



Age Care Association



Teleasistencia (colloquially known as a 'panic button')

The Junta de Andalucía has established a service organised by the Consejería de Asuntos Sociales (Social Services) to enable people of 65 years of age and over who are officially resident in Andalucía to obtain a 'panic button'. In order to acquire a 'button' it is necessary to complete two forms issued by your local Social Services office. The first form is titled ANEXO 2 and consists of two parts, which you fill out according to your financial assets. The parts are a) Tarjeta Andalucía Junta sesentaycinco or a Tarjeta Andalucía Junta sesentaycinco ORO (means tested). You will need a copy of your residencia or certificate plus a passport size photograph (tip – take your Seguridad Social health card with you – sometimes it is asked for!). Take the completed form (keep a copy) to your local Social Services office. Some weeks later you will receive a 'green card' (Sesentaycinco) similar in size to a bank credit card, and details of exclusive benefits to which you are entitled.

The second form (Servicio Andaluz de Teleasistencia) is completed after receiving your 'green card.' You must have a landline telephone (not a mobile) and indicate on the form the name and details of a key holder who can be contacted in case of emergency. Any financial charges will be explained (depending on age and circumstances, for people over 80 the service is free). You will be informed when a technician intends installing your 'button.' A demonstration will be given on its use. When you know that the 'button' is to be installed it is advisable to have a Spanish speaker with you so that you are in no doubt about how the system works.