

Lifeline



**Canada's  
#1 medical  
alert service**





## With Lifeline, you are never truly alone

If you are like most seniors, you want to maintain your independence and remain active. You don't want an accidental fall or medical emergency to jeopardize your ability to live independently at home.

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 founded the medical alert industry more than 40 years ago. Over 7 million\* people have counted on Lifeline to feel safer at home and on the go.

**Stay independent and connected with Lifeline.**

## How does the Lifeline medical alert service work?

**Getting help is as easy as 1, 2, 3!**



### 1. Summon help

You're always connected to our 24/7 Response Centres. With a push of your personal medical alert button – you can get help when you need it. And if you have the AutoAlert feature it can automatically call for help if it detects a fall, even if you can't push your button.<sup>1</sup>



### 2. Hear a reassuring voice

One of our caring, trained Response Associates will quickly access your profile and evaluate your situation.



### 3. Know help is on the way

Lifeline will contact a neighbour, a loved one, a caregiver or emergency services (based on your preference), and will follow up to confirm that you received the help you needed.



## Why choose Lifeline

- Lifeline is the #1 medical alert service in Canada.<sup>2</sup>
- All help calls answered in Canada.
- Professional home installation.
- Proven AutoAlert fall detection technology available.
- No landline phone needed.<sup>3</sup>

# Lifeline can help you **remain independent, longer**

Feel more secure both at home and on the go with one of our proven medical alert services

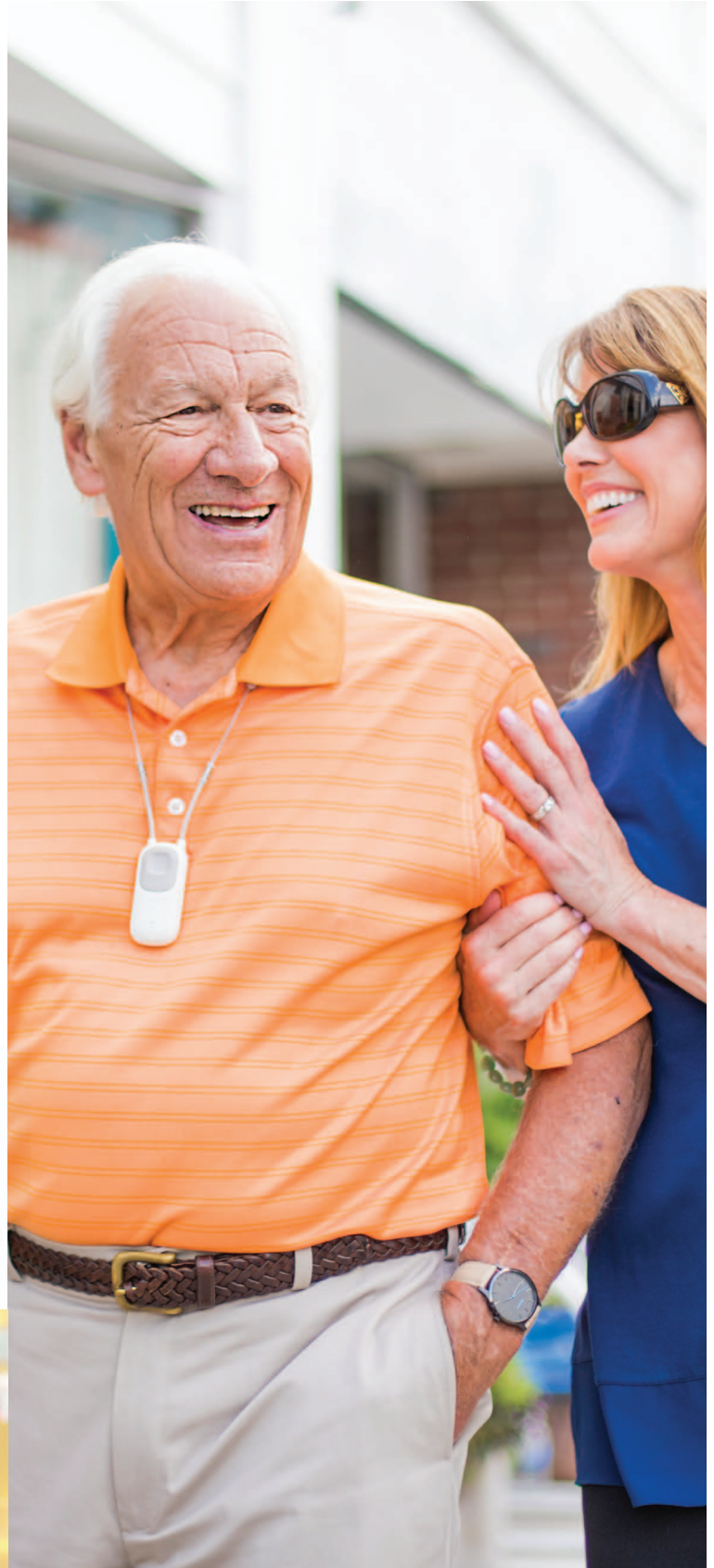
## At home

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You're never truly alone at home with **HomeSafe**

The **Lifeline HomeSafe medical alert service** helps maintain your independence by giving you the confidence to keep moving in and around your home.

- The personal medical alert button gives you fast access to a trained Response Associate 24/7, with two-way voice communication.<sup>4</sup>
- Wear your waterproof personal medical alert button<sup>5</sup> as an adjustable pendant or wristband, like a necklace or watch.
- You decide who comes to help you – a neighbour, loved one, caregiver or emergency services.
- Optional AutoAlert feature can automatically call for help if it detects a fall, even if you can't push your button.<sup>1</sup>





## At home or on the go

With **GoSafe**<sup>7</sup>, wherever you go, we're with you



If you lead an active lifestyle, the **Lifeline GoSafe mobile medical alert** service puts your personal independence on par with personal safety, both at home and on the go.<sup>6</sup>

- GoSafe can find you wherever and whenever you need help and connects you to a trained Response Associate with direct two-way voice communication through your easy-to-wear pendant.<sup>6</sup>
- Your waterproof GoSafe pendant<sup>5</sup> uses a suite of advanced locating technologies, including GPS, to help find you quickly in an emergency.<sup>6</sup>
- You decide who comes to help you — a neighbour, loved one, caregiver or emergency services.
- Includes AutoAlert feature that can automatically call for help if it detects a fall, even if you can't push your button.<sup>1,6</sup>



\*Claim based on the number of subscribers 1. AutoAlert does not detect 100% of falls. If able, a subscriber should always push their personal alert button when they need help. 2. Claim based on the number of subscribers. 3. For cellular service options, a customer phone number is required to enroll. Assumes the location of the communicator is in an area with sufficient access to coverage by the third party cellular network provider.

4. Two-way voice communication with a Lifeline Response Associate available through the in-home Communicator for HomeSafe subscribers.

5. Up to one metre of water for 30 minutes. Refer to IFU for more details. 6. GoSafe coverage inside and outside the home is provided where third party cellular network coverage is available. Recharging of the GoSafe pendant is done by the subscriber as needed, when connected to the charger. 7. GoSafe is available at locally participating programs.



## Read what our customers are saying about the **Lifeline medical alert service**

“I'm home alone all the time, but the Lifeline device makes me feel secure. I'd definitely recommend it.”

- Judy, subscriber

“Buying a medical alert system has made my mom less fearful of living by herself and has also significantly reduced the stress that I was feeling.”

- Jeff, caregiver

“Anybody who lives alone and is elderly would benefit from Lifeline.”

- Patricia, subscriber

“Without service, Mom would've laid on the floor for at least two hours. Lifeline was a blessing.”

- Maria, caregiver

# There's a Lifeline service for you.

Our goal is to help you, as an older adult, feel more confident and safe so you can continue living independently.

## Local service delivery

The Lifeline service is exclusively available through our network of community and healthcare partnerships across Canada. We have partnered with these reputable agencies and facilities to ensure Lifeline is accessible in your community. They are the backbone of our service delivery and we are proud to work together to bring Lifeline into your home.

Call the number below to reach your local Lifeline provider.

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



**VICTORIA LIFELINE**  
Safe and independent living.