**Health Emergency Lifeline Program, Inc.**

The local Health Emergency Lifeline Program, Inc. (H.E.L.P.) is a Lifeline Program Partner with Philips Lifeline. HELP buys and then leases equipment to subscribers within Nodaway County to use to signal when a medical emergency occurs. Knowing that emergency assistance is available with the push of a button allows subscribers to remain in their own home and maintain an independent lifestyle.

**Mission Statement:**

As volunteers we strive to provide dependable and reliable services linking subscribers to an emergency response center in case of a health emergency through appropriate technology at reasonable cost thereby allowing the subscriber to remain independently in the comfort and safety of their personal residence.

**Emergency Response at the Touch of a Button:**

With the touch of a button, a Lifeline subscriber is connected to central monitoring staff that assess the emergency and quickly send the appropriate assistance, 24 hours a day,7 days a week, even on holidays. Lifeline subscribers remain at home, leading more comfortable and fulfilling lives.

**Volunteers Provide Program Services:**

As an all-volunteer organization, Lifeline services are provided by Nodaway County community members who find fulfillment in serving their neighbors in need.

**AutoAlert Button Available – Includes Fall Protection:**

The AutoAlert help button worn on the outside of the subscriber’s clothing, detects a fall by the velocity of the swing of this button during the fall. Central Monitoring, following a fall, monitors for approximately 30 seconds. If the subscriber is not able to get up, Central Monitoring sends a call for help. Subscribers with the AutoAlert may select to have EMTs dispatched immediately or to have a family member or other personal responder come first.

**In-Home Emergency Assistance Provided by Responders Chosen by the Subscriber:**

Lifeline subscribers select normally three individuals to serve as responders in case of an emergency. That caring support comes from neighbors, family members or friends chosen by the subscriber.

**Affordable Monthly Subscriber Fee:**

Program equipment is purchased from Philips Lifeline by HELP. HELP leases the equipment to subscribers. Installation and service calls are free. The monthly lease cost to subscribers is reasonable and considerably less than similar programs operated through the United States. Enrolled subscribers pay a reasonable monthly fee which covers the cost of Central Monitoring fees and minimal administrative costs. Keeping costs low is an important feature of the HELP program. Automatic bank payment is preferred. For specific fees, see “Contact Info/Fees” elsewhere in this website.

HELP has consistently received funding from the local United Way, Nodaway County Senior Tax Board, and various service groups throughout the county to provide units to subscribers with modest means. HELP has also been assisted by The Gladys Rickard Trust with funds to purchase the communication units and accessories.

**History of Nodaway County Lifeline:**

Health Emergency Lifeline Program volunteers have served their medically at risk neighbors in Nodaway County since 1984. Starting with just a dozen Lifeline units the program has had as many as 181 units. St. Francis Hospital and Health Services provided personnel to monitor the RC500 response unit, free of charge to the program 365 days a year, 24 hours a day for 23 years. In 2010, due to the high cost of replacing the RC500 response unit, HELP joined the Central Monitoring Program provided by Philips Lifeline. This response center is in Boston, Massachusetts. Phillips Lifeline has provided extensive training to assure their responders are easy to understand. Another asset is there are responders who can communicate in ?? languages should a subscriber need that service. Although the Nodaway CO Subscribers miss the local contact with St. Francis Staff, they have widely accepted this transition to Central Monitoring. Beginning in 2010, HELP began a transition to purchased units. This process will be completed in February 2015. Several volunteers who began with the program, stayed actively involved. In 2010, after 27 years of volunteering, Donna Holt transitioned to a more limited role. In 2013/14, Nancy Baxter (28 yrs.) and Dr. Bob Bush (30 yrs.) relocated to be closer to their children. Barb York, a retired Public Health RN and founding member, remains actively involved.

**Statement of Non-Discrimination:**

The Health Emergency Lifeline Program does not discriminate on the basis of race, color, creed, religion, national origin, sex, age, or handicap in its program.  Any person having inquiries concerning Health Emergency Lifeline Program’s compliance is directed to contact the HELP President, Harold ‘Bud’ VanSickle, Maryville, Missouri 64468, (660) 582-8261.

**LOCAL PARTNERS:**

Mosaic Medical Center - Maryville

South Hills Medical Building

Senior Citizens Tax Board

United Way of Nodaway County

Gladys Rickard Trust

Updated 10/22/19