



Amigos de la Gente de Edad

Phone emergency assistance

How does it work?

A number of private companies, organisations or local councils in nearly every part of Spain are making emergency assistance readily available at the touch of a button. Connected through the telephone system to a control centre, a user can call for assistance 24 hours a day, 365 days of the year.

Ideal for people living alone or in isolated areas, the facility is suitable for all age groups. It is simple for the user to operate and is without doubt a most effective life-saver.

Systems vary slightly but all provide a press-button on a pendant or a wrist band or in some cases on the phone itself which is the key to the whole thing. The button is in effect your 'finger print' and when you push it a signal is sent down the telephone line to a control centre which immediately identifies YOU and flashes up your personal details (details which you provided when you signed the initial contract) on the computer screen.

Your message cannot be delayed by a telephone operator - it is on the 'fast track' straight to the help team. The control centre operative will respond to the call by asking you the nature of your problem or, if you are unable to speak, will set the whole chain of rescue services in motion - ambulance, police and fire brigade.

The button has a range of 90 metres from the telephone, so if you want to go into the garden it does not present a problem. Similarly, if you do not speak Spanish, this too presents no difficulty.

How much does it cost?

Charges vary (see below). However, monthly payments for the service are made by standing order.

Teleasistencia MAPFRE - At the time of publication, this company charges a monthly rate of approximately 25 euros for one apparatus and one alarm button or 31 euros with two alarm buttons, but there are no installation or maintenance charges. A special feature of Teleasistencia Mapfre is that having advised Mapfre, you can disconnect the apparatus and reconnect it wherever you are in Spain.

For further information, they can be contacted on: 91 5813414.

Teleasistencia S.L.

At the time of publication, this company charges a standard installation fee, plus approximately 30 euros per month for one apparatus and one alarm button. There are special rates for second beneficiaries.

Balearic Islands;	971 718393
Valencia and Alicante	96 3378370
Zaragoza	976 255544
Santander	94 2214930

SERGESA – (Servicios Geriatricos S.A.)

This service is provided in the provinces of Granada, Malaga, Murcia, Barcelona and Gerona and they can be contacted on the following telephone number:

Head Office Granada : 958-806980

Spanish Red Cross Tele-Alarm - the cost of this service which is available in a number of regions, varies from area to area. You should contact your local branch of the Red Cross for further information.

Council-provided system - prices vary from council to council. A number of councils are providing subsidised telephones. However, it should be noted that foreigners may not be eligible for this subsidised facility unless they are in receipt of a Spanish pension.

The following documents will normally be required by all entities:

- Photocopy of Passport or Tarjeta Comunitaria de Residente (*Residencia*)
- Spanish Social Security number or Private Insurance Policy number, up-to-date medical report and or medical history from GP or consultant.
- Contact persons' names and addresses and telephone number where keys have been left.
- Bank account details for standing order payments of monthly quotas.

Age Concern's Role

Age Concern España acts, if required, as an intermediary on behalf of expatriates or others. In some cases funding can be obtained from UK charities. Further information may be obtained by telephoning 971 718794.

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Age Concern España exists to promote the well being of people aged 50 and over and to make their life a fulfilling and enjoyable experience. This is one of a number of Infosheets on a range of subjects produced by Age Concern España. A full list is available from Age Concern España, Apartado 7, 07180 Santa Ponsa, Mallorca on receipt of an addressed envelope or by visiting our website at www.acespana.org

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