



Your loved one is being supported by Lifeguard, a service that helps monitor wellbeing at home and provides an added layer of support between care visits.

As a designated emergency contact, you may be contacted by the Lifeguard Alert Center if assistance is needed to confirm your loved one's wellbeing.

Save Our Numbers

Please save the Lifeguard Alert Center numbers in your phone so you recognize our call if we need to reach you.

USA +1 (754) 328-5268

Canada 1 (888) 667-1224

Calls from these numbers may relate to the wellbeing of your loved one. We encourage you not to screen or ignore calls from the Lifeguard Alert Center.

About the Lifeguard Alert Center

The Lifeguard Alert Center is staffed by trained agents who review alerts and respond according to each client's personalized care plan.

Lifeguard primarily responds to two types of alerts:

Extended Inactivity

If no activity is detected for longer than expected during the client's monitoring period, Lifeguard may perform a Safety Check to ensure everything is okay.

Rise & Shine Alert

Lifeguard learns a client's typical morning routine. If no activity is detected by a certain time in the morning, a Safety Check may be initiated.

How Lifeguard Responds

Every client has a personalized response plan based on their individual needs, care arrangements, and preferences.

When an alert occurs, the Lifeguard Alert Center reviews the situation and follows the client's response plan. Depending on the circumstances, we may contact:

- The client
- A family member or emergency contact
- A caregiver or care team member from your home care agency
- Emergency services, if necessary and authorized

Because every client's situation is unique, the exact response process may differ from one household to another.

If We Call You

A call from Lifeguard does not always mean there is an emergency.

We may simply be trying to:

- Confirm your loved one is safe
- Understand a change in routine
- Gather information to support a Safety Check

Your assistance helps us respond quickly and appropriately.

Have Questions?

For questions or to update contact information, contact the Lifeguard Alert Center:

1 (888) 667-1224

You'll always speak with a live agent.