



# Personal Emergency Monitoring

## **Q. What is personal emergency monitoring and who can benefit from it?**

A. The emergency monitoring system is a collaboration between Bronson at Home and Lifecare Ambulance. It is a personal emergency response system that, at the touch of a button, links the caller to assistance, 24 /7. The button can be worn around the neck, wrist, or attached to the belt. When the button is pressed, a communicator attached to the telephone notifies the local dispatch center. The dispatch center contacts the next-of-kin or the individual you identify as the emergency contact. Or, in an immediate emergency, help is summoned. The system works for persons who live alone, or with ongoing medical conditions, or as backup when a caregiver is out of the home.

## **Q. How much does the service cost?**

A. There is a one-time installation fee of \$35.00. The monthly monitoring service fee is \$28.00 per month for a land line phone and \$34.00 per month for a cellular phone. The installation fee and the first month's service fee is due at the time the unit is installed in your home.

## **Q. Do I need special equipment in my house?**

A. Once you have decided that you want the service, a Bronson at Home representative will bring the monitoring unit to your home and teach you how to use it. You must have a modular phone jack (the phone cord has a clip on it that snaps into the box) in order for the unit to work at your home. You must also have a working phone that will be connected to the unit if you use the basic unit.

## **Q. How does the unit work?**

A. You will have a personal help button that you wear around your neck or on your wrist like a watch. When you need help, you must push your button to activate the unit. The unit is attached to your phone line and will automatically dial the monitoring company. The monitoring service will be able to talk to you over the speaker on the unit and will ask you what kind of help you need. If you need emergency help the monitoring service will send police, fire department or an ambulance to your home address. If you need other assistance the monitoring service will call your responders to come to your home.

**Q. What is a responder?**

A. A responder is a person whom you select who has agreed to come to your home when they are notified by the monitoring service that you need help. The person can be a neighbor, a friend, a family member or a member of your church. You should select someone who lives close by, who can get to your home quickly, as your first responder.

**Q. What if I don't have someone who can be a responder?**

A. Although it is preferable that you have responders, you can still use the services even if you don't. The monitoring service will contact the police or the ambulance service to come to your home if you need assistance.

**Q. What if I can't talk to the monitoring service or they can't hear me?**

A. If the monitoring service is unable to contact you on the speaker phone, they will immediately contact your responder or local emergency services to come to your home to check on you.

**Q. What is a hidden key location?**

A. This is an area outside of your home where you would hide a key to your home. The location of the key would be listed on your responder information and would be used to enter your home only if you were unable to unlock the door to let the responders into your home.

**Q. Do I have to have a hidden key location?**

A. No, this is entirely up to you and is not a requirement of the service.

**Q. How do I discontinue the service?**

A. When you or your family decide that you no longer want or need the service you need to contact Bronson at Home. Arrangements will be made for your family to return the equipment to the Bronson at Home office or have a Bronson at Home representative come to your home to pick up the equipment.

**Q. Will I be charged for the service when I am away from home?**

A. In order to receive the monitoring service, you lease the monitoring equipment from Bronson at Home. The lease remains in effect until the time the equipment is returned to the Bronson at Home office. If you are going to be gone from home for an extended period of time, you should contact us to determine what arrangements are best for your situation.

**Q. Who do I contact for more information or to set up personal emergency monitoring services?**

A. Please call Bronson at Home at (269) 245-3706 or (844) 241-4663.  
Hours: Monday through Friday, 8 a.m. to 5 p.m.  
(Closed weekends and holidays)