

## Medical alarms and monitoring services are being updated — Veterans' Independence Programme

Our supplier for medical alarm and monitoring services, ADT Security Services, has updated their products and monitoring services. Their new alarm, emergency response, and monitoring services will provide veterans with more monitoring options than previously. Their new equipment now includes a monitored smoke alarm. Also, all emergency response callouts will now be paid by ADT.

If you currently have a medical alarm and receive emergency monitoring services ADT will need to replace your alarm equipment from 21 June, ADT through their First Security subsidiary will contact you to arrange a time to meet with you and replace your current alarm equipment.

At the meeting, they will:

- install the new alarm and monitoring equipment
- show you how the new equipment works
- take away your old alarms.

If you have a pacemaker or defibrillator, please inform First Security so that they can exchange your standard pendant with a wrist pendant.

If you are concerned about the changeover of equipment by First Security (ADT) or have any concerns please contact us.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)

Date

14 June 2021

Tags

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