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Dear Northwood Intouch Subscriber,

Welcome to the Northwood Intouch family! As our newest subscriber, you can now rest assured that 24-hour emergency response can be accessed at the press of a button. We would like to thank you for choosing Northwood's Personal Emergency Response Service. Our service has been providing peace of mind, security, and increased independence to Nova Scotians for 30 years.

Your family physician and your first responder have been informed of your recent subscription to Northwood Intouch. Your responder is the individual whom you've identified to assist you should the need arise.

We would like to take this opportunity to encourage you to read through the contents of this booklet. In it you will find very useful and important information regarding your Northwood Intouch Service. Of utmost importance are:

- The Monitoring Service Agreement. Please take the time to review the terms and conditions outlined on the reverse side of your monitoring service agreement.
- The Northwood Intouch User Guide which contains information about your personal help button, as well as information about some special features of your Northwood Intouch Unit.
- Also enclosed is a magnet which conveniently lists all our contact information.
- The Northwood Intouch Comment Card. If you should have any compliments, concerns or complaints, please use the enclosed comment card which can be found in your welcome package.

If you have any questions regarding your Northwood Intouch service please give us a call at 1-800-461-3346 or at (902) 492-3346 in the metro Halifax area.

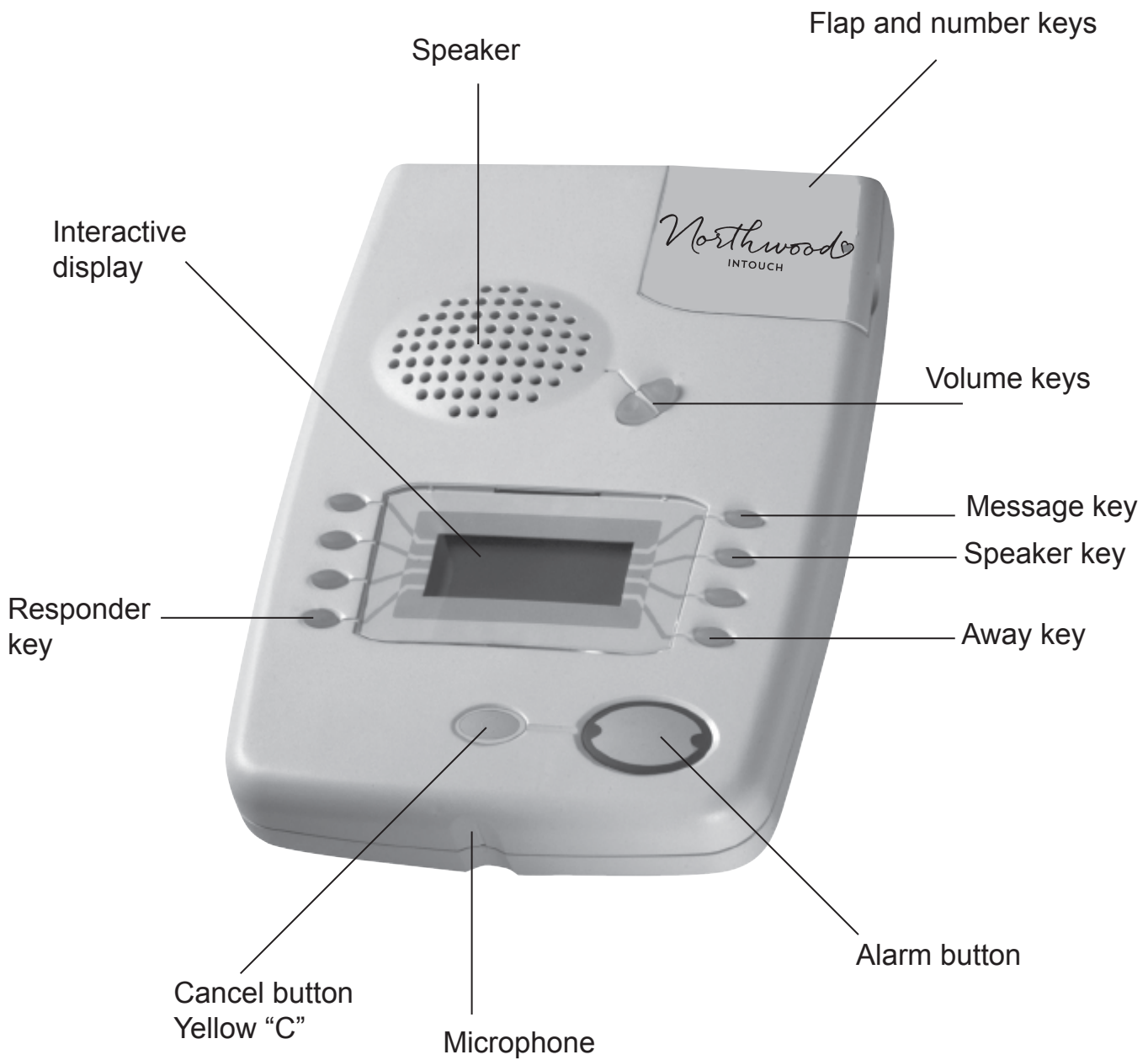
Wishing you good health,
The Northwood Intouch Family

Northwood Intouch Service Agreement Key Points

Although you are responsible for reading all the terms outlined on the Northwood Intouch Service Agreement; these key points are of utmost importance. Please review and make yourself familiar with them.

- You may cancel service any time during the month; however you are still responsible for payment until the end of that month.
- Upon termination of service it is your responsibility to return equipment to us or be available so that we can pick it up from you.
- We encourage you to test your equipment by pressing your personal help button as this will help you become more comfortable and familiar with your Northwood Intouch Service.
- If there are any problems with the equipment you must notify Northwood Intouch, otherwise we will assume everything is working fine.
- Northwood Intouch is unable to properly perform its services if we are unaware of changes in address or telephone numbers(s) or emergency contacts. This includes moving your unit to a relative's house for any period of time. It is very important that you notify Northwood Intouch of any changes to your Careplan information.
- You are responsible for any lost or damaged equipment based on replacement value.
- Northwood Intouch will not be held responsible for interruptions or loss in service due to storms, power failures, telephone service failures, or any other service beyond Northwood's control.
- In the event an emergency signal is received and help is required – if no hidden key is available, forced entry may be required. You understand that you are held responsible for any damages or costs associated from forced entry.
- Northwood is not assuming responsibilities for any loss which may occur, including loss of life, personal injury and property loss or damage, even if due to Northwood's negligent performance or failure to perform.

Your Northwood Intouch Unit



Have a question or comment?
Call us at (902) 492-3346 or toll free at
1-800-461-3346

Northwood 
INTOUCH

Standard Amie Help Button

Important Information about the Standard Amie Help Button:

- The standard amie help button is 100% waterproof.
- Your button can be worn on a neck cord or wrist strap.
- There is a unique coded sticker on the back of your personal help button for Northwood Intouch staff. Please do not remove this sticker.
- Once your button's battery starts to get low, a silent low-battery signal will be sent to the response centre. Northwood Intouch staff will then follow up with you to have your button replaced at no cost to you.
- It is important to leave your button home when you leave your home for a period of time unless you're moving and taking your base unit with you. Please notify our office prior to the move.
- It is critical that you do not pick or poke at your button, as this can cause damage which may prevent your button from working properly.
- There is a replacement cost of \$75 for lost or damaged standard amie buttons.



iVi Intelligent Pendant with Auto Fall Detection

Important Information about the Fall Pendant:

- We recommend you check your fall pendant regularly to make sure no trouble lights are flashing at the top of the button, indicating a service call is needed. **If you see an orange light flashing at the top of your button, please call our office for service right away.**
- Due to the wide variety and types of falls, the iVi does not detect 100% of falls. For example, a slow gradual slide out of a chair is unlikely to be detected as a fall. **In the event of a fall, you should always try to press the help button on the iVi.**
- The iVi is water resistant; however, when wearing it in the bath you should avoid submerging it for more than one minute .
- The iVi is worn around the neck and also includes a clip to secure it to your clothing to help keep it in place and reduce the number of false alarms.
- Do not obstruct the vent on the back of the iVi as it may cause your button to not function properly while the vent is obstructed.
- If you find your iVi to be sensitive, don't worry. This just means the iVi is working and monitoring your movement to ensure you're okay. If you have questions about your iVi's sensitivity or would like to adjust it, contact the Northwood Intouch office.
- The replacement cost for a lost or damaged iVi is \$135.
- The battery in your iVi will need to be replaced approximately every 12 months. When the battery is low, the iVi will automatically notify the response centre and Northwood Intouch will contact you to replace the battery at no cost to you.



Help is just a 'Push of the Button' away

It's as easy as ABC...

Standard Amie Button



A Request help by pressing the red button on your Personal Help Button. You can also reach us by pressing the red button on your Base Unit.

The Help Button will flash and a voice prompt will tell you that a signal is being sent to Northwood's local Response Centre.

B A caring operator will talk to you through the speaker in your Base Unit and immediately dispatch assistance if required. Even if you can't speak, someone will come to your aid. That's what Northwood Intouch is all about.

C When Help Arrives... When your responder arrives, he or she will press the red button on the Base Unit and speak directly to Northwood's Response Centre. If appropriate, additional help will be sent immediately.

iVi Fall Pendant



A Request help by pressing the button on your fall pendant. If you are unable to press your help button due to a fall, the iVi has intelligent sensors that will automatically generate a call for assistance if a fall is detected.

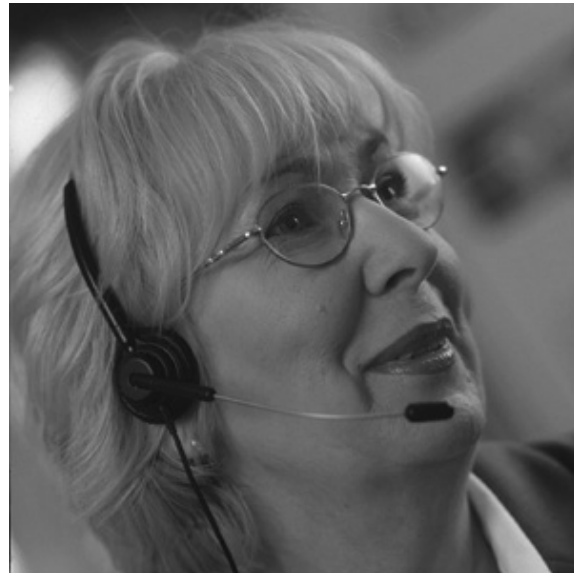
Hitting your Button Accidentally

Do not worry if you accidentally press your personal help button or the alarm button on your Northwood Intouch Unit.

When the operator answers your call simply explain it was an error. The operator will be pleased to know you are okay.

Accidental pressings are common with all clients. Please don't feel embarrassed. Our operators are here to assist you.

There is no penalty fee for accidental or false alarms.



What you Need to Know if you have Multiple Phones in Your Home

An 8-Pin Jack or line seizure jack is a unique telephone jack that allows your Intouch equipment to place a help call if a telephone extension is in use or left off the hook. It is typically recommended in cases where a subscriber has multiple phones or has a dial-up Internet connection. Eight-pin jacks are provided by most telephone providers. If you are interested in having one installed, simply contact your telephone provider and request an installation appointment. A special cord is required to connect your Intouch equipment to the 8-pin jack. This cord is provided by Intouch prior to or after the 8-pin jack has been installed.

When your telephone technician arrives to install the 8-pin jack, we recommend that you specifically ask that it be installed next to your existing phone jack. The 8-pin jack ideally should not replace the existing phone jack. After the jack has been installed, we ask that you contact our office and let us know.

Since the 8-pin jack is designed only for use with services like Intouch, a regular telephone should not be plugged into it at any time. Doing so will result in complications with your existing telephone and extensions.

Power Outages and Telephone Service Disruption

Power outages may have an impact on your Northwood Intouch system. The base unit does have a 20-hour battery back-up, which means your Northwood Intouch unit will work for a period of time if the power is out. The base unit will also alert you of the power outage via a recorded message, “no electrical power.” If your power is out for a long period of time, your unit’s battery may expire. That means the equipment will no longer work. Northwood Intouch has an emergency protocol in place if this issue arises. Once power is restored to your home, your battery will recharge itself and the Northwood Intouch system will work again.

If your telephone service goes down, your base unit will also alert you of this via a recorded message, “phone line is disconnected.” If your telephone service is not working properly, you will **not** be able to place a help call. *Please have a back-up plan to have someone check on you until your phone lines are working again.*

Low Battery Messages from your Base Unit

Your Northwood Intouch base unit has the ability to monitor itself. One area the unit monitors is the base battery. Batteries have a lifespan of approximately five years, and are only available from Northwood Intouch. As they start to get low, the base unit will actually say, “battery low.” If you receive a ‘battery low’ voice message, first ensure your unit is plugged in properly. If plugged in, simply call our office or press your help button and a Northwood Intouch volunteer will be sent to replace your battery at no charge. To cancel the voice message, press the yellow “C” button on the base unit twice and the message will be stopped for a few hours. See photo on page 3 for the location of the C button.

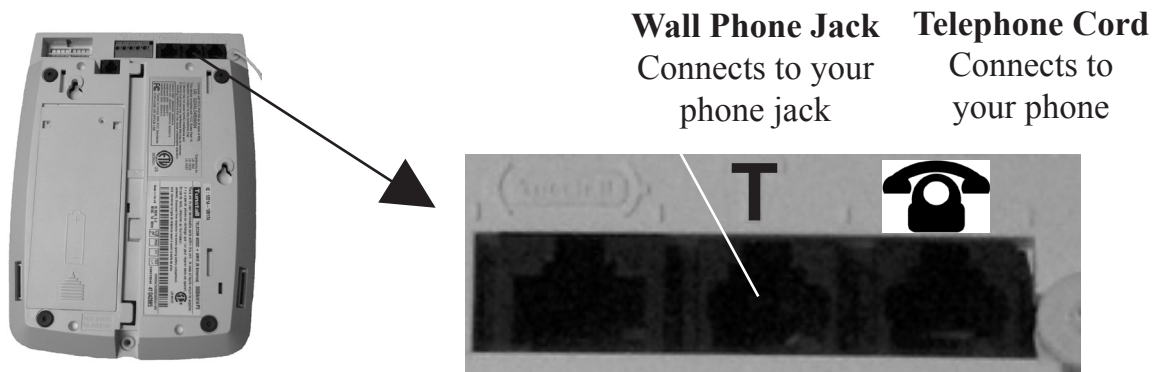
Moving your Northwood Intouch Unit

If you wish to change the location of your Northwood Intouch unit within your own home or move the unit to a different address, please follow the steps below to ensure a smooth move.

Listed are six steps to help you avoid having a volunteer come out to assist you with the reconnection of the Northwood Intouch system. (See diagram of the Northwood Intouch base unit for further clarification).

If you’re moving to a different address, it’s critical that you contact the Northwood Intouch Office to update your address, telephone number and responders before you move. 8

1. When unplugging the base unit from the first location, ensure that it is unplugged directly from the telephone jack and electrical outlet, and leave both cords plugged into the base unit. This will make it easier to reconnect the unit at your new location, as you will not have to worry about where the plugs attach on the back of the base unit.
2. Although the Northwood Intouch unit is quite sturdy and can be treated just like any other telephone, here are some helpful hints to ensure the unit's highest level of performance:
 - The base unit should be placed near an electrical outlet and a telephone jack. Using a power bar is recommended.
 - Avoid placing the base unit near electrical appliances such as televisions, radios, older style cordless phones or microwave ovens as frequencies could interfere.
 - Metal may stop your personal help button's signals from reaching your Northwood Intouch unit; therefore, you should try to place your unit away from large metal objects such as cabinets or shelves.
 - Put your Northwood Intouch unit on a hard, flat surface. Putting it on a soft surface could interfere with the sensitive microphone on the Unit, and reduce the range of the equipment.
 - Keep the unit away from sources of potential dampness and/or heat.
 - Always ensure that the base unit antenna is free from any obstructions i.e. lying across other wires, and is visible and not hidden under the unit.
3. When reconnecting the base unit, ensure that the line cord (this is the cord that runs from the back of the base unit marked with a "T symbol") is plugged into a telephone jack. It is important that this line cord be plugged in first.



4. Next, plug the power cord into an electrical outlet or power bar.

5. Once the unit is plugged in, the alarm button on the base unit should be lit red, and the words message, speaker and away should appear on the base unit's display screen.
6. Finally, place a test call through to the Response Centre by pressing the button you wear. If your help call does not go through please contact the Northwood Intouch Office immediately at (902) 492-3346 or 1-800-461-3346 for further instruction as the unit may not be reconnected properly. If your test call does go through, just let the Response Centre operator know you are testing.

Adjusting the Volume

The keys next to the speaker are used to adjust volume - the top one increases the volume and the bottom one decreases volume.



During a hands-free conversation, you can adjust the speaker volume by pressing up or down on the volume keys.

The volume during a help call cannot be changed. This setting is predetermined by the equipment manufacturer.

Time Change: Inactivity Timers and Medication Dispensers

For any subscriber who may be on an inactivity timer or have a medication dispenser, twice a year when the time changes, this will have an impact on your Intouch system. To ensure that all runs smoothly, please give us a quick call and we can assist you with changing the time on your device.

Convenience Calling - Answering an incoming phone call

You can answer incoming phone calls by pressing your personal help button. To use this feature let your phone ring twice and then press your personal help button. You must be close enough to the speaker to carry on a hands-free conversation. To end the call, press your personal help button or the cancel key on your Northwood Intouch Unit.

Note: If you answer the phone hands free but then decide you want to talk over the receiver, pick up your telephone receiver and then press your personal help button, the speaker key or cancel key, to disconnect from the speaker phone.



Please Note: This feature will not work with the fall pendant

Changes to your contact information, Responders and Next of Kin

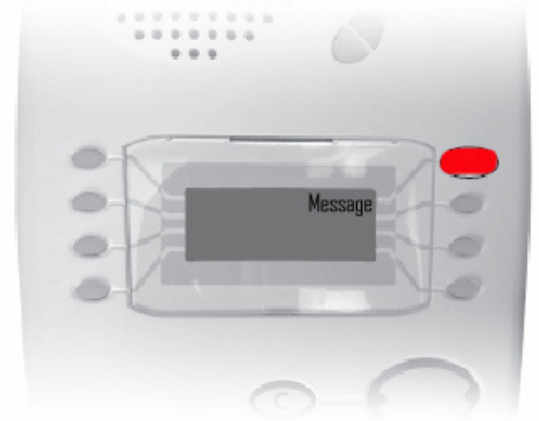
When your service was set up, you provided us with your address, telephone number, responders who could be called in the event of an emergency, and your Next of Kin. It is recommended that responders live within 10 minutes and have access to a key to your home. **Advise the office immediately of any changes to your information or your responder's contact information.** A letter is mailed to your first responder following installation to explain their role as your responder.

Note: Our response centre number may show up on call display as "Central Station," "Unknown," or as a 506 area code depending on your responder's phone provider.

Using Medication Reminders on your Northwood Intouch Unit

Up to six timed voice reminder messages can be remotely recorded using a normal telephone. The messages can be configured to repeat at precise times either daily or once only, and can be modified or deleted at any time provided the person configuring the messages enters a security PIN number.

When a timed message is due, the Northwood Intouch unit will sound a distinctive chime and the user must press the 'message' key to hear the message (see photo).



The PIN (Personal Identification Number):

You will need a valid PIN to begin configuring new messages. The PIN number used to configure the Northwood Intouch Unit is 1234.

Accessing the Configuration Menu:

- Use an outside line (or cellphone) to call your phone number.
- After two rings, press your personal help button to answer the call.
- Using the same phone that you used in step 1, press *1 on the telephone key pad.
- The Northwood Intouch unit will then prompt you with a spoken phrase to key in your PIN.
- Once this is keyed in, the unit will confirm the current time on its internal clock (with a spoken phrase).
- The unit will then prompt you with four menu options.
- Follow the menu instructions to configure and record each message. For clarity, the menu overview is on the next page.

Medication Reminders Menu

PIN

Please enter your PIN now. If the correct PIN is entered, the Northwood Intouch unit will speak the time.

Main Menu

- To add a reminder, press 1 and follow the steps under Adding a Reminder.

- To listen to or remove a reminder, press 2 and follow the steps under Reviewing a Reminder.

- To set the time, press 3 and follow the steps under Setting the Time.

- To hang up, press 4

Enter the hour using the 24-hour clock (military time). The following table shows the conversion from conventional time:

1 am	1	1 pm	13
2 am	2	2 pm	14
3 am	3	3 pm	15
4 am	4	4 pm	16
5 am	5	5 pm	17
6 am	6	6 pm	18
7 am	7	7 pm	19
8 am	8	8 pm	20
9 am	9	9 pm	21
10 am	10	10 pm	22
11 am	11	11 pm	23
12 noon	12	12 midnight	0

Adding a Reminder

1. Please type in the hour and then press *
2. Please type in the minute and then press *
3. To repeat this reminder once only, press 1
4. To repeat this reminder daily, press 2
5. Please record the reminder message now.

Return to main menu

Reviewing a Reminder

1. The Northwood Intouch unit will replay each reminder
2. To save this reminder, press 1
3. To remove this reminder, press 2.

Return to main menu

Setting Time

1. Please type in the hour, and then press *
2. Please type in the minute and then press *
3. The Northwood Intouch unit will then speak the time.

Return to main menu

PROBLEM

POSSIBLE SOLUTION

The alarm button on the bottom right corner of my Northwood Intouch unit does not light up when the power is turned on.

1. Check the power cord/adaptor. Is it plugged into the power outlet?
2. Does another appliance work when plugged into this outlet?
3. Is the power cord/adaptor plugged into the Northwood Intouch unit?
4. Is there a wall switch that controls the outlet?

The alarm button on the bottom right corner of my Northwood Intouch unit continues to flash rapidly.

Rapid flashing indicates a fault with the unit. Check power and phone connections.

When I press my personal help button, my Northwood Intouch unit, does not make an alarm call.

1. Stand next to the Northwood Intouch unit with your personal help button. If the button works close to the unit but not when it is further away refer to the notes on best placement of the Northwood Intouch unit.
2. If pressing the button does not send a call when close to the unit, press the large alarm button on the base unit. If this does not work the problem is likely with the unit itself. If the alarm button does work, your personal help button may need to be replaced.
3. Please notify the Northwood Intouch office at 1-800-461-3346 or (902) 492-3346.

When I press the large alarm button on the bottom right corner of my Northwood Intouch unit, it does not send an alarm.

1. Is the Northwood Intouch unit receiving power? Is the large button on the base unit illuminated?
2. Is the Northwood Intouch unit properly connected to the phone line?
3. Is the phone jack faulty - try moving the unit to another jack in the home.

All the lights are lit up on my Northwood Intouch Unit.

When all the lights are lit up on your Unit, this means the Unit has identified a problem. Contact the Northwood Intouch office as soon as possible at 1-800-461-3346 or 492-3346. We will document the problem and assist you in correcting it.

You are on the telephone having a regular conversation when you hear the recorded message “Please Hang Up, Emergency Call in Progress.”

There are two reasons you might hear this message while you are on the telephone:

1. Your personal help button is attempting to send a signal to your Northwood Intouch unit.
2. Your unit is sending a periodic test signal to the response centre to ensure it is working properly.

To correct this problem:

1. Press your personal help button to connect with the response centre.
2. When the operator comes over the line, explain that you were on the telephone when your unit said “Please hang up, emergency call in progress.”
3. Follow the instructions given by the operator.
4. Or phone the Northwood Intouch office at 1-800-461-3346 or (902) 492-3346.

Testing your Equipment

Although your equipment automatically performs its own monthly test, we encourage you to perform a monthly test of your equipment by pressing your personal help button and placing a call to the Response Centre. When the operator answers your call, advise them you are testing your equipment. By pressing your personal help button and testing your equipment, you are likely to become more comfortable and familiar with how your Northwood Intouch service works.

Confidentiality & Consent

Northwood Intouch would like to ensure that all of our subscriber's personal information is kept in confidence and that only people you designate can access your personal file.

Upon signing the Northwood Intouch service agreement, it means you consent to your **Next of Kin (NOK), Power of Attorney (POA), Substitute Decision Maker (SDM) and responders** to make changes to their own contact information. You also consent to your NOK, POA or SDM to make changes to your contact information and to obtain details on your alarm history if deemed necessary. If you do not consent to this or have preferences in relation to who can access information on your personal file and you have not already provided this information to the Northwood Intouch Office, it is important to contact Northwood Intouch directly and this will be noted on your file.

Cancelling Service

Our service is provided on a month-to-month basis and may be cancelled at anytime by calling the Northwood Intouch office at 1-800-461-3346 or (902) 492-3346 (in the Halifax Metro area).

You are committed for monitoring fees until the end of the month in which you cancel. Any funds paid in advance will be refunded to you once your Northwood Intouch Unit and personal help button are returned to the Northwood Intouch office.

We're Listening!

Our goal at Northwood Intouch is to provide our subscribers with the highest level of personal emergency response service. If you have any comments, questions, concerns or complaints that you feel we need to know, please don't hesitate to contact us at the Northwood Intouch office. Your opinion matters to us and we work everyday to serve you better.

By Mail:

Northwood Intouch
Suite 1 South
130 Eileen Stubbs Avenue
Dartmouth, NS
B3B 2C4

By Phone:

Toll free at 1-800-461-3346
In the Halifax Metro Area at (902) 492-3346

By Email:

intouch@nwood.ns.ca

On the web:

www.northwoodintouch.ca

Other Services Northwood Offers

Northwood is the largest and most innovative not-for-profit long term care, independent living, home care and community outreach centre in Eastern Canada. We offer a variety of services for active and independent seniors. Here is a sampling of the services we offer:

Northwood Broadcasting Club

NWBC is a radio station run by and for seniors, broadcasting daily to listeners throughout Nova Scotia and PEI on Eastlink Cable Television. See your local listings for more details.

Get Connected

Volunteers make a free social call to older adults living alone (currently offered only in Halifax Regional Municipality).

Northwood Retirement Living

Older adults enjoy an active, independent lifestyle as part of our Retirement Living Program, while benefiting from a focus on health promotion. Northwood Towers and Northwood Manor offer studio and one-bedroom accommodations within a full-service, continuing care centre. Almon Place offers affordable housing in a choice of studio, one and two-bedroom models.

Reboom

Reboom offers a variety of social, educational and recreational programs to members of the community including Northwood apartment tenants.

Pauline Potter Community Health Centre

The Health Centre offers a range of services including podiatry, dentistry and medicine to residents, tenants and older adults in the community.

Northwood Homecare

Helping people remain independent in their homes, Northwood provides home support services through Nova Scotia's publicly funded Home Care program. We provide these services in the Halifax Regional Municipality, in West Hants, Hantsport and in Windsor.

Northwood Foundation

Established in 1979, the Northwood Foundation is an important source of funds for Northwood's extensive charitable work.

For more information, check us out:

Web: www.nwood.ns.ca

Facebook: Northwood-Live More

Twitter: @Northwood_NS

Phone: (902) 492-3346 or 1-800-461-3346

