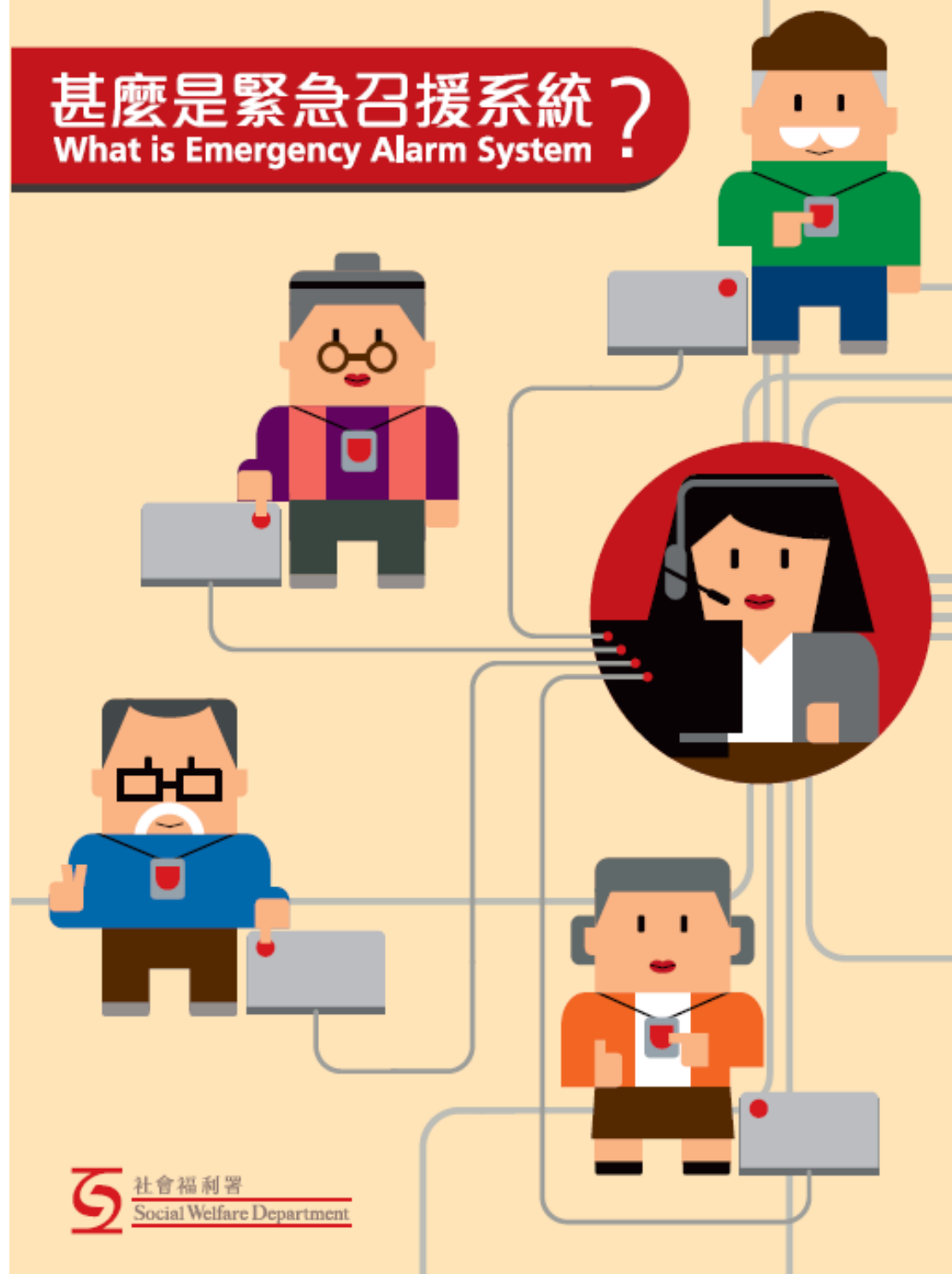


# 甚麼是緊急召援系統？

What is Emergency Alarm System



社會福利署  
Social Welfare Department

## What is Emergency Alarm System?

**Emergency Alarm System (EAS) is a support service for individuals in need, such as the elderly. EAS, in general, operates in the following three steps:**



- In emergency situation when you need help at home, you can press the remote trigger of the portable EAS or the alarm button of the base unit;
- Your emergency call as activated by the base unit will be connected to a 24-hour call centre; and
- Upon confirmation of the client's identity, the control centre will take proper action to ensure that speedy and appropriate assistance will be offered to the client.



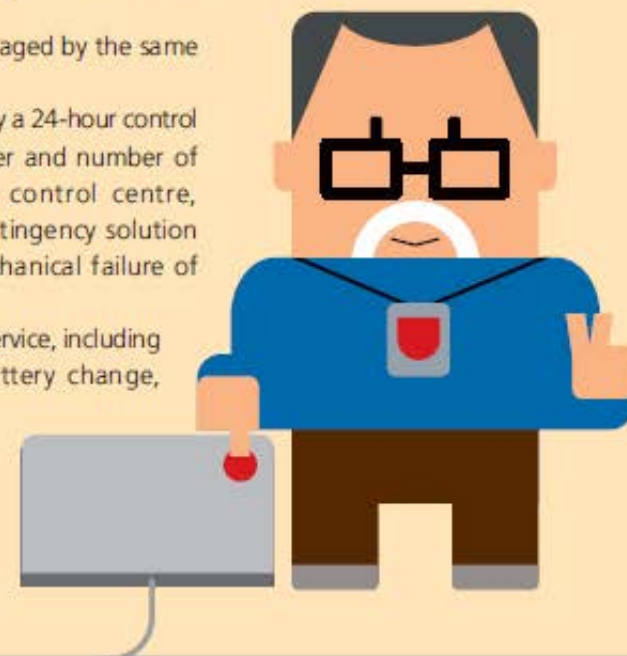
**When you are choosing amongst different EAS products, you should understand and try to operate them personally. You should also ask for additional information about the product and service from the service provider, such as:**

- if the base unit and other equipment (including accessories) comply with the requirements of the telecommunications standards in Hong Kong [if a certificate of compliance issued by the Communications Authority (CA) or a certificate issued by an accreditation body can be provided];
- if the base unit is compatible with the local fixed telephone network (if the type of compatible network and relevant information can be provided);

- if the telephone line to be used for connecting the base unit is provided with backup power supply for the concerned equipment by the telecommunications operator, and whether or not such provision complies with the relevant guidelines and codes of practice issued by the CA;
- if a specified telecommunications operator is required; and
- if the equipment complies with the requirements of the Electrical Products (Safety) Regulation.

**You may also enquire if the design of the product is consumer-friendly in the following aspects:**

- Button of the remote trigger
  - a. if it is a wireless remote control device;
  - b. if the neck band will be susceptible to dangers;
  - c. if it is waterproof and drop proof; and
  - d. if alternative methods to activate the alarm are available in case of failure.
- How the user of the base unit can communicate with the control centre
- Availability of two-way communication function with hands-free voice function
- How to ensure power supply to the base unit and remote trigger
- If the entire system is managed by the same service provider
- If the system is supported by a 24-hour control centre, and the manpower and number of telephone lines of the control centre, availability of backup/contingency solution in case of system or mechanical failure of the control centre
- Provision of door-to-door service, including on-site maintenance, battery change, operation teaching and regular checks, etc, in order to ensure that the system and mechanical operation are normal







## Notes on Using EAS

- **Wear the portable remote trigger**

Users should wear the portable remote trigger so that they can call the EAS control centre for help in case of emergency by pressing the alarm button instantly.

- **Conduct regular checks of the system**

Users should check the alarm button of the remote trigger and other accessories of EAS regularly at different parts of their home to ensure if there is any malfunction or failure of the system. Users can thus save the hassle and panic and receive urgent support services by ensuring that their device is functional under an emergency situation.

- **Never unplug the device**

Users are reminded not to disconnect EAS from the power source at any time, not even when they are to leave for a long trip. Otherwise, the control centre will be automatically alerted by the base unit of EAS of a power failure at the client's home, causing disturbance to its normal operation.



## Smart Tips on Using the Service and Signing Contracts

- The Social Welfare Department (SWD) is not in collaboration with any service provider, neither will it arrange for any staff to promote EAS service.
- Before making any agreement on the use of EAS, it is important to understand clearly the nature of the service provider, details of the services to be provided, whether it is required to enter into any contract for a fixed term and fees, etc.
- Instead of committing to the use of any service on the phone, it is preferable to obtain a copy of the written contract and service brief to read carefully beforehand.
- After obtaining the written information and terms of use of the service, it is advisable to discuss with your family or social worker, or ask your friends and relatives who are using the service for feedback on the service quality before making a well-informed decision on whether to use a particular EAS. Never jump to a decision without careful consideration.



## Financial Assistance

The eligibility criteria for financial assistance from SWD for installation of EAS are as follows:

- (1) The applicant is a Comprehensive Social Security Assistance (CSSA) recipient;
- (2) he/she is a single person, or living in a family with other family members who cannot take care of him/her (e.g. the other family member(s) is/are infirm or disabled); and
- (3) he/she satisfies one of the following conditions:
  - a. aged 65 or over; or
  - b. aged 60 to 64 and is certified to be more than 50% disabled, or is suffering from such medical conditions which, in a public medical officer's opinion, may develop into life threatening conditions and require immediate attention.



Eligible CSSA recipients should enquire with the respective Social Security Field Unit before purchasing EAS to ensure that the application procedures go smooth.

In addition, eligible persons can apply for special allowance offered by the Housing Department and the Hong Kong Housing Society (HKHS) for meeting the expenses of EAS. For details, please contact:

- Public housing tenants: any estate office or call 2712 2712
- Tenants of HKHS units: any estate office/management office or call 2882 1717

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