

**Lifeline**

**Service Description:** CHATS Philips Lifeline is a Personal Response and Support Service program that offers safety and security to residents of York Region and South Simcoe. There are currently three types of devices—Standard, Auto Alert (Falls detection) and Go Safe (operates outside the home, on the go). The program provides persons served and their families with peace of mind, independence, early intervention and reassurance with 24 hours a day, 7 days a week monitoring. In the event a person served needs help, Lifeline dispatches assistance to their home. Assistance can range from contacting a neighbour to check on the person, to contacting 911 if required. Persons served also have the option of receiving a weekly Telephone Reassurance call by a trained volunteer to provide enhanced support.

**Service Provider(s):** Phillips Lifeline (Canada)

**Persons Served:** People who are frail, ill, isolated, living alone or needing reassurance, including those with Alzheimer Disease or other dementias.

**Eligibility:** Lifeline is available to any person who wishes to purchase the service.

**Limitations:** N/A

**Program location(s):** York Region and South Simcoe (West Gwillimbury and New Tecumseth)

**Availability:** 24/7

**Frequency of Service:** As needed, as determined by the person served.

**Cost:** Monthly monitoring fee for two-way communicator unit and telephone unit, plus GST. There are additional fees (plus GST) for installation and administration, and a three-month minimum charge, due at the time of installation. Subsidies may be available through Phillips Life Line for eligible seniors.

**Contact:** CHATS main number at (905)713-6596 or 1-877-452-4287

**Referral Source(s):** Self, family

**Funded by:** Subscription fees paid by persons served.

**Stakeholders:** Clients, caregivers