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HHHS upgrades to Emergency Response System Units for enhanced safety at home

The HHHS Community Support Services Emergency Response System [ERS] program is pleased to report that as of January 2018 it will be offering ERS unit upgrades to 140 existing clients in Haliburton County and to all new clients from this point on. ERS units assist in a person's ability to safely remain independent in their home – should an urgent situation arise – such as a fall – the user is able to press a button worn on their person in a pendant or a bracelet. This triggers a signal at a central call centre who then call emergency contacts listed on the clients file.

On the value of the ERS program, local resident, Steve Churko, says, "It gives our family and our mother great peace of mind that this service is available...we would not be without it. My mother had a fall and could not get to a phone. After activating the button on her pendant, the ERS team immediately started to call the contact numbers to alert us of the call. An ambulance was immediately dispatched and was at her apartment ahead of me."

Replacing older units with the newer ones will ensure that all clients have two-way communication features that allow central dispatch to communicate directly with the client as a first response to assess the situation. Older units do not have this feature and often result in EMS being unnecessarily dispatched when a family member or neighbour (who is a listed contact) could have responded to the situation. The newer models also have fewer ongoing service demands and will result in fewer service calls.

"The acquisition of these new models has been made possible by the HHHS Foundation, through funds designated for Community Support Services. We are very grateful for this partnership and pleased to be able to offer a higher quality of service to our community with these enhancements" says HHHS Community Programs, Vice President, Stephanie MacLaren. All new clients subscribing to the service will receive the new units and HHHS will begin switching out the older units in the next few weeks.

For more information regarding the ERS program, please contact HHHS Community Support Services at 705 457-2941. After a \$25 installation fee, a monthly fee of \$25 is charged to the client (subsidized rates are available for eligible clients).

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