

# EMERGENCY *alert*

A Lifeline Program



Safety

Security

Independence

1-800-563-7082



## What is Emergency Alert?

Emergency Alert is a province-wide personal response and support service offering any person using the service and their loved ones, the comfort and peace of mind in knowing that, at the touch of a button, assistance is available 24 hours a day, 365 days a year.

## Why would I need it?

Life is unpredictable. An unexpected fall or medical emergency can happen without warning and threaten your future health if help is delayed.

*“I don’t know what I would have done without the service before my husband passed away. It is so essential to have, I now have it for myself and I thank God I do.”*

*T. Green, subscriber*

*I had a system installed for my dad a few years ago when my mom passed away...He has emphysema and sometimes has acute attacks where he cannot breathe at all - then he press his lifeline. The system saved his life at least two or three times. Without his lifeline I am sure that he would not be with us now.*

*Cheryl Lambert*

## What are the Benefits of Emergency Alert?

**Peace of mind** for subscribers, their families, caregivers and health care professionals.

**Independence** for seniors and the medically at risk wanting to remain in their homes and in their communities.

**Early intervention** minimizing the time between actual emergency and appropriate care.

**Reassurance** that help is available 24 hours a day, every day.



# How does Emergency Alert work?

It is easy to use. When you need help, just press a waterproof button worn around your neck or on your wrist. Your button sends a message to a two-way voice communicator through your phone line. Within seconds, a responder who is a neighbor, loved one or a professional monitor will contact you to assess your situation and summon appropriate help.

It is not just for medical emergencies. It allows you to answer the phone without having to rush to grab a handset and risk falling.



# Available Services to choose from

## **Central Monitoring through Philips Lifeline**

The call for help goes directly to Lifeline's response center where trained personal response associates are there 24/7 to answer the call.

**To see a video of a call visit [lifeline.ca](http://lifeline.ca).**

## **Combined Monitoring through Philips Lifeline**

The call for help first goes to family/friends (responders). If responders are unavailable to answer, the call for help goes directly to Lifeline's response center where trained personal response associates are there 24/7 to answer the call.

## **Lifeline in North East Avalon 911 area**

The call for help goes directly to the St. John's Regional Fire Department's 911 center where a dispatcher is there to answer the calls 24/7.

## **Community Service**

The call for help goes to family, friends and neighbours.



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**Emergency Alert of Newfoundland and Labrador**

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