

Getting Emergency Help when you need it can **SAVE** your life!

How *Lifeline* works



1. Summon Help

When you need help, just press your **Personal Help Button** which activates the CarePartner Communicator.



2. Professional Intervention

Your CarePartner Communicator then dials the *Lifeline* Response Center and establishes two-way voice communication.



3. Appropriate Response

Within seconds, a Personal Response Associate accesses your profile and quickly assesses the situation.



4. Closed Loop

The associate contacts your designated emergency contact based on your specific needs. The Personal Response Associate will follow up to ensure help arrived.

*“No place like HOME”
Services...*

*“To help you
remain in your
home with
Safety and Security”*



Community Services Department
6363 Selig Drive
Independence, OH 44131
216-524-7373 Fax: 216-524-6060

Email: CS@IndependenceOhio.org

Website: www.IndependenceOhio.org

*“No place like HOME”
Services*

Lifeline
Medical Alert Service




The City of
Independence

An emergency monitoring system that
initiates help at the touch of a button



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Lifeline

Medical Alert Service

Your home is where you are most comfortable, surrounded by everything that's familiar. But for older adults, and those with an illness, it is estimated that more than half of all falls that result in injury happen at home. **Lifeline** can help you maintain your independence in your home, and also give your family peace of mind.

Lifeline is an easy-to-use service designed to reduce the risk of living alone. In the event of a fall or other type of emergency, help is available at the push of a button. **Lifeline** connects you to a trained dispatcher who can send help quickly...24 hours a day, 7 days a week. **Lifeline** is recommended by thousands of hospitals and professional caregivers across the country.



Eligibility Criteria: Options Include:

- Independence Resident
- Age 55+ and/or lives alone
- Has a chronic illness
- Physically challenged
- Has special needs
- Needs post-hospital care

Questions?

Is this program for everyone?

The Community Services Department follows specific guidelines for eligibility and will discuss the program with you to determine if you qualify or would benefit from this program.

Who will install the console?

The Independence Fire Department will set up an appointment to install your **Lifeline** unit free of charge and show you how to use it. As trained installers, they will assure everything is in good working order and perform a test.

It is recommended that someone be there with you at the time of installation to learn about the operation of the unit.

Personal Help Buttons

Worn around the neck or on the wrist:



CarePartner Communicators

The **Basic Unit** (Traditional or *Wireless) works with your existing telephone and offers all of the benefits of 24-hour personal



Basic Unit

response with two-way voice communication.



***Wireless**

The *Voice Extension Unit

allows you to establish voice communication when you are beyond the range of the base communicator by providing an additional point of voice interaction during help calls (**incompatible with wireless unit**).



***Extension Unit**

Lifeline with AutoAlert

Lifeline offers an ***AutoAlert** option in which your unit will call for help **automatically** if it detects a fall.



***AutoAlert**



***GoSafe**

***GoSafe:** The GoSafe pendant's cellular 2-way voice feature enables seniors to enjoy activities wherever they are.

***Additional monthly fee**

Help is available at the touch of a button! Security for your well being and peace of mind.