



District of Kenora Homes
& Community Support Services

Enriching the lives of those we serve

Community Support Services

1220 Valley Drive, Kenora, ON P9N 2W7

Tel: 807-468-4562 • Fax: 807-468-4806

E-mail: css.kenora@kenoradistricthomes.ca

Lifeline – Personal Response

Phillips Lifeline is a Personal Response and Support Service program that offers safety and security to residents of the Kenora Region. There are currently three types of devices – Home Safe, Auto Alert (Falls detection) and Go Safe (operates outside the home, on the go). The program provides people served and their families with peace of mind, independence, early intervention and reassurance with 24/7 monitoring. In the event a person served needs help, Lifeline dispatches assistance to their home. Assistance can range from contacting a neighbor to check on the person, to contacting 911 if required.

Service Provider: Phillips Lifeline (Canada)

People 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 and does not require a referral

Program Location: Kenora/Rainy River District

Cost: Monthly monitoring fee for two-way communicator unit and telephone unit, plus GST. There are additional fees (plus GST) for installation and administration. Subsidies may be available through Phillips Lifeline for eligible seniors.

Contact: Phillips Lifeline 1-800-387-8120

*Community Support Services is an approved Lifeline partner for initial in-home set-up. Once the contract is finalized between the client and Lifeline, Lifeline initiates in-home set up with Community Support Services.