

## « PERSONAL ALARMS »

### Before reading further, you should be aware that:

- To use either the *Télé alarme* or the *Télé Assistance* service, the Client must be able to speak and understand French to a sufficient level in order that they can explain the reason as to why they are calling the service.
- All personal contacts nominated by the client must also be able to understand and speak French to a sufficient level so that understand why *the Télé Assistance* call-centre is contacting them. This is because they will need to explain to the *Télé Assistance* call-centre precisely how they are able to help, and within what timeframe.
- It is important that client and their personal contacts talk through the ramifications of being a “go to” person, in order that there are no misunderstandings in the future. They should consider those periods when personal contacts may be unavailable and what assistance is expected from the personal contacts. This information will be passed onto the *Télé Assistance* service, which of course will need to be kept up to date, with any changes being passed onto the *Télé Assistance* service promptly.
- If the emergency services do not have a key permitting entry into the client's house, they will have to break the locks to the front door to gain entry. To prevent this, it is recommended that the client install a key box next to the front door (*boîte à clés, from most hardware stores*) with a code. Once installed, all the client then needs to do is notify the *Télé Assistance* service of what the code number is. This information will then be passed on to the emergency services by the *Télé Assistance* service in the event of a call out. It is suggested that a key box with a non-electronic/electric lock be installed thus avoiding the risk of battery/electrical failure.

### Now to the services available.

In France, there are two types of services:

- **Télé alarme** which connects directly to emergency services only. This service is falling out of favour and use, as many of the calls to the service do not require the attendance of the emergency services. In order to reduce the cost caused by wasted time, users of this service are being directed to:
- **Télé assistance**, which connects the client to a call centre. The call centre then redirects the **caller's needs onto either the appropriate agency or person best able to help them**. This could be someone from the client's list of personal contacts, for example their spouse/neighbour/friend) or the emergency services (*SAMU Service d'Aide Médicale d'Urgence* or *pompiers (fire brigade)* as necessary).

## TELE ASSISTANCE IN GENERAL

### 1) Installation

- The Client is provided with a showerproof pendant or a showerproof bracelet that is to be worn 24 hours a day, seven days a week. The pendent or bracelet contains an integrated **panic** push button.
- A control box that also contains a loud speaker is then plugged into the telephone socket in the client's home. The loud speaker enables the call centre to communicate with the client. One box is sufficient even if the house is spread over two floors and includes a terrace or garden.
- The pendant or bracelet is then linked/connected to the control box via a wireless connection.

### 2) How it works: 24/7

Depressing (pushing) the button on the pendant or bracelet automatically connects the client with the **Télé Assistance** call centre. They will then be asked (in French) why they have called the service.

a) **If this is an emergency**, the call centre will immediately contact the emergency services (*SAMU* or *pompiers*), before contacting client's personal contacts.

b) **If it is not an emergency**, the call centre will phone client's first personal contact and pass on the client's message/request for help. **It is important to note that there is no direct conversation between the Client and any personal contact.**

- If the number of client's first personal contact is engaged or their phone goes to answerphone, the call centre will phone the next person on client's personal list of contacts.
- If none of client's personal contacts can be reached in person, or they are not available to provide the client with the help they need, when they need it, the call centre will then phone the emergency services (SAMU or pompiers).

The approved companies, Présence Verte and ADMR, provided the following information. These companies were recommended by a CCAS (Centre Communal d'Action Sociale), local social services.

Question	Answer from	Answer from
	Présence Verte	ADMR
Where and how does TELE ASSISTANCE work, once client has pushed the button?	Works inside your home	Inside and outside within a 100 metre radius: A) If client is within 5-10 metres of the box, they can converse with the call centre via the box; B) If client is further than 5-10 metres (for example, in the garden or upstairs), and it is too far to converse via the box, the call centre will 1) Phone the client's home number to check whether they are in need of help, and follow-up as planned; 2) If client does not answer their home phone, the call centre will phone client's personal contacts, and if unable to reach any of his personal contacts, they will phone the SAMU or pompiers
Initial installation cost	38,12€	30,00€
Monthly subscription fee, covering rental and maintenance of equipment, and connection to call centre	29,90€ if client has a simple telephone connection with "Orange" Or 36,92€ if the client's telephone connection is via internet on their livebox	29,90€ whatever client's telephone connection
Automatic testing of the connection of the box to the call centre, weekly, at a predefined time	Not mentioned	Cost of a phone call, approx. 1€/month on client's phone bill
Subscription period and termination	No information	Initial subscription is for 3 months with 1 month's notice to terminate, unless <i>cas de force majeure</i> (long-term hospitalization, retirement home, death). The contract cannot be suspended. If the equipment is physically in a client's home, the monthly subscription fee is due and must be paid.
Extra options at extra cost	A) Bracelet can be linked to smoke detector B) Bracelet can activate an alarm in your home in event of fall, so those in your home are made aware you require assistance.	A) Bracelet (not pendant) generating automatic contact with the call centre in event of fall: 3€/month B) Automatic pick up of any outside call to house phone (functions like a hands-free kit): 3€/month
Timeframe for installation by technician	Approx. 1 week. Contract is signed upon installation	Approx. 1 week. Contract for Tele Assistance is signed upon installation
Additional paying services if required	N/A	> Qualified nursing > Overnight presence > Day presence: just a check-up lasting several minutes or longer, perhaps several hours. > Morning and evening help with getting up, washing, dressing; undressing, washing, going to bed > Meals on wheels > Driving to and from appointments > Shopping > Cooking > Cleaning etc.

At no cost	> Friendly chatting in French Mon-Fri 9am-12:00 and 2-5pm to help break isolation. > Information on social and financial solutions.	> Information on social and financial solutions. > Help with filling out APA application at client's home (with appointment): APA (Allocation Personnalisée d'Autonomie) is an Independency Personal Allowance granted by the Conseil départemental according to a number of criteria, with the aim to help the elderly to finance personal services enabling them to continue living at home (APA can partly cover cost of Télé Assistance for instance). See Church Webpage
Financial help	If client holds an insurance with Groupama, installation cost can be halved	None offered
Website	<a href="https://www.presenceverte.fr/">https://www.presenceverte.fr/</a>	<a href="http://www.admr.org/">http://www.admr.org/</a>
Contact (Do not hesitate to leave message)	Mme VALENCY 04 99 74 37 58 8:30-12:30 and 1:30-5pm Mon-Fri	Mme CONTE 04 67 32 64 80 9am-12: 30 and 1:30-5pm Mon-Fri

**C) Good to know:**

- Personal services (“services à la personne”) can be partly tax deductible in France, under certain conditions.
- Some pension funds and “mutuelles” partly cover cost for some personal services, under certain conditions.
- Subscribing to Télé Assistance is completely separate from applying for APA.