



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 Canada today.¹ 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

- #1 medical alert service in Canada today¹
- Canadian round-the-clock monitoring available in 240+ languages
- Specially trained Response Associates
- Fall detection and wandering service available
- Easy to set up and use

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"/>

1. Most popular claim is based on number of subscribers.

2. HomeSafe Standard, On the Go and On the Go Mini 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 with Wandering help buttons are water resistant and can be worn in the shower. Refer to the User Manual for more details.

3. 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.

4. Coverage inside and outside the home provided where third-party cellular network coverage is available and subject to device location, environment, equipment, and facility conditions. Signal range may vary. Lifeline may not always be able to determine your location.

5. Recharging of the On the Go Mobile pendant is done by the subscriber as needed by connecting it to its charger.

6. This service is only available at participating Lifeline programs.

7. The subscriber and/or caregiver require a smart phone in order to enroll in this service.

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 shower².
- **You decide who helps you** – a family member, neighbour, caregiver, or emergency services.

At Home Standard button can be worn as a pendant or watch



Optional fall detection³ 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 fall detection technology



We're there with you **on the go**

If you lead an active lifestyle or simply need coverage both in and out of the home, our **On the Go** mobile options are small, easy to use, and deliver fast, 24/7 access to help at the press of a button.

Both feature:

- **GPS location** tracking can find you quickly wherever you need assistance⁴.
- **Fall detection** technology can automatically place a call for help if a fall is detected³.
- A waterproof² pendant design with a **built-in speaker and microphone** so you can talk directly with a trained Lifeline Response Associate when help is needed.
- **Long-lasting battery⁵**



Choose between **On the Go** and **On the Go Mini**

On the Go with Wandering

Designed for those caring for a loved one who can live independently but also:

- Has a tendency to wander
- Gets lost easily
- Gets confused in crowds

On the Go with Wandering⁶ can help caregivers track⁴ their loved one's general location on their smartphone⁷ when they leave home.

It's also a full personal response service with:

- Fall detection technology³.
- Two-way voice communication with our Response Centre.
- A water-resistant² pendant that can be worn in the shower.



A better way to manage medications

The MedReady medication dispenser⁶ 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 email⁷. The Response Centre is also available to support the caregiver when needed.
- **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.



How Lifeline works



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.

1-800-LIFELINE
1-800-543-3546