



Ellaway Property Services, Inc.
Connected-at-Home, Retirement Services

Emergency & Alarm Response

Revised 2016

An Ellaway Manager is available to our *Connection Program clients and our Connected-at-Home Healthcare participants* 24 hours, every day. We take seriously our responsibility to respond and manage any emergency we encounter in the most professional way. ***Should your fire or intrusion alarm go off, please do not use the phone; allowing the monitoring company to call you and confirm the cause. Please answer the phone.***

Lifeline or other Personal Monitoring Service:

Connected-at-Home uses Ellaway Property Services' managers to provide after hours and emergency response. Your Connected-at-Home Healthcare form includes your instructions about response to a personal emergency. When the Monitoring Service contacts us, we follow your instructions and may: call your family/friends list; provide your house key location to the ambulance service; and if you have pets, come to your home to arrange their care.

Connected-at-Home is NOT an emergency service – always call 911 if you are in need of urgent care.

Low Temperature:

Ellaway Property Services responds immediately to low temperature alarms. Calls are made to your fuel and service vendors before we drive to your property. ***Ellaway staff returns to the house as often as necessary during the project until the house reaches its proper temperature (usually 55 degrees or more).***

Fire:

The Fire Dept is dispatched even before Ellaway is called; we then proceed immediately as well. Should you set off the fire alarm by mistake, please do not use the phone allowing the monitoring company to call you. ***Occasionally an alarm occurs in error and the Fire Dept dispatches a truck and team. We highly recommend that you send them a donation – their response is valiant. Thank you.***

Intrusion:

Intrusion alarms are often false - caused by sensitive motion detectors. The State Police respond depending on priorities and cruiser location at the time (as long as your property is registered). Local Town police often do visit the property and walk around the perimeter. Ellaway Property Services goes to the property subsequently to assess the property for damage or loss. At that time, we also contact the owners. ***Under no circumstances does Ellaway staff go to a property at the time of the intrusion alarm.***

Response to a page or to an alarm is billable – the invoiced amount depends upon the time of day and extent of the emergency (including whether the alarm can be resolved by phone or requires a trip to the house). The minimum charge for emergency response during office hours is \$65 and the minimum after hours charge is \$175.