

# ABLEDATA Fact Sheet on Emergency Alert Systems



## Introduction

Many people with disabilities and seniors are especially concerned about health emergencies and other emergency situations. Seniors may worry about the possibility of a fall, or even a stroke, that can suddenly disable them so that they cannot call for help when they need it most. A person with a physical disability may not be able to get to a telephone, while hearing, speech or other communication disabilities can make it difficult to communicate with emergency personnel. Many of us have heard about buttons that can be worn around a person's neck or wrist and pressed to summon help when the user is unable to reach a phone. These products and others like them, known as **emergency alert systems**, make it easier to call for help when help is needed. Emergency alert systems can add an important element of safety for many seniors and persons with disabilities living by themselves. They can make it possible for people to live safely in their homes or in an independent living facility, rather than a nursing home. Emergency alert systems can also reassure people that their family members and friends who are living with a disability or have health problems can easily summon help whenever the need arises.

Two issues show how important emergency alert systems can be—falls and stroke. While falls are most often associated with seniors, they are also a common hazard for people with vision disabilities, mobility disabilities, and balance-related disabilities. The National Safety Council illustrated how dangerous falls are in 2005 when it found that “falls are the leading cause of death for older adults. Almost 11,000 older adults a year, or 30 each day, die from a falls injury.”<sup>1</sup> Fall prevention is widely acknowledged to be the most effective method of reducing this danger; however, a person who suffers a fall and has an emergency alert system will be able to summon medical assistance quickly so that any injury suffered in the fall can be treated as soon as possible.

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<sup>1</sup> National Safety Council (2005, December). Falls Among Older Adults. 2005 White House Conference on Aging, Washington, D.C.

Each year, about 700,000 people suffer a stroke. Stroke is the third leading cause of death in the United States and a leading cause of serious, long-term disability.<sup>2</sup> When a person has a stroke, “treatment can be more effective if given early on.”<sup>3</sup> An emergency alert system can provide people who know that they are at risk of a stroke with a method to call for medical assistance rapidly, even if the stroke impairs their mobility or ability to speak.

Many disabilities and health conditions can create a need to have an emergency alert system. These conditions include amyotrophic lateral sclerosis (ALS), arthritis, balance disabilities, communication disabilities, deafness, hearing loss, multiple sclerosis, quadriplegia, seizures, speech disabilities, and spinal cord injury (SCI).

This fact sheet describes the various types of emergency alert systems that are currently available, including the “standard” personal emergency response system (PERS) and related options and alternatives. It also discusses issues involved in selecting a system, and provides a list of equipment manufacturers and monitoring services with their full contact information.



**Figure 1: The base unit and pendant for the ADT Companion Services Personal Response System.**

## Personal Emergency Response Systems

The standard emergency alert system is commonly called a “personal emergency response system” or PERS. A PERS may have several components, including a wearable transmitter with an emergency button and a base unit to dial the telephone automatically to summon help. A PERS may be connected to a monitoring service; however, some systems can operate independently.

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<sup>2</sup> American Heart Association. *Heart Disease and Stroke Statistics—2006 Update*. Dallas, Texas: American Heart Association, 2006.

<sup>3</sup> National Stroke Association. *Reducing Risk and Recognizing Symptoms Fact Sheet*.

<http://www.stroke.org/site/DocServer/ReducingRiskfactsheet1.doc?docID=403>. Accessed 14 February 2007.

## ***PERS Equipment: Transmitter and Base Unit***

The typical PERS is composed of two main pieces of equipment: (1) a transmitter that can be worn constantly with a button that can be pressed easily in case of emergency; and (2) a base unit that connects to an existing telephone line the way an answering machine does.

The PERS transmitter unit has the emergency button that most people associate with emergency alert systems. It is lightweight and portable and is usually designed so it can either be worn around the neck as a pendant or on a wristband. Transmitter pendants are generally water-resistant so they can survive a shower or other dousing. When an emergency occurs, the user presses the button to transmit a radio signal to the base unit, which functions as an automatic dialer to send out the emergency message. The transmitter has a limited range, often 100 to 150 feet, and this range may vary depending on the usual factors affecting radio reception, such as building layout, construction materials and interference. In many systems, the pendant, itself, is only a signal transmitter, not a speaker transmitter, and cannot be used to talk to anyone. However, some transmitters incorporate a speakerphone, allowing the user to speak with the person who answers the emergency telephone call (such as the 911 emergency operator, monitoring service staff member, or family member).



**Figure 2: The transmitter for the LogicMark Guardian Alert 911 system. This pendant offers a speakerphone over which a person can speak directly to a 911 operator.**

The base unit, sometimes called a console, is the link between the emergency button transmitter and the emergency personnel that a person needs. When the PERS is purchased and installed, the user programs the base unit to call one or more telephone numbers when the system is activated with the emergency button. If a monitoring service is used, the base unit will call the monitoring service. If the equipment is used without a monitoring service, the base unit can be programmed to call one or more specific telephone numbers (usually between three to five numbers). These numbers can include 911, a neighbor or relative, or a doctor's office. If the base unit can be programmed with multiple numbers, the unit will call the numbers in a pre-selected order.

The base unit connects to a telephone line similarly to an answering machine and usually sits on a desk or table top. The base unit receives a signal when the emergency button on the transmitter unit is pressed, then it functions as an automatic dialer, calling the number(s) it has been programmed to call.



**Figure 3: The base unit for the Telemergency Pro system.**

Similarly to some transmitters, the base unit may have a speakerphone or two-way intercom function, allowing the user to speak to the monitoring service or other recipients of the emergency call without picking up a telephone handset. In some systems, the base unit's speakerphone function is activated as soon as the individual presses the emergency button.

Another feature of some systems is an activity timer that can be set for a period such as 8, 12, or 24 hours. If the timer has been set, the console will send out an alarm signal unless the user presses a check-in or "At Home" button on the pendant or console within the pre-set time.

In addition to the emergency button on the pendant, many systems have an emergency button on the base unit itself, which will also cause an emergency signal to be sent out if pressed. Usually the console's emergency button is a large, red, round or oval button. There may be a few other buttons on the base unit, typically smaller and a different color, but these are generally kept to a minimum to avoid confusion about which button to press during an emergency. For example, there may be one big red emergency button and two smaller buttons, one for canceling an emergency call and another for checking in with the activity timer. Some systems also have speed dial buttons in case a person wishes to call someone other than emergency response personnel, such as a relative.



**Figure 4: The Fred 911 system from Neogenesis Marketing Inc. features large red emergency call buttons on both the base unit (left) and the transmitter (right).**

Most PERS listed in ABLEDATA use home telephone lines; however, there are some mobile systems that use cell phone service to transmit a call for assistance. On these single-unit systems, the user presses the single large button on the mobile unit to automatically call the monitoring center or 911 via a cell phone service provider. One mobile system listed in ABLEDATA is designed to be mounted on a wheelchair. The obvious advantage of a mobile system using cell-phone service is that it can operate outside of the home so that an individual can summon help wherever an emergency occurs. Some of these systems incorporate a global positioning system so that the monitoring service can provide emergency response personnel with the exact location of the person in distress. A cell phone may be less reliable than a regular telephone that transmits over lines in some areas and completely unavailable in other areas, especially rural and mountainous regions.

PERS equipment may be purchased as part of a subscription to a monitoring service. Equipment can also be bought directly from some manufacturers or through retailers. A few companies that offer monitoring services also sell equipment without requiring the purchaser to sign up for the monitoring service. Most systems sold without monitoring services have base units that can be programmed to send an emergency signal to as many as five numbers in a pre-selected sequence. For example, the dialer may be programmed to call a nearby family member first, then a neighbor, then emergency services.

### ***PERS Monitoring Services***

If the user has signed up for a monitoring service, the base unit automatically calls the monitoring service when the emergency button is pressed. Monitoring center staff will then respond to determine the nature of the problem and contact emergency services or family members as appropriate. Monitoring service centers are staffed 24 hours a day, 7 days a week (24/7), ensuring that monitoring center staff are always available to respond to calls. Although they respond to emergency calls, monitoring centers do not offer medical advice over the phone. Some providers highlight the claim that their staff are available to answer any call, even calls from a client who just wants to talk.

Who answers the phones at a PERS monitoring center? ABLEDATA does not investigate any claims by the companies it lists, and therefore cannot vouch for the training or qualifications of monitoring center personnel. However, PERS providers state that their staff are “well-trained,” “caring,” and “compassionate,” and although no provider claims to offer medical advice, many say that their staff have “health care-related training” or “health care backgrounds.”

Services may be provided and equipment rented on a monthly basis, allowing the customer to cancel at any time without penalty, or services may be provided and equipment leased through a long-term contract. When the provider offers a choice, there is usually a discount for signing a long-term agreement, but there may be penalties for ending the agreement early. Some contracts may require the customer to pay the contract’s full value regardless of circumstances. Customers should examine cancellation and penalties clauses before signing any contract.

### ***Advantages of a Monitoring Service***

Many people wonder whether it is worthwhile to spend money every month to have a monitoring service. Monitoring services require regular payments, adding up to at least \$200 per year, while equipment may be purchased by itself for much less. Why not just buy the equipment and program it to call family members, neighbors, or emergency services?

The main advantage of using a 24-hour monitoring service is that it guarantees that someone will be there to receive the emergency message. If a monitoring service is not used and calls are directed to family members or neighbors, messages may not be received if the intended recipients are not at home or if they are on the phone and do not have call waiting. If calls are instead directed to 24/7 emergency services such as 911 or local police, another problem can arise, which is that many police departments and 911 programs are unhappy to receive what they consider unnecessary calls. In some localities, fines are levied for such calls. Family members may also be unhappy about unnecessary calls, especially at late hours.

A second advantage of using a monitoring service, therefore, is that the user does not need to worry about making an unnecessary call, since monitoring services are paid to respond to all calls, regardless of the time of day or whether the situation turns out to be an actual emergency.

### ***Supplemental Monitoring***

There are several types of monitors that may be added to a PERS to provide extra protection for specific hazards or to provide assistance to the person being monitored or the caregiver. These optional add-ons include fall detectors/monitors, smoke detectors, carbon monoxide detectors, household temperature monitors, medical monitoring, and video or Internet monitoring.

## Fall Detector and Fall Monitors

A number of companies offer “fall detectors” or “fall monitors” for their emergency alert systems. These systems do not detect falls directly, but they use motion detectors or other sensors to detect circumstances that might indicate a fall has occurred. These systems typically detect (1) suspicious inactivity, (2) risky activity, or (3) sharp movements and physical shocks.

Detection of suspicious inactivity is accomplished by motion detectors that are installed at crucial locations in the home, such as bathroom or bedroom doorways. The system is programmed to record the time a person enters and exits a certain room or area. For example, if the user does not come out of the bedroom (or enter it) at the expected time, the monitoring service calls to find out if there is a problem. Similarly, when the user enters the bathroom, the PERS notes the time of entry, and if the user remains in the bathroom too long, the monitoring service checks to determine if there is a problem.

For people with Alzheimer's disease or other dementias who are too frail to walk safely by themselves, fall monitors detect risky activities such as efforts to get up unattended from a chair or bed. When the individual tries to get up, the monitor triggers an alarm from the PERS to caregivers, who can respond to prevent a fall. Fall monitors of this type are often used in nursing homes or similar settings, but they are not very useful for someone living alone.

Finally, sensors that detect sharp movements or physical shocks come closest to direct detection of falls. This type of detector is worn on the body and sends out a signal when a sharp movement or physical shock is detected. Most falls are associated with sharp movements or physical shocks, so they are likely to be identified by a fall detector. However, it is possible that some falls that are dangerous for frail individuals may be soft enough that a fall detector will not be activated, and false alarms may also happen, for example if the unit is dropped. To prevent false alarms, the system may have a timed delay before sending out an alarm, in order to allow the user to cancel the alarm if there was no fall or injury.



**Figure 5: The iLife™ Fall Detection Sensor is clipped onto a belt where it can detect falls, abnormal body movements, or extended periods of inactivity. The blue button on the iLife™ can also be pressed to summon help.**

## **Smoke Detectors**

A smoke detector can be connected to a PERS to add fire safety functions to its medical emergency alert functions. If the smoke detector prompts the base unit to signal a monitoring service, monitoring personnel call to make sure it is not a false alarm (for example, burnt toast), then call the fire department or 911. If a monitoring service is not used, the smoke alert signal goes to the same series of recipients as the signal from the emergency button.

## **Carbon Monoxide Detectors**

Carbon monoxide detectors connect to a PERS system similarly to smoke detectors, although false alarms are not frequently an issue. Since carbon monoxide is odorless and puts people to sleep, it is very important to warn the user immediately when high levels of this dangerous gas are detected. When a carbon monoxide detector initiates an alarm, the monitoring center calls the user and notifies the fire department or other emergency personnel as well as family members so they can visit the residence to make sure that the user is not overcome by carbon monoxide fumes.

## **Household Temperature Monitors**

Household temperature monitors can be added to a PERS to make sure a house or apartment does not become too cold in the winter or too hot in the summer. Placed in the kitchen or near major appliances, they can also detect potential fire hazards. If excessive heat or cold is detected, the monitoring service contacts the user to warn that the dwelling is dangerously hot or cold, or contacts the user's family or neighbors, who may call the home themselves or visit to check on the situation.

## **Medical Monitoring**

While PERS buttons are designed to be used in case of a medical emergency, some PERS providers offer additional monitoring services under the name "medical monitoring." This term can cover a wide range of services designed to keep track of the individual's general well-being. Among the services that may be offered under the name of "medical monitoring" are the following:

- activity or inactivity monitoring
- medication reminders, such as calling or leaving automated messages to let the individual know it is time to take prescribed medications
- check-up calls to ask how the individual is doing and whether the individual is physically active
- individualized "telehealth" interviews regarding symptoms, behavior, and self-care.

If medical monitoring discloses a possible problem, the monitoring service contacts emergency services, the user's doctor, or family members. The monitoring company may also provide the user's doctor or family with a periodic report summarizing the results of medical monitoring. If medical monitoring is accompanied by Internet monitoring (see below), the person's family may have direct access to the results without the mediation of monitoring center staff.

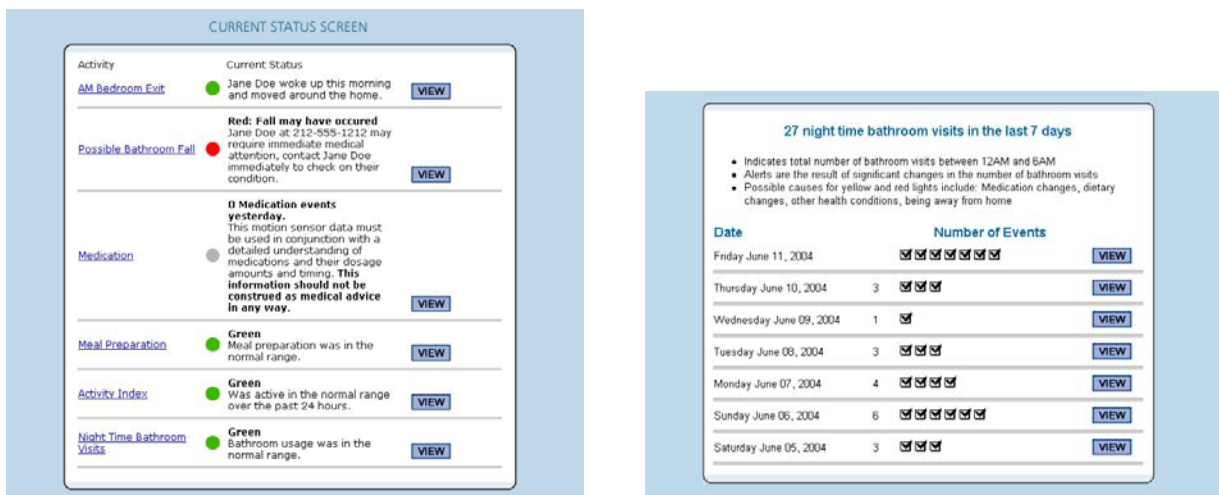
## Video Monitoring

Digital video cameras can be used to augment a PERS. The video camera is placed in a location such as the living room or dining room where people would spend a significant part of their waking hours. The video image is broadcast on a secure Web site, allowing monitoring personnel or family members to check whether the individual is up and about without calling.

Video monitoring can raise privacy or other legal issues. Many individuals object to being monitored in this way, even if only by family members. Also, even though the video image is password-protected, the individual may worry that hackers may get through Internet security.

## Other Internet Monitoring

Besides video monitoring, output from any or all of the supplemental monitoring services described above can be combined on a password-protected Web site, allowing family members to check the sensors whenever they choose, or whenever an alert message is received. Some companies offer Internet monitoring in place of a monitoring center, while others offer it as an additional service.



**Figure 6: These two screens are examples of the Internet monitoring report provided by the QuietCare® Home Health Security System. The screen on the left is the general current status screen with brief updates of the person's status in six areas. The screen on the right is a detailed status report on a person's night time bathroom visits in the past week.**

# “Passive” Emergency Alert Systems

## **“Active” vs. “Passive” Systems**

The standard PERS is an “active” system that requires a person to do something, such as press a button, in order to summon help. But what if that person is unable to press a button, either because of a sudden medical problem or because of a pre-existing physical, neurological, or cognitive disability? People often ask if there is an emergency alert system that can notify a monitoring center or family of an emergency even if the user is unconscious or totally unable to take action to contact help, for example, because of a stroke.

Several of the supplemental monitoring systems described above (including fall detectors, smoke detectors, home temperature monitors, and video monitoring) provide “passive” emergency monitoring that allows the monitoring service or family members to be notified of an emergency, even if the monitored individual is unable to do anything at all to call for help. However, commercially available options like these only cover a few of the dangers facing frail seniors (falls, fires, over- or under-heating, etc.), and in many cases they do so imperfectly and with a risk of false alarms.

## ***A Complete Passive System: The Smart Home***

There are a number of research projects aimed at developing a “Smart Home” with multiple sensors that can enable seniors or individuals with severe disabilities who might otherwise need to enter an assisted living or nursing facility to remain safely at home. Besides emergency monitoring and automatic warning messages to tell residents about possible hazards, Smart Homes include an array of sensors designed to measure residents’ activities and well-being and systems to adapt the home environment to the needs of each resident. The emergency alert function is therefore only part of what the Smart Home is intended to accomplish. For those who wish to investigate further, below is a list of Smart Home research projects and their Web sites:

- Aware Home, Georgia Institute of Technology  
<http://www-static.cc.gatech.edu/fce/ahri/>
- Gator Tech Smart House, University of Florida  
<http://www.icta.ufl.edu/gt.htm>
- Smart In-Home Monitoring System, University of Virginia  
[http://marc.med.virginia.edu/projects\\_smarthomemonitor.html](http://marc.med.virginia.edu/projects_smarthomemonitor.html)
- Smart Medical Home Research Laboratory, University of Rochester  
[http://www.futurehealth.rochester.edu/smart\\_home/](http://www.futurehealth.rochester.edu/smart_home/)

## Other Emergency Alert Systems

### ***Neighbor Alert Systems***

A neighbor alert system can be used as an alternative or supplement to a PERS. As with a PERS, the user presses a transmitter button when he/she needs assistance, but the receiver is not an automatic dialer. Instead, the receiver or receivers are given to neighbors, and when the button is pressed, the neighbors are alerted. This system can be good for people who live far from emergency services, but who have trusted neighbors or family who live nearby. It can also serve as a supplement to a PERS monitoring service, giving immediate notification of an emergency to nearby family members, while emergency services are notified through the PERS.

### ***Adapted Telephones***

Many standard telephones have extra buttons on their keypads that can be programmed to call fire and police numbers or 911. However, these “speed dial” buttons are usually the same size as the other buttons. When an actual emergency occurs, they may be hard to find on the telephone keypad or hard to press, especially for persons who are visually impaired or who lack fine motor control. To overcome this potential problem, accessible phones are available with emergency buttons designed for users with specific disabilities:

- For individuals with low vision or limited dexterity, there are table top phones with an extra large, bright red emergency button that is set apart from the other buttons.
- For individuals who are deaf, there are text telephones with emergency buttons.
- For individuals with cognitive disabilities that make it difficult to remember which button(s) to press, there are phones that automatically dial a number when a photo or other picture is pressed. For example, a woman with early stage Alzheimer's disease might press a picture of her daughter to call her daughter's number.



**Figure 7: The Ameriphone Amplified Photo Phone from Clarity offers several features that can aid people with disabilities, including large buttons and speed dialing initiated by pressing one of the nine photos at the top of the phone.**

If one's primary concern is not being able to get to the telephone after falling or having a stroke, an accessible phone with an emergency button will not be a helpful alternative, since using such a phone still requires getting to the phone. However, these phones can be a possible solution for individuals with certain disabilities whose primary concern is being able to dial an emergency number quickly and accurately.

### ***Emergency Cell Phones***

Some cellular telephone companies and other services offer used cell phones at little or no cost that are solely for emergency use. When the telephones are refurbished, they are programmed to contact 911 with the press of a single button. There is no contract necessary to use the phone, and the companies do not charge a monthly service fee. However, their functionality is very limited. Some refurbished cell phones are programmed to call 911 when any button is pushed. Others feature a single button to speed dial 911, but they also allow the user to make credit card or collect calls.

### ***Medical Information Tags***

The term “emergency alert” is sometimes associated with medical information tags worn by people with medical conditions in order to notify emergency personnel about these conditions in case they are unable to communicate during a medical emergency. Unlike PERS equipment, medical information tags do not send out any emergency signal, but they do carry information that can be read by emergency personnel, including contact information for physicians and family members.

The traditional medical information tag has information printed or engraved on the tag. Usually the information includes a few vital facts, such as stating that the individual has diabetes, epilepsy, or a severe allergy. Since only a limited amount of information can fit on a tag, many also include a toll-free number for a call center where additional information is stored. This service may require a monthly fee. Some tags are able to offer more information by using small print. Such tags come with a magnifier that allows emergency personnel to read them.



**Figure 8: These two decorative bracelets from Medic ID International have important medical information on their reverse sides.**

Many medical information tags now contain memory cards that can be read by handheld computers. These electronic tags can carry much more information than a printed or engraved tag. They can provide full medical records, which may be very useful to emergency room doctors who are unfamiliar with the individual. Even an individual who is fully conscious may not be able to give doctors all of the information they need.



**Figure 9: The MediAlert E-HealthKey includes a USB memory key that fits on a keychain. The memory key can be inserted into a computer's USB port, and important medical information can be displayed to aid in that person's treatment.**

## Selecting a PERS

### *Suggestions from the FTC*

In cooperation with the American Association of Retired Persons (AARP), the Federal Trade Commission (FTC) has produced a consumer fact sheet on Personal Emergency Response Systems that includes a Shopping Checklist, a list of questions to ask about the monitoring center, and other suggestions for consumers who are considering purchase of a PERS. Below are some of the FTC's suggestions:

- "Check out several systems before making a decision."
- "Find out if you can use the system with other response centers. For example, can you use the same system if you move?"
- "Ask about the pricing, features, and servicing of each system and compare costs."
- "Make sure the system is easy to use."
- "Test the system to make sure it works from every point in and around your home. Make sure nothing interferes with transmissions."
- "Read your purchase, rental, or lease agreement carefully before signing."
- "Make special note of cancellation clauses, which may require you to pay a cancellation fee or other charges."
- "Before purchasing, renting, or leasing a system, check the unit for defects."
- "Ask to see the warranty and service contract and get any questions resolved."
- "Ask about the repair policy. Find out how to arrange for a replacement or repair if a malfunction occurs."

The FTC suggests asking the following questions about the monitoring center:

- “Is the monitoring center available 24 hours a day, 7 days a week?”
- “What is the average response time?”
- “What kind of training does the center staff receive?”
- “What procedures does the center use to test systems in your home? How often are tests conducted?”

The FTC gives the following warning about high-pressure sales tactics:

“If a PERS salesperson solicits you by phone, and you are interested in the device, ask for information about prices, system features, and services. You can then use the information to comparison shop among other PERS providers. If the salesperson is reluctant to provide information except through an in-home visit, you may want to consider doing business with another company. In-home sales visits can be high pressure, and the salesperson may urge you to buy before you are ready to make a decision.”

Finally, the FTC suggests the following as sources of information on PERS companies:

“Before doing business with companies selling PERS, you may want to contact your local consumer protection agency, state Attorney General's Office, and Better Business Bureau (BBB). Ask if any complaints have been filed against the companies you are considering. You also may want to get recommendations from friends, neighbors, or relatives who use emergency response systems.”

### **Prices**

When purchased without a monitoring service, equipment may cost from less than \$50 for an alternative system such as a one-button emergency phone up to several hundred dollars or more for a PERS system with supplemental monitors.

Monitoring services may cost from \$20 to \$50 a month. Rates may be lower if paid quarterly, semi-annually, or annually. Usually the equipment is supplied as part of the service, much the way the telephone company used to supply telephones to customers before the early 1980s. However, there may be additional charges associated with monitoring services, such as start-up (activation) charges or penalties for early cancellation of a long-term agreement.

## **Manufacturers and Distributors**

### ***Monitoring Services***

The following list includes all PERS monitoring services in ABLEDATA as of July 2007. All services are available throughout the United States for home use unless otherwise noted.

#### **Abington Alert Inc.**

P.O. Box 766  
Clarks Summit, Pennsylvania 18411-0766 USA  
Telephone: 866-717-5900 toll free.  
Email: [info@abingtonalert.com](mailto:info@abingtonalert.com).  
Web site: <http://www.abingtonalert.com>.  
Product type(s): PERS monitoring service.

#### **ADT Security Services, Inc.**

One Town Center Road  
Boca Raton, Florida 33486 USA  
Telephone: 877-678-6952 toll free.  
Web site: <http://www.adt.com>.  
Product type(s): PERS monitoring service; activity monitors.

#### **Alert Sentry, LLC**

20 Grove Street, Unit 5  
Franklin, Massachusetts 02038 USA  
Telephone: 877-253-7899 toll free or 508-761-9393.  
Fax: 508-761-5588.  
Email: [info@alertsentry.com](mailto:info@alertsentry.com).  
Web site: <http://www.alertsentry.com>.  
Product type(s): PERS monitoring service.

#### **AlertUSA**

379 5th Avenue  
New York, New York 10016 USA  
Telephone: 800-789-6969 toll free or 212-889-5099.  
Fax: 212-448-1950.  
Email: [info@alertusa.org](mailto:info@alertusa.org).  
Web site: <http://www.alertusa.org>.  
Product type(s): PERS monitoring service; smoke detectors.

**Amcest Corporation**

1017 Walnut Street  
Roselle, New Jersey 07203 USA  
Telephone: 800-631-7370 toll free.  
Fax: 908-241-7586.  
Email: [info@amcest.com](mailto:info@amcest.com).  
Web site: <http://www.amcest.com>.  
Product type(s): PERS monitoring service; smoke detectors.

**American Medical Alarms, Inc.**

4414 SE 16th Place #4  
Cape Coral, Florida 33904 USA  
Telephone: 800-542-0438 toll free.  
Fax: 239-540-9554.  
Email: [office@americanmedicalalarms.com](mailto:office@americanmedicalalarms.com).  
Web site: <http://www.americanmedicalalarms.com>.  
Product type(s): PERS monitoring service.

**American Medical Alert Corporation**

3265 Lawson Boulevard  
Oceanside, New York 11572 USA  
Telephone: 800-286-2622 toll free.  
Fax: 516-536-5276.  
Email: [info@amac.com](mailto:info@amac.com).  
Web site: <http://www.amacalert.com>.  
Product type(s): PERS monitoring service; medication reminders; telehealth services.

**American Senior Safety Agency**

4712 Admiralty Way #229  
Marina Del Rey, California 90292 USA  
Telephone: 888-473-2800 toll free.  
Fax: 888-748-7004 toll free.  
Web site: <http://seniorsafety.com>.  
Product type(s): PERS monitoring service.

**Centrol, Inc.**

7508 Knollwood Road  
Towson, Maryland 21286 USA  
Telephone: 877-792-4494 toll free or 410-828-5564.  
Fax: 410-828-7730.  
Email: [patfrance@centrol-inc.com](mailto:patfrance@centrol-inc.com).  
Web site: <http://www.centrol-inc.com>.  
Product type(s): PERS monitoring service for homes, assisted living facilities, and skilled nursing facilities.

**Connect America LLC**

2193 West Chester Pike  
Broomall, Pennsylvania 19008 USA  
Telephone: 800-906-0872 toll free.  
Fax: 610-353-1350.  
Email: [sales@connectamerica.com](mailto:sales@connectamerica.com).  
Web site: <http://www.connectamerica.com>.  
Product type(s): PERS monitoring service.

**Doyle Security Systems**

792 Calkins Road  
Rochester, New York 14623 USA  
Telephone: 866-463-6953 toll free or 585-244-3400.  
Fax: 585-473-4991.  
Email: [pers@godoyle.com](mailto:pers@godoyle.com).  
Web site: <http://www.godoyle.com>.  
Product type(s): PERS monitoring service; smoke detectors; carbon monoxide detectors.

**Family First Medical Alarms LLC**

1 Fox Hollow Drive  
Ormond Beach, Florida 32174 USA  
Telephone: 888-877-9169 toll free.  
Web site: <http://www.familyfirstmedicalalarms.com>.  
Product type(s): PERS monitoring service.

**GrandCare Systems**

5085 South Oak Road  
West Bend, Wisconsin 53095 USA  
Telephone: 262-338-6147.  
Email: [info@grandcare.com](mailto:info@grandcare.com).  
Web site: <http://www.grandcare.com>.  
Product type(s): PERS monitoring service; activity monitors; household temperature sensors; Internet monitoring.

**Health Watch Inc.**

6400 Park of Commerce Blvd., Suite 1-A  
Boca Raton, Florida 33487 USA  
Telephone: 800-226-8100 toll free.  
Email: [info@health-watch.com](mailto:info@health-watch.com).  
Web site: <http://www.health-watch.com>.  
Product type(s): PERS monitoring service; fall monitor; medication reminder.

**Healthsense**, a division of Red Wing Technologies

1250 Northland Drive, Suite 110  
Mendota Heights, Minnesota 55120 USA  
Telephone: 800-576-1779 toll free or 952-400-7300.  
Fax: 952-400-0329.

Email: [info@healthsense.com](mailto:info@healthsense.com).

Web site: <http://www.healthsense.com>.

Product type(s): PERS monitoring service for assisted living facilities; activity monitors.

**Independent Health Care Services, Inc.**

1050 West Genesee Street  
Syracuse, New York 13204 USA  
Telephone: 315-424-3744.

Web site: <http://www.ihcscny.com>.

Product type(s): PERS monitoring service - available in 9 central New York counties.

**Intella-Home Inc.**

P.O. Box 780392  
Sebastian, Florida 32978 USA  
Telephone: 772-589-0970.

Email: [info@intellahome.com](mailto:info@intellahome.com).

Web site: <http://www.intellahome.com>.

Product type(s): PERS monitoring service.

**Life Alarm Services, Inc.**

114 Shartom Drive  
Augusta, Georgia 30907 USA  
Telephone: 800-780-5433 toll free or 706-854-9818.  
Fax: 706-854-9787.

Email: [sales@life-alarm.com](mailto:sales@life-alarm.com).

Web site: <http://www.life-alarm.com>.

Product type(s): PERS monitoring service.

**Life Alert Emergency Response, Inc.**

16027 Ventura Blvd Ste 400  
Encino, California 91436-2747 USA  
Telephone: 800-360-0329 toll free (brochure request), 800-786-1455 toll free  
(customer service), or 818-700-7000.

Web site: <http://www.lifealert.com>.

Product type(s): PERS monitoring service.

**Lifecall of Canada**, a division of Voxcom Incorporated  
102 - 4209 - 99 St. N.W.  
Edmonton, Alberta T6E 5V7 Canada  
Telephone: 800-661-5433 toll free.  
Email: [customer.support@voxcom.com](mailto:customer.support@voxcom.com).  
Web site: <http://www.voxcom.com/lifecall/>.  
Product type(s): PERS monitoring service - available in Canada only.

**Lifefone**  
16 Yellowstone Avenue  
White Plains, New York 10607 USA  
Telephone: 800-330-5909 toll free or 914-948-0282.  
Email: [info@lifefone.com](mailto:info@lifefone.com).  
Web site: <http://www.lifefone.com>.  
Product type(s): PERS monitoring service.

**LifeGuardian Safety and Security Center**, a subsidiary of Clayton Communications, Inc.  
125 Old Grove Road, Suite 9, PMB 310  
Oceanside, California 92057 USA  
Telephone: 800-378-2957 toll free.  
Fax: 800-209-3813 toll free.  
Web site: <http://www.lifeguardianmedicalalarms.com>.  
Product type(s): PERS monitoring service.

**Lifeline Systems, Inc.**, a division of Philips Electronics  
111 Lawrence Street  
Framingham, Massachusetts 01702-8156 USA  
Telephone: 800-330-3111 toll free or 508-988-1000.  
Email: [info@lifelinesys.com](mailto:info@lifelinesys.com).  
Web site: <http://www.lifelinesys.com>.  
Product type(s): PERS monitoring service; medication reminders.

**Life Response USA**, a division of CTR Alarm Systems, Inc.  
123 Washington Street, Suite 244  
Washington, Pennsylvania 15301 USA  
Telephone: 800-921-2008 toll free or 724-228-7233.  
Fax: 724-250-7515.  
Web site: <http://www.liferesponseusa.com>.  
Product type(s): PERS monitoring service.

**LifeStation, Inc.**

354 Neptune Ave  
Sheepshead Bay, New York 11235 USA  
Telephone: 800-884-8888 toll free.  
Email: [contact@lifestation.com](mailto:contact@lifestation.com).  
Web site: <http://www.lifestation.com>.  
Product type(s): PERS monitoring service.

**Link to Life**

297 North Street  
Pittsfield, Massachusetts 01201 USA  
Telephone: 888-337-5433 toll free or 413-442-6363.  
Fax: 800-949-6282 toll free.  
Email: [sales@linktolife.org](mailto:sales@linktolife.org).  
Web site: <http://www.link-to-life.com>.  
Product type(s): PERS monitoring service; activity monitoring; smoke detectors; medication reminders; switch activation for users with physical disabilities.

**Living Independently Group, Inc.**

767 Third Avenue, 14th Floor  
New York, New York 10017 USA  
Telephone: 866-216-4600 toll free or 212-759-3588.  
Email: [info@livingindependently.com](mailto:info@livingindependently.com).  
Web site: <http://www.quietcaresystems.com>.  
Product type(s): PERS monitoring service; activity monitoring; medication reminders; video and Internet monitoring.

**Medical Alarms USA**

466 Main Street - Route 28  
Dennisport, Massachusetts 02639 USA  
Telephone: 800-432-7502 toll free (North) or 877-480-0960 toll free (South).  
Email: [info@medicalalarmsusa.com](mailto:info@medicalalarmsusa.com).  
Web site: <http://www.medicalalarmsusa.com>.  
Product type(s): PERS monitoring service.

**MedicalAlert-USA**

169 South Main Street, Suite 418  
New City, New York 10956 USA  
Telephone: 888-200-5510 toll free.  
Fax: 845-350-4200.  
Email: [customer\\_service@medical-alert-services.com](mailto:customer_service@medical-alert-services.com).  
Web site: <http://www.medical-alert-services.com>.  
Product type(s): PERS monitoring service; wellness counseling.

**MedScope America Corporation**

1305 Morris Road, PO Box 194  
Wynnewood, Pennsylvania 19096 USA  
Telephone: 800-645-2060 toll free or 610-642-9881.  
Fax: 610-896-7233.  
Email: [info@medscope.org](mailto:info@medscope.org).  
Web site: <http://www.medscope.org>.  
Product type(s): PERS monitoring service.

**Personal Response Corporation**

9155 S. Dadeland Boulevard, Suite 1008  
Mimai, Florida 33156 USA  
Telephone: 866-998-6824 toll free.  
Email: [info@myears.com](mailto:info@myears.com).  
Web site: <http://www.personalresponsecorp.com>.  
Product type(s): PERS monitoring service; medication reminders.

**Phone-4-Help**

P.O. Box 365  
900 Cedar Street  
Millville, New Jersey 08332 USA  
Telephone: 800-842-0074 toll free.  
Email: [info@phone4help.net](mailto:info@phone4help.net).  
Web site: <http://www.phone4help.net>.  
Product type(s): PERS monitoring service.

**Pioneer Emergency**

991 Lomas Santa Fe Drive, Suite C415  
Solana Beach, California 92075 USA  
Telephone: 800-274-8274 toll free.  
Fax: 858-793-9933.  
Web site: <http://www.pioneeremergency.com>.  
Product type(s): PERS monitoring service.

**Pioneer Medical Systems Corp.**

800 West Cummings Park, Suite 6650  
Woburn, Massachusetts 01801 USA  
Telephone: 800-338-2303 toll free.  
Email: [info@pioneermed.com](mailto:info@pioneermed.com).  
Web site: <http://www.pioneermed.com>.  
Product type(s): PERS monitoring service – available in both the United States and Canada; fall detectors; activity monitoring; smoke detectors; medication reminders.

**Protect911**, a Division of Advantage Security Systems, Inc.

1925 Pine Avenue

Niagara Falls, New York 14301 USA

Telephone: 877-690-3963 toll free.

Fax: 716-285-8772.

Email: [info@protect911.com](mailto:info@protect911.com).

Web site: <http://www.protect911.com>.

Product type(s): PERS monitoring service – available in both the United States and Canada; smoke detectors; activity monitoring.

**RemoteMDx, Inc.**

150 West Civic Center Drive, Suite 400

Sandy, Utah 84070 USA

Telephone: 800-960-7849 toll free.

Fax: 888-809-1254 toll free.

Email: [sales@remotemdx.com](mailto:sales@remotemdx.com).

Web site: <http://www.remotemdx.com>.

Product type(s): PERS monitoring service; mobile and GPS systems.

**Rescue Alert**

10321 South Beckstead Lane

South Jordan, Utah 84095 USA

Telephone: 800-688-9576 toll free or 801-571-4121.

Fax: 877-571-4606 toll free.

Email: [info@rescuealert.com](mailto:info@rescuealert.com).

Web site: <http://www.rescuealert.com>.

Product type(s): PERS monitoring service; medication reminders; smoke detectors.

**ResponseLink, Inc.**

1281 Court St.

Clearwater, Florida 33756 USA

Telephone: 800-894-1428 toll free.

Web site: <http://www.responselink.com>.

Product type(s): PERS monitoring service; wellness checks; wakeup calls; medical appointment or medication reminders.

**RGS Technologies / MedMonitoring Group**

83 E. 233 Suite #164

Euclid, Ohio 44123 USA

Telephone: 800-300-9992 toll free (general information), 888-297-7233 toll free (orders), or 216-322-9111.

Email: [info@medmonitoring.com](mailto:info@medmonitoring.com).

Web site: <http://www.medmonitoring.com>.

Product type(s): PERS monitoring service.

**Vital-Link, Inc.**

1255 Mill Rd.  
Jenkintown, Pennsylvania 19046 USA  
Telephone: 800-338-4825 toll free.  
Web site: <http://avitallink.com>.  
Product type(s): PERS monitoring service.

**WireNet Inc. / Caring Solutions**

705 Bakewell Lane  
Naperville, Illinois 60565 USA  
Telephone: 888-446-3395 toll free.  
Email: [info@caringsolution.com](mailto:info@caringsolution.com).  
Web site: <http://www.caringsolution.com>.  
Product type(s): PERS monitoring service; video monitoring.

**Equipment Manufacturers**

The following list includes all PERS manufacturers listed in ABLEDATA as of July 2007.

**Alarm Electronics Mfg. Co. Inc.**

44 All Healings Spring Road  
Taylorsville, North Carolina 28681 USA  
Telephone: 800-444-3365 toll free or 828-632-3365.  
Fax: 828-632-7382.  
Email: [info@alarmelectronics.com](mailto:info@alarmelectronics.com).  
Web site: <http://www.alarmelectronics.com>.  
Product type(s): PERS equipment.

**AlertOne Services, Inc.**

24 West Fourth Street  
Williamsport, Pennsylvania 17701 USA  
Telephone: 800-693-5433 toll free.  
Fax: 800-326-9727 toll free.  
Web site: <http://www.falldetection.com>.  
Product type(s): PERS equipment; fall monitors; activity monitors.

**Care Electronics Inc.**

4700 Sterling Drive, Suite D  
Boulder, Colorado 80301-2305 USA  
Telephone: 888-444-8284 toll free or 303-444-2273.  
Fax: 303-447-3502.  
Email: [tom@medicalshoponline.com](mailto:tom@medicalshoponline.com).  
Web site: <http://www.medicalshoponline.com>.  
Product type(s): PERS equipment; activity monitors.

**Centrol, Inc.**

7508 Knollwood Road  
Towson, Maryland 21286 USA  
Telephone: 877-792-4494 toll free or 410-828-5564.  
Fax: 410-828-7730.  
Email: [patfrance@centrol-inc.com](mailto:patfrance@centrol-inc.com).  
Web site: <http://www.centrol-inc.com>.  
Product type(s): PERS equipment; wireless nurse call.

**CISCOR (Convergent Integrated Systems Corp.)**

126 W. Main Street  
Norman, Oklahoma 73069 USA  
Telephone: 800-462-0191 toll free or 405-447-4955.  
Fax: 405-447-0254.  
Email: [sales@ciscor.com](mailto:sales@ciscor.com).  
Web site: <http://www.ciscor.com>.  
Product type(s): PERS equipment for senior living facilities.

**Clarity, a Division of Plantronics, Inc.**

4289 Bonny Oaks Drive, Suite 106  
Chattanooga, Tennessee 37406 USA  
Telephone: 800-426-3738 toll free.  
Fax: 800-325-8871 toll free.  
Email: [claritycs@plantronics.com](mailto:claritycs@plantronics.com).  
Web site: <http://www.clarityproducts.com>.  
Product type(s): accessible phones with emergency buttons (large button, amplified, photo button, and voice carry-over / text telephones).

**Compu-TTY, Inc.**

3408 Indale Road  
Fort Worth, Texas 76116 USA  
Telephone: 817-738-2485.  
TT: 817-738-8993.  
Fax: 817-738-1970.  
Email: [info@computty.com](mailto:info@computty.com).  
Web site: <http://www.computty.com>.  
Product type(s): text telephone with emergency button.

**Cord-Mate, Inc.**

705 Wallingford Rd.  
Cheshire, Connecticut 06410-2914 USA  
Telephone: 800-922-7990 toll free.  
Fax: 203-272-4834.  
Email: [sales@cord-mate.com](mailto:sales@cord-mate.com).  
Web site: <http://www.cord-mate.com>.  
Product type(s): wireless call buttons.

**Cornell Communications, Inc.**

7915 N. 81st Street  
Milwaukee, Wisconsin 53223-3830 USA  
Telephone: 800-558-8957 toll free or 414-351-4660.  
Fax: 414-351-4657.

Email: [sales@cornell.com](mailto:sales@cornell.com).

Web site: <http://www.cornell.com>.

Product type(s): emergency alert system for use in large public buildings and multi-story residences.

**eScopes LLC**

2801 Ocean Park Blvd. #164  
Santa Monica, California 90405 USA  
Telephone: 800-840-1311 toll free.  
Fax: 800-840-1162 toll free.

Email: [orders@escopes.com](mailto:orders@escopes.com).

Web site: <http://www.escopes.com>.

Product type(s): medical information tags (printed with built-in magnifier).

**GE Security, Inc.**

8985 Town Center Parkway  
Bradenton, Florida 34202-5129 USA  
Telephone: 888-437-3287 toll free.

Web site: <http://www.gesecurity.com>.

Product type(s): PERS equipment - does not sell to retail customers.

**GreatCall Inc.**

PO Box 187  
Solana Beach, California 92075 USA  
Telephone: 800-918-8543 toll free.  
Web site: <http://www.gojitterbug.com>.

Product type(s): one-touch emergency cell phone.

**Greatest of Ease Company**

2443 Fillmore Street ##345  
San Francisco, California 94115 USA  
Telephone: 415-606-4416.  
Fax: 415-441-4319.

Email: [greatestofease@aol.com](mailto:greatestofease@aol.com).

Web site: <http://personalpagers.tripod.com/go/>.

Product type(s): one-touch emergency pager.

**Guardian Electronics Inc.**

1001 W. Glen Oaks Lane, Ste 201

Mequon, Wisconsin 53092 USA

Telephone: 262-241-4850.

Fax: 262-241-4182.

E-mail: [sales@guardianelectronics.com](mailto:sales@guardianelectronics.com).

Web site: <http://www.guardianelectronics.com>.

Product type(s): fall detectors.

**Knight Protective Industries**

7345 Varna Avenue

North Hollywood, California 91605-4009 USA

Telephone: 800-222-2296 toll free or 818-765-0600.

Fax: 818-765-0618.

Email: [info@knightcenter.com](mailto:info@knightcenter.com).

Web site: <http://www.knightcenter.com>.

Product type(s): PERS equipment - for sale to dealers only.

**Linear LLC**

2055 Corte Del Nogal

Carlsbad, California 92011 USA

Telephone: 800-421-1587 toll free or 760-438-7000.

Fax: 760-931-1340.

Email: [info@linearcorp.com](mailto:info@linearcorp.com).

Web site: <http://www.linearcorp.com>.

Product type(s): PERS equipment.

**LogicMark, LLC**

8625 Hampton Way

Fairfax Station, Virginia 22039 USA

Telephone: 703-934-7934.

Fax: 703-934-7935.

Email: [sales@logicmark.com](mailto:sales@logicmark.com).

Web site: <http://www.logicmark.com>.

Product type(s): PERS equipment.

**Matrix Interactive, LLC**

One Meredith Circle

Thornton, Pennsylvania 19373 USA

Telephone: 877-837-0779 toll free or 610-410-7508.

Web site: <http://www.callforassistance.com>.

Product type(s): PERS equipment.

**MedicAlert Foundation International**

2323 Colorado Avenue

Turlock, California 95382 USA

Telephone: 888-633-4298 toll free or 209-668-3333.

Fax: 209-669-2450.

Email: [customer\\_service@medicalert.org](mailto:customer_service@medicalert.org).

Web site: <http://www.medicalert.org>.

Product type(s): medical information tags (engraved and digital).

**Medic ID International**

P.O. Box 571687

Tarzana, California 91357 USA

Telephone: 800-926-3342 toll free or 818-705-0595.

Fax: 818-705-0773.

Email: [medicid@medicid.org](mailto:medicid@medicid.org).

Web site: <http://www.medicid.com>.

Product type(s): medical information tags (engraved).

**MedicTag LLC**

PO Box 80

Evergreen Corporate Park

Deposit, New York 13754 USA

Telephone: 607-467-2767.

Fax: 607-467-2323.

Email: [sales@medictag.com](mailto:sales@medictag.com).

Web site: <http://www.medictag.com>.

Product type(s): medical information tags (digital).

**NeoGenesis Marketing, Inc.**

555 Alter St., Suite 19-E

Broomfield, Colorado 80020 USA

Telephone: 888-373-3911 toll free or 303-412-8000.

Fax: 303-412-8001.

Email: [info@fred911.com](mailto:info@fred911.com).

Web site: <http://www.fred911.com>.

Product type(s): PERS equipment.

**Radio Shack Corporation**

300 RadioShack Circle

Fort Worth, Texas 76102-1964 USA

Telephone: 800-843-7422 toll free or 817-415-3011.

Web site: <http://www.radioshack.com>.

Product type(s): PERS equipment; large button phones with emergency buttons.

**RF Technologies**

3125 N. 126th Street

Brookfield, Wisconsin 53005 USA

Telephone: 800-669-9946 toll free or 262-790-1771.

Fax: 262-790-1784.

Web site: <http://www.rft.com>.

Product type(s): wireless call buttons and fall monitors for hospitals and nursing homes.

**Scientech Electronics Co., Ltd.**

4F, No. 501-17, Chung Cheng Road

Hsin-tien City, Taipei 231, Taiwan, R.O.C.

Telephone: 011-886-2-22183085.

Fax: 011-886-2-22187380.

Email: [scientech@lifesos.com.tw](mailto:scientech@lifesos.com.tw).

Web site: <http://www.lifesos.com.tw>.

Product type(s): PERS equipment.

**Senior Technologies, a division of Stanley Security Solutions, Inc.**

1550 North 20th Circle

Lincoln, Nebraska 68503 USA

Telephone: 800-824-2996 toll free or 402-475-4002.

Fax: 402-475-4281.

Email: [info@seniortech.com](mailto:info@seniortech.com).

Web site: <http://www.seniortech.com>.

Product type(s): emergency call, fall monitor, and activity monitoring equipment for hospitals, nursing homes, and care facilities.

**TeleAlarm, LLC**

2501 Kutztown Road

Reading, Pennsylvania 19605 USA

Telephone: 800-483-0888 toll free or 610-929-4200.

Fax: 610-929-0738.

Email: [sales@telealarmllc.com](mailto:sales@telealarmllc.com).

Web site: <http://www.telealarmllc.com>.

Product type(s): PERS equipment.

**Telemergency Ltd.**

200 13th Avenue

Ronkonkoma, New York 11779 USA

Telephone: 631-467-6700.

Fax: 631-467-6736.

Email: [info@telemergency300.com](mailto:info@telemergency300.com).

Web site: <http://www.telemergency300.com>.

Product type(s): PERS equipment.

**Tunstall Group**

Whitley Lodge

Whitley Bridge

Yorkshire DN14 0HR, United Kingdom

Telephone: 800-892-2205 toll free (United States) or 011-44-1977-661234 (United Kingdom).

Fax: 011-44-1977-660562.

Email: [amcintosh@tunstallamerica.com](mailto:amcintosh@tunstallamerica.com).

Web site: <http://www.tunstallamerica.com>.

Product type(s): PERS equipment.

**USP HealthCare Products, a division of United Security Products, Inc.**

13250 Gregg Street, Suite B

Poway, California 92064 USA

Telephone: 800-227-2474 toll free.

Fax: 800-762-7613 toll free.

Web site: <http://www.usphealth.com>.

Product type(s): PERS equipment; fall monitors; activity monitors.

**X-10 (USA) Inc.**

91 Ruckman Road

Closter, New Jersey 07624-0420 USA

Telephone: 800-675-3044 toll free.

Email: [sales@mail.x10.com](mailto:sales@mail.x10.com).

Web site: <http://www.x10.com>.

Product type(s): PERS equipment.

**Zygo Industries Inc.**

PO Box 1008

Portland, Oregon 97207-1008 USA

Telephone: 800-234-6006 toll free or 503-684-6006.

Fax: 503-684-6011.

Email: [zygo@zygo-usa.com](mailto:zygo@zygo-usa.com).

Web site: <http://www.zygo-usa.com>.

Product type(s): PERS equipment on IV pole, operable by sip and puff switch.

## **Distributors**

The following list includes all companies that distribute PERS equipment listed in ABLEDATA as of January 2007.

### **Dynamic Living Inc.**

428 Hayden Station Road

Windsor, Connecticut 06095 USA

Telephone: 888-940-0605 toll free or 860-683-2795.

Fax: 860-683-2694.

Email: [info@dynamic-living.com](mailto:info@dynamic-living.com).

Web site: <http://www.dynamic-living.com>.

Product type(s): PERS equipment; PERS monitoring service (distributor for Health Watch, Inc.); large button telephone with emergency button.

### **FirstStreet**

1998 Ruffin Mill Road

Colonial Heights, Virginia 23834 USA

Telephone: 800-704-1210 toll free (orders) or 800-958-8324 toll free (customer service).

Fax: 804-524-9889.

Web site: <http://www.firststreetonline.com>.

Product type(s): PERS equipment; one-touch emergency cell phone.

### **H.E.S. Electronics Inc.**

P.O. Box 183

Brick, New Jersey 08723-0183 USA

Telephone: 732-840-5959.

Fax: 732-840-5969 (purchase orders only).

Email: [sales@alarmland.com](mailto:sales@alarmland.com).

Web site: <http://www.alarmland.com>.

Product types(s): PERS equipment.

### **Home Technology Systems, Inc.**

2400 Kerper Boulevard, Suite 3

Dubuque, Iowa 52001-2200 USA

Telephone: 800-922-3555 toll free or 563-588-1964.

Fax: 563-588-1252.

Email: [sales@hometechsystems.com](mailto:sales@hometechsystems.com).

Web site: <http://www.hometechsystems.com>.

Product type(s): PERS equipment and call systems for nursing homes (distributor for Philips Lifeline).

## **Safety Products Unlimited, LLC**

7318 NE 71st Street

Vancouver, Washington 98662 USA

Telephone or fax: 888-662-3559 toll free.

Web site: <http://www.emergencynecklace.com>.

Product type(s): PERS equipment; medical information tags.

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**For an updated list of Web links to manufacturers and distributors, go to the ABLEDATA Web site, <http://www.abledata.com>.**

## **Publications**

Curtis, Emily, "Options in PERS," *Today's Caregiver*, September-October 2005.

[http://www.caregiver.com/channels/tech/articles/print/options\\_in\\_PERS.htm](http://www.caregiver.com/channels/tech/articles/print/options_in_PERS.htm).

This article discusses how to assess a person's need for a PERS and describes the functions and features of a PERS, including two-way voice communication, medication management, activity monitoring, and wandering prevention systems.

Daugherty, Greg, "Getting Help in an Emergency," *Good Housekeeping*, November 2005.

[http://magazines.ivillage.com/goodhousekeeping/hb/health/spc/0..284594\\_678353.0.html](http://magazines.ivillage.com/goodhousekeeping/hb/health/spc/0..284594_678353.0.html).

Good Housekeeping Institute engineers discuss the results of testing three medical alarm devices. The article also includes a resource list for adult children of elderly parents.

De San Miguel, Kristen, and Gill Lewin, *Furthering Our Understanding of CareLink: The Outcomes Sought and the Outcomes Achieved*, Osborne Park, Western Australia: Silver Chain Strategic Research Series Number 8, 2006.

This quantitative outcome study is based on a survey of 1500 Australian PERS clients and their families. It examines the characteristics of people who use this type of service, the reasons people decide to purchase an alarm, and their perceptions and expectations of the service.

Federal Trade Commission, "Facts for Consumers: Personal Emergency Response Systems," Washington, D.C., March 2001.

<http://www.ftc.gov/bcp/online/pubs/services/pers.shtm>.

This fact sheet, produced in cooperation with the American Association of Retired Persons (AARP), provides information for consumers interested in purchasing, renting, or leasing a PERS. It includes a shopping checklist and a list of questions to ask the response center.

Gibson, Hilary, "Personal Emergency Response Systems: The Future of In-Home Monitoring," *Today's Caregiver*, September-October 2004.

<http://www.caregiver.com/magazine/2004/sept-oct/PERS.htm>.

This article discusses the capabilities and limitations of standard PERS, fall monitors, and activity sensors, including newer systems that were being tested in 2004.

*Guide to Retirement Living*, "Personal Emergency Response Systems," no date.

<http://retirement-living.com/article.asp?aid=32>.

This online article describes PERS features and lists sources of additional information.

Mann, William C., Patricia Belchior, Machiko R. Tomita, and Bryan J. Kemp, "Use of Personal Emergency Response Systems by Older Individuals With Disabilities," *Assistive Technology*, Volume 17, Number 1 (2005), pp. 82-88.

<http://www.resna.org/ProfResources/Publications/ATJournal/Volume17/Issue1/PERS.php>.

This recent study examines how and why older people use a PERS and explores the perceptions that lead to the decision to use or not use a PERS. The study is based on a survey of 606 adults 60 years and older.

Neighborhood Law Center [Essex, Massachusetts], "Avoiding Problems with Personal Emergency Response Systems," no date [copyright 2003].

<http://www.neighborhoodlaw.org/page/57774>.

This guide discusses consumer issues related to PERS, including common complaints about PERS marketing and service practices, questions to ask when shopping for a PERS, and options for addressing problems.

Steggles, Elizabeth, "Personal Response Services For Peace of Mind," *Occupational Therapy Now*, Vol. 4, No. 6 (November/December 2002).

[http://www.otworks.com/otworks\\_page.asp?pageID=721](http://www.otworks.com/otworks_page.asp?pageID=721).

The author (a Canadian occupational therapist) discusses issues that an occupational therapist should consider with regard to equipment, monitoring stations, services, and costs when suggesting a PERS to a client.

Texas Department of State Health Services, Personal Emergency Response System (PERS) Consumer Information page

[http://www.dshs.state.tx.us/pers/pers\\_consumer.shtm](http://www.dshs.state.tx.us/pers/pers_consumer.shtm).

This online fact sheet includes information about PERS features, Texas licensing requirements for PERS providers, and how to file a complaint against a PERS provider in Texas.

## Product Reviews

The ABLEDATA Web site provides space for consumers to post reviews of assistive technology products, including emergency alert systems. Reviews may be submitted and read on the Reviews Page of the ABLEDATA Consumer Forum at <http://www.abledata.com/abledata.cfm?pageid=19330&ksectionid=19328>. The views expressed by consumers in these reviews do not reflect the views of ABLEDATA, the National Institute on Disability and Rehabilitation Research, nor the U.S. Department of Education and are intended to endorse or recommend any product or company.

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