



TASK Community Care is a wholly owned Irish company, in operation since 1974. As **Ireland's longest established provider of personal monitored alarms and telecare**, they provide 24-hour assistance, to tens of thousands of older and vulnerable customers nationwide and also across the UK.

In addition, TASK supplies an extensive range of other assistive technologies, including **personal location trackers**, and specialised '**passive monitoring systems**' **for people with dementia or other high support needs**.

The products and monitoring service provided by TASK ensure that older and vulnerable people, can live independently in their own homes for as long as possible. In addition, the systems provide great peace of mind to family members and loved ones of those requiring this extra support.

Operating from a purpose-built monitoring centre in County Meath, the company employs and trains call-centre operators from the local area, and also has a team of dedicated area representatives throughout the country. Their CareLink™ monitoring centre is now one of the **leading and most advanced multi-protocol centres of its kind in the UK and Europe**. The company also has industry leading call response times, for instance having answered **99.9% of emergency calls within 20 seconds** during 2021.

All telecare units provided by TASK are **future-proofed**, to ensure they work with **digital broadband** phone-lines, as well as with 'analogue' land-lines. This is important as Irish government communications regulator, ComReg, has indicated that analogue lines will be made obsolete in the coming years. This means TASK customers will not need to worry about purchasing a completely new telecare system, when upgrading from an analogue to digital phone-line.

TASK also provides 'GSM' units with SIM cards **for homes with no phone-lines**, ensuring everyone can access help at the touch of a button when they need it most. To ensure the safety of all customers and in line with best practice, **only multi-network SIMs are used** in TASK units. This means if one network provider (such as Vodafone, Virgin Media or Eir Mobile) is down, another stronger network can be used to call for help. Unlike SIM cards that use only one network provider, this ensures that the customer is guaranteed a much higher level of protection, which is central to what TASK has been in the business of doing for over 45 years.

In addition to their extensive private customer base, TASK is also an official provider of equipment to the HSE, County Councils and under the Irish government's 'Seniors Alert Scheme'. The 'Seniors Alert Scheme' provides **grant support for the supply of personal pendant alarms for those aged 65 and over**, to enable them to continue to live securely in their homes. Currently the equipment is free, with monitoring of the alarm also free for the first year. The grant assistance is made available through community and voluntary groups registered with Pobal. TASK can also be contacted for further details about the scheme.



A selection of assistive technology and telecare devices provided by TASK are outlined below:

PERSONAL ALARM BUTTON (SOCIALY MONITORED ALARM)

The personal alarm button is the most basic type of telecare provided by TASK and consists of an emergency button (worn as a pendant or wristband) and a base unit. The base unit is the central part of any telecare system, and connects to the 24-hour monitoring centre once the personal alarm button is activated.

The button can be pressed any time, during the day or at night, in any situation when a person needs help at home and cannot reach a telephone. Trained operators at the County Meath monitoring centre can then ensure appropriate assistance is provided. This could be by calling a family member or other nominated person, or in more urgent situations, the emergency services will be contacted to attend.

TASK's personal alarm buttons have a range of **300 meters** (free field) meaning they can be worn in the home but often will often work in the garden or around the home too.

TELECARE PERIPHERALS

In addition to the widely recognised personal alarm button, the company provides an extensive range of monitored 'telecare' peripherals - all of which also can be monitored from their County Meath 24/7 monitoring centre. These include:

Bed/chair occupancy sensors – Sends an alert if someone leaves a bed or chair and does not return within a pre-determined time.

Medication reminder/dispenser systems – This device is pre-filled by a carer or family member with the required pills, and rotates/alerts at designated times throughout the day when the individual is required to take these medications. If the pills are not taken (indicating something may be wrong) an alert can be sent to the monitoring centre.

Automatic fall detectors – Can send an alert on impact, without the user having to press a button on the device for help.

Environmental sensors – Monitored carbon monoxide, smoke, flood and temperature alerts, can all connect wirelessly to the telecare base unit in a person's home. When activated, an alert will be received by the 24-hour monitoring centre, who will follow up in the most appropriate way.

Bogus-caller button - This small discreet device is positioned inside the house, near the front or back door. It can be pressed before opening the door, even if a person is only slightly unsure of a caller's identity. Trained operators at TASK's monitoring



centre can then listen in silently, day or night, and if help is needed will contact An Garda Síochána or a designated contact.

PASSIVE MONITORING (AIM SOLUTION)

Specially designed for those with higher support needs, including dementia, TASK's *Active Intelligent Monitoring* (AIM) solution is a passive monitoring system. This means that no button needs to be pressed for an alert to be sent to the monitoring centre. Instead, the system activates automatically - for instance if the person has a fall and does not get back up, or if they do not enter or exit their bed or chair by a pre-set time of day or evening. The system is comprised of PIR detectors, bed and chair exit alarms and other devices that work synchronously, to ensure that should a person need help, an alert can be sent automatically. A check-in call from the person's nominated contact, or other assistance can then be arranged by TASK's trained CareLink™ operators.

GPS PERSONAL LOCATION TRACKERS

TASK supplies a range of GPS location trackers with integrated SOS buttons for outdoor use. For example, the Personal Emergency Pendant (PEP) is a simple to use personal locator which is popular with many older people, including those with dementia. It is particularly suitable for anyone prone to becoming disorientated or wandering.

If a person needs emergency assistance, all they need do is press the integrated SOS panic alarm button. And even if the SOS button has not been pressed, the wearer's real-time or last transmitted location can be viewed, via a phone app or web portal.

The PEP GPS location tracker also comes with two-way speech, meaning the wearer can communicate with a family member or monitoring centre operator if needed. Other functions include adjustable geofence (safe-zone) and battery low indicator.

How to contact TASK Community Care

Further information on TASK Community Care can be found on their website at www.taskltd.ie, by emailing info@taskltd.ie or by calling their office during business hours on 01 8435889 / 01 8435901.