

## Getting Started

### What is Lifeguard?

Lifeguard is a simple, in-home system that helps keep an eye on daily routines and wellbeing. It looks for changes in patterns like movement, sleep, and activity, and alerts a team if something may need attention.

### How does it work?

Small plug-in devices are placed around the home. They detect motion patterns (not people) and help us understand daily routines. If something changes or seems unusual, Lifeguard can step in and check on things.

### How long does it take to set up?

Setup typically takes 10–15 minutes. In some cases, it may take a bit longer to ensure optimal device placement and complete system testing. The system is usually installed by a staff member from your home care agency.

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## Privacy & Safety

### Does Lifeguard use cameras or microphones?

No. Lifeguard does not use cameras or microphones. Nothing is recorded, and no one is watching or listening.

### What information is collected?

Lifeguard looks at general movement patterns, like when someone is active, resting, or moving around the home. It does not identify individuals or track specific actions.

### Who can see the information?

Only Lifeguard's care team and your home care provider (if applicable) have access, and only to support care and safety.

### Is my information secure?

Yes. Lifeguard follows strict privacy and security standards to protect your information.

## **Monitoring & Support**

### **What happens if something seems wrong?**

If the system detects something unusual, like a long period of inactivity, the Lifeguard team reviews it right away and may call to check in.

### **Who responds to alerts?**

A real person from the Lifeguard Alert Center is available. They follow a clear process to make sure the right steps are taken.

### **Will I get a lot of unnecessary alerts?**

No. The system learns your normal routine over time, and alerts are reviewed by a human before any action is taken.

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## **Daily Life & What to Expect**

### **Will this affect my daily routine?**

Not at all. Lifeguard works quietly in the background and does not interfere with daily life.

### **Can it tell exactly what I'm doing?**

No. It does not know specific activities. It only sees general patterns of movement.

### **Can it detect falls?**

No. Lifeguard is not a fall detection system. It may notice a lack of movement that could indicate something is wrong, but it does not directly detect falls.

### **Can it tell if I'm sleeping?**

It estimates sleep based on nighttime activity patterns, but it does not monitor you in bed directly.

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## **Home Setup & Technology**

### **Do I need home Wi-Fi to use Lifeguard?**

No. Lifeguard comes with its own secure cellular connection, so there's nothing for you to set up or manage. In some cases, your home Wi-Fi can be used as a backup connection if needed.

## What happens if the power goes out?

The system will temporarily stop working. The Lifeguard team is notified and will check in to make sure everything is okay.

## What if furniture moves or something blocks a device?

That's usually not a problem. The system works through normal household furniture.

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## Health Insights & Reports

### Will I receive updates or reports?

Depending on your service, you may receive regular updates that highlight changes in routines or activity patterns.

### Can Lifeguard diagnose health issues?

No. Lifeguard does not provide medical diagnoses. It helps identify changes that may be worth paying attention to.

### Why might you mention things like sleep or bathroom habits?

These are everyday patterns that can sometimes signal changes in wellbeing. If something shifts noticeably, your care manager may check in to discuss your care needs.

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## Support & Flexibility

### Who do I contact if I have questions?

You can contact the Lifeguard team at any time for support at 1-888-667-1224.

### Can the system be removed?

Yes. The system is easy to unplug and remove if needed.