

Attachment A

Information for Leasing and Monitoring of SAIL S.O.S.

Madison Area Continuing Care Consortium, Inc.
SAIL – Support for Active Independent Lives
S.O.S. Sense of Security
6201 Mineral Point Road
Madison, WI 53705
(608) 230-4321

SAIL – Support for Active Independent Lives operates SAIL S.O.S. Sense of Security system twenty four hours a day, seven days a week, through your home telephone. You wear a lightweight waterproof activator as a pendant or a wristband. The table top control unit that we install in your home is hooked up in conjunction with your telephone (a private line is required).

When help is needed, you simply press the button on the pendant activator. The signal is sent to a 24/7 monitoring site and after approximately 60 seconds you will hear the monitoring site operator speaking to you. The microphone inside the table top monitoring unit provides two way voice communication with the monitoring site operator. The operator can hear you speak within a reasonable range in the environment of your home. The operator will attempt to speak to you. If she/he does not establish communication with you, the operator will then try calling you by phone. If contact is not made with you, the operator will either call the Dane County Dispatch and the responders you provided SAIL S.O.S or she will call your responders and if she doesn't reach them, she will call Dane County Dispatch. This will depend upon your instructions.

A RESPONDER is a relative or friend who lives close enough to help when you press the activator. You will have provided us with the names of at least three responders who live nearby and have access to your home. The operator will call them one at a time when you need help.

If the operator reaches you, she/he will contact the appropriate party to assist you if needed. If your emergency requires a call to Dane County Dispatch, the appropriate emergency response team will be notified and could include police, fire or ambulance.

(Over)

IMPORTANT INFORMATION:

If there is more than one phone in the home, you may order at your expense the installation of an RJ31X jack. In the event one of the extension phones is off the hook, this jack will allow the monitoring unit to operate successfully. In other words, if the jack is not installed, and an extension phone is left off the hook, the monitoring unit will not be able to dial out to the monitoring company when the pendant is activated. The installation of the RJ31X can be completed through a SAIL recommended vendor or a vendor of your choice. Installation cost of an RJ31X jack is customarily between \$65-\$130, depending on the complexity of the situation.

If your telephone is part of a digital cable or internet system, it is likely your SAIL S.O.S. system will be inoperable in the event the cable or internet service is not in working order. A power outage could cause this situation. It is suggested you consider contacting your internet and/or cable provider to secure appropriate back-up equipment if this is a concern.

We will install the unit(s) within five to ten business days, and there is no waiting list. The SAIL approved installer, RSI, will contact you to set up an installation appointment. During the appointment, the installer will provide instructions and an opportunity for you to test the system. The equipment is leased to you by SAIL S.O.S.