

# **Tele-Secours**

## **elderly people safely at home**

Bernard DE ROOVER, Director

Created in 1987

Tele-assistance service for elderly people

Now more than 13,000 members in Belgium

Further information : [www.tele-secours.be](http://www.tele-secours.be)



## **Objectives of Tele-Secours**

- **To insure full efficiency in case of fall**
  - Reliable technical devices
  - Competent and committed staff
  - Efficient process
- **To create a feeling of safety**
  - Personalized service
  - Efficiency, availability and kindness of call centre staff
- **To set-up a process that enhances the social links**
  - relatives, friends, neighbours play a central role in the help line



## Two projects

- Building a European network of providers of tele-assistance for elderly people
- Developing a European research on solidarity towards elderly people



## Building a European Network of tele-assistance providers

- Exchange of good practices on the use of ICT for assisting elderly people
  - Role of the state / role of relatives & friends
  - Importance of personal human relation
- Think tank
  - how to develop and improve ICT tools which effectively contribute to maintain elderly people at home, also taking into account the needs of carers



## **Developing European research on solidarity towards the elderly**

2006-2008 : research project in Belgium, by the University of Leuven (UCL) in co-operation with Tele-Secours :

- Advantages and pitfalls of tele-assistance services such as Tele-Secours
- Psycho-, socio-, economical determinants for elderly people's capacity to create a network of solidarity around them
- How to re-enforce solidarity

**The European project will consist in carrying out such research in other countries and compiling results**

