

Lifeguard Alert Center (LAC)

How Lifeguard Keeps You Safe & Supported



Morning Check-In:

If someone doesn't start their day as expected, we check in to make sure everything is okay.



Unusual Inactivity:

If there's a longer-than-usual period of inactivity, we take a closer look and reach out if needed.



LAC Response:

A Lifeguard team member checks in to make sure everything is okay and coordinates any support if needed.

If We Can't Reach You Right Away

We follow a step-by-step process to make sure the right people are contacted—quickly and appropriately—while avoiding unnecessary emergency responses.

Step 1:

Check In With You

The LAC first attempts to reach the client directly to confirm their safety and understand the situation.

Step 2:

Contact Your Caregiver (if scheduled)

If a caregiver is scheduled, they are contacted next as the closest and quickest point of support.

Step 3:

Contact Your Emergency Contacts

If the client and caregiver cannot be reached, the LAC then calls the client's designated emergency contacts in the order provided.

Step 4:

Coordinate with Your Care Team

The client's home-care agency is informed to help coordinate a local response if additional intervention is needed.

Step 5:

Contact Emergency Services (if enrolled)

The agency is notified to coordinate support.

Lifeguard Alert Calls Come From:



(888) 667- 1224 (CAN)

(We recommend saving this number so you recognize us if we check in.)

