

Emergency Call System Down

IMMEDIATE RESPONSE PLAN



Concerned for the safety of your residents? Within 24 hours, a project manager will arrive onsite to immediately begin installing new equipment and distributing pendants to your residents.

Stay Calm, We've Done This Before

An unrecoverable failure of your emergency call system can seem catastrophic and daunting. You probably have many questions and concerns about the new system installation. How long will it take? What can you do during that period to ensure the safety of your residents? Take a deep breath and remain calm, because Tel-Tron has the experience and expertise necessary to get you through this.

We can have your new system up and running quickly with our proven **Immediate Response Plan**. The following step-by-step guide is designed to mitigate your risk immediately by ensuring that basic services are restored **within 24 hours** in most cases.

5 Easy Steps to a New System

1 Equipment Shipment

We will ship you a complete system that allows each resident to place emergency calls. In some cases this equipment can be onsite the same day but always **no later than the following morning**.

2 Initial System Installation & Pendant Distribution

A Tel-Tron project manager arrives onsite **within 24 hours** to facilitate the immediate installation of equipment and distribution of pendants to your residents. This ensures that all residents are being monitored and protected for the duration of the installation.

3 Permanent System Install & Staff Training

After the installation is complete, we will begin working with you to plan the permanent installation of your equipment, restoring other auxiliary non-life-safety services that are important to your daily operations. We also coordinate and begin the training of your staff on the new system.

4 Long Term Success Plan

Once all of your critical and auxiliary services have been restored, we'll continue the training started during our initial response to ensure that your staff is completely comfortable using the new equipment. We'll also work directly with you to develop a long-term success plan for the ongoing training of your employees.

5 System Monitoring & Staff Performance Feedback

After our project management team has completed the training and certification of the system, we'll help you monitor the health of your newly installed system. We'll provide you with feedback on staff response times, while making operational recommendations to guide you past this crisis and make your team more efficient and valuable than ever before.



Emergency Call System Down

IMMEDIATE RESPONSE PLAN

Don't Worry, We're on Our Way

Take Comfort in knowing that we can have the necessary equipment and an installation team at your community within 24 hours; and at **no additional cost to you**. It's as if you had been planning for a new system all along. Some other highlights of the Immediate Response Plan include:

- ▷ All common areas are covered
- ▷ Wireless personal transmitters for each resident
- ▷ Staff notification devices up and running the same day.



I really appreciate the way that Tel-Tron took care of business. The temporary system you brought in after we were struck by lightning has been great. It has allowed us to take care of our residents and to be in compliance with state regulations. I can get a call system from anyone, I don't believe I can this kind of service from just anyone. You guys really provided us with a quick turn around and piece of mind. "

— Craig Carter, Executive Director, Elmcroft Senior Living of Cy-Fair in Houston, TX

FAQ (Frequently Asked Questions)

What can I do in the mean time?

Increase your staff. There's going to be more risk and you're going to need some extra resources to deal with it. Having caregivers checking on residents every hour is a good start. You should document these checks in a methodical manner, indicating that each resident is accounted for and being cared for appropriately.

Let your residents know that the system is down. It may be scary, but transparency is critical here. They'll need to know, so that they can choose another method to get your attention. Provide them with a phone number to call, perhaps 911 directly.

How can I document the performance of my staff during the installation?

Even throughout the busy process of installation, Tel-Tron will be keeping meticulous logs of your residents' emergency call activity and your staff's response, so that your management team can make sure things are running smoothly and you can be sure that your staff is still providing the same quality care you demand.

I've got a large number of residents to account for, how do I make sure they're all ok?

If you have residents that are independent (i.e., living in cottages or in buildings that aren't generally staffed by your caregivers) then you've got some extra work to do. If you generally rely on an automated check-in system that is no longer operational, make sure to keep an updated contact list of your residents, including cell phone numbers, in order to ensure that those residents are safe. This process of accounting for residents when the system is down can obviously be quite time-consuming. The good news is that Tel-Tron can automate the process for you. We can reach out to every resident each day and let you know which ones didn't respond, freeing up dozens of hours that would have been spent manually tracking down these residents during an already taxing time.

How about building security?

Is your building security, wandering system, smoke detectors, or access control system tied into your emergency call solution? If they are, you should begin making arrangements to cover all of the aforementioned systems through alternative means. In your memory care areas, you may want to post an employee at every exit to make sure that there aren't any unauthorized egresses from residents that are at risk for elopement. More frequent room checks may be in order here as well.



TEL-TRON
Powering the Business of Aging

@tel-tron.com | 386 255 1921 | tel-tron.com

Tel-Tron Technologies Corporation | 2570 West International Speedway Blvd | Suite 200 | Daytona Beach, FL 32114