

# FOR YOUR INFORMATION

Sun City Lincoln Hills Neighborhood Watch

Neighborhood Watch recently asked Lincoln Fire Department Division Chief, **Tolan Dworak** if he had any comments or concerns he'd like us to share with our Sun City Lincoln Hills Residents. Although Medical alert systems help keep seniors safe during emergencies and falls, the Fire Department is seeing an **increase in false medical alarms**.



When a resident accidentally activates their medical pendent alarm, the following happens.

1. The monitoring company **calls the resident** to verify the alarm and type of emergency prior to calling emergency services.
2. *If no one answers the phone* when the alarm company calls the residence, **a Fire Department engine and an ambulance are dispatched**.
  - Once the fire department arrives, the resident tells them they're OK, they didn't mean to activate the alarm, and they didn't answer the alarm company's call because *they didn't recognize the phone number*.

To avoid these false alarms, residents with medical alert alarm systems are asked to ***please add your medical alarm company's phone number to your contact list and ANSWER the phone when they call.***

For additional information contact your Medical Alert Alarm System provider.