

## Technology & System Reliability

### Does Lifeguard rely on the client's home Wi-Fi?

No. Lifeguard uses a dedicated LTE (cellular) router and does not depend on the client's internet service. We also use eSIM technology that can automatically switch between cellular networks if one becomes unavailable, improving reliability.

### Does the system have battery backup?

No. The router uses a standard power adapter and does not include an internal battery.

### What happens during a power outage?

If power is lost, the system goes offline and monitoring pauses. The Lifeguard Alert Center proactively contacts the client to explain the situation and confirm safety.

### Are outages included in reports or analytics?

No. Any gaps caused by power or connectivity interruptions are excluded from trend analysis to ensure accuracy.

### What if a device does not work?

If a device goes offline or is not functioning properly, the Lifeguard Alert Center or support team will identify the issue and guide troubleshooting.

### Can movement still be detected if a sensor is behind furniture?

Yes. WiFi motion can still detect movement through typical furniture like couches. However, dense or reflective materials (e.g., metal) may impact performance. Open placement is recommended when possible.

### What happens if a sensor is blocked after installation?

In most cases, this does not significantly impact performance. WiFi motion does not require line-of-sight and works through typical household objects. If a dense object happens to be placed in front of a sensor, reporting data would reflect this. The Lifeguard Nurse and Alert Center agents would work with the home care agency team to resolve the issue.

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## **Installation, Setup & Logistics**

### **How long does installation take, and who installs it?**

Installation takes about 10 minutes. Kits arrive preconfigured and are typically installed by care managers or trained staff. We suggest blocking 1 hour during an installation visit to allow for any system optimization after devices are installed and activated.

### **What training is required for staff?**

Minimal training is required. Lifeguard provides onboarding and ongoing support to ensure teams can use the platform effectively.

### **Who uninstalls the system?**

The home care agency typically handles uninstallation. The process is simple and involves unplugging and collecting the devices.

### **Can I move a kit from one home to another?**

No. Kits are assigned to a specific client and home. Moving them requires reconfiguration and coordination with Lifeguard to ensure proper setup and data integrity.

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## **Monitoring, Alerts & Clinical Oversight**

### **What is the Lifeguard Alert Center (LAC)?**

The Lifeguard Alert Center is a 24/7 monitoring and response team that reviews alerts and follows structured escalation protocols.

### **How quickly are alerts reviewed and acted on?**

Critical alerts are reviewed in real time and acted on immediately based on predefined escalation pathways.

### **What is Lifeguard's false positive rate?**

False positives are low and continue to decrease as the system learns each client's routine.

### **Which alerts are most sensitive?**

Inactivity alerts are the most sensitive, designed to prioritize safety while maintaining manageable alert volumes.

### **Where is the Lifeguard Alert Center located?**

The LAC is staffed by trained agents operating 24/7 from Québec City, with bilingual (English/French) support.

## Who will be my nurse?

Lifeguard assigns nurses as part of its clinical team. Nurses review trends and support care insights across clients rather than being assigned one-to-one.

## Are the nurses local and licensed?

Lifeguard nurses are licensed professionals. Licensing and coverage align with operational requirements in each region.

## Are Lifeguard nurses internal or third-party?

The LAC is staffed by trained agents operating 24/7 from Québec City, with bilingual (English/French) support.

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## Data, Privacy & Security

### Who owns the technology?

The core sensing technology is powered by Cognitive Systems, while the Lifeguard platform and service layer are owned and operated by Lifeguard.

### Who owns the data?

Lifeguard owns the data within its platform and manages it in compliance with all applicable regulations.

### Is our data used beyond care delivery?

Yes. De-identified data may be used to improve predictive models and system performance. No personally identifiable information is used for these purposes.

### Is data shared with third parties?

Data is shared with the home care agency to support care delivery. Any additional use would be de-identified.

### Who has access to the data and dashboard?

Access is limited to authorized Lifeguard staff (clinical, technical, account management) and the home care agency, in accordance with HIPAA protections.

### Does Lifeguard use cameras or microphones?

No. Lifeguard uses privacy-first WiFi motion sensing with no audio or video recording.

## How is client privacy protected?

The system analyzes patterns, not personal content. It does not identify individuals or capture sensitive personal details.

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## Insights, Reporting & Clinical Interpretation

### How do care managers use Lifeguard insights?

Care managers receive wellness reports highlighting trends and changes, supporting proactive care planning and family communication.

### How does Lifeguard identify hygiene or showering changes?

The system uses humidity and bathroom activity as a proxy. It does not directly detect showers but highlights meaningful changes in patterns.

### Are bathroom visits indicative of UTI risk?

No. This is not diagnostic. Changes in bathroom activity are used as indicators to prompt further observation or conversation.

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## Best Fit & Use Cases

### Can I deploy Lifeguard with all clients?

Lifeguard works across a wide range of clients but delivers the strongest value in specific use cases.

### Which clients see the strongest results?

- Clients with evolving or unstable needs
- Homes with long gaps between visits
- Early-stage clients
- Engaged families and care managers
- Clients at risk of hospitalization or care escalation

### Are there situations that require extra consideration?

Yes. Homes with large pets or high activity levels may require adjusted expectations and optimized setup.

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## **Business Model, Cost & ROI**

### **How does the ROI justify the cost?**

Even small improvements in retention or care hours offset the cost. Many agencies see both, resulting in strong ROI.

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## **Role in Care Delivery**

### **Does Lifeguard replace caregivers or in-person care?**

No. Lifeguard complements care by providing visibility between visits, enabling earlier and more informed interventions.