

## **COMMUNITY ALARM SERVICE - INFORMATION LEAFLET**

### **What is the Community Alarm Service?**

This is a service to help people who are at risk through various health problems and disabilities to stay in their own homes. It gives the security of knowing that they can call for help in an emergency, such as falling or feeling ill at any time of the day or night.

### **What do I Require for this Service?**

In order for the Community Alarm to work you will need to have a modern BT socket connected to a telephone service. You also need to have a 13 amp electric socket (unused) within 1.5m (5 feet) of the telephone point, which can be reached without crossing a doorway or causing a trip hazard.

You will need to nominate and supply a house key to three people who live within a reasonable distance of your home and would be prepared to be called out when necessary (day or night). Many service users nominate relatives, friends or their neighbours.

### **How Does the Service Work?**

An alarm unit is supplied along with a pendant that you wear around your neck. When you press either the alarm button or pendant, a signal is sent to a Control Centre which is staffed 24 hours a day. The operator can speak to the client through the alarm system, and check what kind of assistance is required. Sometimes all that is necessary will be a short conversation to reassure the client. If necessary the operator will contact a friend, relative or volunteer whose name you have provided, so they can give the help required. Therefore, it is important that each contact has a key to your house.

If it is a medical emergency, the contact can use the red button on the alarm unit and tell the operator. The operator can then call a doctor or ambulance as required.

If the contact needs help to lift you, the red button on the alarm unit can be used to summon assistance via the operator.

If the service user is unable to respond, action is taken to summon help. If it is a medical emergency, a doctor or ambulance can be sent for. There is no need to worry if you have pressed it by mistake, just explain to the operator that it's a false alarm.

### **How do I Apply for the Service?**

Contact us by telephone or e-mail and one of the team will be happy to help you.

**The charge for Community Alarm is £1.35 per week**

#### **Contact Details:**

Community Equipment Service  
Units 3/4 Whitemyres Avenue  
Aberdeen  
AB16 6HQ

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