

FAQs for Families



Q: What is Lifeguard, and what does it actually do?

A: Lifeguard is part of your parent's Griswold in-home care-management package, at no added cost. It is a few small plugs that go into ordinary outlets around the home. They notice patterns in everyday routine—movement around the house, sleep, kitchen and bathroom habits. Trained agents and nurses from Lifeguard read those patterns and flag meaningful changes. If anything significant changes, Lifeguard then informs your parent's designated contact. There are no cameras, no microphones, and nothing for your parent needs to wear, charge or remember.

Q: How is this different from a medical alert pendant?

A: A pendant helps after something has already happened, and only if it is being worn. Lifeguard works the other way around: it notices the weeks of gradual change that often come before an event. They do genuinely different jobs and they work alongside each other. If your parent has a pendant, keep it. Lifeguard does not detect falls and is not an emergency button.

Q: Are there cameras or microphones? What is actually collected?

A: There are no cameras or microphones in the plugs. Lifeguard notices general movement in a room: activity, rest, and time spent in key areas. It does not identify individuals and does not record what anyone is doing.



🚩 **Q: How quickly would someone notice if something were wrong?**

A: Lifeguard notices meaningful change over hours and days. It is an early-awareness layer—not an emergency service—and it does not replace 911. If your family wants seconds-level response, then that is a pendant or a mobile telephone. Lifeguard is designed to work alongside those types of devices.

🚩 **Q: What happens when something changes?**

A: A person at the Lifeguard Alert Center reviews it first. If it warrants contact, they call your parent. If they cannot reach your parent, they follow protocol and call the designated contacts on file.

🚩 **Q: What does Lifeguard cost?**

A: Nothing additional. Lifeguard comes with your parent's Griswold care and does not affect the cost of that care. There is no equipment to buy, no subscription and no separate bill. If a sibling is looking at this as an additional purchase, there simply isn't one. The question is not whether to buy something; it's whether to switch on a service that's already included in your parent's home care.

🚩 **Q: My parent will be reluctant to this change. How do I bring it up?**

A: Start with what matters most to them: staying independent and in control. One Lifeguard user put it simply: what he wanted to hear was that he could turn it off. What ultimately won him over was knowing it "calms my kids down." Position Lifeguard as a way to keep doing things their way—with a little extra peace of mind and a safety net if something changes. And be honest that it helps you, too. Most parents would rather know they're helping their children worry less.



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