

Emergency Response Programs

Alameda County Social Services Agency – Dept. of Adult and Aging Services
Area Agency on Aging
Senior Information & Assistance Program
6955 Foothill Blvd, Suite 143 (1st Floor), Oakland, CA 94605
1-800-510-2020 / 510-577-3530
<http://seniorinfo@acgov.org>
Office Hours: Monday – Friday 8:30am to 5:00pm



Emergency Response Systems or “Medical Alert Systems” are designed to assist older adults, who live alone, have a risk of falling or need to summon help quickly, remain independent in their homes by providing them with the sense of security that help is only a push of a button away.

A console box installed in the home provides a link between the subscriber and a monitoring center, which can assist in times of need. The subscriber presses a help button on a portable pendant or wristband. This alerts a monitoring center and activates two-way voice communication through the console box. The monitoring center contacts a neighbor, family or emergency services—as directed by the senior to assist.

The service is provided for a monthly fee ranging from \$30 to \$55 per month. A one-time activation fee may also apply (some companies may waive the activation fee or offer a discount on a sliding scale basis). Most companies do not require a long-term contract. Be sure to inquire about any cancellation policies before signing any agreement.

The Alameda County Senior Information & Assistance program provides this list of Emergency Response Systems as a courtesy. It is a guide to be used for informational purposes only and does not imply an endorsement of the programs listed. Interested persons are encouraged to contact several programs in order to compare the options available in their area.

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ADT Medical Alert Systems

Phone: 510-314-8737 / 1-800-588-0023

Website: www.adt.com/health

Alert1

Phone: 408-477-3422 / 1-866-802-3676 / 1-877-959-9505

Website: www.alert1.com/care

Bay Alarm Medical

Phone: 1-877-522-9633

Website: www.bayalarmmedical.com

Bay Area Vital Link Medical Alert Systems

Phone: 510-338-3466 / 1-800-752-5522

Website: <https://vital-link.com/>

MediAlert Response Service

This program provides medical information bracelets/pendants for those who may have medical conditions, allergies or sensitivities to medication, or special needs (e.g. blood types, implants, etc.). For an annual registration fee, one can obtain a MediAlert medallion signifying enrollment in the program.

Phone: 1-800-432-5378

Website: www.medicalert.org

MediAlert + Alzheimer's Association Safe Return

This program is designed to provide wandering assistance (along with emergency medical information and personal identification services) to people with Alzheimer's or related dementia.

Phone: 1-800-432-5378

Website: www.medicalert.org/alz

Vial of Life

Vial of Life is a free kit intended to provide emergency responders with important medical information when you cannot. Some emergency response companies, and local fire departments distribute Vial of Life kits to residents in their jurisdiction. For more information visit www.vialoflife.com or call 1-888-931-1010.

Note: Every effort is made to keep this information current. The Alameda County Area Agency on Aging assumes no responsibility for errors or omissions in compiling this information.