

- Access to 24 hour help, day and night
- FREE Installation - no lump sum
- FREE regular check and repair
- Low weekly rental cost
- Discount rate for qualifying benefit
- No forms to apply - just phone us
- Emergency Helpline is a not for profit service

For further details or to arrange a demonstration visit please contact:

**Emergency Helpline Officers**  
**Tarka Housing**  
**Gammaton Road**  
**East the Water,**  
**Bideford EX39 4FG**

Tel: **01237 428094** Fax: **01237 428098**

Email: **helpline@tarkahousing.org.uk**

Web: **www.tarkahousing.org.uk**

**Relative, carers and friends  
 can contact us too.**

**If you require this Emergency  
 Helpline leaflet in large print,  
 Braille, CD or audio tape, or  
 in other languages, please  
 call 01237 428094 or email  
 info@tarkahousing.org.uk**



**www.tarkahousing.org.uk**

# Emergency Helpline

## 24 Hour Help press the red button

- Independence
- Confidence
- Security



**Tel: 01237 428094**  
**helpline@tarkahousing.org.uk**

## What is an Emergency Helpline Unit?

The Emergency Helpline Unit is an alarm that plugs in beside your telephone. The unit's back-up battery lasts for up to 36 hours if power fails. A red button pendant can be worn around your wrist or neck, or kept within reach constantly.

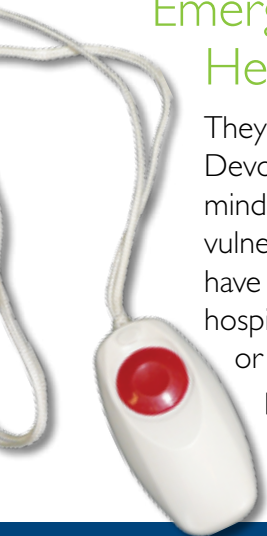
The button works in the house or garden. Simply press the red button and our friendly call centre staff will arrange help.

Operators have full medical and contact details and send for the most appropriate help: doctor, police, ambulance, fire service, and/or a neighbour or relative. Calls are answered quickly and efficiently.



## Who is the Emergency Helpline Unit for?

They are available to anyone in North Devon. The unit provides peace of mind for the elderly, disabled, or vulnerable people such as those who have recently been discharged from hospital, victims of domestic violence or racial harassment and witness protection systems.



## When should I press the red button?

The red button should be pressed **whenever emergency help** is needed.

Every single call is voice recorded at the Helpline Control Room.



## How will they get in?

A keyholder named on your Helpline records should hold a key so that they can unlock your property if you are unable to let anyone in.

**Remember** - a key is of no use if the door is bolted, or has a security chain fitted inside.

If you do not have a key holder, a keysafe can be provided. For more information on keysafes contact 01237 428094 or see our leaflet on keysafes.



**REMEMBER - DO NOT HIDE KEYS NEARBY OR OUTSIDE**