

# Dispatcher



## Protect your home while away this holiday season

The holiday season is a time for celebrating with friends and family, but it is also a prime time for break-ins and theft. In fact, the FBI reports that nearly 400,000 burglaries occur in the United States in November and December each year. Taking precautions for a safe and secure home is important to ensure peace of mind, especially if you are traveling during the holidays. The following are easy steps you can take to help keep your property and valuables safe while you are away:

### Prepare in advance:

Prepare before you leave on vacation by checking all doors, locks and deadbolts in your home. It is also important to store valuables in a secure place and carefully lock up ladders, tools and other objects that could be used to break into your home. For extra protection, have someone you trust stop by your home periodically to make sure everything is in order.

### Unplug appliances:

Unplug all unnecessary appliances that are not on timers. This will help protect your home from an electrical fire or power surge while you are away. Make sure to unplug large items like TVs and computers, as well as small appliances such as your toaster or coffee maker.

### Check your pipes:

The cold weather can put your pipes in danger of freezing during the winter. Ask a friend to stop by and check your faucets. If he or she turns on a faucet and only a few drops of water come out, your pipes may be frozen. Take

extra precautions such as making sure your pipes are properly insulated and keep your heat on at a lower temperature while you're away. Another option is to have WH Security's freeze sensors installed. These environmental sensors are typically centrally mounted in the home and detect if the in-home temperature drops to 42 degrees. If this situation occurs, the sensor will alert our monitoring center. For more information, call a representative at (763) 477-3664 or visit WH Security's environmental sensors page at: <http://goo.gl/nCYsnB>.

### Don't broadcast your plans on the Internet:

An easy way to protect your home is by keeping your vacation plans undisclosed. Do not change your voicemail messages to indicate you are out of town and avoid posting information on social media websites such as Facebook and Twitter. Sharing vacation plans on the Internet will tip burglars off that you will be leaving an empty house behind. The same applies for the time while you are on vacation. You shouldn't post photos until you are home from your trip.

### Create a detailed inventory of your valuables:

Keep a detailed inventory of your valuable possessions, including a description of the items, original value, date of purchase and serial numbers. You should also keep a copy in a safe place away from home. Aside from burglaries, this is a good precaution in case of fires or other environmental disasters. Another option is to make

a photographic or video record of valuable objects. Most insurance companies can provide assistance in making and keeping your inventory.

### Keep a watchful eye:

WH Security offers Control My Home services powered by Alarm.com to help users keep an extra eye on their home while away. With the Control My Home interactive system, users can control their home's thermostat, lights, locks, security system and outlets from anywhere they have an Internet connection. For example, a user can make their home appear occupied while on vacation by controlling when their lights turn on and off. They can also view the current temperature in their home at all times.

For more information, call a representative at (763) 477-3664 or visit: <http://goo.gl/DN4qXZ>.



While away for the holidays, have a trusted friend or family member pick up your mail and plow your driveway if needed.

## Ten tips for safe holiday decorating

Christmas trees, twinkling lights and other holiday decorations can be cheerful, but also carry safety repercussions. To ensure you have a healthy and happy holiday season with family and friends, keep these tips in mind as you decorate your home:

1. Keep live and artificial trees away from heat sources like vents, radiators and fireplaces.
2. Hydrate your live tree. A dried-out tree can catch fire faster than one that has been properly watered.
3. When purchasing an artificial tree, look for the label "Fire Resistant."
5. Check your lights and replace any that have frayed wires or loose connections.
6. Make sure extension cords are rated for the intended use.
7. Use no more than three standard-size sets of lights per single extension cord, in order to avoid overload.
8. Never leave a lit candle unattended.
9. To avoid lung irritation, follow container directions carefully while decorating with artificial snow sprays.
10. Do not burn wrapping paper in an indoor fireplace.



Keep safety tips in mind as you decorate your home this holiday season.

## Helping keep seniors safe during winter

Colder temperatures, ice and snow can present safety challenges for anyone unprepared for the weather; however, elderly individuals are especially vulnerable. In the winter, seniors are most susceptible to slips and falls, hypothermia, frostbite and injury from shoveling snow. With a little preparation and some extra care, you can make this time of the year safer for them.

To begin, reduce the chances of a slip or fall by removing hazards around the individual's home. It is best that seniors have a clean home that is in good order. They should also avoid walking on icy or snowy sidewalks. If they need to perform outdoor tasks during slippery conditions, such as getting the mail, they should wear boots with non-skid soles or use a cane while walking. It is also wise to help seniors keep salt or ice melt next to their door. Another great option is to use HeatMyFloors.com's HeatTrak mats. These mats can be placed on walkways and are designed to melt snow on contact. For more information, call a representative at (800) 785-8738 or visit <http://goo.gl/Sfv25g>.

Next, help seniors stay warm both indoors and outdoors. With age, the body becomes less able to respond to long exposure to cold temperatures. When going outdoors, seniors should dress warmly by wearing layered, loose-fitting clothing and mittens. When seniors

are indoors, the thermostat should be set above 65 degrees at all times.

When family members can't be there to help elderly relatives, it's important to have a backup. WH Security offers a medical alert system to protect you or your loved ones during emergencies. The medical alert system includes two parts: a two-way calling station ordinarily placed beside a bed, and an emergency button that is worn as a necklace, belt clip or bracelet.

If an incident occurs, the emergency button on the two-way calling station or device that is worn should be pushed. When the emergency button is pushed, an alarm signals WH Security's monitoring center, notifying an emergency responder immediately. Our trained dispatchers then attempt to communicate with you or your loved one via the two-way calling station. If they do not get a response, or determine that care is needed, emergency personnel are dispatched.

Medical alerts include in-home installation and around-the-clock assistance in any emergency. Provide you or your loved one peace-of-mind knowing that WH Security's medical alert system connects you to the most dependable emergency support, 24 hours a day.

For more information, call a representative at (763) 477-3664 or visit <http://goo.gl/BVhRUh>.

### Sign up for FREE alerts!

As a WH Security customer, you can receive FREE monthly reminders to test your WH Security system, via text or email!

To sign up, visit: <http://goo.gl/HgFPJZ>

