



indiPendant Companion Services

Personal Emergency System

4 Things We Will Do Today:

1. Ask questions to understand your needs
2. System demonstration and best location to place unit
3. Tell you more about ADT Security
4. Leave this document with you

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Needs Analysis

Helping to understand your unique needs.

Name? _____

What prompted you to call ADT? _____

What are your personal home health or safety concerns? _____

What else? Anything else? _____

Are your concerns the same as your husband's/wife's? Explain. _____

Do you have loved ones who worry about you? _____

What are their concerns for you? _____

Are your concerns the same as your children's? _____

Has something happened recently that would make your security a concern? _____

Can you give me more details? _____

Do you have anybody who checks in on you on a regular basis? _____

Name? Relation? _____

By phone? How often? _____

In person? How often? _____

How long have you lived in your home? _____

Have you ever had a security system before? _____

Do any other adults live here? _____

Daily routine? _____

Travelling? _____

Do you drive? _____

Are you concerned about your safety while in your vehicle? _____

Any other frequent visitors or in-home services? _____

Special needs? _____

Who is your GP? _____

Besides ADT, what other alternatives have you explored for addressing your home health security? _____

Three Objectives in System Design

- Independence
- Privacy
- Peace of Mind



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