



Fact Sheet

Warden intercoms

Intercom system connected to the alarm monitoring centre

If your home is fitted with an intercom system, the following information will be useful. Your home is connected to the Council's alarm monitoring centre 24 hours per day. The system is designed for you to summon help at any time of the day or night, 7 days per week. There is always someone there to answer your call.

The Council is currently renewing all the existing warden intercom systems with new equipment that allows the most up to date technology to be used. This work is scheduled to be completed by the end of 2011. It doesn't matter if you have the new or old system in your home. It will still work and you will receive help if you call for assistance.

Old intercom system – red pull cords

You will know if you are connected to the old intercom system because you will have red pull cords in some rooms. The red pull cords are there for you to summon help. To activate the alarm, simply pull the cord and you will be contacted over the intercom by one of our friendly wardens who will be able to help you.

It doesn't matter where you are in your home when you pull the cord, we can speak to you over the intercom. It is very important that if we do speak to you that you answer so we can tell if everything is alright.

You can call us if you need urgent help or if you are frightened, worried or unsure about where to go for help or what to do. It doesn't have to be an emergency and someone will always be available to help. If we can't hear you or you can't reply, we will either call the emergency services or send a mobile warden round.

It doesn't matter if you pull the cord by mistake; always speak to us if you can.

The intercom speaker unit in your home has a privacy button. If this is switched on and you pull a cord or operate the unit, we will not be able to hear you.

Please ensure your intercom speaker unit is not switched to the privacy mode.

Testing pull cords

It is important to test your intercom regularly. Every month we ask that you pull one of the cords in any room and when the call is answered just explain you have carried out a test. Pull a different cord the following day until all cords have been tested.

New intercom system - pendant

The new system does not have pull cords. Instead, you will have a pendant to wear around your neck or on your wrist. Pressing the button on the pendant, works in the same way as pulling a cord.

The pendant is there for you to summon help. To activate it, simply press the button on the pendant and you will be contacted over the intercom by a friendly person who will be able to help you.

It doesn't matter where you are in your home when you press the button, we can speak to you over the intercom. It is very important that if we do speak to you that you answer so we can tell if everything is alright. You can call us if you need urgent help or if you are frightened, worried or unsure about where to go for help or what to do. It doesn't have to be an emergency and someone will always be available to help. If we can't hear you or you can't reply, we will either call the emergency services or send a mobile warden round.

It doesn't matter if you press the button by mistake; always speak to us if you can.

The pendant will work inside your home and will work outside up to 50 metres (54 yards) from your home, including your garden. It is recommended that your pendant is placed next to your bed when sleeping. Take care in the bathroom and kitchen as the pendants are splash proof, but not waterproof.

If you require more than one pendant, we will look at your living arrangements before we issue additional pendants.

Smoke detectors and carbon monoxide detectors

For your safety, a smoke detector is installed in your home. This is linked to the intercom system. If the alarm is activated, it will sound an alarm in the property and automatically send a call to the alarm monitoring centre. If this happens, you will be contacted over the intercom to find out if there is a problem. Always speak to the person, if you can, to let them know what is happening.

If there is a fire, do not wait for someone to contact you over the intercom. Make sure you have moved to a place of safety and ring 999 for help.

It doesn't matter if the smoke detector is activated accidentally whilst cooking. It is only doing its job. If this happens and everything is alright, please speak to the person who contacts you over the intercom to let them know what has happened.

If you have a carbon monoxide detector fitted in your home (not all homes do), these work in the same way as the smoke detector.

Information we will need from you

We will need information from you to ensure we can provide the best possible service to help you when you contact us. We rely on you to keep our records up to date, so if your circumstances change, or there is anything you think we need to know, please contact us over the intercom and tell us. You can also telephone 01302 737631.

Details we need to know include:

- New telephone numbers or key safe numbers
- Contact details of relatives or carers
- Let us know if you go away, or go on holiday, or go into hospital
- Change of Doctor's details
- Any changes in your health, including any allergies

If you contact us, the information provided will be displayed on a screen in the alarm monitoring centre.

If the intercom system is faulty or doesn't work

If the system develops a fault, please contact us straight away and report the fault. To report a fault, either call us over the intercom, or telephone 01302 737631.

For further information contact:

Write to: St. Leger Homes of Doncaster Ltd
St. Leger Court
White Rose Way
Doncaster
DN4 5ND

Tel: 01302 862862
Fax: 01302 862720
Minicom: 01302 862719
Email: info@stlegerhomes.co.uk



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