



# Connecting

ConnectCare – Connects you to the Care you need SPRING 2015

## Season of Change.

As we look forward to the changes summer brings, at the ConnectCare office we are undergoing some changes as well. Please join us in welcoming two new members to our ConnectCare team: Wendy and Donna. Wendy is handling ConnectCare's billings, and Donna is helping subscribers over the phone and in person in our office at Parkwood Institute.

Both Wendy and Donna are great assets to the ConnectCare team, bringing broad skill sets to the table. Wendy, who just celebrated her first wedding anniversary with her husband Rene, studied Business and Human Resources and has over eight years of experience in Finance and customer service. She enjoys reading, running and spending time with her family—especially her little niece and nephew.

Donna is a mother of four with over ten years of administrative and customer service experience. She has volunteered in the ConnectCare office over the last few years, making hers a familiar face for many subscribers. Donna is a great cook and loves making meals and baking for her friends and family. In her spare time Donna enjoys sewing and volunteers for St. Joseph's Health Care London, London Health Sciences Centre and Ronald McDonald House.

We hope you will join us in welcoming Wendy and Donna and we want to thank you for your patience during our recruitment process as the wait times were longer than usual for those calling our office. As always, we value your business and look forward to serving you in the future.



*"We are happy to welcome Donna (left) and Wendy (right)."*



## VOLUNTEER PROFILE: ERV HEIN

# Service With A Smile

ConnectCare volunteer Erv Hein has been installing and servicing ConnectCare equipment in St. Thomas and surrounding areas since 2004.

Growing up on a farm in Loon Lake, Saskatchewan, Erv moved to Toronto in 1962 where, after training as a machinist, he took a position with the Canadian National Railway. During his time in Toronto Erv met his lovely wife of 47 years, Dianne. Over the years Erv and his family also lived in Sarnia, and in 1995 they moved to St. Thomas.

Now retired, Erv likes to spend time working on projects around the house and visiting with his two children.

Interacting with subscribers in his community and having great chats is the highlight of installations and service calls for Erv. He makes sure each subscriber feels comfortable with the ConnectCare system, and is aware of how it works. He is always pleased to go above and beyond his role, even helping out subscribers by doing small repairs in their home, saying: "Sometimes they enjoy the company....for some subscribers I may be the only person they talk to all day."

"Volunteering with ConnectCare gives me great pleasure and I know my contribution enables our subscribers to stay in their homes. I have seen the direct results of this service—helping keep people safe," says Erv. "The ConnectCare staff at Parkwood Institute treat volunteers and subscribers with great courtesy and I'm happy to be a part of the service."

The staff at ConnectCare truly appreciate all of the time and care Erv takes with his installations. "He is an absolute pleasure to work with," says ConnectCare Coordinator Kerrie Dewachter. "We never see him without a smile and he doesn't hesitate to go the extra mile. We are so lucky to have him on our team."

*"Volunteering with ConnectCare gives me great pleasure and I know my contribution enables our subscribers to stay in their homes. I have seen the direct results of this service ~ helping keep people safe."*

# Important Safety Reminder

As a follow up to our communication in 2011, we want to remind our subscribers that any neck cords issued prior to 2011 are not designed to include the breakaway feature, which is included in all cords issued since that time. In 2011 ConnectCare began carrying new neck cords developed by Philips Lifeline that are designed to break away to reduce the remote risks associated with wearing a cord around the neck, such as choking or strangulation. We are working to ensure all our subscribers are equipped with the newer model neck cord.

If you have continuously subscribed to ConnectCare since before 2011, it is possible that you may have an older neck cord that does not have the breakaway feature. Please look at the pictures (below) and check your neck cord to see if it has the breakaway feature, which is pictured towards the bottom of the cord. Although the risks associated with wearing something around the neck are minimal, we encourage anyone with the older model of neck cord to call the office and request a replacement neck cord or a wrist band, which will be provided at no charge.

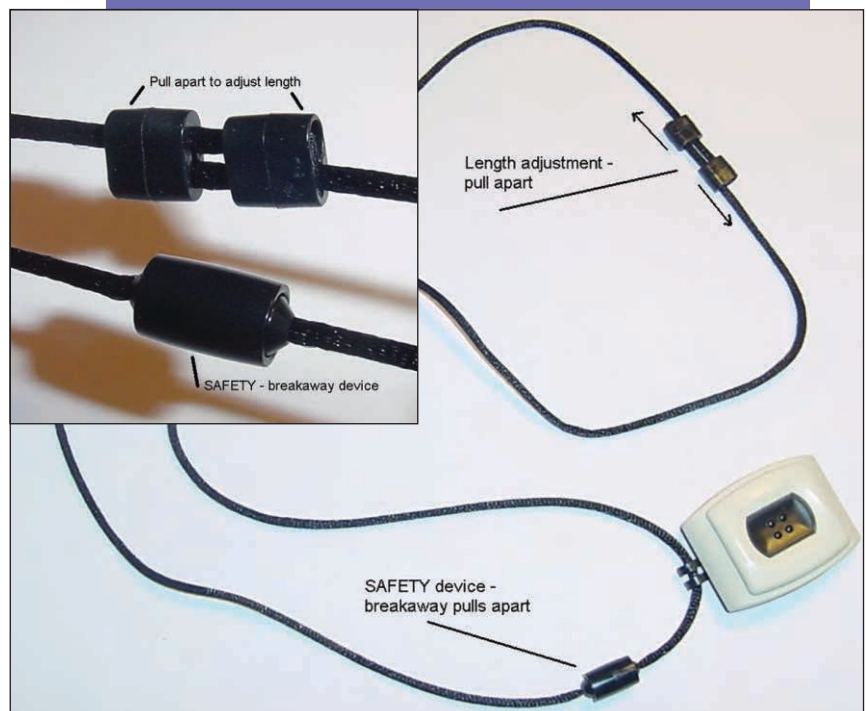
Please note, any AutoAlert buttons issued have always come with a gray cord that is designed to break away to reduce the remote choking hazard.

*"We are working to ensure all our subscribers are equipped with the newer model neck cord."*

# Subscriber Reminders

- 📞 **Taking a vacation?** Don't forget that you can bring and set up your ConnectCare equipment anywhere in North America. Simply call the office before leaving with the address of where you will be staying and staff will provide you with simple set up instructions.
- 📞 **The Refer a Friend incentive program is still ongoing.** Make sure that anyone you refer to ConnectCare gives your name at time of intake and receive one month of free service once they have the service set up!
- 📞 **Remember to do a monthly test of your ConnectCare equipment** to be sure that everything is working correctly. Simply press the button you are wearing once a month and let the Response Centre know you are performing your monthly test.
- 📞 **Always remember to wear your personal help button.** It is 100% waterproof and is meant to be worn in the bath and shower where many falls and slips can occur.

📞 519-685-4550 | toll free 1-888-298-6116



## Fee Increase

We want to take this opportunity to notify you, our valued subscribers, that due to increased operating costs our rates are increasing as of June 1, 2015 as follows:

Monthly Fee for Basic Service:	\$41.50
Monthly Fee for AutoAlert Service:	\$56.00
Administration Fee for New Installations:	\$50.00
Monthly Fee for a second basic button:	\$11.00
Monthly Fee for a second AutoAlert:	\$14.50
Lock Box Fee:	\$30.00

We are keeping the fee increase as small as possible at this time in hopes of minimizing the impact on subscribers. As always, please contact the office if you have any questions or concerns.



## Did You Know

ConnectCare has a new mailing address. As Parkwood Hospital became a part of Parkwood Institute last November, the address has changed.

The new address is as follows:

Parkwood Institute  
550 Wellington Rd.  
London, ON N6C 0A7

Please note that it is also important to mark any mail coming to us "Attention ConnectCare," so that it comes directly to our office.

- We are actively recruiting volunteer installers for ConnectCare. There is no minimum time commitment and no experience required. A valid driver's license and police check are needed.
- To better serve you we have equipment drop off locations in Tillsonburg and St. Thomas as well as at Parkwood Institute in London. When you are ready to cancel your ConnectCare service by returning your equipment, please call the office for more details on the drop off location nearest you.
- We offer falls detection in the form of the AutoAlert personal help button, extra buttons, lock boxes and voice extenders. For information on how these products work or pricing, please contact the office.

☎ 519-685-4550 | toll free 1-888-298-6116

## Contact Us

To find out more about ConnectCare or to submit a story for a future issue please contact us:

519-685-4550 | toll free 1-888-298-6116  
connectcare@sjhc.london.on.ca  
www.connectcare.ca

### CONNECTCARE: HELP AT THE PRESS OF A BUTTON

When you need help, please press your button – our Response Centre is always open. When you press your button, you will hear "Help call in progress, please wait" three times and then there may be a pause before you hear the Personal Response Associate's voice over the speakerphone. Rest assured that your call is going through to the Response centre and will be answered by an Associate who will get you help quickly.

