

## Personal Emergency Response Systems

### What are Personal Emergency Response Systems (PERS)?

Personal emergency response systems provide security and reassurance so you can live at home safely. They are a means of contacting help if you are worried about or are at risk for falls or other health-related emergencies.

### How do Personal Emergency Response Systems Work?

You wear either a pendant or a wristband that has an emergency button on it, which you can press if you are hurt or need help. This activates an in-home communicator or telephone that automatically dials a 24-hour response centre. There, the alarm is answered by a trained individual who can call an ambulance for you or send over a family member or neighbor to help.



When you are setting up the service, you provide information about your health and living situation as well as the names and contact numbers of the people you wish to have called in the event of an emergency. This can be helpful if you are unable to speak during a health crisis so that all your wishes can still be followed. With some services, a special fall-detection button is also available.

Please note: The following companies are not necessarily endorsed by your Occupational Therapist or the WRHA. This is not an exhaustive list.

#### **Caretrak**

Phone: 1-855-333-3381  
 Website: <https://www.caretrak.ca/>  
 Email: [info@caretrak.ca](mailto:info@caretrak.ca)

#### **Galaxy Medical Alert Systems**

Phone: 1-855-905-7414  
 Website: <https://www.galaxymedicalalert.com>

#### **Life Assure Medical Alert Systems**

Phone: 1-800-354-5706  
 Website: <https://www.lifeassure.com/>

#### **Lifeline Canada**

Phone: 1-866-958-5903  
 Website: [www.lifeline.ca](http://www.lifeline.ca)

#### **Living Well Companion (Telus)**

Phone: 1-877-391-1767  
 Website: <https://www.telus.com/en/personal-health/livingwell-companion>

#### **Oakley Alarms Ltd.**

Phone: 204-654-9982  
 Address: 359 Pandora Ave. West, Wpg., MB  
 Email: [info@oakleyalarms.ca](mailto:info@oakleyalarms.ca)  
 Website: [www.oakleyalarms.ca/residential/personal-emergency-monitoring/](http://www.oakleyalarms.ca/residential/personal-emergency-monitoring/)

#### **Securtek Monitoring Solutions (Bonded Health and Mobility)**

Phone: 204-785-1992  
 Address: 230 Manitoba Avenue, Selkirk MB  
 Website: <http://www.bondedhealth.ca/securtek.html>

#### **Victoria Lifeline** (owned by Lifeline Canada)

Phone: 204-956-6777 or 1-888-722-5222  
 Address: 756 Pembina Highway, Wpg., MB  
 Email: [victorialifeline@vgh.mb.ca](mailto:victorialifeline@vgh.mb.ca)  
 Website: <https://www.victorialifeline.ca>