



a division of Stay Safe Security

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Introducing **CARE-LINK** a division of Stay Safe Security Pty Ltd.

Are you concerned about a family member, friend or neighbour? We are all aware that situations can arise where a loved one, unable to call for help, is left on their own, afraid and robbed of their self respect and peace of mind.

We are able to provide you with professional and friendly support, when you or someone you care about requires advice, and the installation of a **PERSONAL MEDICAL ALARM**.

A Personal Medical Alarm is the first step towards maintaining peace of mind, security and independence. You, your family & friends will rest much easier knowing help is only the press of a button away, any hour of the day or night.

TESTING INSTRUCTIONS

You or a member of your family should test your pendant transmitter at regular intervals (recommended monthly). This is to ensure that you know the transmitter inside the emergency pendant is working correctly. It is also important to check the distance your emergency pendant can transmit and operate the unit by testing inside and outside your home. The range may vary depending on environmental conditions.

Please follow these simple instructions:

1. Telephone the Control Room staff on 1300 656 660 and inform them you would like to test your Medical Alarm. The operator will ask you for your surname & address.
2. Hang up your telephone and press your emergency pendant for approximately 3 seconds - please test in a couple of areas of your home.
3. Contact the Control Room staff once again and advise them when your testing is complete. They will confirm the signals received.

MEDICAL ALARM

FEES & CONDITIONS

Installation requires a normal Telephone Socket & Power Point no more than 1 metre apart. If not, it is the applicant's responsibility to provide the necessary extensions.

Applicants must be within a 30km radius of Box Hill or within the Northern & Western Suburbs of Melbourne.

3 months minimum system rental.

Installation, Commission & Establishment fee (a once off charge) \$65.00 (plus tax)

24-hour monitoring (a weekly charge) \$7.00 (plus tax)

This Medical Unit is and remains the sole property of Care-Link. The Medical Unit is rented to the user thereof. Property in and ownership of the said Unit remains with Care-Link and at no time passes to the user thereof. Medical Alert products are manufactured as communication aids only. The users of these products should be aware of the limitations such as the possibility of radio frequency interference rendering certain products inoperable under certain conditions and that, as with any electronic product, failure of electronic components is always a possibility. Frequent testing is recommended. Although it may be possible that these products are the best available solution to many problems, the limitations should be considered. The suitability of the product for any particular application or purpose is the responsibility of the person's renting. Care-Link are a Service Provider and supply approved Medical Dealer equipment from approved Manufacturers and Distributors.

For further information, telephone one of our staff on 1300 650 686, 24-hours



The Pendant Transmitter

The fully water-proof *pendant transmitter* comes on a chain to be worn around the neck or attached to your clothing in a position that can be easily accessed if required.

When the *pendant transmitter* is pressed it sends a message to the *main control unit*. Each *pendant transmitter* is individually coded - to prevent other radio transmitters in the area from interfering with your signal.

The Main Control Unit

- Automatically sends regular test reports to the Control Room.
- Emits an audible sound when the pendant transmitter is pressed.
- Has a 9 or 12 volt back-up battery enabling the Unit to operate without electricity for a limited time.

When the *pendant transmitter* is pressed it sends a signal to the *main control unit*. The *main control unit* then automatically seizes your telephone line and sends the signal to the Control Room.

NB: If you are talking on the telephone line the *main control unit* is connected to when the *pendant transmitter* is pressed, you will lose your connection until the *main control unit* has successfully communicated its signal to the Control Room (approximately 1 minute)

The Control Room

Care-Link is a division of Stay Safe Security Pty Ltd.

Stay Safe Security Pty Ltd is a privately owned Australian Company operating a graded 24-hour Security Control Room.

The 24-hour Monitoring Service includes emergency calls, power failure report and automatic test report programming. It is recommended that the Medical Pendant is tested at least once a month by the user, a member of your family, friend or carer.

Procedures

Once the operators in the Control Room receive your emergency signal, they will call your home to ensure help is required (sometimes, the pendant transmitters are pressed in error).

If there is no answer or an emergency situation is ascertained when the user picks up the telephone, the operator will then contact one of the people on the pre-arranged emergency contact list (e.g., family, friends, neighbours or carers) to go to the users address and render assistance.

If no-one is available to assist, a mobile patrol will be despatched (at an incurred cost of \$35 - \$45).

It is the intention of the Control Room staff to confirm that someone will attend the home.

If necessary, the attending mobile patrol will be instructed to break-in to gain access to your home. (Stay Safe Security Pty Ltd and the attending mobile patrol company will not be liable for any damage to the property). Should you require, Stay Safe Security Pty Ltd can arrange for a local mobile patrol company to hold keys to your property at no additional charge.