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**Keeping your residents safe, wirelessly**



- **Superb facility-wide protection for Independent and Assisted Living residences**
- **Ideal to modernize your Long Term Care home**



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**Wireless repeaters provide coverage throughout**

**The latest in commercial grade wireless technology**

The **INOVONICS** EchoStream emergency call network is backed by over twenty years of experience applying frequency-hopping, spread-spectrum technology to security products. It sends completely redundant messages on multiple channels to avoid the interference obstacles that are inherent to any commercial property, creating enhanced wireless reliability and an ideal, cost-effective solution for life-safety applications.

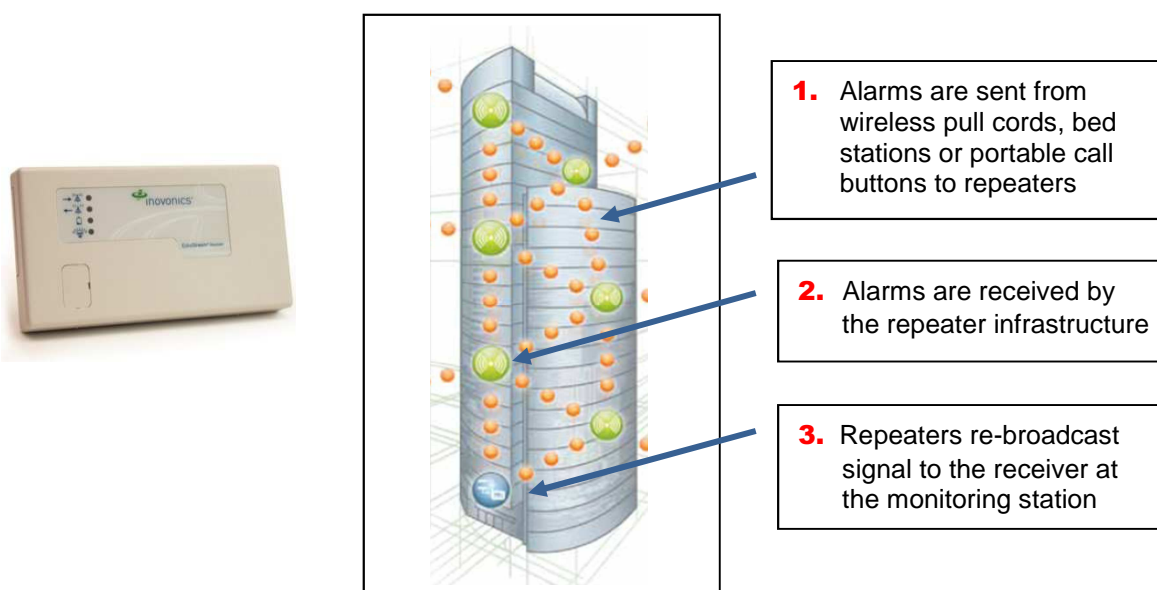
The network is secure and dedicated, removed from the common faults and down times that can create problems for other wireless technologies that use shared networks.

Even common areas, including walking paths and gardens, can be included in emergency call coverage; repeaters are also perfect for multi-floor facilities. Any number of repeaters can be added to a system, scaling the system size as needed.



### Resulting in reliable performance from its repeaters

The **INOVONICS** repeaters are wireless using the 900MHz frequency to decode and re-transmit the signals from portable transmitters, wireless pull cords and bed stations – from repeater to repeater as follows.



Another powerful advantage with these repeaters is their range – it is adjustable, in order to support a locating system or to further pinpoint which floor or wing a resident may be located.

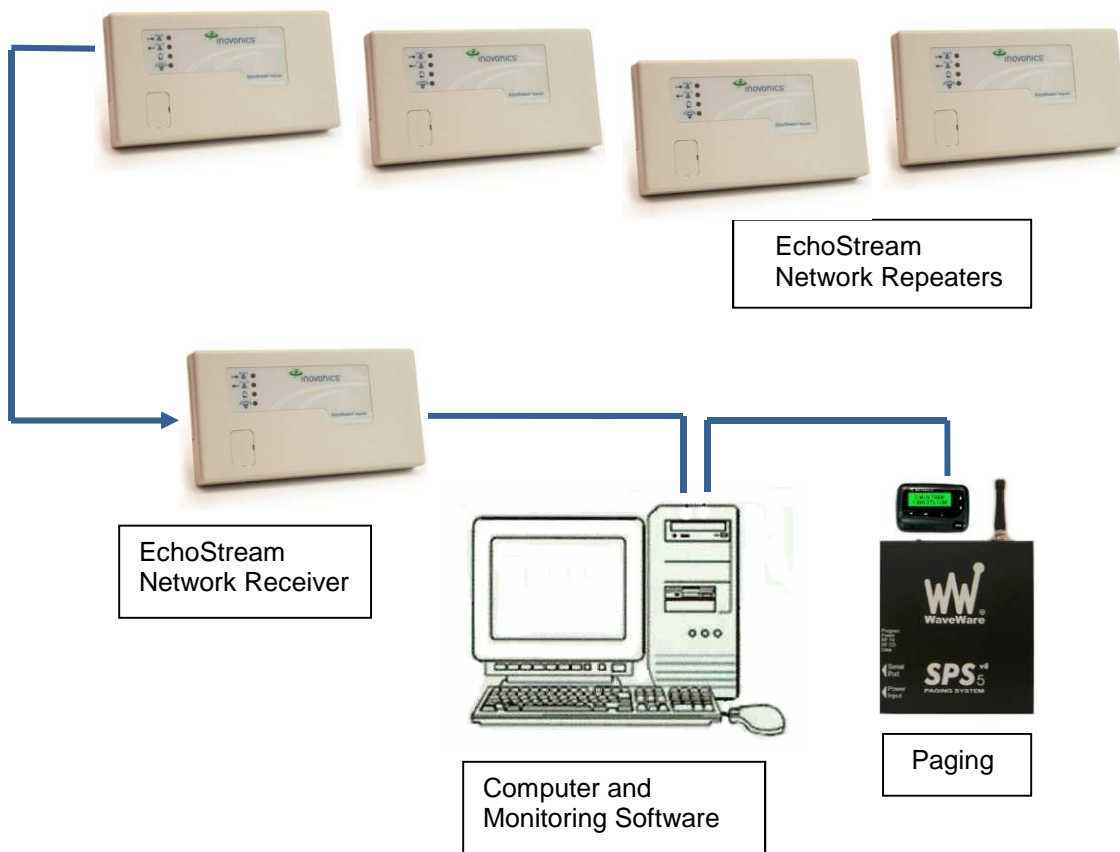
### Locate your residents quickly

With the installation of our optional locating software, residents can be located within 25 feet or less. The locating software uses triangulation between various repeaters to produce this accuracy. For example, repeaters installed in hallways will locate residents between repeaters, while repeaters installed at the outside

walls in the corners will locate a resident within a room (for example, in his/her bedroom as opposed to the bathroom). The number of repeaters installed would also affect the accuracy.

To setup the locating software, test calls are placed every 10 feet in hallways and from the center of every room.

By identifying the nearest location of the resident seeking help, caregivers can save crucial response time.



### **System is supervised to ensure all is operational**

**INOVONICS** repeaters and the receiver at the monitoring station are in constant communication and if a communication is lost from any one of these units, an immediate alarm alerts the staff. **CAN-AM NETCARE** would also be notified within seconds whether power or communication is lost with the receiver or one of the repeaters. **INOVONICS** repeaters have 24 hours of battery backup in case of a power outage.

### **Especially ideal for retrofits**

The repeaters are easy to install. The main advantage is that there is no cabling or wiring requirement to link the **INOVONICS** repeaters that are normally strategically installed throughout the building. These repeaters communicate with each other within their own network wirelessly. They only require power and that can often be obtained from existing electrical outlets in hallways.

## Most affordable in Long-Term Care

Since there is no cabling required to link the repeaters, nor to integrate pull cords and bed stations in each resident room, this is usually where a wireless system is most cost effective, because Long -Term Care homes are often older buildings, constructed with solid ceilings, making wiring a messy, difficult and expensive undertaking. As a result, **INOVONICS** is the ideal choice when retrofitting an emergency call system.

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## We meet & exceed higher UL 1069 and 2560 standards

The ANSI/UL 1069 standard was designed specifically for the unique requirements of acute care settings in hospitals which has served that segment of the market well. More recently, the ANSI/UL 2560 standard was created to address the unique requirements of a growing segment of the senior living market. It recognizes the improvements of wireless technology and its role in providing assisted and independent living residents with greater mobility.

Unlike in the U.S., these UL standards are not a requirement in Ontario – and conforming to them attests to the reliability and quality of the product.

## Even our software is fully UL 2560 certified

**CAN-AM** NETCARE, as provider of UL 2560, UL1069 and CSA certified emergency call systems, we are also among the first to offer fully compliant standards-based emergency call software and hardware including the computer, the receiver/repeater infrastructure, and all call stations.

Our emergency call system has an amazing amount of advanced technology, and complying to and exceeding the stringent requirements and testing of UL certification ensures that we are offering senior living communities a most incredible reliable product.

Ask for our separate paper outlining the requirements of these UL standards and how the **CAN-AM** NETCARE equipment and software not only meet – but exceed these standards.

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## Versatile bed stations and pull cords

### Bed Stations

These bed stations use a standard ¼ inch jack to connect a side-mounted call cord to it. Pressing either the call cord or the red 'Urgent' button will transmit an alarm to the staff. To cancel an alarm, staff simply needs to press the green button.



### **Wheelchair or bed exit alarm – to pagers**

The bed station can also connect to an auxiliary device such as a chair, bed or pressure floor mat sensor pads or even an incontinence alarm. It can easily be mounted on the back of a wheelchair using 3M adhesive or Velcro. The sensor pad is then connected to the call station using a ¼ jack.

An added benefit is the hidden 'staff assist' feature; should the staff need assistance when a resident has fallen out of their wheelchair, the caregiver simply has to press the 'staff assist' button and co-workers will immediately get a page.

### **Call Cord Pad – for people with limited dexterity**

This device is a round, flattened call cord pad that works great for residents who have limited hand dexterity. This call cord utilizes a mechanical switch in the pad that can be activated by slight pressure from the hand, arm or body, or can even be positioned under the resident's chin. It comes with a security clip. The pad is 3 inches in diameter. It is also waterproof; some facilities use them in a tub room by the bath, for easier access.



### **Pull Cords**

Pulling the cord from any angle or pressing the 'Urgent' button will transmit an alarm to the caregivers. Some facilities will appreciate this – because it means that they will no longer have to use eye screws to change the angle of the pull cords.

These pull cords are normally used in resident bathrooms and in common areas.

The pull cord is extra-durable, non-latex, color matching and is easy to clean. It is designed for the needs of the most demanding long-term care facilities and is constructed of 30-lb core material with an attached easy-grab pull knob.



### **Call station for showers**

A special call station is available for showers and other harsh, humid spa environment. The on-board electronics are conformal-coated for protection against moisture, dust, chemicals, and temperature extremes that, if uncoated (non-protected), could result in damage or failure of the electronics to function.

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## Advanced features – resident and caregiver focused

### **‘Staff Needs Assistance’ feature – on all call stations**

If upon arriving in a resident’s room, the caregiver requires additional help, a call for assistance can also be sent by pressing the hidden ‘staff assist’ on the top left corner of the pull cord or bed station – thereby automatically initiating a ‘staff needs assistance’ alarm at the monitoring station and transmitting the message to the pageers.



### **Why ‘hidden’?**

The resident station was especially designed with a hidden ‘staff assist’ feature. It came about as a result of some facilities requesting it because residents were taking advantage of the obvious blue button on the **BOSCH** wall transmitter – when they realized they could simply get attention quicker when they pressed it.

- These call stations also have **easily replaceable batteries**.
- There is a red **Call Status LED** that comes on every time an alarm is generated, to confirm that the call for help went through.

### **Sealed and easy to clean**

The call station has a sealed, easy-to-clean station face since it does not have the usual buttons. The ‘Help’ and ‘Cancel’ buttons are embossed in the face plate overlay to provide tactile feedback to the user. The ‘Staff Assist’ button on the top left corner is intentionally not embossed in order to hide it.

### **Cost effective for double rooms**

Bed stations can also have double-sided connectors for call cords in double rooms with beds side by side – saving facilities the cost of one bed station in each double room. When activated, the system will identify which call cord was used.

Since the call cord jacks are standard 1/4” phone style jacks, they can be very cost effective in many retrofit cases because your existing cords can be re-used.



### **Call stations are also supervised**

- The call cord jacks are capable of detecting a “cord out” or “partial cord out” condition. When this happens, caregivers receive a page. This feature is most helpful should the call cord get accidentally disconnected for example when



housekeeping staff is cleaning the room, changing bed sheets or moving the bed.

Should you need to remove the call cord and to prevent the need for a “dummy plug”, you can hold the ‘cancel’ button down while you are removing the call cord. Doing so, will suppress the “cord out” alarm, and also automatically monitor the call cord the next time it is reinserted.

- Both pull cord and bed stations send a “check-in” message every 3 minutes which is used to verify that the call station is still operational. They also provide a built-in low battery check. The battery voltage is checked every 3.5 hours and the battery status is automatically sent to the monitoring computer as part of the check-in message.

### **Email to maintenance when battery is low**

All portable call buttons and wireless call stations will operate for at least two weeks after a low battery alarm. These low battery alarms can be displayed on the computer screen, sent to pagers or emailed to the environmental manager.

### **Audible alarm to alert sight impaired residents**

The call stations have a built-in “piezo” buzzer which is normally disabled, but can be turned on through programming. This can be helpful for residents who are sight impaired or for a simple audible confirmation that a call has been placed, even when using a push button call cord.

### **Future proof your system**

- It is the most advanced and the only intelligent call station in the marketplace with a built-in PCB board and microprocessor. A computer can be connected to the station via a serial cable to program it or do software upgrades. No other call station has this ability.
- This future-proofs the call station by allowing you to add additional unique alarm inputs or upgrade the firmware at any time in future.

Should the needs of your facility or Ministry regulations change in the future, you will be able to adapt your emergency call system instead of it becoming obsolete.

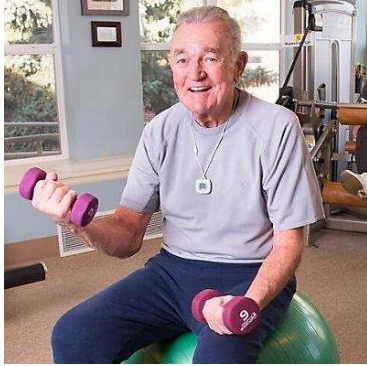
- The call station comes at this time with 3 alarm types, Help, Reset and Staff Assist, while it has the ability to provide a total of 7 individual alarm types.

The station also has a built-in connector that provides up to three (3) external auxiliary inputs for future use. These could be used for bed or incontinence alarms or a check-in button. This further future proofs your system as resident needs and conditions change.

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## Greater mobility for your residents with portable call buttons

With portable call buttons, residents are able to call for help in their suites and anywhere in your facility, a hallway, stairwell, a common area, and potentially the courtyard or their parking area.



- The **INOVONICS** call button is light and comfortable to wear. The bracelet comes with a replaceable silicone wristband with adjustable buckle closure. The pendant with neck lanyard comes with a safety breakaway feature.
- It is also **waterproof**.
- The **battery is replaceable**, providing savings down the road. It is easy to change the battery, simply by unscrewing the little back panel with a quarter or the magnet reset card. The call button also lights up to indicate a low battery condition.
- For added peace of mind for your residents, whenever they press their portable call button, they are reassured that their call for help went through by seeing an LED indicator light up.



The call button also vibrates to let them know that their alarm went through.

- It is extremely easy to reset the alarm – simply hold the magnet card over the call button. By doing so, it will record all the information regarding that alarm in the history log.

The **INOVONICS** call button is as easy to use for the caregiver as it is for the resident.





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## To pagers for staff mobility

### Most cost effective

Pagers are small, easy to use, run on batteries for weeks, have great range with no blind spot, and easily fit in a caregiver's pocket. They are truly the most cost effective way to handle alarms.



### Computerized monitoring also enhances paging flexibility

You can achieve powerful reporting capabilities, by integrating a computer and management software with the **INOVONICS** repeater infrastructure and paging.

The pager messages will identify the resident's name and room number, whether the alarm was initiated from a bed station, a resident bathroom pull cord or a resident's portable call button, or whether the alarm was activated from a common area pull cord.

As soon as the alarm is reset at the transmitter which was activated, the caregivers will again receive a page within seconds, notifying them immediately that someone else has responded to a call for help.

Since the **INOVONICS** receiver and repeaters operate over their own network, requests for help are quickly displayed on the computer screen and passed on to pagers in a matter of seconds.

### Desktop pager at nursing station

A desktop pager is also helpful at each nursing station, showing the alarms as they appear. Some facilities use it at the reception desk to receive specific alarms such as the front doorbell.

It works the same way as a pager; however, it can also scroll a message. It connects into power, thereby eliminating the need to periodically check its battery life. Its screen size is 4 ¾ x 1 ¾.



It also offers a discreet audible alarm to alert caregivers nearby.

### Choose how you communicate

Messages can also be transmitted to neighborhood wall display screen monitors, to android telephones or tablets operating on your Wi-Fi network.

Display screen monitors reflect the same information and in the same format as on the emergency call monitoring computer. They can also be programmed to show a specific caregiver wing, unit or floor. They can be wall-mounted or installed as a desktop.

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## Our software

# The power behind our wireless emergency call system

### Easy to interpret software

Once an alarm is activated – it instantly appears on the emergency call computer screen color coded depending on the alarm. You choose your color preferences.

It provides helpful information at a glance for quick interpretation.

In addition, a voice message can also announce the alarm – saving caregivers at the nursing station the few moments it takes to check the screen.

As alarms appear on the screen, the type of alarm is identified, showing the amount of time that the alarm has been active – with the longest outstanding alarms shown in larger font.

The screenshot shows a software interface with a navigation bar at the top containing tabs for Home, Residents, Locations, Input Devices (Alarms), Output Devices (Notification), Alarm Groups (Shifts / Escalations), and Tools. Below the navigation bar is a section titled "Active Alarms" which includes a circular progress indicator and a table of active alarms. The table has columns for Create Time, Alarm Text, Time Active, and Delete. The alarms are color-coded: green for general alarms, yellow for bath alarms, and red for staff emergencies. The longest active alarm is "Door Open from Patio Door" at 08:29.

Create Time	Alarm Text	Time Active	Delete
1/5/2015 6:00:54 PM	Door Open from Patio Door	08:29	Delete
1/5/2015 6:02:19 PM	Bath Alarm from Room 201	07:04	Delete
1/5/2015 6:02:53 PM	Staff Emergency from Dining Room	06:30	Delete
1/5/2015 6:03:20 PM	Help Call from Room 104	06:03	Delete
1/5/2015 6:04:28 PM	Help Call from Apartment 203	04:55	Delete
1/5/2015 6:05:19 PM	Staff Assistance from Room 104	04:04	Delete
1/5/2015 6:06:34 PM	Bed 1 from Room 403	02:49	Delete
1/5/2015 6:09:15 PM	Pendant Pressed from Apartment 100	0:08	Delete

### Ultimate flexibility and immediate notification

The software can be customized to meet any preference. It makes available many easy default settings, and it is usable out of the box as well as in the most complex of environments with a few simple customizations.

The software utilizes the latest technology to ensure immediate delivery of messages to the appropriate caregiver every time within 5 seconds.

### Five levels of priorities

The software offers up to 5 levels of priorities. You decide which priority you wish to assign to every alarm type whether they be:

- Code White
- Staff Needs Assistance
- Bed Alarm
- Bathroom Alarm
- Portable Call Button

- Low Battery Alarm
- Supervision Alarm
- Equipment not responsive Alarm
- Door Alarm
- Wandering Alarm

### **Five levels of audible alarms**

For every priority level, a different audible alarm is provided at the computer monitoring station.

### **Voice alarm at monitoring computer**

Alarms and escalations can also be announced at the computer monitoring position, for example:

Bed Alarm, Room 107, Paul Smith.

### **Unlimited alarms shifts**

- The software allows you great customization when setting up who gets alarms and when. It can accommodate different shifts, days, evenings, nights, and weekends.
- You decide which caregivers get which alarms, either by floor, wing or RHA.
- You decide as well where the common area alarms or door alarms are sent, depending on the time of day.

### **Repeat and escalate notifications via email**

- With escalation, messages can be repeated to caregivers till alarms are cleared. They can also be escalated to the nurse or RPN.
- And to better monitor in real time, the system can also notify the administrator or director of care by sending her/his an email if an alarm is not reset within a certain time period based on management's criteria, to his/her own computer or iPhone or Blackberry.

It helps you to be pro-active by not hearing it first from a family's complaint or from the Ministry, enquiring into slow response times, by which time it is often difficult to ascertain exactly what happened and why. Management knows, as it happens, and can deal with it accordingly.



### **Receiving alarms on Android cellular telephones**

In addition to pagers, the software can also transmit alarms from portable call buttons, bed stations and pull cords to Android devices. The messages are

transmitted in the form of text messages. When a message is received, the Android device can vibrate or the message can also be spoken over the device's speaker.

Upon receiving an alarm, a PSW can acknowledge that she will respond to a particular alarm. This will automatically transmit a message to the other responders that the alarm is being responded to. Similarly, caregivers can transmit messages among themselves, such as letting others know that they are logging off or going on break or to lunch.



Although Android cellular devices are used, they do not require a Sim card in order to receive the alarms. By not installing a Sim card, caregivers are restricted from placing cellular calls and there is no monthly charge from a cellular provider. A software app is also available to locked-out internet access. The use of the Android devices does require the facility to have a Wi-Fi network that provides coverage throughout the facility.

When alarm calls are acknowledged by a PSW, that information is logged into the emergency call database. This allows management to generate reports identifying who responded to alarm calls. The software also supervises the Android devices to ensure that they are online.

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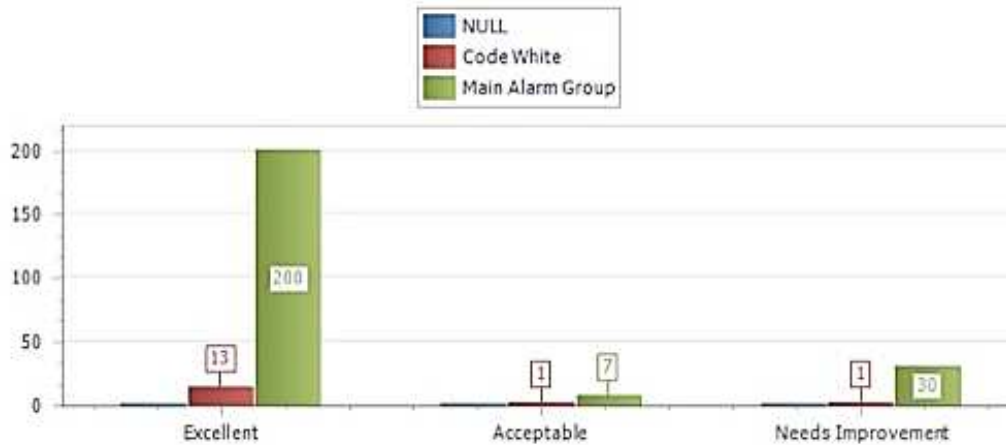
## **Powerful report capabilities**

### **Robust reporting**

Our reporting engine is extremely versatile.

- Running a complex report for the entire facility, a floor, a wing, an RHA or a simple report for a specific resident is easy. Reports can be run from a single, simple screen in just a few clicks and provide the exact data that you need.
- You can use multiple filters such as running a report for a certain day, on a certain floor, during a certain shift, and all from drop-down lists. You can also filter by response times.
- To simplify running reports, various drop-downs are used. Simply choose yesterday, today, this week, last week, this month or last month, instead of entering start and end dates.
- All reports include a graphical chart showing the number of various alarms, along with response times, shown as either 'Excellent', 'Acceptable' or 'Need Improvement'. You select your own time ranges, for example, 'Excellent' could reflect a response time within 4 minutes.

## Side By Side Comparison of Selected Filters



### **Schedule your own automatic reports**

Scheduled reports allow for a manager to schedule an automated report with specific settings on a regular basis. Each schedule can run once per day at a specified time and can be sent to a file on the server's hard drive or emailed to one or more recipients as an attachment with no intervention whatsoever. This feature was developed to remove the need to run reports manually from the application on a regular basis.

For example, once set up, the director of care or executive director can receive every day, automatically, a report of all alarms with response times over 8 minutes, sorted by unit, wing or floor.

### **Resident check-in**

The software can provide resident check-in as a built-in feature. It can be setup facility wide or per resident. Motion detectors, floor mat alarms, door contacts or the Cancel button on the pull cords or bed stations can be used.

The system can be setup to automatically email a report of the residents that have not checked in at a certain time every day.

### **No licensing required**

Unlike many emergency call systems, the software does not require an initial or recurring license fee.

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## **Additional types of monitoring**

### **Remote access is a valued feature**

- Management would be capable to view the status of these alarms or level of activity at any time from their own computer or tablet, or any other computer, even off-site, as well as produce reports remotely.



- The computerized monitoring system also has the ability to notify via email, **CAN-AM NETCARE** and/or your maintenance manager, in the event that a receiver or repeater goes offline. Should a repeater become accidentally disconnected from a power outlet or from the network, we then know at the same time as your staff that there is a problem.
- Remote access software has proven to be very effective in that it speeds up any programming change or service, without disrupting staff activities, and by providing immediate access.

### **Integrate wander protection for your residents**

- This wireless **INOVONICS** universal transmitter (UTX) can be installed to monitor resident doors when residents start to wander out of their suites especially at night.

Your maintenance staff can easily install this UTX on a resident's door and the caregivers would be notified on their pagers if he/she opened the door, for example, between 11 p.m. and 6 a.m.



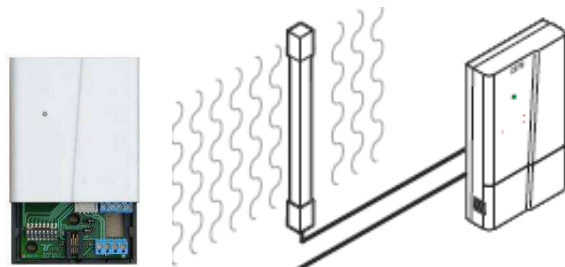
- It can also be used for the following, with messaging to pagers:

- doorbell and door alarms at the outside doors
- med room door alarm
- bed or incontinence alarm
- smoke alarm or pump monitoring
- integration with an alternative, less expensive pull cord



### **Wander protection for Memory Care**

**BOSCH** wander protection equipment can be strategically installed at specific doors and will interface with wandering transmitters that the residents wear. These transmitters come with a tamper-proof bracelet, are fully waterproof and their batteries are replaceable.



At monitored doors, whenever the Memory Care or outside doors are open and a resident wearing a wandering bracelet is within 4-5 feet from the door, an audible alarm will be generated and a message will be transmitted to pagers. The system also allows caregivers or family to escort a resident without setting off an alarm. This wander protection system also operates as a stand-alone system.

### **Code White – portable call buttons for staff security**

We had an instance where a PSW was attacked during the night shift by a resident in a Long-Term Care home where we were about to install a new wireless emergency call system. After an investigation by the Ministry of Labour, the facility was told to get some form of notification for their caregivers in case of a repeat of the incident.

We provided portable call buttons to their night shift caregivers in each wing, on each floor. Whenever a caregiver does need help to deal with a 'code white' situation, the message is transmitted to all pagers, identifying the call button that was activated.

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### **Most advantageous of all is its cost**

Not only does **INOVONICS** offer a highly reliable wireless emergency call system and is ideal for retrofits, best of all, its components can be deployed as needed and where needed in future – especially because they are wireless and quite often much less expensive than most other systems in the marketplace.

### **Not an all-or-nothing decision at the time of the initial purchase**

It means that:

- *any additional pull cord or bed station can be installed anywhere in the building, in future, by your own staff with no installation cost*
- *you can add additional protection for your Memory Care residents at any time or for a wandering resident, when needed, one at a time*
- *you can protect your facility from water damage by installing a wireless transmitter to monitor a simple pump*
- *you can manage your service to your residents, even remotely with the excellent software management tools*
- *you can provide mobility and protection for your residents with portable call buttons, with efficient relays and software to locate them quickly*
- *you can provide assistance and security to your caregivers with a 'staff needs assistance' feature or 'code white' portable call buttons*
- *be green conscious and save down the road because all transmitters have replaceable batteries*

**Two-year warranty**

**INOVONICS** emergency call equipment and call stations carry a two-year warranty.



