

# A beacon of hope

Last November, Critical Signals Technologies (CST) helped deliver hope to Oak Park resident Bonnita Carlisle, following a tragic auto accident two years prior that left her 30-year old son, Travion, a quadriplegic. Now, Bonnita and Travion have support they can count on for peace-of-mind and a sense of freedom.



Critical Signal Technologies  
*Protecting Home, Life and Health*

Hope came in the form of a technological advancement called the BOB 3600, a Personal Emergency Response System (PERS) that activates with the touch of a button if help is needed.

"It's a two-way communication device that puts you in touch with our highly trained staff that will assess the situation and respond accordingly; 24 hours a day, seven days a week," explained CST Michigan Account Executive Joshua Locke.

"In Travion's case, we adapted the Bob system to meet his health and family needs so he could summon help whenever necessary," Locke said. Because Travion cannot push a button, "Sip and puff" technology is utilized to activate his BOB system. "It's a mounted, adjustable straw apparatus. If Travion needs help, he can sip or puff on the straw in order to summon CST for help or to prompt the speaker phone option for incoming calls. Up until now, Travion was unable to answer calls on his own."

Travion and Bonnita are grateful for the system. "Travion feels secure knowing he can call for help if he needs it. All he has to do is blow into it and within 40 seconds, our personal consultant is on the other end," said Bonnita. "And it makes me comfortable to go downstairs to do laundry and know that Travion can get help. Even if the power goes out, the machine

will still work. It's an excellent device."

Last October, CST also helped extend hope to hundreds of Metro Detroiters who rely on Meals on Wheels in Royal Oak and Madison Heights. When the method of food delivery for these recipients temporarily changed for a three-month stretch, AAA 1-B asked CST if it could help. "AAA 1-B asked if we could telephone recipients from our care center to inform them of the temporary change to the way meals would be delivered," said Locke. Not only did CST employees make those calls within a couple days, but the company went above and beyond what was asked. "We wanted to do something to help these folks because we knew they wouldn't get that daily face-to-face contact that they had from the Meals on Wheels volunteer," Locke said. In many cases, the volunteer is the only person checking in to make sure they're okay.

"We offered to give each of them a Bob 3600 during those three months for free so they would have the ability to talk with someone anytime, or summon help if needed." In this case, those who were interested were given a pendant they could wear around their

neck or wrist. With the push of a button, they could establish contact with CST's Care Center in Farmington Hills.

At the end of the free three-month period, CST extended the use of the system at a reduced rate of \$15/month for Meals on Wheels recipients. The BOB 3600 usually costs \$24.95/month.

Last year, AAA1-B honored the efforts of CST by presenting them with the 2008 Provider of the Year Award. And the recognition doesn't end there. In October, CST was one of 7 companies selected by Michigan's Strategic Economic Investment and Commercialization board to receive the 21st Century Jobs Fund award. According to Chairman of the SEIC board Michael J. Jandernoa, "Our goal was to fund the most promising commercialization opportunities to help grow Michigan's high-tech economy." He went on to explain that companies who received the award were the best-of-the-best proposals received.

"We can tailor a system to address a variety of health issues and family situations," said Locke. To learn more about CST or the BOB 3600, call 888-557-4462.