



Welcome to Lifeguard

Lifeguard is now quietly supporting care in your home. It works in the background to help your care team understand how things are going and respond if something seems out of the ordinary.

You don't need to do anything

Once installed, Lifeguard requires:

- ⊗ No buttons to press
 - ⊗ No devices to manage
 - ⊗ No changes to routines
- It simply runs in the background.

What happens behind the scenes

- Information is reviewed by a **real person** at the Lifeguard Alert Center, available 24/7.
- If something seems unusual, the team checks in to make sure everything is okay.
- When needed, they coordinate with your **care team** and **family**, based on your care plan.

What you may notice

- You may receive a call if something needs follow-up.
- Your Care Manager may reference Lifeguard during care reviews.
- Most of the time, you won't notice Lifeguard at all.

When to contact us

Please reach out if you:

- Have questions about Lifeguard
- Experience a power outage or equipment issue
- Need to update emergency contacts

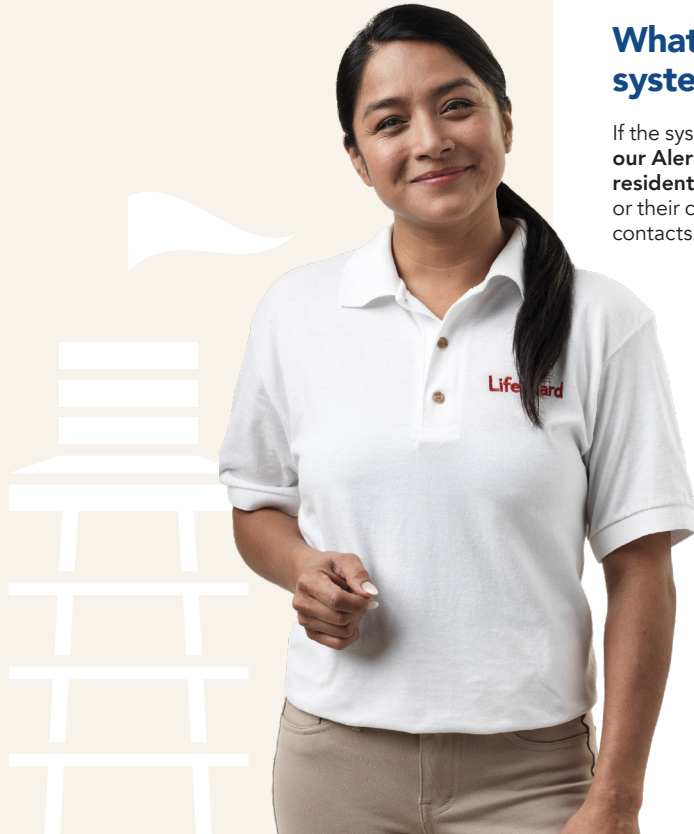


Lifeguard Alert Center & Support

1 888 667-1224 (24/7)

You'll always reach a live agent, never an automated system.

Frequently Asked Questions



What does Lifeguard pay attention to?

General daily patterns—such as movement in the home, sleep, and time spent in key areas—to help your care team notice meaningful changes.

What happens if the system detects an alert?

If the system detects a change in routine **our Alert Center will contact the home's resident**. In the event we cannot reach them or their caregiver, we will notify emergency contacts.

Will I be contacted often?

Most of the time, no. You'll only hear from us if something appears out of the ordinary or needs follow-up.

Does this replace my caregiver or care team?

No. Lifeguard supports your existing care by providing added insight between visits.

Is my privacy respected?

Yes. Lifeguard does not observe or record personal activity or identify individuals. It is designed to support wellbeing while protecting dignity.