

# Care Link

ADVANTAGE  
Independent Living Solutions



Link Up. Look In. Take Care.

***“We have real concerns when a loved one is living alone.”***

- *Are they eating properly?*
- *Are they sleeping properly?*
- *Are they wandering outside of their home when they should not be?*
- *Are they taking their medications when they should and are they taking the right medication?*
- *And perhaps the biggest concern of all... are they “Up & About” and okay as they should be, or have they had a fall?*

*Care Link Advantage was developed specifically to help keep seniors or individuals with chronic illnesses and/or disabilities living independently, where they want to live, for as long as is possible. We focused on both the client and the caregiver when developing Care Link Advantage.*

## **Day Time Falls**

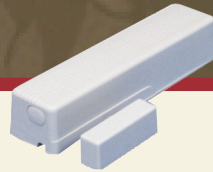
Motion detectors and contact points are located strategically across the premise. The caregiver sets a rule up with respect to “lack of activity” during the portion(s) of the day when there should be regular activity. This rule and notification instructions are set up via a secure web site and take only two to three minutes to set up. If the system does not see any activity from the client for a specific length of time (to be determined by caregiver) then the system automatically sends

out an alert to caregivers via voice, e-mail, or text message to inform them there may be a problem or fall with the client. Caregivers can then view real time live video from cameras located at the premise, utilizing any computer or mobile device to determine whether an emergency situation exists. If needed, the caregiver can then take appropriate action (phone call, physical visit, call neighbour, send ambulance...).

Main Panel



Door Contact



Motion Sensor



Medical Pendant



Care Link Advantage Button



Smoke & Heat Sensor



## Night Time Falls

A bed sensor is installed in the client's bed and is able to detect when a client is in bed, and when they are not in bed. The caregiver knowing the sleeping patterns of the client (because our system tracks that), sets up a rule to notify the caregivers if the client is "absent from bed" for an unusually long time during the night. In other words, if mom gets up to go to the washroom, get a drink, have a snack...you would expect that she would be back into bed within 10, 15, 20 minutes (the family decides on this time limit). If she does not get back into bed within the parameters set by the family, then the system automatically sends out an alert to caregivers via voice, e-mail, or text message to inform them there may be a problem or a fall has occurred with the client. Once again, caregivers can then view real time

live video from cameras located at the premise to determine whether an emergency situation exists, and then take appropriate action.

## Emergency Medical Pendant

In addition to our automatic fall detection, a button can be worn and pressed in case of an emergency. Our 24 hours a day, Emergency Dispatch Centre speaks to the client and dispatches emergency assistance if required.

## Wandering

By using door contact sensors or motion detectors, we can know immediately if a client has opened a door or wandered into or out of a specified area. A door contact is placed on the exit door(s), or a motion detector is placed at the threshold of a door or room that you wish to monitor movement in

or out of. If the client should not be wandering out that door at any time, then the rule is for 24 hours per day. If the concern with respect to wandering is only during specific hours (during the night perhaps) then the rule is customized for specific days and times. If that door opens during a time frame in which it should not, a notification is sent to caregivers and a video clip can be pushed out to show them why/how the door opened. If the caregiver sees mom head out the door, then they can make the appropriate call for help and give specific information such as she is wearing a red house coat.

## Monitoring Of Client Activities

### Up At Night

The system can notify caregivers in real time as soon as a client gets out of bed. This is done utilizing the bed sensor described above. This can be customized as to the time frames in which this monitoring is done, as well as who is notified and how. All activity from this sensor is logged on the server and can be viewed on the Care Link Advantage dashboard. You can do a search of activity by sensor, in this case the bed sensor, going back several days, weeks, or months. You can then look into history to see if there is an emerging and/or changing pattern and take proactive measures to address.





360° Pan Tilt  
Camera



Fixed Day/Night  
Camera



Bed Sensor



## Washroom Use

We utilize a pressure mat at the base of the toilet in order to track the frequency and duration of toilet use. This can become very useful in detecting, identifying, and dealing proactively with issues like Urinary Tract Infections. Once again, history on this sensor can be searched to look for emerging and/or changing patterns.

## Eating Habits

We can place a contact on the refrigerator door as well as cupboard or pantry doors that contain food. All sensors report and log activity, and can be searched individually to review and analyze history. A significant drop in the activity of a refrigerator or pantry door can be a strong indicator of a problem that should be pursued quickly and proactively.

## General Movement and Activities

Every time a sensor is tripped, motion or contact, it is logged on the dashboard. One can look at all activity in chronological order for a specific day, and have a fairly accurate picture of the day. For example; Dad got up at 7:25 am (bed sensor vacant) and immediately went down the hall (hall motion detector) and into the washroom (bathroom motion) and used the toilet (toilet pressure mat). He then proceeded to the kitchen

(kitchen motion) and opened the refrigerator door (refrigerator door contact) and the pantry door (pantry contact). He opened and closed the front door a couple of minutes later (front door contact...perhaps to get the paper). At 10:00 am he opened and closed the front door again and all motion sensors went "inactive" for 1.5 hours. 1.5 hours after he opened and closed the door, the door opened and closed once again, and the living room motion was activated. Perhaps he went for a walk... As the day progressed you can follow activity right up until the point of the bed sensor showing occupied, meaning Dad has gone to bed.

## Medication Compliance

### Prompting

The caregiver programs the time frames in which the client is supposed to take their medication. If the client does not take their medication when they are supposed to, this results in a notification being sent out to caregivers. The caregiver calls the client, and prompts them to take their medication. Note that the "prompting" only occurs when the client fails to take their medication. It is by exception. This is easier on both the client (who does not like to be told and reminded to take his/her medication several times a day, seven days a week) and the caregiver.

## Visual Verification Of Correct Medication Taken

When the client lifts the blister pack from the stand, it triggers a video clip which is sent to caregivers via e-mail. They can then easily view which medication was taken (Monday morning, Tuesday noon, Saturday evening...). If the correct medication was taken, then the caregiver does nothing. All is well. However, if the incorrect medication was taken, then the caregiver needs to take corrective action which includes removing the pills that were supposed to be taken so as to prevent the client from taking a double dose that day.



Med-Sure  
Stand With  
Camera



# ADVANTAGE Care Link

*Independent Living Solutions*

## Socialization

We have feedback from users who tell us the elderly client will sit in front of the camera when phoning grandchildren and smile and blow them kisses...knowing the grandchildren are logged into the site and viewing them live during the call. We have feedback from caregivers who tell us that the nature of phone calls and visits have changed dramatically after installing the system. Prior to using Care Link Advantage, phone calls and visits were "check-ups" and/or "interrogations" to ensure that the elderly client was eating, sleeping properly, taking their medications properly, feeling well, not in any state of need or distress. After installing Care Link Advantage they reported the nature of calls and visits changing to a purely social nature. A visit for

the sake of a visit. Conversations had changed to social conversations about what each party was up to, and what the grandchildren were up to. We had feedback from one client who told us the number of telephone calls to her mother increased after installing Care Link Advantage because the calls had become fun again.

## Non-Invasive

No action on the part of the client is required, they simply get to live their life...exactly how it's supposed to be. The system is designed to work around them with no interruption to their daily routine. In addition to being non-invasive for the client, Care Link Advantage allows the family to help care for the client with minimal interruptions to their hectic schedule.

## Automatic Alerting To Unsafe Environmental Conditions

### Water

A wireless water detector can be placed in the washroom, laundry room, kitchen, or wherever there is a fear that a water source may be accidentally left on and a flood might occur.\*

## Smoke/Heat/Carbon Monoxide Detectors

Wireless smoke or heat detectors can be placed in appropriate areas of the premise.\*

## High/Low Temperature Sensor

A wireless temperature sensor can be placed in the premise to detect unsafe temperature conditions.\*

*\* Real time notifications for these environmental conditions can be sent out to multiple caregivers as well as our 24 hour "Emergency Dispatch Center" to be addressed by our staff.*

## Senior Safety

Rules can be set up that provide safety for the client with respect to events like burglaries or home invasions. Caregivers can receive immediate notifications and respond and/or dispatch accordingly. Caregivers can also set rules with respect to windows or doors left open. If the senior has a patio door open to allow fresh air in and forgets to close it, the system can alert a caregiver who can call the senior and remind them to close and lock this door/window.



[www.carelinkadvantage.ca](http://www.carelinkadvantage.ca)

(866) 876-7401



Authorized Dealer

Powered by  ALARM.COM™



# Care Link

ADVANTAGE  
Independent Living Solutions



## Testimonials...

*It's easy to use. Even notifications are logical and can be figured out on your own. I can really understand what her day is like based on activities logged in the history tab. Government really should pay for this because it is keeping her at home. I would have brought her to the hospital by now if she did not have this system in her house. It allows me to know how "bad" things really are, or are not. If I did not have it I would be guessing and the stress would have caused me to bring her to the hospital by now.*

Wendy H (Alberta)

*My sisters out west are thrilled. My sister in Edmonton thinks this is the best thing in the world.*

Lyndon S (New Brunswick)

*I love the cameras and the notifications. It is helping all of us a lot. My sister out of town loves it. Mom really likes the Medication Compliance. When she used to forget to take her medications she would take a double dose to catch up. Now when she forgets it, the system calls her right away and she no longer truly forgets it and does not have to take double doses.*

Christina V (New Brunswick)

*It gives me peace of mind. My dad does not need monitoring all the time. But if he fell he would not tell you. If he falls at night, he cannot get up by himself so CareLink Advantage would prevent him from lying there all night. I can check in on him. Everyone is amazed... We didn't know anything like this existed.*

Ken A (New Brunswick)

*The system has been a life saver and I truly am unable to live without it.*

T. O'Brien (Ontario)

*This has enabled her to stay in her home longer, and stalling the admission to a retirement home, AND WE DECLINED a LTCF BED! CareLink Advantage is costing us about \$1,200.00 less per month than the alternative we were considering. It absolutely has reduced our stress. Medication management and monitoring the doors are huge to us!!! I feel it is a wonderful alternative for seniors who wish to stay at home longer and delay the cost of alternate living whether it is a retirement home setting or LTCF or even implementing home cares services. I love the CareLink Advantage system, and it has been worth every penny!*

Lena A (Ontario)

*Family members from some of our pilot participants in New Brunswick have told us they have decided not to apply for a nursing home bed for their parent because of what the CareLink Advantage system is doing for them as a caregiver.*

Barb Burnett, Executive Director,  
The Atlantic Institute On Aging.

*I am so happy with CareLink. You have made things so easy and simple and so non-invasive for my mom and us as a family. There is nothing that I would change about it and there is nothing I don't like about it. I really don't know how I could get along without it now. Mom seems relieved that I am "peeking at her" as she calls it...lol...and it's such a relief to be able to check on her whenever I want. Before I had CareLink, I was making trips up to mom's frequently to check on her when she didn't answer the phone, especially at night! Now I just go on line and check and she is usually turned away from the phone and didn't hear it. I always worried about someone getting in the house at night, even though the door was locked. Now the alarm rings if anyone goes in after a certain time at night. Such peace of mind! I really don't think mom could still be at home without CareLink...it has become a very important part of her care. I hope more people will be able to have access to it.*

Sharon M (New Brunswick)

*If it were not for this amazing system Dad would not have been able to stay on PEI...which is all he wanted! You and your staff should all know what an incredible difference you made in the lives of my parents. My entire family thanks you.*

Cindy G (PEI)