



Photo: TekTone

## Personal emergency response systems

### Snapshot

**Pricing based on number of people to protect:**

Projects are virtually all customized. Variances will exist due to product, vendor and service terms.

**Average price per resident per year:**

Systems have wide differences. Costs can range from about \$75 to ten times as much. Top end systems are closer to \$2,000.

**Typical delivery time:** 10 to 20 days

**Typical delivery charges:**

Sales package typically includes.

**Average life span of product:**

Up to 10 years

**Power sources:**

Battery, electric

**Installation:**

Most likely will require a professional installer, especially as system complexity increases. Handy in-house staff can still play a significant role.

**Average maintenance costs per year:**

Battery replacements will be a constant consideration, as well as occasional monitor loss.

### Buyers Notes

- Mobile technology should be a big focus. Emergency notifications should not be limited to just phones, one industry veteran pointed out. Keep other options in mind such as Apple TVs, iPhones, iPads, and iPod touches, as well as Android devices.
- More systems are being created to meet UL2560, which is the standard for emergency call systems for assisted and independent living facilities. Look for the UL listed companies — not just UL “tested” by some independent lab, which doesn’t mean anything in a life-safety situation (and facilities might still be held liable).
- Inquire about real time location system (RTLs) possibilities.

*“Look for ease of set-up, as well as the distance a person can travel while wearing a device. Our seniors are very mobile and it needs to work all around the grounds. They have to be able to walk anywhere, in a building built to withstand tornadoes.*

— **Susan A. Sinderson, Executive Vice President, Embrace Living Communities, Oak Brook, IL**

*(Figures cited are averages of all respondents’ answers. Actual pricing will vary due to volume, bundling and other factors of a purchase.)*

**Sources:** Direct Supply, J. Brasch Company, ProtectAlert, Skynet Healthcare Technologies, STANLEY Healthcare Solutions, TekTone

**For a list of vendors go to the: SAFETY & SECURITY section, pages 172-173**