

ONGOING INCENTIVE PROGRAM: Refer a Friend

Since launching the Refer a Friend incentive last winter we have tracked a high number of new subscribers who have mentioned hearing about the service from someone they know that has ConnectCare. With this exciting incentive program these subscribers who refer people to ConnectCare receive a free month when their name is mentioned at the time of intake.

Remember: the benefits of this incentive program are unlimited as there is no maximum to the number of people you can refer. Our program covers throughout Southwestern Ontario, so don't forget to consider people who are out of town when thinking about who might benefit from ConnectCare!



Did You Know

- We offer falls detection in the form of the AutoAlert personal help button, extra buttons for households where more than one person might benefit from ConnectCare, lock boxes and voice extenders. For information on how these products work or pricing, please contact the 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.
 - ConnectCare is a non-profit outreach service of St. Joseph's Health Care London. Any revenue our program generates goes back into the broad range of health care services offered by the hospital.
 - ConnectCare offers free information sessions for community groups that might benefit from becoming informed on medical alert systems and staying safe at home.
- ☎ Call Now if any of these features interest you or if you have questions
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.



Thank You Subscribers!

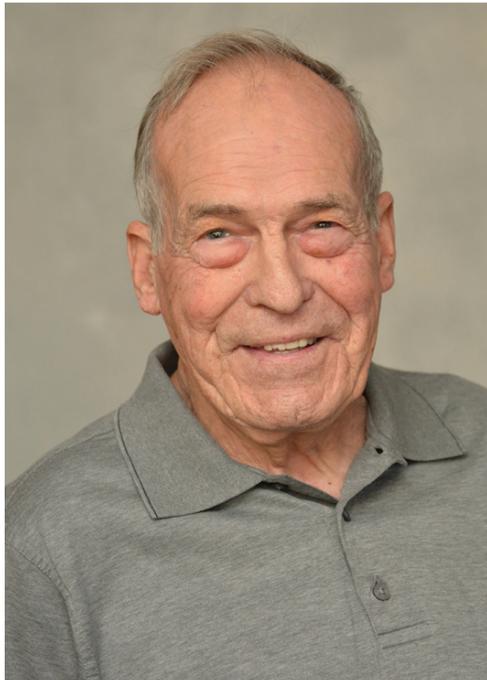
Last winter the ConnectCare newsletter included a chance for subscribers to tell us how we are doing by completing and returning an enclosed survey. The purpose of the survey was to collect feedback on the quality and effectiveness of the ConnectCare service and we were delighted to receive close to 700 responses out of just over 2700 subscribers. We would sincerely like to thank all those who took the time to fill out and return the survey to give us feedback.

The results were astoundingly positive, with 96 percent of subscribers who responded saying that ConnectCare respects their independence and provides products that are easy to use. Over 95 percent reported that ConnectCare gives them peace of mind and 98 percent said that they would refer a friend or family member to the service. "We were overwhelmed by the number of responses and are thankful that so many of our subscribers took the time to provide feedback. These results demonstrate that we are doing what we say we do and how much our subscribers believe in our service," said ConnectCare Coordinator Kerrie Dewachter.

These results also provided insight into the level of satisfaction our subscribers have with various aspects of the ConnectCare service, such as their interaction with our installers and the speed with which help calls are answered. Although these results were positive, with over 96 percent of respondents reporting satisfaction in these areas, we believe there is always room for improvement and this is what we are striving for.

Again, we would like to extend a huge thank you to those subscribers who took time to participate in the survey. As always, it is a pleasure to serve you and we welcome your feedback. If you have any questions or concerns, or an experience you would like to share, please contact the office by phone or online using the information listed below.





VOLUNTEER PROFILE: RON LAING

ConnectCare's Longest Standing Installer

The face to the left is one that many ConnectCare subscribers will recognize. As a volunteer Ron Laing has been installing ConnectCare equipment in subscribers' homes in St. Thomas and surrounding areas for over eighteen years.

Ron, who is originally from Nova Scotia, came to Ontario in 1959. He has worked as an RCMP officer and spent 33 years with Nortel, working as a Production Manager before retiring at the age of 55. Since his retirement he has kept busy volunteering his time with ConnectCare. When asked what his favourite part of the volunteer experience is, Ron said "First and foremost I enjoy this job because ConnectCare saves lives. Secondly, I get to meet new people that I wouldn't have had the opportunity to meet otherwise." Over the years Ron has handled thousands of ConnectCare installations and service calls and he enjoys taking the time with subscribers to ensure that they have a thorough understanding of the equipment and how the service works, saying: "ConnectCare keeps subscribers safe in their homes. It's important for people using the service to be familiar with the equipment, so I like to take the time to show them as much as I can."

Ron is the proud father and grandfather of two sons and three grandchildren and he recently celebrated 55 years of marriage with his wonderful wife Patricia. On top of his work with ConnectCare, Ron bakes bread for the community at St. Andrew's United Church in St. Thomas and in his spare time he enjoys tending to his rose bushes, but most importantly loves to spend time with his grandchildren.

The ConnectCare staff are thankful for Ron's dedication to the program over the years and always look forward to his visits to the office and chatting with him on the phone. "Ron is such an asset to the ConnectCare team," says Coordinator Kerrie Dewachter. His experience, interactions with our subscribers and presence in the St. Thomas community are so valuable to our program. We all hope he continues his work with ConnectCare for years to come."

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ConnectCare values community partners, so we are pleased to bring you a special feature from a respected community resource:

The VON Falls Prevention and Exercise Program

The SMART (Seniors Maintaining Active Roles Together) program is a free exercise and falls prevention class offered in community and retirement home settings across London, Middlesex and Elgin. For more information on how to join please contact coordinators Katie or Kristen at 519-930-5200 (ext. 2267 or 3289). The inclusion of falls prevention education officially commenced in April and we are pleased to bring forward different topics each month.

In preparation for our month on home safety, here are some quick and easy tips to stay safe in your home:

- Make sure you have proper lighting
- Remove clutter and any non-essential items that may be in your walking path, especially if you use a walking aid.
- Remove loose carpets and scatter rugs
- Be sure to pay attention when reaching up high for items (i.e. changing lightbulbs)

To get the rest of this list and to keep up with the latest education on falls prevention be sure to check out the class nearest you. Individuals of all ability levels are welcome!

Sincerely,
Kristin Collins & Katie Pozzobon
VON Falls Prevention & Smart Program Coordinators

"My family and I see the importance of ConnectCare. It's definitely a comfort."

MARY VERNON

Subscriber Reminders

- Always remember to wear your personal help button. It is 100% waterproof and is meant to be worn in the bath or shower where many falls and slips can occur.
- 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.
- Please be sure to inform the office of any changes to your medical concerns, responder information or plans to move or be away for an extended period of time.
- Remember to do a monthly test of your ConnectCare equipment to be sure that everything is working correctly. Tip: Pick a date that is easy to remember, for example the day of the month your birthday falls on, and test on this day each month.

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