

With 130 properties and the Country's largest clubhouse, Bethlehem Country Club sets the highest standards for retirement living, offering security, freedom and lifestyle.

Located in the Bay of Plenty, Bethlehem Country Club is a luxury lifestyle village widely recognised as setting the highest standards for retirement living in New Zealand.

With an existing unsightly hardwired emergency system and multiple phone-lines for internet and conference calling, Village Manager Simon looked to Tunstall for a new emergency call system solution.

### The solution

Tunstall medical alarms were installed in all 130 properties in the village, as well as emergency buttons and common area units in risk areas of the clubhouse, including the pool, spa and gym.

This solution assists the residents to maintain independence in their homes for longer than they otherwise may be able to.

The personal medical alarm can be used to quickly and easily make contact with Tunstall's local 24 hour response centre at the press of a button, providing peace of mind that help is never far away.

## Case Study Bethlehem Country Club



With 24/7 monitoring, residents are able to nominate neighbours, friends or family members to respond in an emergency situation.

### How it works

To raise an alarm, residents simply press the red button either on their pendant or on the alarm unit. The alarm calls Tunstall's local 24 hour response centre and one of our friendly response operators will assist the resident straight away via a two-way speech function on the alarm.

When a client raises an alarm, an operator will speak directly to them over the alarm to identify the problem and what is needed, be it emergency services, an after-hours GP, or in some cases assistance from a carer, family member or friend.

The operator will then wait on the line with the resident until help arrives.



We've been using the Tunstall solution for almost 12 months now and all of our residents and staff are extremely happy with it."

-Simon



## The outcome

"With all of the wiring and phone lines, I expected the install to take some time, however with the experience and knowledge of Tunstall's installers, we were able to avoid any rewiring," said Simon.

"We've been using the Tunstall solution for almost 12 months now and all of our residents and staff are extremely happy with it.

"The Tunstall emergency call system is simple for our residents to manage and allows us to perform automated equipment audits, reducing our maintenance visits to each property.

"Another key benefit of the Tunstall system is it is monitored 24/7 locally in Tauranga, with a call continuity procedure for disaster recovery to Australia, reassuring our residents that help will always be available at the press of a button," he said.

## The future

Purchased just over 12 months ago, construction on the Sanderson Group's newest luxury lifestyle village Bethlehem Shores is already well underway.

The 40 acres of waterfront land, once an avocado and kiwifruit orchard, will house another 140 stand-alone homes and 60 apartments, as well as a health spa and luxurious village clubhouse.

Bethlehem Shores will also include the Tunstall emergency call system in each property and risk areas of the clubhouse.

For further information on Sanderson Group villages visit [www.sandersongroup.co.nz](http://www.sandersongroup.co.nz)

For further information  
on a Tunstall retirement  
village solution contact  
0800 488 678

Tunstall New Zealand  
306 Cameron Road, Tauranga 3110  
t: (07) 571 2680 f: (07) 571 2685  
e: [sales@tlcare.co.nz](mailto:sales@tlcare.co.nz) w: [www.tunstall.co.nz](http://www.tunstall.co.nz)