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Volume 11, Issue 2
Summer 2010

Care and Compassion at the Core of Hospice of Michigan

No matter what your family's religious belief, race or creed, it's a near certainty that at some point you will face the difficult decisions associated with the long-term care of a loved one. As Shakespeare said, "all that live must die, passing through nature to eternity....," yet, the subject of death and dying is one that people typically shy away from.



In fact, the medical profession has just recently begun to openly talk about death as part of health care as the result of British physicians Dame Cicely Saunders and Dr. Elisabeth Kubler-Ross, who in the 1960's began to shed light on the unique needs of patients at this important stage of life. It was Saunders who came to believe

and teach that, "we do not have to cure to heal."

Today, Hospice of Michigan advances that concept by administering comfort care to more than 900 patients in the state each day from 16 regional offices that span from Traverse City to Detroit. In fact, Hospice of Michigan is the state's largest care provider of its kind with more than 550 employees serving 54 counties in the state.

Jan Grabinski, Hospice of Michigan's Corporate Director of Property Management, has been part of this important mission since joining the organization 22 years ago. Among Grabinski's responsibilities is to ensure that Hospice of Michigan's offices are conveniently located in the community, comfortable and well equipped for a staff whose primary daily activity is ensuring high quality patient care, and that the buildings

are secure while still being easy-to-access by a highly mobile staff that cares for patients wherever they live. That's where *EPS* comes in. *EPS* and Hospice of Michigan have been doing business together for nearly 15 years.

"I first began working with *EPS* in 1994 when we had them install a fire, burglary and card access system for our Grand Rapids offices," said Grabinski. "In 2008, we made the decision to integrate all 16 of our locations so we could share the same card access system. It was an unprecedented advancement for us because this new 24/7 access allowed a new level of patient care across the state, yet there were risks with this kind of access as well. We ultimately chose *EPS* based on their unique experience, and their excellent customer service. Currently, our *EPS* representative is Peggy Meeuwenberg, and she has been a wonderful support to our organization."

Meeuwenberg is a veteran of *EPS* Security's Enterprise Team, specializing in complex commercial systems that often integrate multiple sites.

"We're one of the state's larger non-profits, so I've had experience working with large medical suppliers and small niche vendors as well," said Grabinski. "Regardless of size, what separates *EPS* from the rest is customer service. Too often it's hard to find your salesperson after the sale, but that's not the case with Peggy. I can call with any request, and she handles it herself instead of sending me to the billing department. That makes her so much more than a salesperson, but a true member of our extended property management team."

In fact, Meeuwenberg gathered a team from *EPS* to walk in support of Hospice of Michigan's "Walk & Remember" event in Grand Rapids last month and she plans to do the same for the "Race & Remember" effort in Detroit this summer.



"They are a great organization dedicated to transforming people's lives everyday," said Meeuwenberg, "so it's not all that difficult to

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Intrusion Detection
Furnace & Sump Pump Failure Monitoring
Emergency Medical Alert
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COMMERCIAL SERVICES

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Heat & Smoke Detection	Power Monitoring	Preventative Maintenance
Fire Systems Monitoring	Industrial Process Monitoring	Mandated Inspections
Intrusion Detection	Furnace & Boiler Monitoring	Elevator Monitoring

find the energy to support their cause.”

Hospice of Michigan is a non-profit organization serving 54 counties in Michigan's Lower Peninsula. As a mission-based organization it provides equal care for everyone regardless of insurance coverage or ability to pay.

If you have a loved one with ongoing care needs, please call Hospice of Michigan's CARE Center and talk with a specialist. Call 888-247-5701 or visit www.hom.org for more information.



LOCATIONS

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Fax: 269.388.9615



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If You've Switched Your Home Phone Service Recently Your Alarm May Not Work Properly!

More people than ever are electing to “bundle” home phone service with cable television and internet services to save money on their monthly bill. It's not



a bad idea, particularly with rate wars that allow short-term gains for customers.

However, it's important to note that if you change your telephone service provider to a Voice Over Internet Protocol (VOIP) system that a number of the “bundled” packages use, it may not immediately work with your **EPS Security System**.

In all cases, please call an **EPS** Customer Service representative at 616.459.3757 or email customerservice@EpsSecurity.com BEFORE you switch phone providers so we can arrange to have an **EPS** service representative set up your alarm to work properly with your new phone system.

If you have any doubt as to whether your **EPS Security System** is working with your new telephone provider, please call **EPS** Customer Service so we can walk you through a test to make sure your **EPS** systems are working as they should.



Facebook and Twitter Opening Doors for Crime?

When most people leave for vacation—even just for a long weekend—they typically try and make the house appear as if someone were home. Leaving lights on in bedrooms, or even better yet, setting timers on lights and illuminating exterior entrances are common practices.



The last thing you would do is raise a flag above your roof announcing to everyone in the neighborhood that you are gone for the week, yet more of us are doing

exactly that when we log onto our Facebook and Twitter accounts to tell our “followers” and “friends” where we are at every moment of the day.

In fact, many social media networks allow users to enable a function called “Geotagging” that adds geographical identification to photos, blog posts and other social media interactions that enables viewers to locate your exact latitude and longitude coordinates the moment you posted that photo, video or wisecrack “tweet.” Consider the number of potential “viewers” to that message and a powerful new tool emerges for would-be-burglars.

Jeff Bos, manager of the Kalamazoo branch of **EPS Security**, was featured recently on the local evening news to offer his suggestions on how to reduce your risk of a home burglary. Among his suggestions:

1. Consider removing Geotagging from all social media interactions. If you use it for social games such as FourSquare, consider removing it for some portion of the day so would-be-burglars have a harder time identifying your daily routine.
2. Never announce long trips or vacations via social media sites.
3. If you haven't reviewed your **EPS Alarm System** in the past 24 months, call or E-mail an **EPS** Customer Service Representative to schedule a review of your current system. New technologies such as **EPS Total Connect** allow you to install video cameras that can be monitored from “smartphone” devices anytime of the day.
4. Break up your routine. If your schedule allows for it, stop by your house on occasion during the day.

