

FAQs for Older Adults



Q: What is Lifeguard?

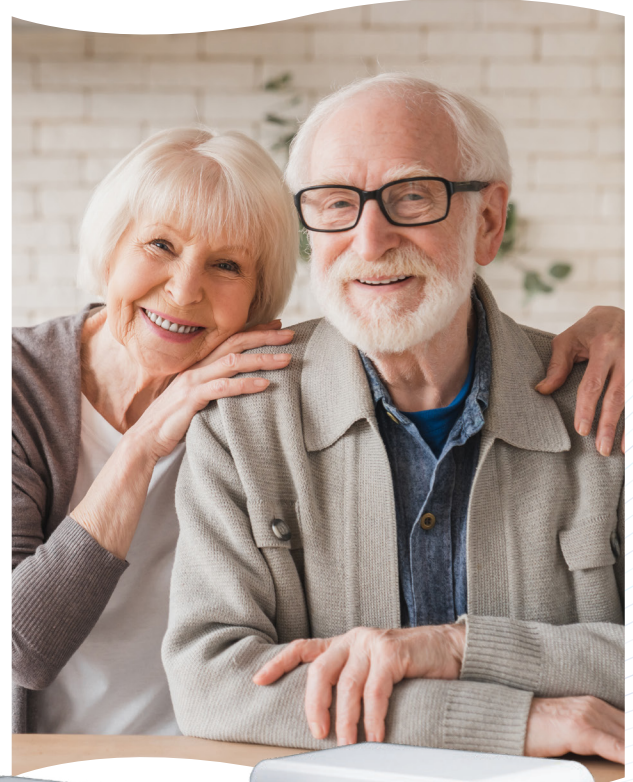
A: Lifeguard is a service offered as part of your Griswold in-home care-management package. It doesn't affect the cost of your care. It consists of a few small plugs that go into ordinary outlets around your home. They notice the rhythm of your daily routines—whether you're up and about, resting, or moving around the house as usual. If your routine changes in a meaningful way, the Lifeguard team alerts your designated contact, providing additional support and awareness between scheduled visits.

Q: What does Lifeguard notice?

A: The plugs sense only movement in a room, the same way ripples move across a pool of water. When you walk through the room, the ripples change. That is all it notices—movement in the room and general patterns and routines over time—nothing specific that you're doing.

Q: Why would I want Lifeguard?

A: It helps you stay on track to continue living the way you want to—independently. That means fewer check-in calls and more normal conversations with your children. With Lifeguard, you're not being managed by anybody. You're living your life, and your children can rest easier.



 Q: Who sees this?

A: Lifeguard trained agents and nurses read the daily routine patterns and flag meaningful changes. If anything significant changes, Lifeguard then informs your designated contact. Nothing about Lifeguard is hidden from you.

 Q: Can Lifeguard see or hear anything in my home?

A: No. There is no camera and no microphone, so there is no picture and no sound to observe. The Lifeguard team only sees a pattern—more movement, less movement, a change in the usual rhythm of your daily routine.

 Q: Will it call an ambulance for me?

A: No. Lifeguard is not an emergency service. If you need help urgently, please call 911 as you would normally.

 Q: Will I get calls from the Lifeguard team all the time?

A: No. Most of the time you will not hear from anyone at all. Lifeguard learns what an ordinary routine looks like for you, so you will not receive unnecessary calls on normal days. Lifeguard may check in to see how you're doing, but they will not call you without a meaningful reason.

 Q: Who do I call with questions?

A: The Lifeguard Alert Center, at 1-888-667-1224. If you reach a recording, a Lifeguard agent will reach back out to you as soon as they can. Call with any question at all, if the power goes out, if something seems wrong with one of the plugs, or if your emergency contacts change.



1-888-493-1928



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