



This document WILL help you get Mom or Dad to understand the value and importance of Caregiver Smart Solutions (CSS) to you – the Caregiver.

## FOR THE CAREGIVER



CAREGIVER™  
SMART SOLUTIONS

**Here are some common questions and issues aging adults have brought up and how you can answer:**

### **I don't want anyone knowing what I'm doing!**

I am the only one with access to the information on the app, and I have absolutely no idea what you are doing. Remember, it's not a camera and I can't see or hear you. All I will know is that you are doing OK by seeing that that you are getting out of bed, going to the refrigerator and doing what you usually do. All I have to do is go on the app, see that you are doing okay, and I don't have to worry at all...which I do all of the time! No one else has the information but me.

### **Can people steal this information?**

No. All of the information is protected. The sensors ONLY "talk to" the app. Even I have to log in to see the app.

### **I don't want anyone in my house!**

All installers are insured professionals. It only takes them an hour to install, and I (or another family member or friend) will be here when they come. The CSS team has absolutely no ability to enter your home after leaving. This is not a security system, nor are any locks included. The sensor on your the doors are just to recognize if they have opened or closed.

### **Isn't my alert pendant enough?**

I'm so glad you are wearing the alert pendant. Keep wearing it. But remember, I still worry every day, wondering if you are okay. There is so much great technology available now, which can do much more than just alert us to a fall, and CSS will really reduce my stress. I'll know you are fine. All I have to go is on the app and I'll feel so much better!

### **What are you going to do with the app?**

I'll probably go on it a few times each day and just see that you doing fine. The most important things to me. If you are doing your normal activities. And the best part is that if anything is wrong, I will get an alert on my phone.

We recognize they may be adverse to technology and change, but at the same time, we want them to understand that you are okay with technological advancements like CSS. Remember that Mom or Dad may not be comfortable with CSS in the home, aging adults have shared they are not interested in learning how to use new programs, apps or devices. What Mom or Dad needs to understand is that while they may not have adapted to technology, you have. The CSS system is easy for you to use and will make a difference in your life as they grow older at home. Remember, we built the CSS system so that Mom or Dad does not have to wear, charge or do anything. It is truly non-invasive and protects their privacy while enhancing their independence. All while providing you with unmatched insights, stress reduction, and Peace of Mind.