

## How Does A Personal Emergency Response System Work?

In an emergency simply follow four easy steps to summons help immediately.

### 1 - Just Press the Button

When help is needed, simply press either the large HELP button on the gray box unit or the button on the pendant to receive help.



### 2 - Get Immediate Contact

The gray box unit receives your call for help and immediately and automatically places a call to the Emergency Response Center for help.



### 3 - Get Immediate Contact

The gray box unit receives your call for help and immediately and automatically places a call to the Emergency Response Center for help.



### 4 - Get The Help You Need

Depending on your need, the Emergency Response Center professional will call the designated person you specified on your application and or emergency personnel.



## Pricing

Effective June 1st. 2012

Installation Fee	\$30.00
Monthly Charge	\$30.00
Equipment Charge	No Charge
Includes - Emergency Phone Unit Unit Phone Cord Pendant Surge Protector Strip (if needed)	

Equipment is provided without charge, but remains the property of the Cook County Council on Aging.

Replacement Fee for non-returned equipment:

- Pendant \$30.00
- Emergency Unit (gray box) \$170.00
- Surge Protector \$10.00

Replacement fee(s) for any equipment not returned will be billed to you on your last bill.

*For More  
Information  
Contact  
the*

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# Personal Emergency Response System

*Get The Help You Need  
When You Need It  
With A Push Of A Button*





*You or a loved one can live at home independently, safe, secure and free from worry with an Emergency Phone System.*

**How do I get started with an Emergency Phone System?**

Simply call the Cook County Senior Center and let them know that you would like to have an Emergency Phone System installed.

There is a client information form that you will have to fill out and return with the installation fee (see back of this brochure for pricing). We will then schedule a time to come out to your home and install the system.

Installation is quick and simple. The installer will hook your personal telephone line into the back of the system and the system into your phone jack. You will be given a choice to either wear a wrist pendant (similar to a watch) or wear the pendant as a necklace. It is as easy as that.

**How does the Emergency Phone System work?**

When emergency help is needed, such as medical, fire, or police, simply press the button on your pendant or the large “help” button on the unit. The unit will automatically dial the Emergency Response Center.

A representative from the Emergency Response Center will answer to assist you. They will identify you, determine the nature of the emergency, review your medical history, and notify either one of the names you provided for contact and or emergency providers (911).

If you are unable to respond to the Emergency Response Center representative they will notify emergency providers to go to your home.

**If you need help and are not in the same room as the Emergency Phone System unit, will it work?**

The systems are quite sensitive, and in an average-sized home, the emergency response center is usually able to communicate with you regardless of what room you are in.

In the event they are unable to communicate with you because of the extent of an emergency, therefore, emergency professionals like paramedics will be immediately dispatched to your home.

**Can I get the emergency pendant wet?**

The emergency phone pendants can be worn while washing dishes or in the shower. Since many falls happen while in the shower, you should always wear your pendant while showering.



**Will the Emergency Phone System work outside?**

if you live in your own home and are outside and need help most systems have a range of 200 to 400 feet away from the unit. However, the emergency response center will not be able to speak with you since you are outside, but they will know that you are in need of help and will dispatch paramedics to their house.

If you live in an apartment or condo, the outdoor range changes because apartment construction can block the signal from outside. For example, in an apartment building, the system will usually only work inside the apartment.



The installer will test the range of your Emergency Phone System during installation in order to know the coverage area of your system.

**What is the “Emergency Response Center,” and where is it located?**

The Emergency Response Center is located in Southern Minnesota. Emergency Response representatives are available 24 hours per day to answer emergency calls. Just like the 911 service from a law enforcement center.

**What happens if I accidentally push the button on my pendant or on the unit and set-off the alarm?**

If this should occur and you are near the emergency phone unit, you can push the cancel button to cancel the call. If you accidentally set the emergency system off by pushing your button on the pendant, you just need to tell the emergency response center operator that the alarm has been set-off accidentally. The operator will then disconnect the alarm and no further action will be taken.

**How often is my loved one billed?**

You will receive your first bill during the next month after installing. The billing is always for the previous month.



Some like to pay ahead so that they do not have to worry about a monthly bill. This is allowed. If you cancel the service and have a credit, you will be issued a refund for any unused time.

**Is it possible for me to order an Emergency Response System for my loved one, but have the bill sent to me?**

Yes. Simply let us know during installation that the bill should be sent to you.