

Name: _____ Date: _____

Generic Information TS3 and below

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| 1. An equipment type that uses a shared group equipment phone line A | A. Warden Call System |
| 2. An equipment type that calls careline on the same line as the landline telephone I | B. No action required |
| 3. The abbreviation used for Concern For Welfare D | C. Lima |
| 4. The abbreviation used for No Speech Call F | D. CFW |
| 5. The abbreviation used for out of hours H | E. Service User's name |
| 6. What is L in the phonetic alphabet C | F. NSC |
| 7. Appello's emergency call back number J | G. 03333216452 |
| 8. Appello's call back number for service users/next of kin L | H. OOH |
| 9. Appello's call back number for house managers G | I. Lifeline |
| 10. What action do you take on a Code C B | J. 03333216466 |
| 11. What action do you take on a Code 5 K | K. Treat as normal activation |
| 12. What do you NOT include in Intruder alarm activations E | L. 03333216451 |