

02

**Smart Fall Sensor
Get to Know**

Aloe Care



Help Is Here

Reach out to us for assistance with setup or answers to general questions; one of our team members will be happy to help.

Email, or speak to us directly—

support@aloecare.com

1-888-ALOECARE (1-888-256-3227)

support.aloecare.com

Section 1

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How It Works

The Fall Sensor uses radiofrequency sensor technology to map your environment and monitor for situations that indicate a fall. The device requires no wearables and no camera to detect an emergency.

In the event of a fall, the Fall Sensor communicates events to the Smart Hub, via WiFi, to notify caregivers through the Aloe Care mobile app.

TIP The Fall Sensor is designed to monitor rooms that are up to 12 feet x 16 feet (4 meters x 5 meters) in size.

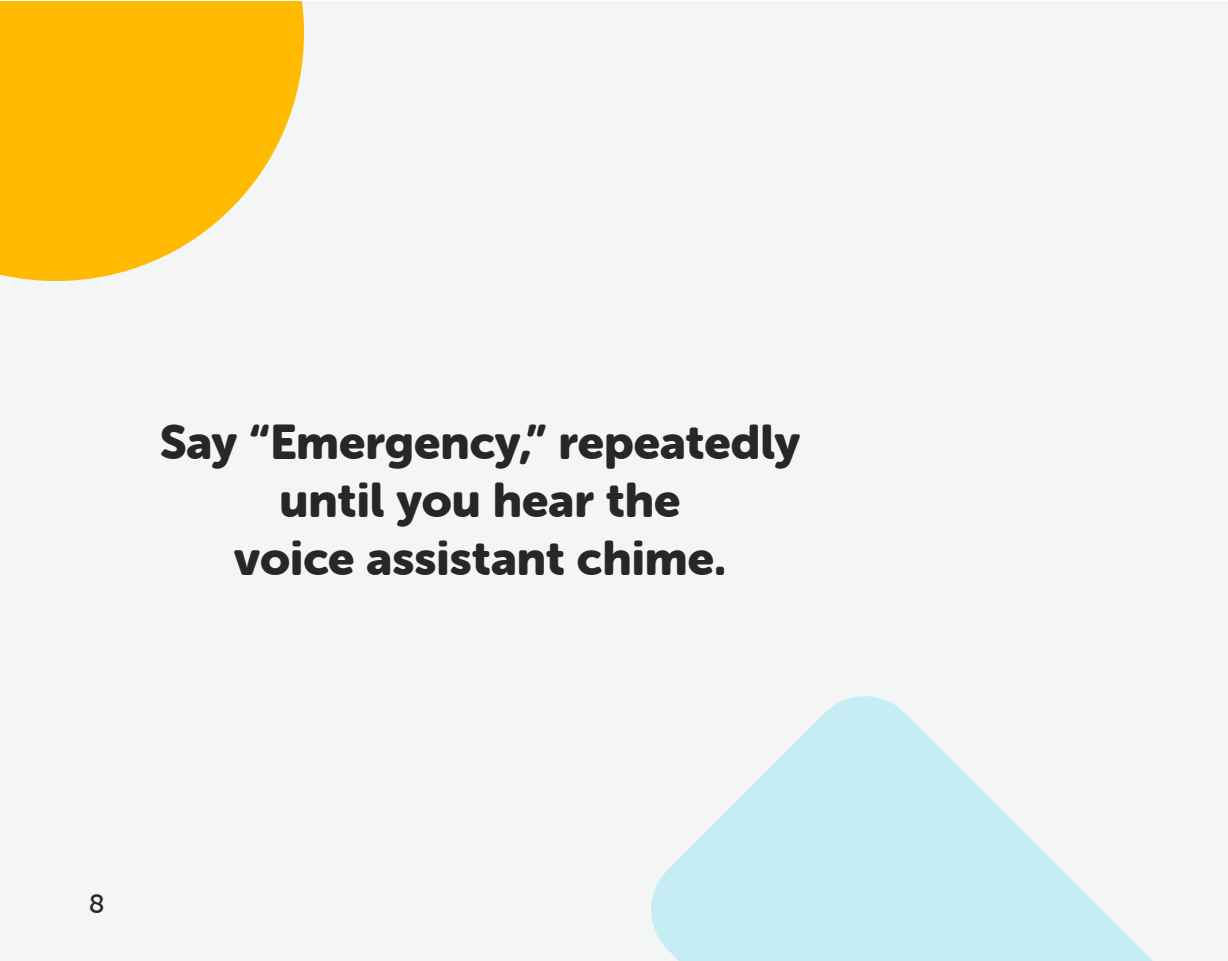


Detecting a Fall

Fall events are triggered when the device has identified a person who is either kneeling or lying on the floor for some time.

The Fall Sensor will prompt the individual to confirm or deny the fall event. You may confirm the event by saying “Emergency” or by remaining in place. You can deny the request simply by standing up or saying “Cancel” if there is no need for assistance.

TIP The device’s LED blinks blue when it has begun to identify a fall event in the room.



Say “Emergency,” repeatedly until you hear the voice assistant chime.

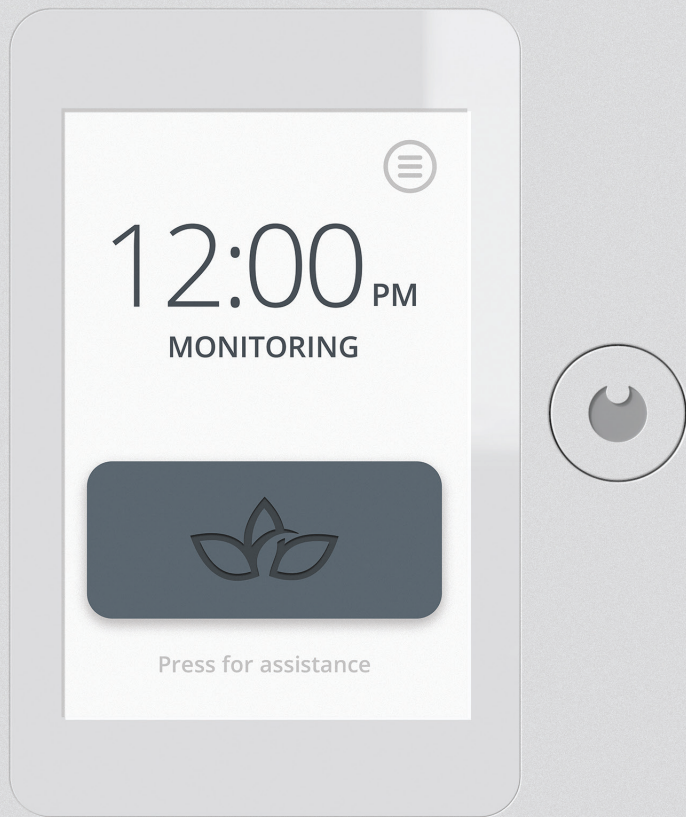
Request Assistance

Voice-Activated: Say, “Emergency” repeatedly until the voice assistant responds.

Button-Activated: If unable to speak, press the Assistance button in the center of the Smart Hub.

Once the voice assistant is triggered, the device will establish a call with the Response Team unless the request is canceled.

TIP Say “Call My Family,” after canceling the voice assistant, to contact your family and caregivers. They will be notified through the Aloe Care app.



Pressing the Button

If you're unable to speak, press the gray button on the Fall Sensor's touchscreen to request assistance.

Tapping the on-screen button will establish a two-way voice call with the Aloe Care Response Team.

TIP Our Response Team is trained to handle test calls or accidental requests. If you've accidentally pressed the button by mistake, the call will be canceled, without fault.



Assistance Protocols

The Aloe Care home set-up for independent older adults provides voice-activated communication, fall identification, and 24/7 access to an emergency call center.

Section 2

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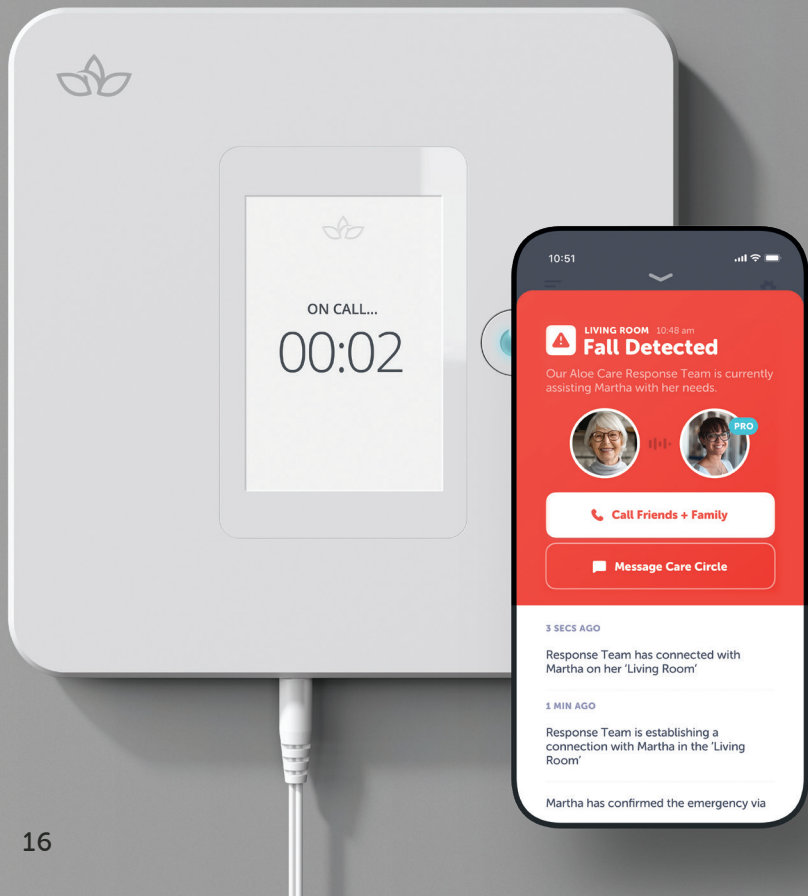


Our Response Team

The Aloe Care Response Team is trained to triage emergency events amongst independent adults.

Confirmed emergency events—by way of voice activation, button presses, or falls—automatically notify the Aloe Care Response Team. A two-way voice call is established through the device so that our experts can effectively triage the situation.

Once connected, Response Team experts will attempt to confirm whether medical intervention is required. If so, medical dispatch will be sent to the home of the independent adult.



Emergency Feed

The Emergency Feed is a live disposition feed available to caregivers with access to the Aloe Care app.

The feed showcases a timeline of events after the independent adult has confirmed the need for assistance and has been connected with the Response Team.

Additionally, it offers caregivers visibility into the independent adult's home, without complicating our Response Team's emergency triage efforts.

TIP Dial emergency contacts directly from the Emergency Feed.

Test a “Fall”

To become more familiar with your new Fall Sensor, we recommend conducting a test fall.

You may start by lying down on your back, on the floor, close to your device. The device must be plugged into a power source and fully connected to the app.

TIP To trigger the device—

- Make sure you’re the only person in the room.
- Lie down near the device.
- Wait approximately 60-90 seconds for the device to register your fall.

Call Script

Our Response Team is trained to handle test calls or accidental fall events. Use the following script once you’ve connected to the Response Team so that they’re aware you’re testing the device.

“Hi, this is [your name]. I was testing my Aloe Care Fall Sensor. I do not need medical assistance.”

After confirming your name and the address of the independent adult, the Response Team expert will end the call.



Test Complete!

You’re ready to use your new Smart Fall Sensor.

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