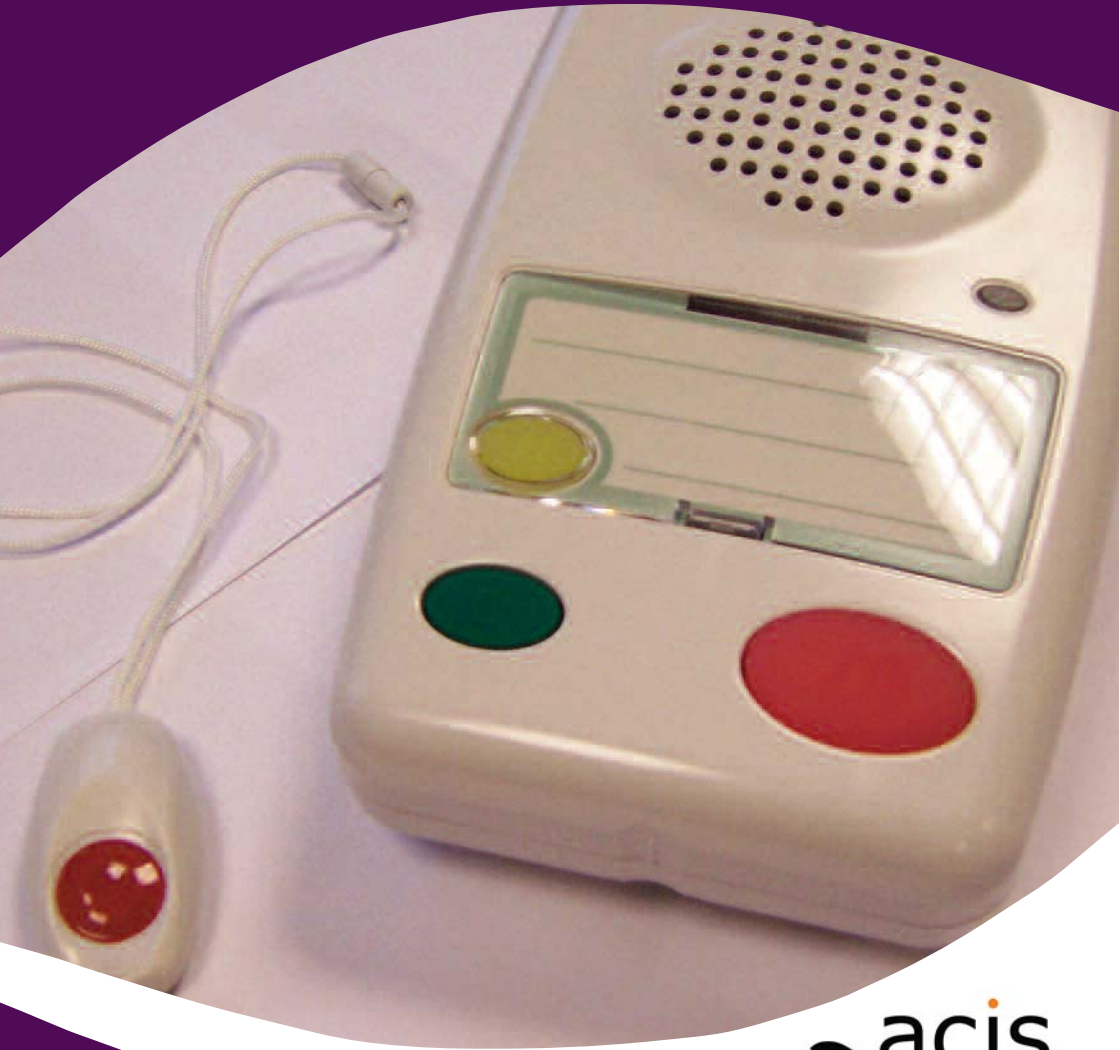




Community Alarm Service



"Better homes and better services for better lives"



What is the Community Alarm Service?

Acis Group's Community Alarm Service has now been operating for more than 20 years and has over 1,200 customers.

The service works around the home and garden and is used to call for help in an emergency, day or night. It consists of a pendant (worn around the neck), or wrist-strap, and an alarm unit, which plugs into an existing telephone line and socket.

This technology links the wearer to a Control Centre, manned 24 hours a day, 365 days a year, by friendly, highly trained staff.

How much does the Community Alarm Service cost?

It costs around £3 per week, payable quarterly (minimum term 6 months). There are no other hidden charges – both installation and maintenance are free. Payment can be made by direct debit, standing order, debit/credit card, or by cheque.



Who can benefit from the Service?

The service can be of benefit to a wide range of people. This might be the elderly, the disabled, those recently discharged from hospital, those living alone, victims of domestic violence, victims of harassment, or anybody else who feels vulnerable or wants access to help and support around the clock.



How does the Service work?

When a pendant is pressed, the alarm unit automatically calls a Control Centre (Lincare). Staff members at the Control Centre can identify which user is calling and his/her details are brought up on a computer screen.

This confidential information, provided by the user at the time of installation, includes named emergency contacts/key holders, the person's doctor and any relevant medical conditions the user might have. The Control Centre operative will then try to speak to the user through the unit.

If this is not possible, the operative will telephone the named emergency contacts to let them know there might be a problem. If no contacts are available, the Control Centre contacts the Emergency Services.

Installation and Repairs

All you need is a telephone line with a 13 amp plug socket close by. It does not matter who supplies your telephone line.

Equipment is installed within 2 - 5 days of receiving an order, with the exception of weekends and bank holidays.



Repairs are carried out within 24 hours of you letting us know there is a breakdown.



Customer Responsibilities

The customer is required to sign an agreement before the equipment can be installed.

Acis Group is responsible for the repair and maintenance of the Community Alarm equipment.

A customer may terminate the service by giving 1 month's notice in writing to Acis Group. Acis Group may suspend the service to a customer by giving 3 months' notice in writing.

In the Lifeline contract, it is required that the customer allows Acis Group representatives access to service and test the equipment on an annual basis. The service could fail when an emergency call is made if access is not allowed.

All testing is carried out by appointment. Customers are also advised to test the equipment on a monthly basis by pressing the pendant. When the Control Centre responds, customers should advise that they are making a test call.

Health and Safety

Acis Group will always take account of the wishes of our customers. However, Acis Group representatives will decline customer requests when they could cause a health and safety risk. When this happens, the reasons will always be made clear to the customer, along with any alternative actions that need to be taken.



All Acis employees carry identification cards. Should a customer wish to check on the authenticity of a person trying to access their home, a security check can be made by contacting Acis Group on FREEPHONE 0800 027 2057.

Privacy and Confidentiality

All the client information held will be used solely for the planning, management and delivery of the service. All records are treated as confidential and will undergo secure disposal when they are no longer required.

Calls to the Control Centre are recorded, as required by Telecare Services Association Code of Practice to ensure that the service meets the Code's standards.

Care and Support for Community Alarm Service Customers. Acis Group will:

- Offer equal opportunities and fair treatment to all alarm users without discrimination on account of race, gender, disability, religion, age or sexual orientation.
- Be committed to meeting the support needs of vulnerable customers by providing a good quality service.
- Actively encourage people to make personal choices about the services available, and enable them to do so, by providing information in a format suitable to individual needs.

Information, Demonstrations and Applications

For further information, or to receive a demonstration or an application form, please contact Acis Group on FREEPHONE 0800 027 2057.

This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

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Compliments and Complaints ... Please help us to help you!

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

Acis Group Limited

Acis House
Bridge Street
Gainsborough
Lincolnshire
DN21 1GG

email: info@acisgroup.co.uk

web: www.acisgroup.co.uk

FREEPHONE: 0800 027 2057

text: 07800 002270

