

# T.S. NEWS

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 **Security Pro**

DEALER OF THE YEAR  
2 TIME WINNER 2003 & 2004

*Security Is A Family Matter™*

**ADVANTAGE**

## GET THE **Care Link** AND HELP YOUR PARENTS CONTINUE TO LIVE IN THEIR OWN HOME

Mom loves her home and does not want to move. Retirement and assisted living facilities can be expensive. You worry about her and know that you can't be there all the time. Now you can both have what you want. Mom stays in her own home and you get the peace of mind you need through **Care Link**.

Each senior faces different challenges. That's why **Care Link** is tailored to each and every client's needs. Are you concerned about any of the following?

- Is Mom eating properly?
- Has Mom fallen?  
Is Mom "Up and About" or has there been no activity for some time?
- Has Mom taken her medication when she was supposed to?
- Has Mom wandered out of her home in the middle of the night?
- Who's coming and going from Mom's house?
- Is Mom receiving the care she is paying for?
- Are Mom's usual sleeping and eating habits changing?



**Care Link** allows you to monitor all the above and more without having to physically be there. Best of all you can do this from anywhere, without being intrusive. Mom does not have to be technically savvy. Her role is 100% passive. She just continues to live in her home as she always has.

How does **Care Link** help you do this? We install burglar alarm equipment in the home. Devices report all activity and this information is made available to you in a variety of ways. If something you are concerned about occurs, you can receive an immediate telephone call, text

message or e-mail. All activity, is also recorded on a highly secure website for you to review. Cameras can be added to allow you to look in on Mom to ensure that all is well. Cameras can be programmed to record unexpected activity and send the recording to you immediately. You can set up an instant alert to be notified if Mom's front door is opened between 11 p.m. and 6 a.m. Setting up or changing alerts takes about 30 seconds and you program them to report issues that are of concern to you. All of this is done through a highly secure and user friendly website.

Because **Care Link** uses tried and tested burglary equipment to accomplish all of this, the system can also be used as a burglar alarm at no additional cost. **Care Link** may not necessarily keep a loved one in their home forever, but it might. It certainly will allow them to live independently longer. And every extra month they can stay in their own home means so much to them, and you. They'll be happier and you'll have peace of mind. Call us today to find out more.

SUDBURY 674-0116 • NORTH BAY 476-7612 • TIMMINS 268-0053  
TOLL FREE (800) 667-5919 [www.truesteel.com](http://www.truesteel.com)

## Northern Communications and True Steel Security Receive Northern Ontario Business Award for Innovation

The Northern Ontario Business Awards were held on October 9th in North Bay. We were honoured with the Innovation Award for creating the Care Link Medical Information File and for pioneering a 911 system for Voice over Internet Protocol (VoIP) telephones.

The Care Link Medical Information File is a vinyl pouch that is placed on a refrigerator and contains all the vital medical information for the residents of the home. A decal is placed on the front door to notify emergency responders that the file is present. Paramedics can use this information to help treat the person or can bring the information to the hospital for the emergency room physician. We sometimes look for high-tech solutions to simple problems when often the simplest solution is the best one. 37,000 Medical Information Files have been distributed to Northeastern Ontario residents.

VoIP telephones are provided by internet providers, many of whom saw this as a lucrative opportunity. The problem was that subscribers to these services did not have access to 9-1-1 services. Sprint, now Rogers, was entering this market and felt that it was important to provide 9-1-1 services. We had been handling 9-1-1 calls on regular phone lines for a few years so they came to us for ideas. We created a technological solution that made 9-1-1 call routing possible for VoIP subscribers. As the only Canadian company providing these services the CRTC sought the assistance of Mike Shantz, our VP of Operations. Mike helped develop rules that mandated that all Canadian VoIP companies must provide 9-1-1 services. We quickly became known as the leading provider and have become the largest provider of VoIP 9-1-1 services in Canada and the second largest in North America.

We are very proud to have been selected as the winners of this prestigious award. Thank you Northern Ontario Business.

## Going Away For The Winter?

Did you know that your home insurance may not cover damages if you are away for an extended period and you don't have someone check on your home regularly? We offer devices that allow you to comply with your insurance requirements without having to ask someone to stop by every couple of days. Low temperature detectors notify us of furnace failures before pipes freeze and burst. Smoke detectors notify us of a fire and we dispatch the fire department immediately. Water sensors notify us of rising water in your basement before flooding occurs. These and several other devices will make your home more secure without imposing on a friend or family member to check on your home. They'll also give you peace of mind while you enjoy the warm weather.

## NOW HIRING IN SUDBURY

### EMERGENCY DISPATCHERS

Candidates must be computer literate, possess keyboard skills, and be willing to work shift work.

### ALARM TECHNICIANS

Electronics background is an asset.

Post secondary education is an asset for both positions. Send or drop off your resume, identifying the position you are applying for, to:

Northern Communications /  
True Steel Security  
Attention: HR Manager  
230 Alder St.  
Sudbury, ON P3C 4J2

## Get Your Next Newsletter by E-mail

Please help us to do our part to limit the environmental impact of our newsletter. All you have to do is send an e-mail to [kevbuck@northerncom.com](mailto:kevbuck@northerncom.com) and ask that your future newsletters be sent by e-mail.

## Considering Canceling Your Regular Phone Line?

Most of our clients' alarm systems communicate to our Emergency Dispatch Centre using the telephone line. Here are a few things to consider before making any changes to your phone line:

- Suspending your phone service while going away will make it impossible for your alarm to communicate with us.
- Switching to VoIP may cause your alarm to cease communicating with the monitoring station. You may require a service call to rectify this. Alarm signal communications are not as reliable on VoIP as they are on regular telephone lines.
- If you are making changes to your telephone system at the office you should always call us beforehand.

## Action Required

We have almost completed the transition to convert all clients from our existing billing system of printed and mailed invoices, to electronic invoices direct to your e-mail address. If we have not yet contacted you to make this change, please send an e-mail to [mborton@northerncom.com](mailto:mborton@northerncom.com) with your billing name, address and/or account number. If you prefer call us at (705) 673-6888 in Sudbury and area or toll free at (800) 461-3317. By doing so, you help us to reduce our environmental footprint. Thank you.