

WHAT DOES PERS DO FOR ME?

Personal Emergency Response System: helping you maintain independence and safety in your own home. The aim is to balance independence with reassurance, and provide tailored support which meets individuals' needs now and in the future.



Customer Service 1.800.317.0708 or
989.772.5938
Michigan Relay 7-1-1
24-hour Crisis Telephone
Convenient Office Locations and Hours

Clare County

789 North Clare Avenue
Harrison, MI 48625
989.539.2141

Isabella County The George Rouman Center

301 South Crapo Street
Mt. Pleasant, MI 48858
989.772.5938

Gladwin County

655 East Cedar Street
Gladwin, MI 48624
989.426.9295

Mecosta County

500 South Third Avenue
Big Rapids, MI 49307
231.796.5825

Midland County

218 Fast Ice Drive
Midland, MI 48642
989.631.2320

Osceola County

4473 220th Avenue
Reed City, MI 49677
231.832.2247

Accredited by:



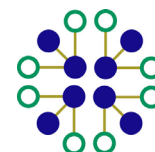
Joint Commission
On Accreditation of Healthcare Organizations

CMHCM receives financial support from the Michigan
Department of Health and Human Services.



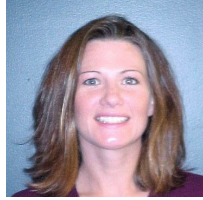
PERSONAL EMERGENCY RESPONSE SYSTEM (PERS)

Personal Emergency Response System (PERS) is a 24/7 monitoring system used to maintain a person's independence and safety. Consumers can use the system for security, support, or emergencies. Two monitoring levels are available: one for minimal assistance and another for more urgent needs. Staff can also assist with medications, transportation, and well/safety checks. When activated, the monitor automatically calls a CMHCM center where a Community Support Technician assists.



**Community
Mental Health**
FOR CENTRAL MICHIGAN

MEET YOUR CST TEAM



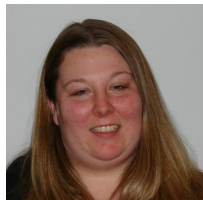
Amy



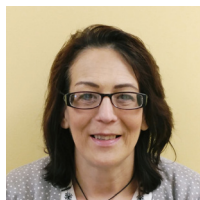
Lindsey



Jillian



April



Stacy



Jacquelin



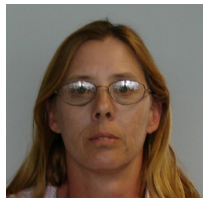
Toni



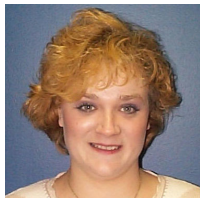
Kelly



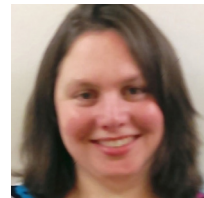
Charles



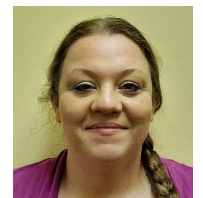
CJ



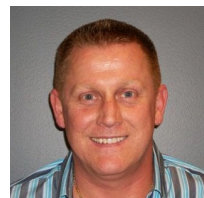
Mary



Jamie



Stephanie



Eric

DIRECTIONS FOR USING A PERS UNIT AS A MAINSTREET MONITOR

Some people have a PERS unit in their home but do not use it as a PERS monitor. In this case, the PERS unit is used when the person is having an emergency or needs help with something, but the phone line is not kept open.

It works like this:

1. The person can push either the HELP button on the PERS unit or a button on a wristband that has been programmed to the unit. When pushed, the CST office at CMHCM is contacted.
2. An audio voice on the PERS unit will tell you what it is doing. This takes about 30 seconds to one minute.
3. Once the PERS unit connects to our office, a CST will answer and ask what help is needed.
4. If the person is able, they will tell us what is going on and if assistance is needed.
5. If a CST does not hear a response, we will come to the home and check on them. (We have caller ID and access to their electronic medical record.)
6. If the button is accidentally bumped, please cancel the call by hitting the RESET button. Then call the CST office at 989-631-5140 and let us know everything is okay.
7. We will clear and reset the unit from our station and check it when we go to the person's home to be sure it is reset and ready.

TO CONNECT A PERS UNIT

1. Call the CST office at 631-5140. Tell them you need to put the monitor on for (the person you are working with).
2. A CST will call you back.
3. Do not pick up the handset of a phone
4. Instead of answering the phone, push the green RESET button. Say hello. You should be able to hear one another.
5. If for some reason the phone line is not working or the monitor does not connect properly, call the CST office from your cell phone to ask for help in troubleshooting. Usually it is a phone line or power problem. Please DO NOT leave until it is connected properly.

TO DISCONNECT A PERS UNIT

1. Call out to the CST office by saying "Hello, this is staff at _____'s. We are ready to turn the monitor off."
2. Wait for a CST to respond to you. This could take a minute or two if the CST is busy in the office.
3. After the CST says "OK, you are all set" then push the RESET button to disconnect.

*If the Unit is not disconnected properly at the person's home the person will not be able to make or receive calls until it is corrected. If this happens press the RESET button to clear the unit. You can check the line by picking up a phone in the person's home to see if there is a dial tone. If there is a dial tone you are all set.