



# TERRACOM SYSTEMS

"Western Canada's Choice for premium Electronic  
Life Safety, Security, and Communications Systems"

Life Safety • Security • Structured Cabling  
Telecommunications • Sound



TERRACOM  
SYSTEMS

6-1369 Stevens Road  
West Kelowna, BC · V1Z 2S9

**Phone:** (778) 755-5808  
**Fax:** (778) 755-5809

[sales@terracomsystems.com](mailto:sales@terracomsystems.com)  
[www.terracomsystems.com](http://www.terracomsystems.com)

*[www.terracomsystems.com](http://www.terracomsystems.com)*  
1.778.755.5808

Hello Friends,

Terracom Systems is celebrating its 15th year of operation with a continued focus on providing excellent service throughout Western Canada—delivering communication, security and life safety solutions in multiple public and private sectors such as health care, education and municipalities.

To maintain our Standard of Excellence, Terracom Systems strives for total customer satisfaction. Our quality products are among the best in the world, with some warranties extending as long as 5 years. We ensure total customer satisfaction by leading with the best products and solutions paired with quality installations by our service technicians. Our commitment to provide innovative solutions has kept systems operating in facilities as they are expected to, meeting government regulatory standards, while also ensuring the safety and security of staff and property.

We want to help you, our client, to find system solutions to meet your needs that is supported by our integration skills and expertise. We deliver professionally installed, dependable and user-friendly products to facilities across Western Canada. Our team of highly trained professionals and technicians can handle any sized project from start to finish; customizing each design to fit your facility requirements to improve efficiency and ensure reliability.

We look forward to the opportunity to work together as you trust us with your next project.

Warm Regards,

*Steven Wright*

Terracom Systems Owner/President



***Terracom Systems is Western Canada's leading provider  
Electronic Life Safety, Telecommunications, and Security  
Systems for the Healthcare Industry.***

What sets us apart from the competition:

1. Our experience and presence in the industry gives us access to many different vendor systems and brand names. We will make informed recommendations for your facility to provide the best system solutions based on your needs and budget out of our portfolio of extensive offerings.
2. Our systems installs are not contingent on monthly or yearly service fees or contracts. For our services, you will only be charged for labour and parts. We believe that a properly installed quality system should not require extensive service following installation. We are there when you need us; there is no need to pay for a retainer or a service contract for this service.
3. We do not keep IP addresses, usernames and passwords “hidden” from you. We will enable you to make changes to your system as required. We empower your maintenance/IT personnel to learn about the systems we provide so that your system can be managed internally as much as is desired. We provide extensive training on our systems for your staff to achieve that confidence.
4. We are available 24/7 to support your team. We work with clients to identify emergency vs non-emergency calls so that your facility is not unnecessarily over-charged for after-hour service that can be delayed to the next business day.
5. We are system integrators. Our skilled and highly trained team will ensure supply and servicing of your existing systems for improved functionality and operation within your facility. We only recommend replacement of existing systems when absolutely required.

Call us for a free evaluation of your existing systems and we will provide you with a complimentary budget for systems replacement, upgrades, or repairs.



Video Surveillance Systems

# AVIGILON™

TRUSTED SECURITY SOLUTIONS™

Health authorities, school districts, and municipal governments are adopters of the Avigilon family of products. Avigilon products meets full electronic security needs of medium to large organizations.

The Avigilon ACC software has smart analytics built into the cameras that can tell the difference between a human, vehicle, or animal. Based on alerts you program in the system such as line crossed, abandoned object, loitering or direction of travel, you can be alerted in real time as events occur.



Gone are the days of spending endless time searching video for a particular event that happened hours or days ago. The ACC software allows you to highlight the area where the event happened, and with a simple click search all the triggered events in that view instantly.



Video Intercom

Avigilon is your system of choice for electronic video surveillance, offering a 3 year warranty, a proven track record and mid-grade pricing for government-grade quality.



Outdoor Bullet Camera



Indoor Dome Camera



Ceiling-Mounted Fisheye Camera gives a 360° view



Outdoor Dome Camera



Outdoor 270° Multi-Sensor Camera can see around corners!



Door Security Systems

# AVIGILON™

a Motorola Solutions Company

The Access Control Manager (ACM) system is an IT-friendly Physical Access Control System for enterprise-class installations. It's a complete solution designed to maintain security of people, property and assets, giving you the flexibility to respond to alerts wherever you are. The ACM system is equipped with a full set of standard features that integrates with IT and human resources solutions and reduces the risk of duplicate data entry.



The web-browser based software allows you to effectively program this system either on your network or off-site.

Electric door strikes, electromagnetic locks, electrified hardware, and wireless door locks are all controlled with this system. Schedules and access levels are configured through the browser interface.



The ACM system recently introduced intrusion/burglar alarm panel integration. Now, with one single system you can control your physical facility with video surveillance, door access control and intrusion monitoring.





# COMMSCOPE®

**Did you know certification is required to install low voltage cabling in BC?**

We have many technicians registered with Technical Safety BC with the FSR LO designation. Our wiring projects are all properly registered and permitted.



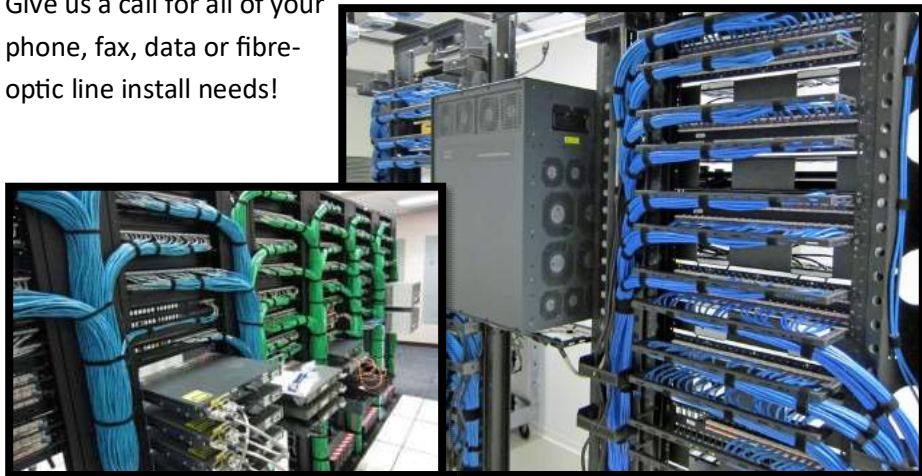
Terracom Systems prides itself in its low voltage cabling division. We are frequently engaged to install voice, data, and tv/coax lines. We also have a skilled team to install fibre-optic data lines using a top of the line fusion splicer.

We have all the proper, certified testing tools to ensure all installed data give the desired throughput.

As a proudly certified CommScope dealer we are to give 25 year wire warranty on all of our CommScope installs.

Our cable clients include Interior Health Authority, UBCO, and the Kelowna Airport.

Give us a call for all of your phone, fax, data or fibre-optic line install needs!



Wi-Fi is required everywhere. Terracom Systems meets that need with two different product lines that function similarly. We can deploy a system across your facility or in key areas with the fastest, most reliable coverage available.

We can make separate networks available for staff, visitors and residents, giving them the access they need while keeping your network secure.

Give us a call for your free facility Wi-Fi mapping proposal to ensure coverage for your staff and residents.



Aerohive Networks is a cloud-based system with no on-site controller required.

The Aerohive system has many advanced features like the ability to filter applications or websites such as Facebook or Netflix.



Ubiquiti Networks is a cost-effective solution to fit your budget. It has most of the features of the Aerohive product, keeping the same great coverage and speeds you need.



Ubiquiti Networks also supplies long-distance Wi-Fi extenders that reach up to 5Km.

Do you have an outbuilding that needs network access? Perhaps you would like a surveillance camera that covers your parking lot? The Ubiquiti Nanobeam can provide the bandwidth and speed you need.



**Panasonic**  
Communications  
Solutions



### Business Telephone Systems

We can provide a business telephone system for your facility complete with Voicemail, Auto Attendant and other valuable features. You can utilize different types of phone lines like traditional analog, digital PRI, or internet based SIP phone lines all on the same network!

Panasonic phones range from digital, IP network-based, wireless and software phones.

Panasonic is the Canadian leader for phone systems featuring a 2 year parts warranty. There are no monthly, yearly or licensing fees. Software and firmware upgrades are free and often include feature enhancements.

Simple programming changes are easy and intuitive on this browser-based system. We will teach your staff how to self-maintain this system while also providing future support as needed.

NS1000 Tribrid System



Door phone



### Wireless Phones

We can deploy a facility-wide wireless DECT network to support wireless Panasonic phones. These phones have all the capabilities of desk phones including speaker-phone, speed dials, transfer, intercom, etc. No longer do you need to be tied to a desk phone. It is perfect for managers and maintenance personnel that are often mobile throughout the day.

Wireless Panasonic phones can receive critical alerts via text messaging from your nurse call, security, or building management systems. These phones are also useful to call for help during medical emergencies or staff duress situations.



### Resident Phone Line Call Accounting

Turn your phone system into an additional revenue stream for your facility. Rather than your residents paying a third party for phone line service, you can provide the same services and reap the benefits!

Residents can continue to use the same phone number and analog phone they are used to by importing into your system.

Ask us for a free evaluation and ROI calculation to see the benefits of this revenue-producing program.



**Shaw) Business**  
Authorized Partner

Terracom Systems is also an authorized Shaw business reseller partner. We can help you get excellent rates on phone lines and facility internet. Please inquire for current rates.

Terracom Systems carries multiple product lines of Intrusion Alarm Systems. Two most commonly used lines are DSC Security Products and Bosch Security Systems.

These systems can connect to peripheral monitoring devices such as motion detectors, door contacts, glass-break detectors, water/flood sensors, smoke detectors, carbon monoxide detectors, temperature sensors, sirens, strobe lights, and much more!



DSC Intrusion Alarms Systems has been the standard in Canada for decades. The new Neo Panels with Power G Technology allows wireless sensors to transmit hundreds of feet anywhere within a facility.



German engineering at its best; the Bosch line of intrusion security systems fully integrates with the Avigilon ACM system.



Most apartment-style facilities need entry phone systems in their main vestibule so that visitors can contact residents.

The system calls a resident's phone or mobile number. Residents allow visitor access to the building by pressing a key on their phone.

Gone are the days of painstakingly programming the system by hand at the keypad. This program can run on a desktop PC or laptop so that changes can be made easily as residents move in and out.



With many different types of indoor, outdoor and waterproof speakers, let us design a Public Address system that meets your needs and ensures your announcement is heard.



Wireless  
Microphone



Mixer/Amplifier



Digital Signal Processor



Standard Ceiling Speaker



## Rauland Responder 5000

The Rauland Responder 5000 is Rauland's latest for Long Term Care and Acute Care Facilities. With the latest in IP technology and backwards compatibility with Responder 4000, it is the leader in Nurse Call Systems.



### Quality of Life

Promote a quiet, healing environment for residents by reducing noise at nursing homes and other nursing facilities.

### An Engaged Family

Empower and strengthen families by helping them direct requests to appropriate staff. Assure resident care, safety and security with continuous tracking of location.

### Culture of Safety

Promote resident safety by visually identifying fall risks via multiple displays, 2-way communication from resident's bed and toilet, and by delivering automatic rounding reminders.

### Focus on Prevention

Monitor critical activities for continued improvement to help mitigate re-admissions, prevent pressure ulcers, and manage infectious residents.

## Rauland Responder 5



World-renowned, Rauland Responder 5 is a powerhouse that's been standardized in many Canadian Health Authorities. This UL1069 certified system can be installed in any facility.



As system integrators specializing in life-safety devices we can provide a turn-key solution. We understand the complex communications challenges hospitals face. We help institutions manage these complexities of the patient call and communication system by providing state of the art integrated healthcare solutions that:

- improve staff to patient, nurse to doctor and staff to staff communication
- decrease response times
- streamline workflow processes
- increase both staff and patient satisfaction

### Quality Care Everywhere

Whether across the campus or across the country, Responder Enterprise allows you to have an impact on what matters most: patient care!



UL 2560 & UL 1069  
Certified

## All-In-One Monitoring Solution

Elpas is the most cost-effective way to protect residents, patients, staff, visitors and high-value assets in Acute Care Hospitals and Seniors' Living Facilities. Listed are different uses for this all-in-one solution.



## Nurse/Emergency Call

Wireless pendants, bracelets, belt-worn units along with wall mounted pullcords and call buttons all relay location information and the nature of the alert so that help can arrive quickly.



## Code White/Staff Duress

Wireless Staff Badges are worn for staff to access assistance from appropriate personnel in case of a threatening situation. The current location of the requesting staff member is instantly relayed to responders.



## Infant Protection

This infant protection solution is essential in hospitals for the prevention of baby abductions and unintentional baby mismatching from the time of delivery to the time of discharge.



## Wandering Persons Prevention



Monitor residents with wandering tendencies using this Elpas device. Staff will be notified promptly if a resident approaches or even exits a protected door, ensuring the resident's safety.



## Hand Hygiene Compliance

This system automatically logs whether staff members wash their hands before and after patient encounter, helping enforce policies and avoid facility acquired infections.



## Temperature Monitoring and Logging

Elpas Temperature Monitoring Devices automates temperature monitoring for critical areas such as blood banks, narcotic refrigerators, etc. Personnel are alerted when temperature thresholds are crossed and a minute-by-minute detailed log is kept eliminating the need for manual recording.



## Asset Management

Affix Elpas Asset Tags to monitor the physical location of devices. Set up alerts if these devices go off-site or cross into parts of the building where they are not supposed to be. Assets such as IV pumps, wheelchairs, patient beds, medicine carts can all be tracked and located quickly.

## Staff/Patient Real-Time Tracking

The Elpas system can show in real-time where a staff member, patient or resident is at any time by accessing location software.



**STANLEY**  
Healthcare Solutions

**WanderGuard**  
BLUE

WanderGuard Blue is Stanley's latest offering for your wandering patient protection needs. It is an intuitive all-in-one controller/exciter system that can be programmed and tuned with a tablet!

As a resident wearing a tag approaches the door, locking door hardware prevents them from leaving to keep them safe.

Your staff is alerted upon elopement or if resident loitering by the door is detected.

These tags are very small, unobtrusive and completely waterproof with a lifespan of up to 3 years!

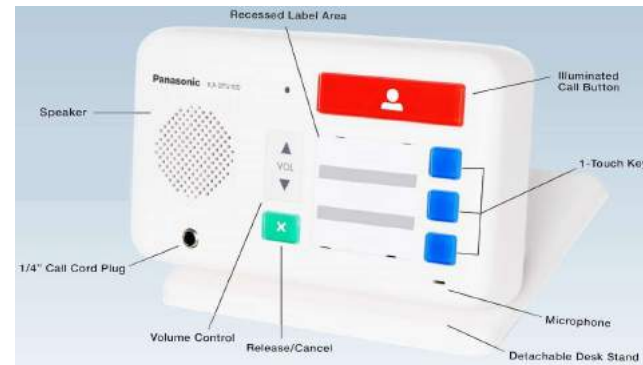


**RoamAlert**  
Resident Safety

We can provide tags and parts as required for clients using the older Roam Alert platform. Roam Alert is still available and Stanley Healthcare has not yet announced a discontinuance date for this product.

**Panasonic**  
ideas for life

Panasonic now offers a resident emergency call system that integrates seamlessly with their business telephone systems.



The two-way voice is second to none and the best part is it only requires one wire to make it work—it's the perfect system for an existing building retrofit! We can often re-use the existing wiring in your building to install this system, minimizing disturbance to your staff and residents. This is the best cost-effective system for retrofits of existing facilities.





Inovonics is the world leader in wireless devices for products such as Nurse Call Pendants, Generic Input Modules, Smoke Detectors, Water/Flood Sensors and Door Contacts.

Using the very reliable 900MHz Frequency Spectrum, these devices transmit reliably over extended distances.

All the devices you see below will connect to any of the different software packages that are on the page opposite for a reliable and easily expandable system.



The newer EN-1221 series Nurse Call Pendants are water resistant and have an easily replaceable battery. These devices blink red and vibrate to let the resident know the device has been activated properly.



Older Pendant



Motion Detector



Smoke and Carbon Monoxide Detector



Door Contact



Wireless Pullcord



Connexall is a trusted name in life-safety software for Hospitals and Seniors Living. We have deployed this software at many sites for a reliable interface for staff to query statistical reports, assign alarm points and view active alarms.



The Polty's Direct Care Connect (DCC) system has been in use in many Seniors' Living Facilities for alarm connection to Panasonic Systems for many years.

Wireless Inovonics devices can connect to the Polty's System and managed directly, eliminating the need for additional software.

DCC now has its own app for smartphones to notify care staff of alerts within a facility.



We can service any existing systems you have on site. Call us to order parts and/or service for any of the following systems:







# School Communications Systems



**Critical Communications**  
for the District, Campus and Classroom



Emergencies  
**Smart Response**



Event Management  
**Smart Schedules**



Everyday Communication  
**Smart Days**



**The One School Network Solution for Emergencies, Events and Everyday.**

Telecenter U's web-based system connects and drives communications equipment you already have in place throughout your school, your campus and across your district.

Telecenter U connects audio and communication systems like intercom, paging, PA/sound and emergency in any and every location, delivering seamless communications for crises, events and everyday operations.

With Telecenter U, scheduled tones make sure everyone moves through your campus safely and efficiently. Morning announcements keep students and staff informed. When an emergency strikes, you're prepared with a tested communications plan easily initiated by a single action by authorized staff. It's easy and reliable for your staff to use everyday and all day. Telecenter U is the preferred method for district, campus and classroom-wide communications.



The CareHawk CH1000 ensures staff and students receive concise and timely emergency alerts and instructions with automated pre-recorded local security alerts, district wide alerts, visual display messaging, email alerts, classroom intercom and paging. The CH1000 also integrates with low voltage fire, video security, and access control systems.



# Clients We Proudly Serve



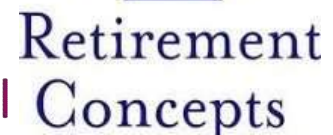
## Vibrant Senior Communities



INSPIRED SENIOR LIVING



Central Okanagan Public Schools  
Together We Learn



**Our team thanks you for your business!**

