

# **Kendal's Medical Emergency Response System – PETS and Pullcords -- Frequently Asked Questions**

## **What is a PET?**

PET stands for **Personal Emergency Transmitter**. It is Kendal's system that allows you to call for help 24 hours a day, every day. In addition to PETS, pullcords are placed in your apartment (bedrooms and bathrooms) and in many public areas. By triggering any of these devices, emergency help is on the way.

## **What happens when I push my PET or pull a pull cord?**

If you need help, simply press the button in the center of the PET or pull the cord straight down. A few seconds later, a trained staff member will respond, wherever you happen to be at the time. Under most circumstances, the emergency nurse will call your apartment first. If there is no answer, or if you are in an area without a phone, they will respond to the location the device sends them to.

## **Who responds to my call for help?**

Trained staff will respond once you press the PET button or pull the cord, no matter where you may be at the time you need assistance. That staff will include the on-duty emergency response nurse *and* someone from facilities or support services, depending on the time of day. Emergency response nurses are on duty 24 hours a day, every single day.

## **How does the system work and how does it know where I am?**

The system uses wireless radio signals. If you pull a pull cord, the responders get information on the exact location of the pull cord. If you push your PET, the responders know whose PET was pushed, their apartment and phone number, whether you have a DNR (Do Not Resuscitate) Order on file with Kendal and, in the case of the PET, we also receive information that allows us to know where you are located.

- PETS work much like a GPS system. Various devices located throughout the building pick up the PET signal. This allows the staff member to quickly ascertain the area in which you are located.

## **What happens after the staff arrive to assist me?**

If necessary, staff will call 911 so that EMS or EMT responders will be notified and determine if you must be taken to Phelps Hospital for attention. If you do go to the hospital, our nurse will ask if you want a volunteer resident Co-Pilot to accompany you to the Emergency Room.

### **Do I have to wear the PET around my neck?**

No. If you do not want to wear it around your neck, it can be attached to a fob or keychain and worn at the waist, or you can put it on your expandable key ring and wear it around your wrist.

### **Is the PET waterproof?**

The PET is waterproof and can be worn in the shower; however, it cannot be submerged in water for long periods, so it should not be worn in the swimming pool.

### **Exactly where will the PET work?**

It works in your apartment, the hallways, stairs, elevators, public spaces such as the PDR, FDR, Bistro, health center, swimming pool, Hudson Room, Craft and Art Rooms, etc.

### **Does the PET work in the garage and on the parking deck?**

**Yes**

### **Does the PET work outside?**

**Yes.** The PET system works on the Terrace and along the perimeter of the buildings. So if you are walking on a sidewalk outside of the buildings or along the sidewalk by the river, the PET will transmit.

### **Does the PET work if I am walking in Rockwood Park?**

**No.** We recommend that you always bring your cell phone with you if you are walking in the park or if you are walking up to Phelps or anywhere else outside the campus.

### **Is the PET button hard to press?**

**No.** It is not hard but is designed to be pressed firmly in order to prevent false alarms.

### **What if the electricity goes out?**

Our entire emergency response system – both PETS and pullcords -- are “on generator.” If we lose electricity, they will continue to work.

### **What if I accidentally set off my PET?**

The PET is sensitive and could be set off accidentally. A few seconds later, a trained staff member will respond, wherever you happen to be at the time. Under most circumstances, the emergency nurse will call your apartment first. If there is no answer, or if you are in an area without a phone, they will respond to the location the device sends them to. In any event, should your PET go off accidentally, a staff member will come to you to reset the device or instruct you over the phone.

### **What if I lose my PET?**

Kendal will replace your PET for a charge of \$150.00.

### **How can I be assured that the PET is working?**

Twice a year, all residents are asked to bring their PET to be checked by a qualified staff member. If you are concerned about your PET, you can also call the Resident Care Center during regular business hours and ask for a “PET-check.” You will push the button, and we will confirm that the device transmitted the correct information to the emergency response nurse’s pager.

- We specifically ask that residents **DO NOT** test their PETS by pushing them and waiting to see if someone calls or comes to their apartment. This diverts our staff from their regular duties and from responding to true emergencies.

### **What should I do if I see a medical emergency or find another resident in distress?**

If you find someone who needs medical help and that person is wearing their PET, push the button immediately. Additionally, if there is a pullcord in the vicinity, pull it. If that person is NOT wearing their PET, you can push your own. This will signal to the nurse that there is an emergency and give her/him the location. When they arrive, you can tell them it’s not you, but someone else who needs help.

### **What should I do if a neighbor calls me for medical assistance or tells me they’ve had an accident?**

Push a PET or pull a cord to get medical help immediately. If neither is available, call the front desk for assistance (Ext. 1000). It is never a good idea to forego a professional assessment of an injury or illness.

### **I am in pretty good shape. Why should I bother to wear the PET all the time?**

Situations happen. Falls happen. Strokes and heart attacks happen. Don’t take a chance. We want you to be safe and secure.

- And an important additional point – if you have a DNR on file with Kendal, that information is in the emergency response system. If you push your PET, the staff member responding will know. If you use some other means of contact, it is possible that responders will not have this information and will begin CPR.