

HME

MOBILITY & ACCESSIBILITY

Ceiling Lifts
Slings
Service
Installations



Richmond

#130 - 4011 Viking Way
Richmond, BC, V6V 2K9
Phone: (604) 821-0075
Fax: (604) 821-0049

Surrey

#140 - 19288 22 Ave
Surrey, BC, V3Z 3S6
Phone: (604) 535-5768
Fax: (604) 542-0184

Victoria

#101 - 2657 Wilfert Road
Victoria, BC, V9B 5Z3
Phone: (250) 386-0075
Fax: (250) 386-0049

www.hmebc.com

Introduction

Healthline Medical Equipment Ltd (HME) began as a local medical equipment rental company and during the past 30 years has grown to become one of the largest independent dealers of mobility and home medical equipment in the Lower Mainland and Vancouver Island. With over 70 staff at 3 convenient locations in Richmond, South Surrey and Victoria, HME has over 40,000 sqft of showroom/warehouse space.



MOBILITY & ACCESSIBILITY

HME is fully active in rehab sales and consultations, pediatric rehab sales, manages the equipment for the MS Society, The Children's Medical Equipment Distribution Service (CMEDS), ALS BC Inventory Loan Program and operates the largest short-term rental program in BC for Health Authorities. HME works with a variety of funding sources which include: Veterans Affairs, Ministry of Social Development, Ministry of Children and Family Development, ICBC, WorkSafe BC, a variety of local charities and private insurers such as SunLife and Pacific-Blue Cross.

HME has 13 trained seating and mobility consultants, 11 internal customer service representatives, over 10 mobility technicians, 5 accessibility technicians, 5 specialty technicians and one clinical nursing educator.

HME:

- HME has highest customer ratings on Google
- HME has the largest inventory of ceiling lifts and slings in the Lower Mainland with over 40,000 sqft of warehouse space
- HME is the largest provider of ceilings lifts to School Districts and Recreation Facilities in BC
- HME provides certified ceiling lift servicing and load testing
- HME provides free ceiling lift and stairlift assessments by our local Accessibility Consultants
- Free pressure mapping consultations
- Free sling integrity checks
- Rent to Own Program
- Online equipment trial requests



HME Mobility & Accessibility

4011 Viking Way #130, Richmond, BC

4.8 ★★★★★ 19 Google reviews



HME Ceiling Lifts

HME is the largest residential ceiling lift installer in BC, focused on installing residential and school overhead ceiling lifts. HME has certified installation technicians to install ARJO ceiling lift systems, which is North America's largest ceiling lift company and best selling lift. Ceiling lift systems from HME enable residents/patients to be transferred in a safe, comfortable and dignified way. They also provide an easy-to-operate system that eliminates the need for manual lifting, thereby reducing the risk of injuries to caregivers.

HME offers a complete ceiling lift programme, tailored to the specific needs of the hospital or healthcare facility. This includes ceiling lift assessments, installation, training and long term service and maintenance, to ensure the best possible working environment for staff, and a safe, comfortable and dignified transfers for residents/patients.

Benefits of Fixed Ceiling Lifts:

- Reduces strain on caregiver and reduces risk of injury
- Allows for more dignified transfer for patients
- Allows clients to stay within their own home and gain more independence
- Less damage to floors that a portable floor lift
- The X-Y system allows full room coverage and can be installed in various ways.
- ECS (Enhanced Charging System) ensures the lift is always ready for use, as the batteries are continuously charged wherever the lift is located on the track.
- Curtain pass-through solution can provide added privacy for user
- Mirror strip can be attached to the track and reflects the surroundings to blend in to the environment.



Ceiling Lift Warranty:

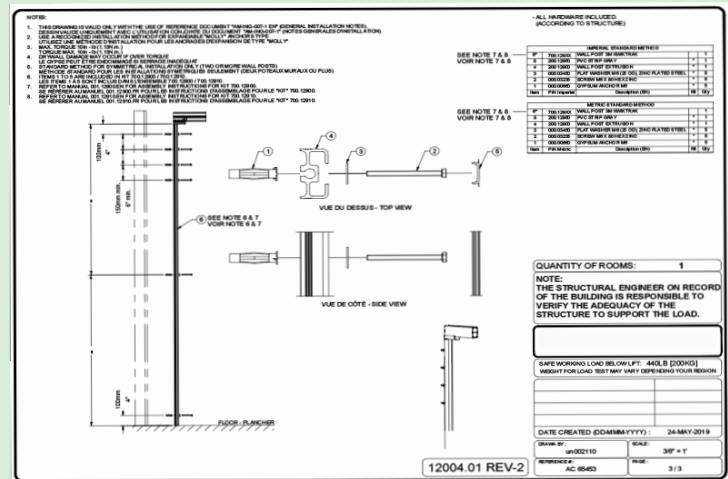
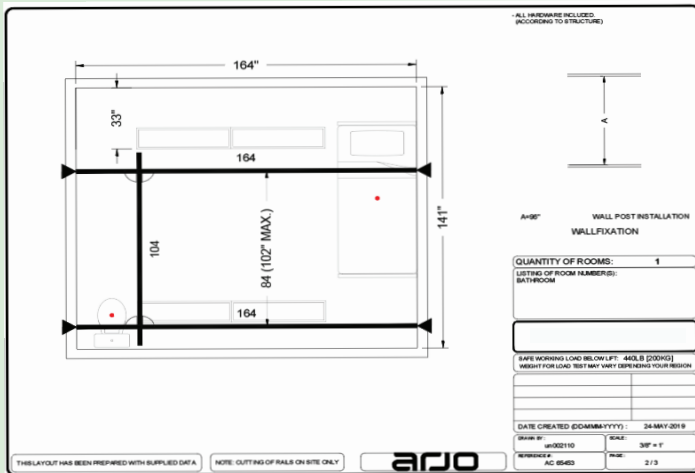
The ARJO manufacturer warranty includes one year warranty on all ceiling lifts and components for parts and six month warranty on labour. The warranty is limited to manufacturer defects, not damage by customer. Servicing is not included with the unit. It is highly recommended (and required by WorksafeBC) to have your lift maintained annually. Once the warranty is expired, all parts/service calls are to be billed at standard rates. A minimum service call is applied for all visits. Batteries subject to 3 month warranty.

Installing HME Ceiling Lifts

Process to install HME Ceiling Lifts:

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1) Our trained ceiling lift consultant will meet you in your home or facility to go over your lift requirements. From there, we will take measurements and pictures and create a technical drawing to send to the manufacturer to get specifications.



2) Next HME will provide you with a free quote for the cost of the ceiling lift and discuss installation options.



Quotation

29926 | 07-11-2019 | RF | Client ID
Quote # | Quote Date | Rep



3) Once the quote is approved, the product is either ordered or delivered and installed.

- Custom ceiling lifts (curved track) must be ordered - usually takes about 4-6 weeks.
- Simple ceiling lifts (straight fixed track, portable track) are usually always in stock and can be installed within 1-2 weeks.

4) Once the product arrives, a team of 2 technicians will install the product in your home. All lifts come with the ARJO Manufacturer Warranty.

5) Enjoy using your new ceiling lift in your own home!

6) Reminder to always keep up with regular ceiling lift maintenance (more information on page 9).

Assessing for a Ceiling Lift

Assess what type of **TRACK** you need:

Portable Track System?

- Non-permanent
- Good for temporary users
- Does not damage interior
- Can be moved

Free Standing Single Track



Pressure Fit/Tension Mounted Track



3 or 4 post X-Y Gantry Track



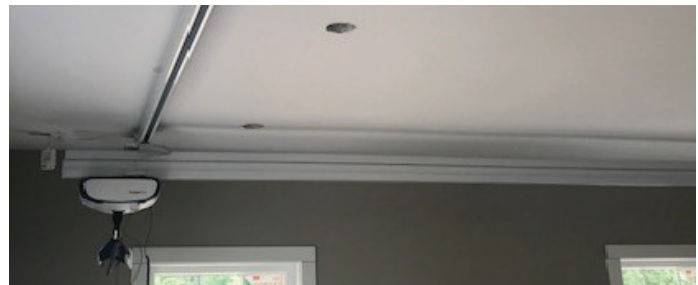
Fixed Ceiling Track System?

- Permanent, more discrete look
- Good for everyday users
- More expensive to install
- Must be installed by certified technician

Straight Fixed Track



XY Gantry Track

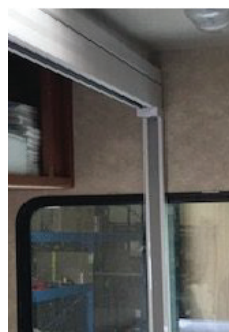


Custom Curved Track



Optional:

Wall-Posts



Wall-Bracket



Assessing for a Ceiling Lift

What type of **MOTOR** is needed?

Portable Motor

- Transportable
- More economical
- Can move between lifts
- Reacher recommended when moving motor

Voyager



Maxisky



Prism C440



Optional: Reacher



Fixed/Static Motor

- Permanently fixed to the track
- More preferred by clients as carry bar is not in client's environmental space

Maxisky 2 Basic

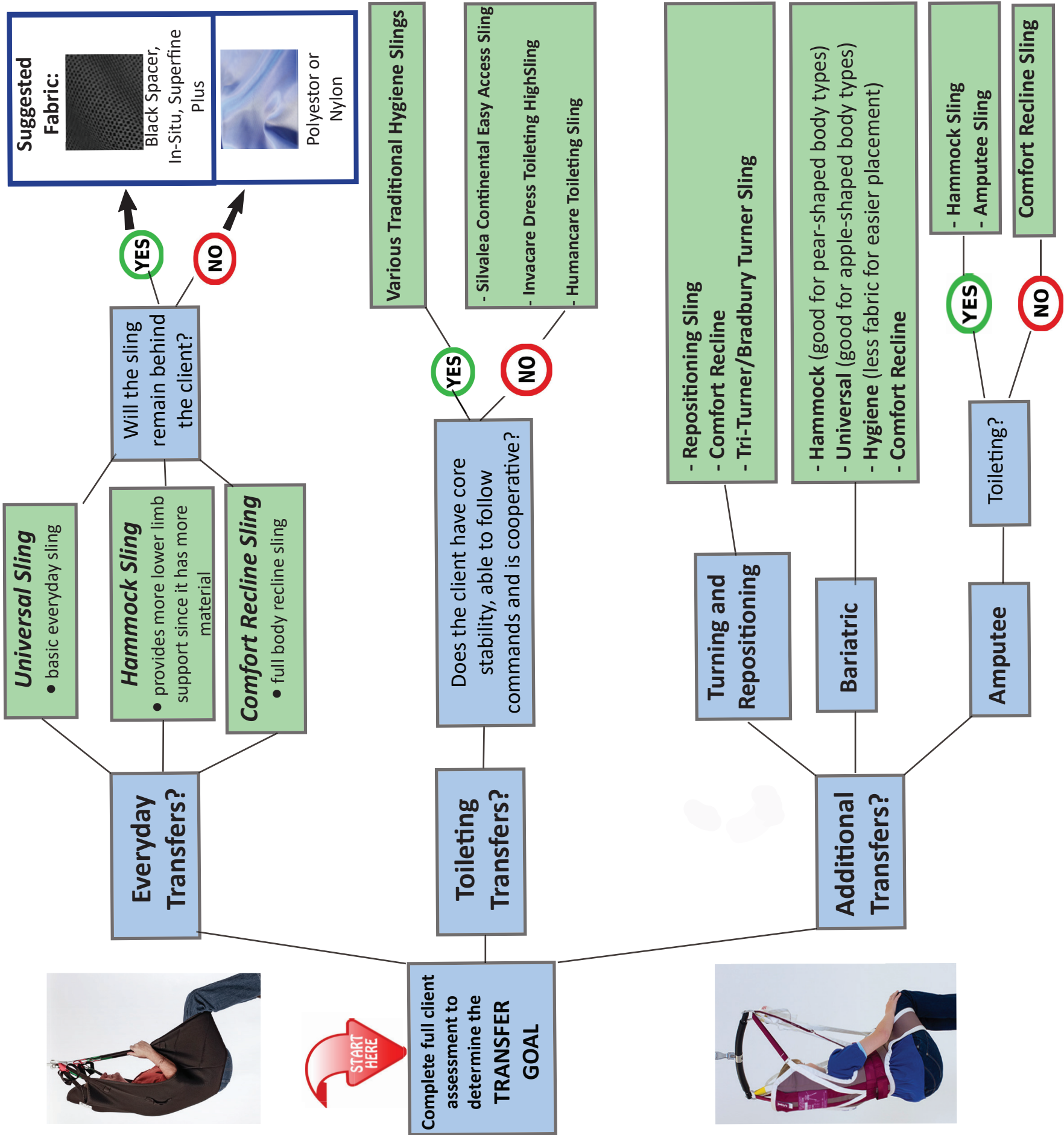
* Please note that the Voyager Duo has been discontinued



Prism C450

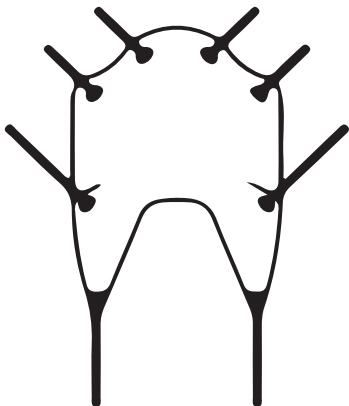


A Simple Sling Selection Guide



Slings

Universal Slings

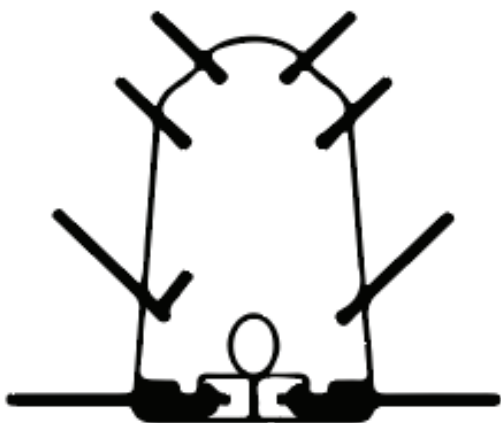


HighStar Universal Sling

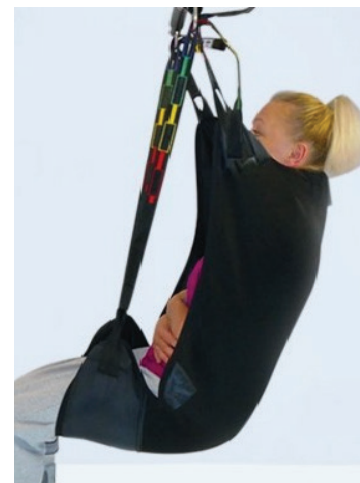


Silvalea In-Situ Straight Leg Sling

Hammock Slings

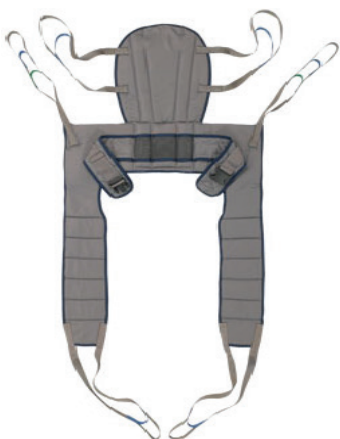


HighStar Hammock Sling



Silvalea In-Situ Deluxe Straight Leg Sling

Hygiene Slings



Invacare Dress Toileting High Sling



Silvalea Toileting Sling



Prism Dual-Access Sling



Easy Access Continental Sling

Portable Floor Lifts

Electric Portable Floor Lifts



Human Care Lift



Reliant 450 Lift



Mackworth Lift

Sit to Stand Lifts



Reliant 350 Lift



Sara 3000 Lift



Sara Steady

Ceiling Lift Frequently Asked Questions

What maintenance needs to be completed for ceiling lift track systems?

- **Sling Integrity Checks** should be done as per manufacturer recommendation (every 6 months).
- **Motor Checks** should also be performed annually as per manufacturer guidelines. A motor check will inspect the following to ensure the motor is in good working order:
 - Motor & Hand Control (unit moves up/down and left/right/return to charger where applicable)
 - Emergency Stop & Strap (check for colour fading/fraying)
 - Charge Station & Battery Testing
 - Guide Roll (Shaft & Snap Rings); Drum (Gears, Shaft & Snap Rings); Limit Switch (High/Low)



HME Cost: \$165.00 (first unit); \$150.00 (subsequent units)
Please consult with your HME Representative for more information.

- **Load Testing** needs to be done by a certified technician as per manufacturer recommendation (annually) and a maximum weight capacity sticker will be applied with new test date. HME tests ceiling lifts, floor lifts and portable lift systems using the ARJO weight testing system. This load testing is to ensure the units and overhead tracks can handle the weight capacity, and is required to be done each year. HME is not responsible if during the load test the unit gives way and causes damage (to either the unit, or surrounding areas).



When do I need to replace a motor?

- As per manufacturer guidelines, ceiling lift motors should not exceed 10,000 lift cycles or 7 years in age (whichever comes first).
- Life cycle of the motor depends on aging of the cassette, frequency of use, weight of patient and frequency of maintenance performed on the motor.

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| TRANSFERS PER DAY | YEARS (10,000 TRANSFERS) |
|-------------------|--------------------------|
| 4 | 7 |
| 6 | 4.5 |
| 8 | 3.5 |

Ceiling Lift Frequently Asked Questions

How do I know what is the best ceiling lift for my house/needs?

- Our qualified ceiling lift representatives can provide you with a free in-home assessment and work with you to determine your needs and what lift is the best option for your home.
- Some options might not be available depending on the layout of your home and the position of studs and braces. Unistrut may be required to make sure the lift is structurally sound.
- Many ceiling lift options are available in varying price ranges.
- Consider all options such as a portable or fixed track, or even a portable electric lift.

How do I know what sling to use?

- Please refer to page 6 for a simple sling selection guide, although we recommend always consulting with a qualified therapist when purchasing or renting a sling. There are many different sling types and fabric options to consider when choosing a sling.
- HME has the largest inventory of demo slings in the lower mainland and can trial slings with you before you buy so you know you are getting the right type of sling for your needs.

Are there any ceiling lift rental options available?

- Yes, HME rents both freestanding and tension mounted ceiling lifts, portable electric lifts and a large variety of slings. Fixed ceiling lift tracks are not available for rent.
- Renting is a great option for temporary users.
- Call HME or visit our website: www.hmebc.com for our rental rates.
- HME also has a rent-to-own program where 100% of the first months rent and 50% of subsequent months can be applied towards the purchase of the item.

I can't afford the cost of a fixed ceiling lift, do you have any other suggestions?

- HME directly bills a variety of funders such as extended health insurance providers, Ministry of Social Development and general charities. We recommend consulting with your Occupational Therapist and HME representative for more options.
- To order a ceiling lift we require a 50% deposit, the remaining amount will be collected upon installation.
- Renting is a cheaper option if you can't afford the upfront cost.

What is the weight capacity of my lift?

- The weight capacity will depend on what type of motor and track you are using:
 - Voyager, Handicare/Prism C440, MaxiSky 440 motor: 440 lbs weight capacity
 - Handicare/Prism C450 motor: 450 lbs weight capacity
 - Maxi Sky 2 motor: 600 lbs weight capacity

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