

## ALLSTREAM HELPS INTEGRATED LIFE CARE ENHANCE SAFETY AND REDUCE COSTS

### SUMMARY

#### COMPANY

Integrated Life Care specializes in developing and operating senior care accommodation throughout Western Canada.

#### CHALLENGE

The company needed an emergency call system to help ensure resident safety at the senior care facilities it owns and manages.

#### SOLUTION

By adopting Allstream's emergency call system, and running it through internal PRIs, the company enhances resident safety and lowers costs.

#### OUTCOMES

- Enhanced safety for over 300 residents at five facilities by enabling two-way wireless communication between residents and nursing assistants
- Enjoy a four to five year return on investment for every call system installed

**“Residents wear Allstream’s emergency call pendant like a watch band or piece of jewelry. It’s a user-friendly way to ensure their safety at all times.”**

- Gene Zinyk,  
Vice President, Operations,  
Integrated Life Care Inc.

### BUSINESS CHALLENGE

Located in Edmonton, Alberta, Integrated Life Care provides residential accommodation to seniors across Western Canada. In addition to owning six facilities, it manages several others in the region. As part of its mission, the company is committed to helping seniors live relatively independent lifestyles. At the same time, it recognizes the importance of delivering additional care services as required.

To meet this goal, over 10 years ago the company decided to provide its residents with access to on-call nursing assistants. Although alternatives existed, Integrated Life Care wanted a system the residents could keep with them at all times, rather than one that was activated by a wire or phone call.

### SOLUTION

“We considered several proposals, but Allstream (formerly Delphi) had a system that was user-friendly and non-intrusive,” recalls Gene Zinyk, Vice President of Operations at Integrated Life Care.

The system features a pendant residents wear like a watch or piece of jewelry. When activated, it alerts on-call nursing attendants through their wireless phones. By supporting two-way communication, the system allows residents to receive audible confirmation that their call was received.

Initially, Integrated Life Care installed the system at Discovery Place, its 60-room facility in Devon, Alberta. Impressed with its functionality, the company ultimately rolled it out at four additional facilities: three in Alberta (in McLennan, Airdrie and Edmonton) and one in Yorkton, Saskatchewan.

Allstream also worked with Integrated Life Care to help it accelerate its return on investment. By running the system through a Primary Rate Interface (PRI) rather than through the local phone lines, the company could charge its residents for phone service, while still enabling them to pay less than they would to the local phone company.

Stephen Hunter, a representative at Allstream, explains: “Let’s say it costs residents \$25 for a local phone line. In a facility of 100 people, the total cost paid by residents would be \$2,500. If the building’s owner installs a 23-channel PRI, however, the cost might drop to \$700. If the residents then pay even \$20 for their phone lines, the building’s owner enjoys a profit of \$1,300, which can be used to defray the capital costs of the emergency call system. And that doesn’t factor in additional fees for long distance calls.”

### BUSINESS OUTCOMES

Although Integrated Life Care does not measure ROI in this way, it agrees that it recovers the capital costs of each emergency call system in four to five years. Most significantly, it has been able to enhance safety for over 300 residents

at five of its facilities with intuitive two-way communication. “We’re happy with both the product and the service offered by Allstream,” Zinyk says. “We would certainly recommend them to others.”

### ABOUT ALLSTREAM

Allstream is a leading communication solutions provider with a world-class portfolio of IP Connectivity, Unified Communications, IT Consulting and Security. Focused on the business market, Allstream collaborates with customers to create tailored solutions that meet their unique needs and help them compete more effectively. Allstream is a division of Manitoba Telecom Services Inc. (MTS), with a team of dedicated employees focused on delivering outstanding value to its customers. MTS Allstream has an extensive broadband fibre-optic network spanning more than 27,900 kilometres and provides international connections through strategic partnerships and interconnection agreements with other international service providers. MTS’s shares are listed on the Toronto Stock Exchange (trading symbol: MBT).

To learn more about Allstream please visit  
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