate the agreed emergency response.
- 3.3. You may trigger an alarm for any issue that concerns your wellbeing.
- 3.4. Call4Care closes the call and resets the carephone remotely after each call (no action required by the resident).

## **4. Managed response**

- 4.1. Call4Care will follow the process agreed between you and management.
- 4.2. Response processes may be adapted to suit your individual requirements.
- 4.3. Ordinarily this will involve calling the nurse at the Care Centre and/or summoning an ambulance and/or call a relative or friend.
- 4.4. You can communicate with Call4Care at any time by pressing the red button.

## **5. Morning call**

- 5.1. A morning call is a safety check to ensure that you are well each morning.
- 5.2. If you would like a morning check to see if you are OK please press the large red button and speak with the care assistant who will assist you.
- 5.3. You can set the time of this call to suit your own lifestyle.
- 5.4. To set the time of a morning call, press the **green** button at the time that you wish to have the morning call each day. When pressed a voice will say "morning call time is set". This sets the time for the morning call each morning. e.g. to set the alarm for 9am each morning press the green button at 9 am – it will trigger 24 hours later at 9am the next morning.
- 5.5. Every day thereafter at the chosen time a voice from the carephone will repeatedly say "press the **green** button".
- 5.6. To indicate you are well (and not requiring assistance), you ought to cancel this alert by pressing the **green** button. The light will turn off and the voice will stop.
- 5.7. If the call is not cancelled (by pressing the green button), the carephone will send an alert to Call4Care which will make direct contact with you and the management, as necessary.
- 5.8. Each resident can set their own individual time for a wellbeing check morning call. You can also change that time as often as you wish.
- 5.9. If you will be away for any period, press the yellow button for the duration that you are away.

## 6. Indicators

- 6.1. A **green** stable or flashing LED light indicates a low GSM signal. Call4Care monitors the signal strength. In the event of an emergency alert at a time the signal strength is low, Call4Care receives a signal alerting us to the alert.
- 6.2. A solid or flashing **red** LED light indicates that the mains electrical connection has been removed. Please check the connection. Call4Care monitors this indicator and will contact you after 12 hours if this remains disconnected.
- 6.3. A **yellow** flashing LED light indicates that the internal backup battery is low. Call4Care monitors the battery level and will contact you if these drops.