

Call Center Pendant PROGRAM

The comprehensive Pendant Program offers 24/7 support services through our Call Center for individuals seeking to maintain their independence. This program is designed for all individuals, no matter the severity or lack of health concerns. A pendant capable of signaling help is worn around an individual's neck or wrist, or it can be clipped to clothing. Wellness check-ins and medication reminders are additional supports in helping to prevent an emergency.

The Pendant Program provides peace of mind to you and your loved ones that there will be support should an emergency occur.

The following support services are available through the Aurora Call Center:

- 24/7 Live Call Answering by skilled professionals via telephone, pendant, or video camera.
- Scheduled or random check-in telephone calls from the Call Center to ensure an individual's safety and well-being.
- Scheduled medication reminders (via telephone or video camera) to prevent missed medication.
- Scheduled or random in-person home visits to monitor health and overall functioning.
- Service plans outlining instructions that are catered to the individual regarding when family or care systems are to be alerted.

Other services available as needed.

| PENDANT PROGRAM | |
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| Level | Cost |
| Pendant | \$20/month <i>(one monthly wellness/ equipment check)</i> |
| Pendant Check-In | \$40/month <i>(one weekly wellness check)</i> |
| Pendant Check-In Plus | \$55/month <i>(two weekly wellness checks)</i> |
| Pendant Daily | \$60/month <i>(two daily medication reminders)</i> |
| Pendant Daily Plus | \$160/month <i>(two daily medication reminders and one daily wellness check)</i> |
| Pendant Daily and Face to Face | \$500/month <i>(two daily medication reminders or wellness checks; and up to 3, one-hour, staff face-to-face visits)</i> |
| Customized | TBD |
| Additional Wellness Check/ Medication Reminder | \$5/call |
| Pendant Setup Fee | \$50 <i>(one time only)</i> |
| Pendant Cost | \$5/month to rent \$200 to own |
| PENDANT WITH MEDICATIONS TAKEN VIA CAMERA | |
| Pendant Check-In Plus | \$40/month <i>(one daily medication reminder)</i> |
| Pendant Daily | \$50/month <i>(two daily medication reminders)</i> |
| Pendant Daily Plus | \$130/month <i>(three daily medication reminders)</i> |
| Pendant Daily and Face to Face | \$500/month <i>(two daily medication reminders; and up to 3, one-hour, staff face-to-face visits)</i> |
| Customized | TBD |
| Additional Med. Reminder | \$15/call |
| Pendant Setup Fee | \$100 <i>(one time only)</i> |
| Camera Cost | \$50/month to rent |
| All package levels include the following: - 24/7 phone access to Call Center Specialists. - Outbound calls to 911 in case of an emergency. - Outbound calls to emergency contact(s) in case of an emergency. | |

(All prices subject to change.)