



# Lifeline

You're  
**never truly  
alone ...**

**... with the Lifeline Medical Alert Service**

Be prepared for any emergency so you can remain confident, stay active, and continue to live independently.

## Be prepared with Lifeline

**Like other seniors, you're happy living at home and going where you want to go,** just as you've always done. But it's important to be prepared in the event of a sudden fall or other medical emergency that could threaten your health and your independence.

**Your plan should include Lifeline** – the #1 medical alert service in North America today.<sup>1</sup> Since 1974, more than 7.5 million people have relied on Lifeline to help them remain independent. We offer the most advanced monitoring solutions and a professional service delivery.

**We'll help you set up a personalized care plan** so you're always in control of who you want to help you.

### The Lifeline difference

- Easy to set up and use
- Canadian round-the-clock monitoring
- Specially trained Response Associates
- Service available in 240+ languages



## Is it time for Lifeline?

Your need for a medical alarm increases significantly every time you answer “yes” to any of the questions below:

Questions	Yes
Are you alone for several hours during the day and/or night?	<input type="radio"/>
In the past year, have you fallen, been anxious about falling or at risk of falling in your home?	<input type="radio"/>
Have you been hospitalized, or been to the emergency room, in the past year?	<input type="radio"/>
Do you have one chronic ailment? (eg. heart disease, stroke, COPD, diabetes, etc.)	<input type="radio"/>
Do you use a cane, walker, wheelchair, or other assistive devices?	<input type="radio"/>
Are you required to take several daily medications?	<input type="radio"/>
Do you require assistance with at least one daily activity? (bathing, toileting, dressing, etc.)	<input type="radio"/>
Would a medical alarm provide peace of mind for your loved ones?	<input type="radio"/>
Is it important to you to continue living independently?	<input type="radio"/>

## You're never truly alone at home

Our **At Home medical alert service** gives you confidence in and around your home.

- Your medical alert button gives you fast access to a trained Response Associate 24/7 with **two-way voice communication**.
- Just press your help button in any emergency situation, such as a fall.
- Wear your help button in the bath or shower<sup>2</sup>.
- **You decide who helps you** – a family member, neighbour, caregiver, or emergency services.

**At Home standard pendant** can be worn as a necklace or watch



**Optional fall detection<sup>4</sup>** technology can automatically place a call for help if a fall is detected – even if you're unable to press your button

**At Home pendant** with optional fall detection technology



## We're there with you on the go

If you lead an active lifestyle, our **On the Go Mobile Solution** lets you take the security of Lifeline with you wherever you go<sup>3</sup>.

- Our **On the Go Mobile Solution** can locate you wherever and whenever you need help<sup>3</sup>.
- Your water-resistant<sup>2</sup> pendant uses **advanced GPS locating** technology to help find you fast.
- Includes our **automatic fall detection** for an added layer of protection<sup>4</sup> with clear, two-way voice communication.
- **You're always in control of who helps you** – our Response Associates send help based on your needs.



**On the Go Mobile pendant** and charger

## A better way to manage medications

The **MedReady medication dispenser<sup>5</sup>** is a simple, affordable and automated way to manage multiple medications with 24/7 monitoring.



### Why it's a better option:

- **Easy to use:** Dispenses pre-loaded medications at the scheduled time.
- **Monitored by Lifeline:** Caregiver is alerted when a dose is missed by SMS text or email. The Response Centre is also available to support the caregiver when needed<sup>6</sup>.
- **Highly reliable:** Visual and audible alarms indicate when it is time to take the medication and allows for greater adherence.

Available as a standalone service or part of a Lifeline service bundle. Contact us for more information or to sign up today.



5. This service is only available at participating Lifeline programs. The subscriber and/or caregiver require a smart phone in order to enroll in this service.

6. Certain limitations subject to third party cellular provider availability and coverage. Signal range may vary.

## Why you should choose Lifeline

- **#1 medical alert service** in North America today<sup>1</sup>
- **Fall detection** options available
- **State of-the-art** monitoring services

The Lifeline Medical Alert Service makes **getting help as easy as 1,2,3!**



**1. Summon help** – Simply push your button when you need help to connect to Lifeline 24/7.



**2. Hear a reassuring voice** – A trained Response Associate will quickly access your profile, evaluate the situation, and decide on the proper action.



**3. Know help is on the way** – Based on your needs and preference, Lifeline will contact a family member, neighbour, caregiver, or emergency services. We'll also follow-up to confirm that you received the help you requested.

From our  
**customers**



To the amazing Lifeline team, thank you so very much for your kind attention to my dad. We have had your service for many years now, since mom became ill.”

- *Denise, caregiver*



Words can barely express how much peace of mind this service has brought to me and my family since getting it. It has allowed me to live alone, in my own home, ever since my husband’s death years ago. A wonderful service.”

- *Thelma, subscriber*

1. Most popular claim is based on number of subscribers. 2. HomeSafe Standard help buttons have an IP67 waterproof rating and can be submerged up to a depth of 1 metre (40 inches) in water for up to 30 minutes. HomeSafe with Fall Detection and On the Go help buttons are water resistant and can be worn in the shower. Refer to the User Manual for more details. 3. Coverage inside and outside the home provided where cellular network coverage is available. Recharging of the On the Go Mobile pendant is done by the subscriber as needed by connecting it to its charger. 4. Lifeline’s fall detection technology does not detect 100% of falls. If able, users should always press their personal alert button when they need help.

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**Lifeline**



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