

# Lifeline

## How to Create a Safer Home

### ***A room by room guide to eliminate the most common causes of falls***

Throughout this guide, you'll see a set of pictures of typical household rooms. The first picture shows some common things that lead to falls. The second picture shows how these things can be improved to minimize the fall risk.

*Note: These are guidelines only. Please consult with your healthcare professional before installing any adaptive equipment.*

### **Why Lifeline?**

An unexpected fall or medical emergency can leave you cut off from the help you need. Any delay in receiving medical care can jeopardize your recovery. But with Lifeline, help is available at the push of a button, 24 hours a day.

With the Lifeline medical alert service you get fast, easy access to a trained Response Associate to request the help you want – 24 hours a day, 365 days a year.

Lifeline may not be able to prevent falls but if you do fall, AutoAlert can help by detecting the fall and quickly getting the help you need.



### **How Lifeline Works**



#### **1. Summon help**

With a push of your Lifeline help button you can get help when you need it. With our advanced services, you have the option to include fall detection or locating technology in case you can't push your button.



#### **2. Hear a reassuring voice**

A caring Lifeline Response Associate will quickly access your profile and evaluate the situation.



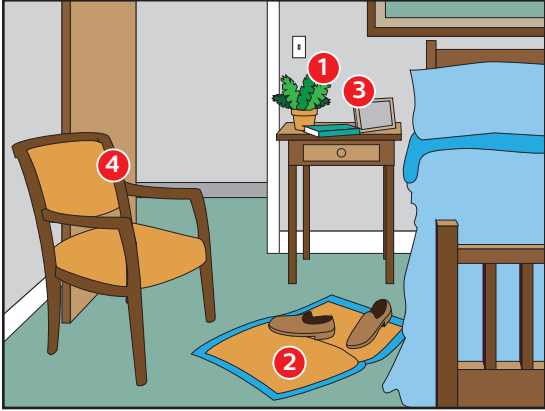
#### **3. Know help is on the way**

Lifeline contacts a neighbour, loved one, or emergency services – based on your preferences – and will follow up to make sure help has arrived.

[www.lifeline.ca](http://www.lifeline.ca)

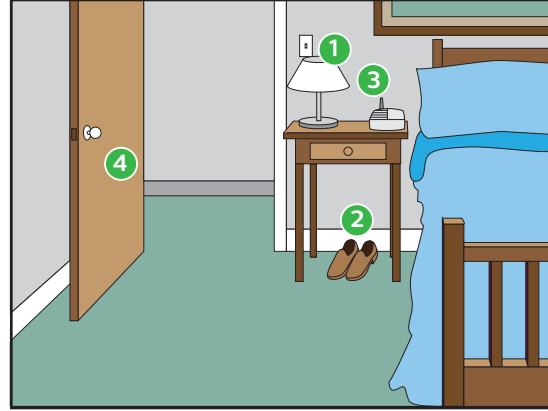
# Bedroom

## What's wrong?



1. **Cluttered nightstand.** Too many objects leaves no room for more useful items such as a table lamp.
2. **Objects on floor.** Clutter and worn or loose carpets can be tripping risks.
3. **Non-accessible phone.** Without a phone near your bed, getting up to answer phone could lead to a fall.
4. **Awkward furniture arrangement.** Does not offer safe pathway around room.

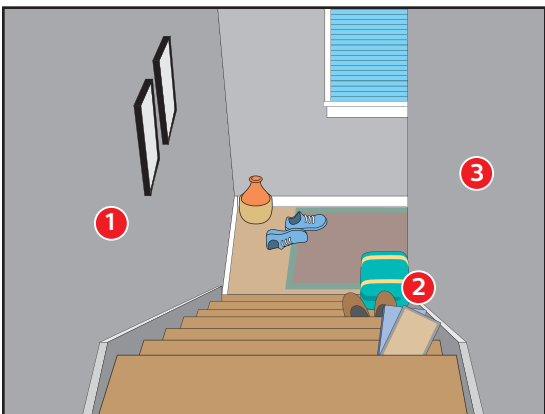
## Much better



1. **Clean nightstand.** Neater surface means necessary items can be accessed from bed.
2. **Less cluttered floor.** Shoes are out of the way. Secure rugs with double-sided tape or remove entirely.
3. **Accessible phone or Lifeline device.** Phone within easy reach of bed.
4. **Better furniture placement.** Removing chair creates a safer path to doorway.

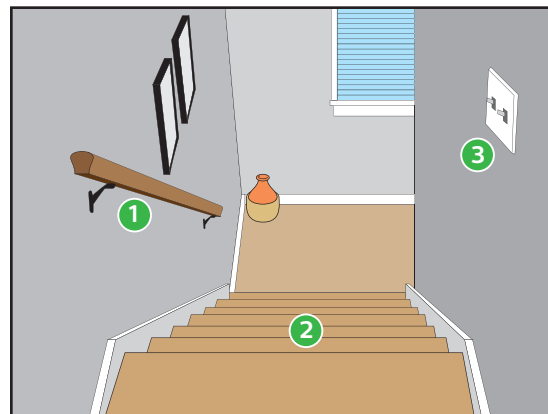
# Stairway

## What's wrong?



1. **No handrail.** Nothing to hold onto when using stairs.
2. **Cluttered stairs.** Objects and throw rugs on stairs or landing can increase risk of falling.
3. **Poor lighting.** Low light levels can increase risk of tripping or missing steps.

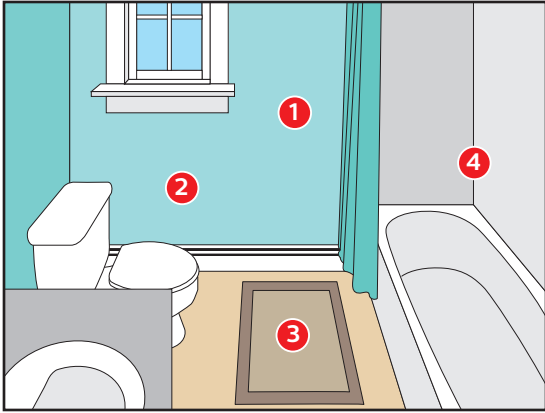
## Much better



1. **Handrail.** Add handrails to all stairs, securely attached to wall at proper height.
2. **Clean stairs.** Ensure objects are removed at all times.
3. **Stairway lighting.** Make sure walkways are well-lit. Ceiling lights (with wall switches at the top and bottom of stairs) can help increase visibility.

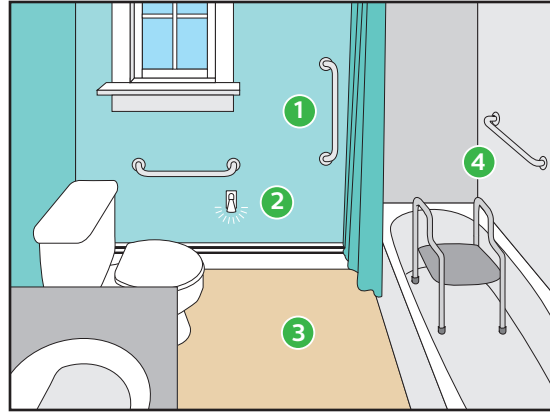
# Bathroom

## What's wrong?



1. **No grab bars.** Senior could fall when exiting shower or toilet.
2. **Poor nighttime lighting.**
3. **Loose bathmat.** Increases slipping hazard.
4. **No assistive equipment in shower.** Showering or bathing can become more dangerous.

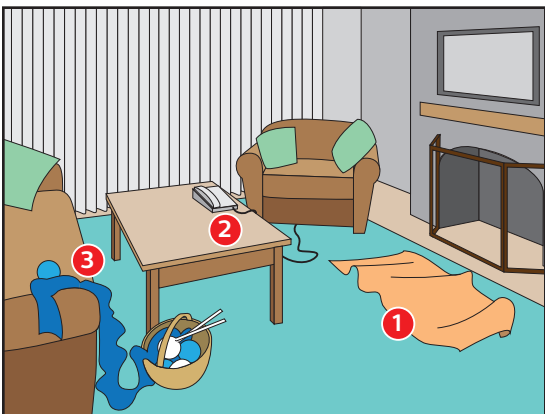
## Much better



1. **Grab bars.** Ensures safer exit from shower or toilet.
2. **Nightlight.** A light-sensitive nightlight can automatically turn on to increase visibility.
3. **Bathmat.** Use non-slip bathmat or remove altogether.
4. **Assistive equipment in shower.** A sturdy shower seat and hand-held shower head reduces risk of falls.

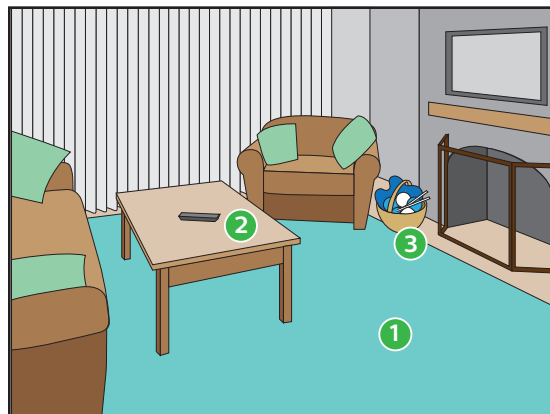
# Living Room

## What's wrong?



1. **Non-secured rug.** Curled rug is easy to trip over.
2. **Exposed cords.** Extension or telephone cords can easily entangle feet.
3. **Clutter.** Craft projects and basket are blocking path to sofa.

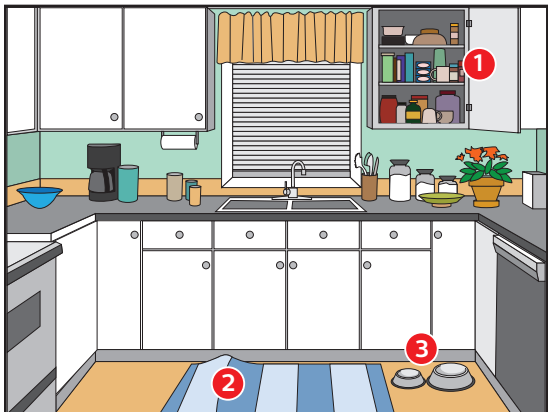
## Much better



1. **Remove or secure rugs.** Eliminates tripping hazard.
2. **Hidden cords.** Telephones and electronic devices are closer to wall sockets, and all cords are removed from walkways.
3. **Organized room.** Less overall clutter reduces falls risk.

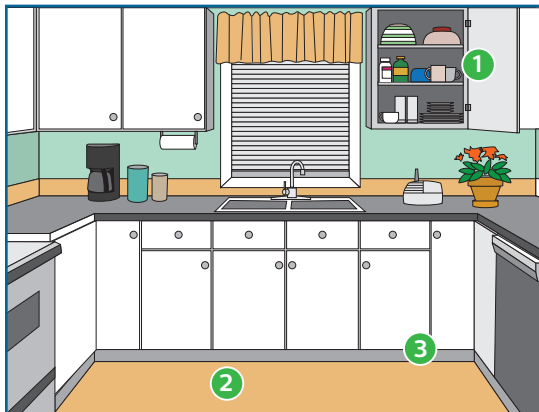
# Kitchen

## What's wrong?



1. **Poor placement.** Often-used items are placed too high.
2. **Non-secured rug.** Curled rug is easy to trip over.
3. **Pet dishes.** Dishes placed in commonly used area of kitchen.

## Much better



1. **Better organization.** Often-used items are moved to lower cabinets.
2. **Remove or secure rugs.** Eliminates tripping hazard.
3. **Pet dishes.** Dishes placed out of the way to remove chance of tripping or spillage.

\* AutoAlert does not detect 100% of falls. If able, users should always push their button when they need help.

\*\* Certain limitations subject to third party cellular provider availability and coverage. Signal range may vary. Lifeline may not always be able to determine your location.



**VICTORIA LIFELINE**  
Safe and independent living.