



Orbit Response Unit

Garden Court
Harry Weston Road
Binley Business Park
Binley
Coventry CV3 2SE

024 7645 4466

www.orbitresponse.org.uk

If you would like this leaflet printed in another language, Braille, on audio tape or in large print, please contact us on the details above.



building brighter futures...
for people and communities

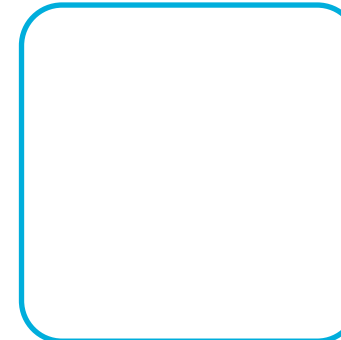


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Orbit Response Unit

providing peace of mind



building brighter futures...
for people and communities



What is the Orbit Response Unit?

The Orbit Response Unit answers emergency calls from personal alarms to support people throughout the country, enabling them to live safely and independently.

The Orbit Response Unit is staffed 24 hours a day, 365 days a year and aims to give its customers a high quality and affordable service through the provision of a Lifeline.

What is a Lifeline?

A Lifeline, also known as a dispersed alarm, is a piece of equipment that works with your existing telephone. It allows you to call for assistance by pressing an alarm button either on the base unit itself or on a pendant, which can be worn around your neck or on a band around your wrist. This allows freedom of movement around your home and in the garden, as you do not need to be next to your telephone to call for help.



The Response Unit is staffed 24 hours a day, every day of the year, so that your call will always be answered.

How does it work?

Once the alarm button has been pressed, the unit will automatically call the Orbit Response Unit where our advisor will have all of your relevant details and information available.

You will be able to talk to the advisor when in close range over the unit's speaker system without having to pick up your telephone. Once the reason for the call has been established, the agreed assistance will be arranged for you.



How will it help me?

If you need help at any time our advisors can arrange assistance for you by contacting a relative, friend, or neighbour, or in more serious circumstances the emergency services.

The alarm provides you and your relatives with peace of mind. Friends and family do not have to worry as they know that you only have to press a button to receive help.



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Is the Lifeline easy to use?

Yes. During the installation we will provide a full demonstration of how to use the equipment so that you are comfortable using the device. If you were to accidentally push the alarm at any point do not worry, we will always welcome your call.

Are Lifelines provided to anyone?

Yes. This service is available to anyone of any age – whatever the need. The Lifeline works alongside a telephone, so you must have a landline. The telephone socket and an electrical socket must be no more than four feet (1.5 metres) apart from each other on the same wall.

Why choose Orbit?

The Orbit Response Unit has an established reputation for providing excellent quality of service. In one of our recent customer surveys, 100% of our customers stated that they would recommend our service to others.

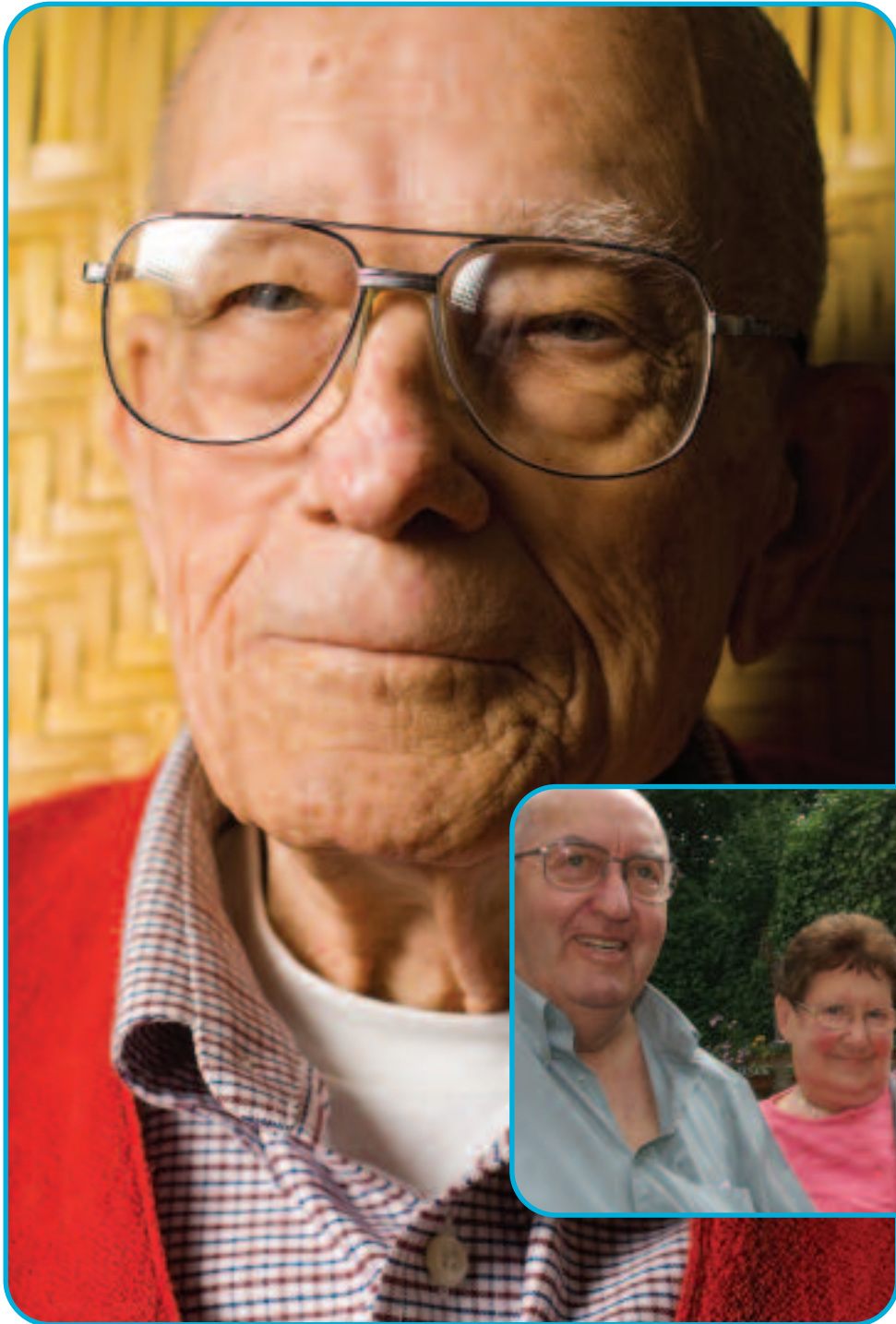
Each call is recorded as we monitor our performance closely in order to ensure consistency in providing excellent customer care.

All information that you provide is kept strictly confidential in accordance with the Data Protection Act.



How much does it cost?

There are various pricing options available for a Lifeline. Please contact us for information.



How do I get a Lifeline?

Simply get in touch with us and we will explain all the details and make an appointment for one of the team to visit you.

If you have any questions about any of our services or require more information about the Orbit Response Unit, please do not hesitate to contact us:



By post:

Address:

Orbit Response Unit
Garden Court
Harry Weston Road
Binley Business Park
Binley
Coventry
CV3 2SU



By Telephone:

024 7645 4466



By Email:

info@orbit.org.uk



Via the website:

www.orbitresponse.org.uk