

T.S. NEWS

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**DEALER OF THE YEAR
2 TIME WINNER 2003 & 2004**

Security Is A Family Matter™

SHARING SOMETHING AMAZING.....

Every year True Steel Security's Technicians do something special for one of our families or a few children. Instead of having a gift exchange amongst themselves at the office, they purchase gifts for young children who otherwise might not receive any at Christmas time.

Yesterday the mom of 3 of our "Littles" was rushed to the hospital. She has been admitted. These three children are alone. I stayed with them for the night, and made living arrangements for them in the short term. It is expected that their mother is going to be released from the hospital before Christmas. Her health is poor. There is little she can do physically. Mom has a medical condition in which she is often in need of emergency help. Doctor's say that there isn't much they can do but help her fight infections. She is in constant agonizing pain, which leaves her unable to tackle daily chores and keeps her confined the majority of the time to a couch. My heart goes out to her, as she cannot do the majority of things that we take for granted. She is not very mobile due to this condition, which means she can't go to all the school plays, watch them play sports

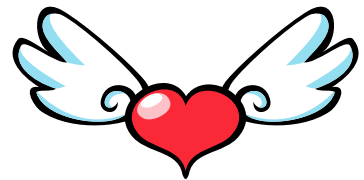
or enjoy a simple day at the beach. Her financial situation is no better.

I shared her story with the technicians at True Steel Security. These men are my angels!

I asked for money towards food for the family upon this mother's return. Food that can be just placed in the oven. The technicians immediately gathered \$120.00 for me. Before long they called back saying "make that \$200.00." The story does not end there. By the end of the day, the technicians at True Steel Security called me one more time, telling me to go out and purchase \$400.00 of food for this family.

My spirits were raised today after a sleepless night and hope that this story touches your heart as much as it touches mine.

Chantal Gladu
Caseworker/Supervisor
Big Brothers of Sudbury



UPS Recommended For All Digital Video Recorders

We highly recommend that all digital video recorders (DVR) be equipped with an Uninterruptible Power Supply (UPS) with surge protection. With certain units, some settings such as the time and date can be lost as a result of power outages, requiring that you reset them. More importantly, without a UPS your DVR could be damaged by power surges. Damages such as hard drive failure or power supply failure are two possible scenarios. This type of damage is not covered by the manufacturer's warranty. If you do not currently have a UPS for your DVR we recommend that you install one at your earliest opportunity. Electronics retailers may be able to offer you more competitive pricing than us as they purchase UPS systems in bulk. Should you require assistance with the installation of a UPS or wish to purchase one from us, we will be glad to help.

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Winter Risks and Concerns

The winter season is upon us again. The conditions in Northern Ontario result in increased risk of loss due to freezing, fire and carbon monoxide.

Freezing: This item is of particular importance to travelers. It is important to read your insurance policy to ensure that your house remains insured when you leave on a vacation. When heating systems fail, pipes can freeze and burst causing floods and potentially fires which can result in tens of thousands in damages. Temperature detecting devices can be installed as part of your alarm system. The following is a direct quote from the insurance policy of a major insurance company:

"We do not insure loss or damage:

- I. Caused by freezing during the usual heating season:
 - a. within the heated portion of your dwelling if you have been away from your premise for more than four consecutive days **but you are still insured** if any of the following precautions have been taken:
 - i. Arranged for a competent person to enter your dwelling each day you are away to ensure that the heating was being maintained, or
 - ii. Shut off the water supply and drained all the pipes and domestic water containers, or
 - iii. **If your plumbing and heating system is connected to a monitored alarm station providing 24 hour service."**

Fire: Statistics support that house fires happen considerably more often in the winter months, especially up here in the north where heaters, furnaces and fireplaces are running steadily. Take the following steps to effectively manage your level of risk:

- Install smoke detectors (preferably monitored through

your alarm) on all levels of your home and at the entry to all bedrooms.

- Be sure all heating sources are in good working order and are inspected regularly by qualified professionals.
- Keep paper and other combustibles away from heating sources.
- Avoid using electric space heaters in the bathroom or other areas where they may come in contact with water.
- With electric heaters or any appliances, avoid overloading circuits.
- Design a fire escape plan with your family. Practice it. We have a poster that you can use to display your escape plan. If you want one, call your local office to ensure that they have some in stock and then simply drop by to pick one up.

Carbon Monoxide: Many forms of heating sources are capable of producing carbon monoxide. In addition to proper maintenance of heating sources, the following practices could help deter a would-be-problem.

- Install carbon monoxide detectors (preferably monitored through your alarm) on all levels of your home.
- Check vent pipes, flues and chimneys for leaks or blockages. Many newer high efficiency appliances are vented low to the



ground, these are especially important to check on a regular basis.

- Don't use a gas oven to heat your home.
- Never leave vehicles running inside the garage, even if the door is open, fumes will build up quickly in the home.
- Don't sleep in a room with an unvented gas heater.
- Never use any gasoline powered devices indoors.

True Steel Security sells and installs sensors specifically designed to work with your security system that can detect smoke, carbon monoxide, natural gas and propane, low temperature or water (flooding). Each sensor can be monitored 24 hours a day and there is no change to your monthly monitoring rate. You pay only a one-time fee for the installation and enjoy the added peace of mind of being monitored for these hazards at no extra cost. These devices can, and have, saved many homes, possessions and lives. Call your local branch office for more information.

Have a safe and warm winter!

Care Link

24 HOUR MEDICAL ALARM RESPONSE

Who is there to help when you can't be?

