

## Product and Service Comparison

Feature	Onsite CarePoint Resident Safety System	Outsourced Lifeline Monitoring
Industry leading alarm protocols ensure residents get the help they require.	Standard	Standard
Attractive, small, lightweight and fully waterproof Personal Help Buttons.	Standard	Standard
Superior Voice-to-Voice alarm handling capabilities.	Optional *1	Standard
Fully trained Response Centre Personnel focused on alarm handling protocols.	Optional *1	Standard
Life safety event notification via Pager or Wireless Telephones.	Optional *2	Standard
Alarm occurrences documented by system with ability to enter notes regarding alarm details.	Standard	N/A
Alarm occurrences voice recorded and fully documented by Response Centre Personnel.	Optional *1	Standard
Ability to integrate Life Safety system notification such as fire panels.	Available	N/A
Coverage throughout senior living complex, including outdoor common areas.	Available	N/A
Availability of purchase and rental options to facilitate customer requirements.	N/A	Standard

\*1 Customers have the option of using Philips Lifeline external monitoring in conjunction with their CarePoint system.

\*2 Pager notification is standard with CarePoint and customers have the option of purchasing a SpectraLink Wireless Telephone System interface.



# Philips Lifeline Senior Living Solutions

Philips Lifeline has been the recognized leader in personal emergency response services for more than 35 years, assisting over 5 million individuals.

Philips Lifeline's Senior Living division is the premier provider of resident safety solutions for senior living complexes across North America. Our solutions are designed for today's assisted living, independent living, aging-in-place and supportive housing communities.

We provide scalable, reliable and cost-effective solutions whether you are looking for an onsite resident safety system managed by your staff or are interested in outsourcing your monitoring needs to Lifeline's renowned call centre.



Philips Lifeline Senior Living Solutions  
95 Barber Greene Road, Suite 105  
Toronto, ON M3C 3E9, Canada  
Tel: 1.800.387.8120  
Fax: 1.800.313.9764  
www.lifelineseniorliving.ca

774 Décarie Blvd., Suite 100  
Saint-Laurent (Québec), H4L 3L5  
Tel : 1.888.517.3387  
Fax : 1.877.920.9507

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# Onsite CarePoint Resident Safety System

CarePoint is an onsite resident safety system that provides state-of-the-art emergency call handling for senior living communities. Built upon a proven wireless infrastructure, it offers a broad-ranging suite of components that integrate to work as one. CarePoint is also designed with a high level of redundancy, which includes a UPS for back-up power, a second hard drive for data replication and the ability to escalate alarms. This makes CarePoint a robust and reliable solution that will earn the trust of your staff and residents without fail.



### CarePoint is one fully integrated system with:

- Emergency call
- Wander management
- Resident check-in
- Entire complex coverage
- Full-time, part-time or failsafe monitoring options
- Wireless integration



### State-of-the-Art Safety

CarePoint eliminates gaps between system components, enabling the use of industry leading protocols on alarms. All alarms are logged by the system, with the ability to enter notes recording alarm details, helping you better measure and manage your staff and protocols.

### Flexible and Scalable

With a broad suite of components that fully integrate to work as one, you can build the system you require today, with the ability to evolve and expand to meet your needs tomorrow. CarePoint is a flexible solution that offers an unparalleled combination of features, expansion capability and management tools.



# Outsourced Lifeline Monitoring

If you prefer to outsource your monitoring, Philips Lifeline provides monitoring 24 hours a day, 7 days a week from its Response Centres in Toronto and Montreal. Using two-way voice communication, our professionally trained monitoring staff are able to quickly assess each call and send assistance. Our prompt, caring response and superior reliability set us apart from other monitoring providers.



### Lifeline Monitoring is a reliable, cost-effective solution that:

- Eliminates the need to invest in an onsite monitoring infrastructure
- Provides 100% senior-focused monitoring, by professionally trained staff
- Provides optional resident check-in



### State-of-the-Art Safety

Lifeline Monitoring offers a comprehensive approach to monitoring residents using industry leading alarm protocols. All alarm calls are voice recorded and detailed notes are logged by Lifeline monitoring staff. Resident reports provide alarm activity details for each resident in the complex and can be accessed remotely through a web based interface.

### Flexible and Scalable

With two cost effective options available, Lifeline Monitoring is a flexible solution for senior living communities. Purchase your choice of communicator equipment and pay a monthly monitoring fee. Or rent your choice of communicator equipment and combine both the rental and monitoring fees into one monthly fee.



**Mircom is Philips Lifeline's Certified Solution Provider for the CarePoint Resident Safety System in Canada.**

Mircom is a leading manufacturer and distributor of high quality life safety products. As our Certified Solution Provider, they install and provide after-sales support for our CarePoint systems.

**Over 1,800 senior living complexes across North America rely on Philips Lifeline for their resident safety.**

To speak with a regional account manager:  
**Call 1-800-387-8120 x 7800**  
**or visit [www.lifelineseniorliving.ca](http://www.lifelineseniorliving.ca)**

