



Dear [Client Name],

At [Home Care Agency], our goal is to help you or your loved one live safely and comfortably at home. We are writing to share an important update about how we will be supporting you going forward.

We are introducing a new service called Lifeguard, which is now available to you at no additional cost. Lifeguard is a simple, discreet in-home system that helps our care team better understand daily routines and notice changes early between caregiver visits. It does not use cameras, microphones, or wearable devices, and it does not change your day-to-day life.

Lifeguard allows our team to stay more connected to what is happening in the home between visits. Families and care teams have shared that it provides added peace of mind, helps us respond sooner when needs change, and supports more thoughtful, proactive care planning. For these reasons, Lifeguard is becoming part of how [Home Care Agency] delivers care.

As a valued client, you are eligible to receive Lifeguard at no additional cost. Setup is quick and easy, your privacy is always respected, and nothing is required from you beyond allowing us to place the system in your home.

Your Care Manager will reach out to answer any questions and, if you choose to move forward, to arrange a convenient time for setup.

Thank you for the trust you place in [Home Care Agency]. We are grateful to be part of your care and look forward to continuing to support you with warmth, respect, and the highest standard of service.

Warm regards,

[Home Care Agency Care Manager]