



## **Common Questions**

### ***Current Clients***

#### **1. What do I do if I press my personal help button accidentally?**

Just tell the Response Centre you are OK when they call out to you over the Lifeline speaker. It's a good reminder of how you will get help if ever you do need us to respond.

#### **2. How do I know if my equipment is working properly?**

Our equipment is as designed to self-test daily and alert us to any problems. If ever you are concerned, simply press your personal help button and let the Response Centre know you are testing your equipment. For additional reassurance, we encourage our clients to test their system once a month. If there are any problems, notify us right away and we will immediately address the problem.

#### **3. What should I do if I am going away?**

If you are going away (vacation or hospital) just press your personal help button and tell our Response Centre that you'll be away. Upon your return, press your help button and let us know you have returned home.

#### **4. Can I take My Lifeline equipment with me if I move or go to the cottage?**

Certainly – advise us of your plans and we will help make your new location as safe as your current home.

## **Get a Price on Independence**

Call Victoria Lifeline Now

**956-6777** or toll-free at **1-888-722-5222**

[E-mail Victoria Lifeline Now](mailto:victorialifeline@vgh.mb.ca)

4-1875 Pembina Highway, Winnipeg, MB R3T 2G7

Tel: (204) 956-6777 ~ Toll Free Tel: 1-888-722-5222 ~ Fax: (204) 261-7719 ~ Toll Free Fax: 1-877-784-6865

[www.victorialifeline.ca](http://www.victorialifeline.ca) ~ [victorialifeline@vgh.mb.ca](mailto:victorialifeline@vgh.mb.ca)