



In a Retirement Village

THE BENEFITS OF EXTERNAL MONITORING

The externally monitored Doctors Safety Line personal emergency alarm, in combination with a coded key box positioned at every Village residence, is the system that can most accurately be described as "Genuinely Failsafe" for the resident.

The system can remove all responsibility of emergency call response from the on-site Village staff, or the option exists for the Village staff to be first called, at specific times, e.g. daytime hours.

Doctors Safety Line's "Genuinely Failsafe" system means the Village residents' safety is at all times in positive hands, delivering the required action, in the fastest possible time. Provision of such a service gives residents and their families an appreciation of the obvious duty of care culture prevailing with the village owners and management.

TECHNOLOGY FOR THE FUTURE

A Doctors Safety Line personal alarm can respond to a range of individual signals for monitoring purposes. At any time, sensors for such equipment as a smoke detector, chair and bed occupancy movement detector, gas detector, passive infra red movement detector, property exit detector etc., can be connected to the alarm.

As the needs of residents change, or increase, Doctors Safety Line will readily meet those requirements.

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Doctors Safety Line *In a Retirement Village*



A guarantee that your residents will
Be in Touch and Feel Safe
All the Time

Doctors Safety Line Personal Security

"Genuinely Failsafe"

When a resident needs help

Doctors Safety Line immediately aids any emergency situation. Whether for medical needs, or a feeling of insecurity, the simple push of a button brings the resident, in approximately 30 seconds, in live voice contact with our Monitoring Centre. The required assistance - Ambulance, Police, Fire - or personal responder (Which can be on site village staff), is immediately called. All calls are treated as an emergency, until otherwise identified.



Even if the caller is unable to talk, or to hear our monitor, we know their identity and location, ensuring the fastest possible aid. The monitor stays on the line until help arrives.

PERSONAL EMERGENCY ALARM

CODED KEY BOX

The coded key box is a significant aid for fast response to an alarm emergency call. Eliminating all delays of property access, emergency services or personal responders can rely on fast, trouble free entry. Also important for access by relatives, friends, carers, and for key misplacement.



EMERGENCY SERVICES AMBULANCE/POLICE/FIRE

If personal responders are nominated as first priority, but are not quickly located, an ambulance is automatically called to assist.



The Importance of an Independent Retirement Village Alarm Call System

Doctors Safety Line is an emergency alarm call service that operates totally independent of any other integrated Retirement Village system. All systems require a telephone line, and the conventional telephone, in personal emergency circumstances, remains the most consistently reliable method of fast communication.

THE COMMON AREA ALARM

This unique alarm can be installed in a central residents meeting area, and also at strategic points throughout a Village site. The alarm responds to an infinite number of individual alarm pendants. A selective ID code for each resident from their personal pendant is recorded at the Doctors Safety Line monitoring centre. An emergency call immediately advises the call centre monitor of the location, and also identifies the resident making the call. The alarm delivers exactly the same high level of quality safety to a resident from these locations, as they enjoy from their alarm in their independent residence.

EMERGENCY CALL REPORTS

The Doctors Safety Line Monitoring Centre sends to the village office, by fax or email, hard copy reports of all emergency incidents experienced by residents, as they occur. Village management and staff, though not necessarily required for emergency call response, remain apprised at all times of such incidents.

3 IMPORTANT THINGS WE KNOW

Retirement Village residents, in a personal emergency circumstance, need to be guaranteed of three things:

- That they will receive quality assistance
- That they will receive that assistance in the fastest possible time
- That they can enlist the help by the simplest possible method

Doctors Safety Line's "Genuinely Failsafe" system ensures that these crucial needs are met at all times.

OUR CONTINUOUS GOAL IN A RETIREMENT VILLAGE

Doctors Safety Line has thousands of clients Australia wide. Many of them live in Retirement Villages. Our aim is to provide the highest level of safety to residents, in order to guarantee total satisfaction to them, their families, and the village staff dedicated to attending to their ongoing needs.

DOCTORS SAFETY LINE IN A RETIREMENT VILLAGE