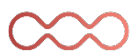
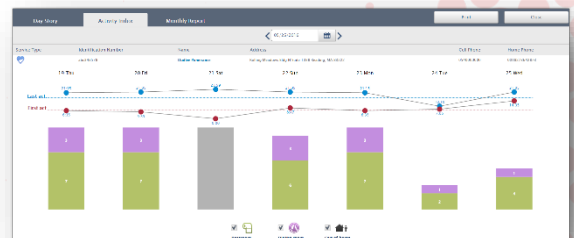









Care@Home™


Caregiver User Guide



August 2021

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1. Introduction



Essence Smart Care solutions aim to revolutionize the quality and efficiency of care services provided for the growing elderly and handicapped population. The Care@Home™ Product Suite creates an all-encompassing monitoring environment that captures the daily routine of the resident, helping to identify early signs of possible health deterioration, and emergency situations.

A caregiver is either a healthcare service professional or a family member responsible for one or more residents monitored by Care@Home™. Care@Home™ provides the caregiver with the tools that aid in providing a safe and nurturing home environment for the residents.

This document is a guide for the caregiver about how to use Care@Home™.

1.1. Care@Home™ Products

The Care@Home™ product suite offers the residents and their families a choice of two products:

- Care@Home™ **Pro**:  A personalized solution that uses an analytics engine to build a profile of the resident's daily routine to recognize activities outside that routine that occur and issue alerts as needed. Care@Home™ Pro requires the service provider for technical installation and maintenance of the Care@Home™ control panel and its peripherals.
- Care@Home™ **Family**:  A Do-It-Yourself (DIY) solution for the technical installation and maintenance of the Care@Home™ control panel and its peripherals.

The product suite for **Pro** and **Family** includes:

- The Care@Home™ web application
- The Care@Home™ app



NOTE: This guide is for Care@Home™ version 6.3.

1.2. Caregivers

The Care@Home™ caregiver has access to information collected by Care@Home™, for each of the caregiver's residents. The information includes reported activities, triggered alerts, and technical

issues. The caregiver uses the information to monitor each resident’s needs as they develop and provide the best care appropriate to those needs.


Caregivers can perform the following:

- Monitor the activities of the caregiver’s residents
- Receive SMS text messages and emails from the service provider call center
- Access alert information analysis results for each of the caregiver’s residents
- Issue specific actions in response to:
 - The results of the analysis of the collected alert information
 - Triggered emergency alerts
- Generate reports about each of the caregiver’s residents

1.3. Family Caregiver Types

Care@Home™ **Family** has the following types of caregiver:

Caregiver	Description
Master	<p>Can do the standard functions, and has the following abilities and responsibilities:</p> <ul style="list-style-type: none"> ● Install the Care@Home™ control panel and the peripherals ● Perform the installation validation using the Care@Home™ app ● Add and manage caregivers ● Assign or unassign caregivers to residents ● Define and maintain rules that aid the caregivers in monitoring the residents’ activities <p>You can assign up to two master caregivers, and eight standard caregivers.</p>
Standard	<p>Can do the standard functions.</p> <p>An administrator or master caregiver can assign up to eight standard caregivers.</p>

Refer to 6 Managing Family Users in the Care@Home™ App  on page 25.

2. Setting Up Care@Home™

To use Care@Home™ as a caregiver, you require the following applications:

- **Care@Home™** app (smartphone)– for verifying the installation process and remotely monitoring your resident
- **Care@Home™** web application (PC) – for managing Care@Home™

2.1. Installing the Care@Home™ App

Download the **Care@Home™** app from the Apple® App Store or the Google™ Play Store. Contact your service provider for username and password to log in.


Make sure your mobile device meets the following requirements:

- Apple: iOS 9.0 or later
- Android™: OS 4 or later
- Minimum mobile screen size of 4.7”

2.1.1 Changing the Care@Home™ App Language

You can change the language of the **Care@Home™** app.

To change the language:

1. Log in to the **Care@Home™** app. A list of residents assigned to you appears.
2. Tap on the resident you are caring for. If there are several, choose any one. The **Status** screen appears.
3. Tap . The **Settings** screen appears.
4. Select the language you want to appear in the **Care@Home™** app.

2.2. Installing the Care@Home™ Web Application



NOTE: Installing the **Care@Home™** web application is optional. The **Care@Home™** app has similar functionality and helps you with the key tasks involved in your role as a caregiver.

The **Care@Home™** web application requires a PC and an internet browser such as Chrome, Firefox, Internet Explorer (version 10 or later), Edge (Windows 10), or Opera.

To install the **Care@Home™** web application:

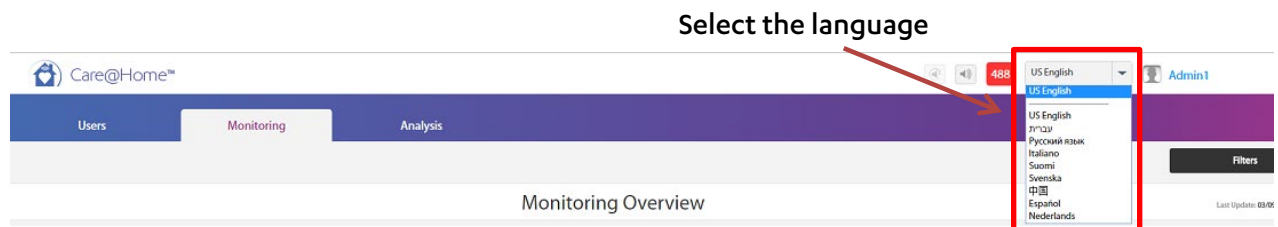
1. Contact your service provider for the **Care@Home™** web application URL.
2. Enter the dURL on your web browser. The **Care@Home™** web application **SIGN IN** page appears.
3. You can add the link to your web browser **Favorites** for easy access.

2.2.1 Changing the Care@Home™ Web Application Language

You can change the language of the **Care@Home™** web application.

To change the language:

1. Log in to the **Care@Home™** web application.
2. In the title bar, click the **Language** dropdown.
3. Select the language you want to appear in the **Care@Home™** web application.



3. Monitoring Residents

With the **Care@Home™** app and **Care@Home™** web application, you can monitor residents and see their current status, activity, whether they are at home, and view any open alerts. You can then decide if you want to analyze activity or take action. The **Monitoring Overview** in the **Care@Home™** web application gives you more information in greater detail than in the **Care@Home™** app.

3.1. Monitoring a Resident Using the Care@Home™ App

You can easily use the **Care@Home™** app to monitor a resident, to check up on their current status.

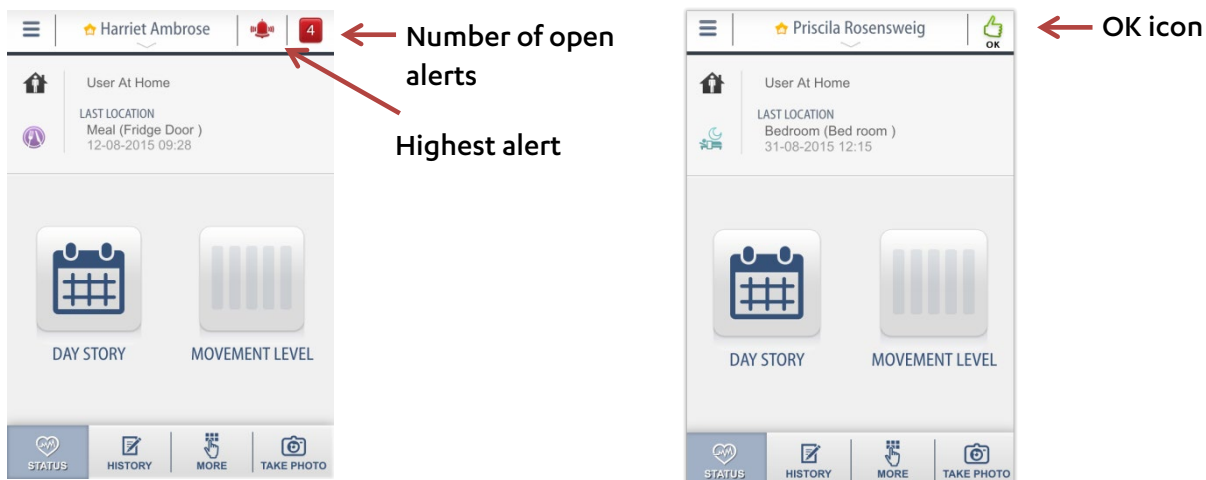
To monitor a resident:

1. Log in to the **Care@Home™** app. A list of residents assigned to you appears. The list displays the severity of the alerts issued for each resident along with the number of alerts that are currently open.
2. Tap the resident you want to monitor. The **Status** screen appears.

The **Status** screen reports:

- Details of the current status of the resident, including the highest severity of the alerts reported for the resident, and the number of open alerts.
- Whether or not the resident is at home. If the resident is at home, the Status screen reports the date, time, and location of the resident’s last activity.

In the figure on the left, the **Status** screen reports that the resident is not OK, with four open alerts. In the figure on the right, the **Status** screen reports that the resident is OK.



If you care for more than one resident, you can switch between residents by tapping the resident name at the top of the screen and making a selection.

From the **Status** screen, you can analyze activity and take action, as needed.

Refer to 4 Analyzing Resident Activity on page 12, and 5 Dealing with Alerts on page 19.

3.2. Monitoring a Resident Using the Care@Home™ Web Application

You can easily use the **Care@Home™** web application to monitor a resident, to check up on their current status.



To monitor a resident:

1. Log in to the **Care@Home™** web application.
2. Click the **Monitoring** tab. A list of residents assigned to you appears, including their last location, the date and time of the last location the resident was detected at, status, and activity level.

The **Monitoring Overview** organizes the list of residents in order by:

- The newest alarm events - New, Viewed, In Progress, Closed
- The severity of the alerts – High, Medium, Low
- Alarm event date and time – Most recent first

You can:

- Click  to sort a column in ascending or descending order.
- Click  beside the **Account Number** for a resident, to displaying contact information for the resident.

3.2.1 Filtering the Monitoring Overview

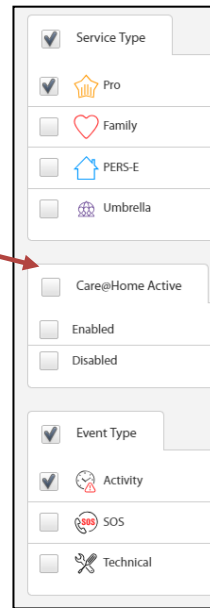
The Care@Home™ web application enables you to filter the list of residents displayed in the **Monitoring Overview** by:

- Service type
- Alert types

To filter the **Monitoring Overview**:

1. From the **Monitoring** tab, click **Filters**. The **Filters** window appears.
2. Select filters.

Click to select the filters you want



3. Click **Apply**. The filtered list appears.

3.2.2 Last Location Detected

The information displayed in the **Monitoring Overview** includes the date, time, and location of the last activity detected for each resident.



Date and time of last activity detected **Location where last activity detected**

Service Type	Account Number	Identification Number	Time (Date)	Resident	Last Location	Status	Activity Level	Reports
	acct585	abc9461320e3d3	09/01/2015 18:32	Rosalyn Stein	LivingRoom	4		Select report type
	Acct3934885	abc28394792	08/30/2015 11:10	Wilma Franks	Meal	5		Select report type
	Acct98237	abc746531467	09/20/2015 16:15	Elaine Sandler	Restroom	1		Select report type

3.2.3 Status Information

The **Status** column shows the residents with open alerts, information about the status of the alerts, and displays the following:

- **NEW** - Open alerts that are new and have never been viewed.
- The highest severity of the open alerts reported for a resident.





-  - SOS (Highest Severity)
-  - Technical Alert (Low Severity)
- The number of open alerts awaiting resolution.

3.2.4 Activity Level

The **Activity Level** column in the **Monitoring Overview** shows how active the resident has been during the past hour. The activity measured is not the resident's activity within a single room, but the resident's movement between rooms. The more the bar graph is highlighted, the greater the level of the resident's activity.

4. Analyzing Resident Activity

To help analyze resident activity, there are several reports that you can generate for a resident, depending on the resident's service. Refer to:

- 4.1 Viewing the Day Story on page 12
- 4.2 Viewing the Movement Level  on page 13
- 4.3 Viewing the Weekly Activity Summary  on page 14
- 4.4 Viewing the Resident Activity Log and Alert History on page 15
- 4.5 Viewing the Weekly Report  on page 16
- 4.6 Viewing the Monthly Report  on page 17

4.1. Viewing the Day Story

The **Day Story** reports a resident's activities, displayed as a color-coded matrix of activities by time and location over the course of a 24-hour period. This report is available for all residents.

4.1.1 Viewing the Day Story in the Care@Home™ App

To view the **Day Story** in the **Care@Home™** app:

1. Log in to the **Care@Home™** app. A list of residents assigned to you appears.
2. Tap on the resident whose **Day Story** you want to view. The **Status** screen appears.
3. Tap **DAY STORY**. The **Day View** appears, giving you a view of the resident's activities for a particular day.
4. To view the **List View**, tap **LIST**. The **List View** gives you another view of daily movements in an easy-to-read calendar format. It provides zoom-in details of the exact duration of specific activities.

To view other days in **Day View** or **List View**:

- Tap the date and select the day you want to view. You can also tap the forward or back arrow to go to another date.

4.1.2 Viewing the Day Story in the Care@Home™ Web Application

To view the **Day Story** in the **Care@Home™** web application:

1. Log in to the **Care@Home™** web application.
2. In either the **Monitoring Overview** or the **Analysis Overview**, click on the row for the resident whose **Day Story** you want to view.
3. In the **Reports** column at the end of the row, select **Day Story** from the dropdown. The **Day Story** for the current day appears. Place the cursor over an activity to view the start and end time.

To view a different day, change the date.

4.2. Viewing the Movement Level

The **Movement Level** report shows a color-coded bar graph of the resident's movements within each room during the previous hour. This report is only available for Care@Home™ **Pro** residents.

4.2.1 Viewing the Movement Level in the Care@Home™ App

To view the **Movement Level** in the **Care@Home™** app:

1. Log in to the **Care@Home™** app. A list of residents assigned to you appears.
2. Tap on the resident whose **Movement Level** you want to view. The **Status** screen appears.
3. Tap **MOVEMENT LEVEL**. The resident's movement level in various locations during the past hour appears.

4.2.2 Viewing the Movement Level in the Care@Home™ Web Application

To view the **Movement Level** in the **Care@Home™** web application:

1. Log in to the **Care@Home™** web application.
2. Click either the **Monitoring** or the **Analysis** tab.
3. Click on the row for the resident whose **Movement Level** you want to view.
4. In the **Reports** column at the end of the row, select **Movement Level** from the dropdown. The **Movement Level** report appears.

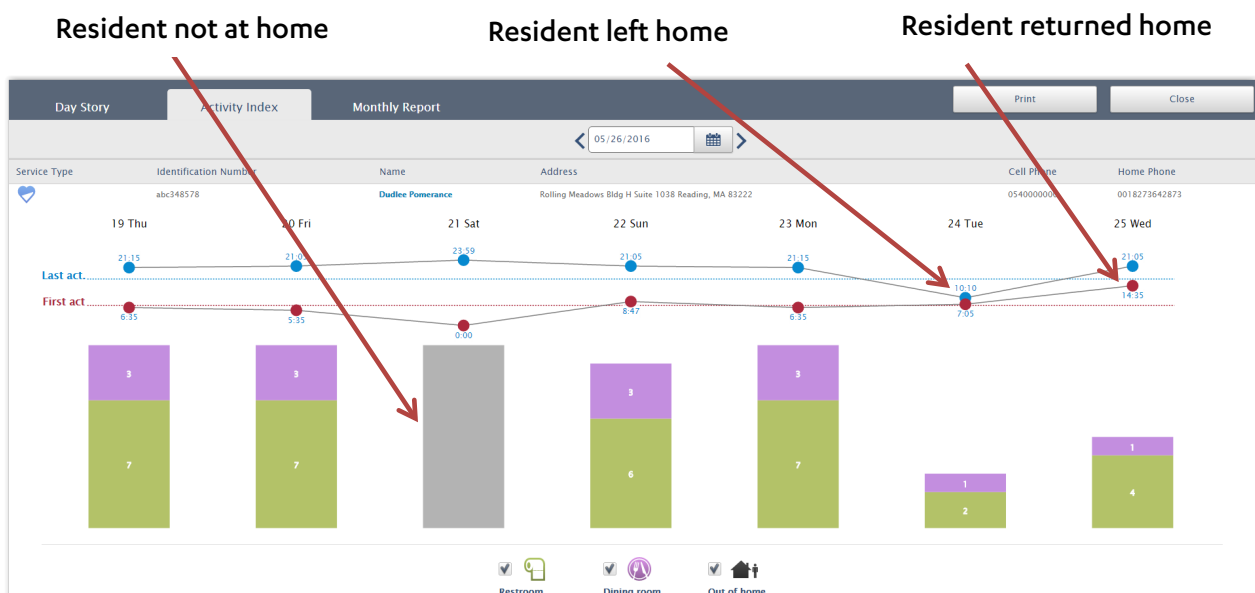
4.3. Viewing the Weekly Activity Summary

The **Weekly Activity Summary** shows the number of times multiple movements are detected by the same activity sensor for each 24-hour period, in the previous week. Compare multiple similar graphs to identify exceptions to this average daily routine.

The **Weekly Activity Summary** also shows the time of the resident’s first and last activities for each day. The first activity is determined by the resident’s Wake and Well. If no Wake and Well is configured, dining room activity determines the first activity.

The **Weekly Activity Summary** report is only available for Care@Home™ **Family** residents.

The figure below is an example of a **Weekly Activity Summary** graph. It shows that in the week there was one day the resident was not at home, and another day when the resident left around 10 AM and returned the next day around 14:30.



4.3.1 Viewing the Weekly Activity Summary in the Care@Home™ App

To view the **Weekly Activity Summary** in the **Care@Home™** app:

1. Log in to the **Care@Home™** app. A list of residents assigned to you appears.
2. Tap on the resident whose **Weekly Activity** you want to view. The **Status** screen appears
3. Tap **WEEKLY ACTIVITY**. The resident’s activity during the past week appears.

To view a different week, change the date.

4.3.2 Viewing the Weekly Activity Summary in the Care@Home™ Web Application

To view the **Weekly Activity Summary** in the **Care@Home™** web application:

1. Log in to the **Care@Home™** web application.
2. Click either the **Monitoring** or the **Analysis** tab.
3. Click on the row for the resident whose **Weekly Activity Summary** you want to view.
4. In either the **Monitoring Overview** or the **Analysis Overview**, click on the row for the resident whose activities are to be reported.
5. In the **Reports** column at the end of the row, select **Weekly Activity Summary** from the dropdown. The **Weekly Activity Summary** report appears.

To:

- View a different week, change the date.
- Print the report, click **Print**.

4.4. Viewing the Resident Activity Log and Alert History

In the **Care@Home™** app, the **Resident Activity Log** displays a log of the resident's alerts according to the filters you select. In the **Care@Home™** web application, this information appears in the **Alert History**.

The following information is displayed for each alert:

- **Time:** The date and time the alert was issued.
- **Event Type:** The type and description of the alert, including the device that triggered the alert.
- The status of an alert. The following are the alert statuses:
 - **NEW** - An alert is issued and has not yet been processed.
 - **IN PROGRESS** - An alert is in the process of being resolved.
 - **VIEWED** – An alert has been viewed and has not yet been processed.
 - **CLOSED** – An alert has been resolved and closed.

Refer to 5 Dealing with Alerts on page 19.

4.4.1 Viewing the Resident Activity Log in the Care@Home™ App

To view the **Resident Activity Log** in the **Care@Home™** app:

1. Log in to the **Care@Home™** app. A list of residents assigned to you appears.
2. Tap on the resident whose activity you want to view. The **Status** screen appears.
3. Tap **HISTORY**.
4. Tap **FILTER** to select the information you want to display in the **Resident Activity Log**.
5. Tap to select or deselect each of the filters, as appropriate.
6. For example, to see only **Activity** alerts, select only **ACTIVITY**. To see **Activity, New, and In Progress** alerts, select only these filters.

To deselect all filters, tap **CLEAR**.

7. Tap **APPLY**.

Refer to 5 Dealing with Alerts on page 19.

4.4.2 Viewing the Alert History in the Care@Home™ Web Application

To view the **Alert History** in the **Care@Home™** web application:

1. Log in to the **Care@Home™** web application.
2. Click the **Analysis** tab.
3. Click on the name of the resident whose alert history you want to view.
4. Click **FILTERS** to select the information you want to display.
5. Mark or clear the checkbox for each of the filters, as appropriate.
6. For example, to see only **Activity** alerts, select only **ACTIVITY**. To see **Activity, New, and In Progress** alerts, select only these filters.
7. Click **APPLY**.

Refer to 5 Dealing with Alerts on page 19.

4.5. Viewing the Weekly Report 🏠

The **Weekly Report** is a summary of a resident's activities during the reporting period and is the basis for the resident's standard profile. After the profile is established, abnormal behaviors can be identified and can trigger alerts.

This report is only available for Care@Home™ **Pro** residents.

The **Weekly Report** includes:

- **Activity Bar Graphs** – Bar graphs showing activity information for specific activity locations. In the **Bedroom**, **Meal**, and **Not at home** graphs, the activity is measured for the 24-hour period for each day. In the **Restroom** graph, the activity is measured for up to 10 hours for each day.
- **Weekly Activity Level** – The main graph that shows all the resident’s activities against time, day, and activity location. You can mark or clear a checkbox to include or exclude that activity from the graph.

4.5.1 Viewing the Weekly Report in the Care@Home™ Web Application

To view the **Weekly Report** in the Care@Home™ web application:

1. Log on to the Care@Home™ web application.
2. Click either the **Monitoring** tab or the **Analysis** tab.
3. Click on the row for the resident whose **Weekly Report** you want to view.
4. In the **Reports** column at the end of the row, select Weekly Report from the dropdown. The **Weekly Report** appears.

To:

- View a different week, change the date.
- Print the report, click **Print**.

4.6. Viewing the Monthly Report

The **Monthly Report** is a stacked bar-graph of visits identified during the reporting month. The graph allows you to compare the daily activity levels during the month. The **Monthly Report** is only available for Care@Home™ **Family** residents.

4.6.1 Viewing the Monthly Report in the Care@Home™ Web Application

To view the **Monthly Report** in the Care@Home™ web application:

1. Log in to the Care@Home™ web application.
2. Click either the **Monitoring** tab or the **Analysis** tab.




3. Click on the row for the resident whose **Monthly Report** you want to view.
4. In the **Reports** column at the end of the row, select **Monthly Report** from the dropdown. The **Monthly Report** appears.

To:

- View a different month, change the date.
- Print the report, click **Print**

5. Dealing with Alerts

Alerts are notifications about events, automatically sent as an SMS to your mobile phone, or as an email, to tell you that an event has happened.

Alert	Description
 Emergency Alert	Alert triggered by using a panic device such as a panic button.
 Activity Alert	Alert triggered by an event that occurs outside the resident’s activity profile.
 Technical Alert	Alert triggered by a technical problem that occurs with the control panel or one or more of the peripheral devices connected to the control panel. Note: Notifications about technical alerts are issued only in the Care@Home™ web application.
Security Alert	Family only. Alert triggered by an event that threatens the security of the resident’s home, such as an unexpected entry or exit.
Safety Alert	Alert triggered by an event that threatens the safety of the resident, such as extreme temperature.

You can deal with alerts using the **Care@Home™** app or the **Care@Home™** web application.

5.1. Dealing with an Alert Using the Care@Home™ App

If you are logged in to the **Care@Home™** app running on your mobile device, you may receive an alert on the app. You can deal with the alert by sending a message, calling the police, taking a photo (if cameras are installed), viewing the event log of messages about the alert, or closing the alert.

To deal with the alert, tap **VIEW EVENT**. The **Event Detail** screen appears. Choose what action to take:

Action	Procedure
Send a message	<ol style="list-style-type: none"> 1. Tap TAKE ACTION. 2. Tap Broadcast. The ADD MESSAGE screen appears. 3. Type your message. The message should include information about the actions you have taken, are taking, and plan to take about the alert, along with details of any likely problems. 4. Tap SEND.

Action	Procedure
Call the police	<ol style="list-style-type: none"> 1. Tap TAKE ACTION. 2. Tap Police Dept. Call. The phone number is displayed, ready for you to call.
Take a photo	<ol style="list-style-type: none"> 1. Tap TAKE ACTION. 2. Tap Take Photo. The TAKE PHOTO screen appears. 3. Tap to select the camera. A confirmation message appears. 4. Tap CLOSE.
View the event log	<ol style="list-style-type: none"> 1. Tap EVENT LOG. The Event Log screen appears. 2. To take action, tap MORE. 3. Choose and tap the appropriate action.
Close the alert	<ol style="list-style-type: none"> 1. Tap CLOSE EVENT. The CLOSE EVENT dialog box appears. 2. Tap the reason for closing the event. 3. Tap OK. The open alert is marked as closed. If part of a group, the group is closed.

If you do not have the **Care@Home™** app running, to deal with alerts using the app:

1. Log in to the **Care@Home™** app. A list of residents assigned to you appears.
2. Tap on the resident whose alert you want to deal with. The alert appears.
3. Tap **VIEW EVENT**.
4. Choose what action to take.

5.2. Dealing with an Alert Using the **Care@Home™** Web Application

The title bar of the **Care@Home™** web application displays the number of open alerts that require handling. You can deal with the alert by sending a message, calling the police, taking a photo (if cameras are installed), viewing the messages about the alert, or closing the alert.

To deal with an alert using the **Care@Home™** web application:

1. Sign in to the **Care@Home™** web application.
2. Click the **Analysis** tab. The **Analysis Overview** appears.
3. In the **Resident** column, click the **name** of the resident whose alert you want to deal with. A list of events appears, and the **Event Detail** box appears at the far right of the screen.



NOTE: The **Analysis** module generates a summary analysis of a resident’s activities as being **Low Activity** and **Unusual Activity**. When either is detected, the **Event Detail** box displays a summary analysis of the resident’s activities that contributed to the reporting of the events. This summary analysis is only available in the **Care@Home™** web application.

4. Choose what action you want to take:



Action	Procedure
Send a message	<ol style="list-style-type: none"> In the Event Detail box, click Take Action. The Take Action tab appears displaying the list of available tools to help resolve the alert. On the row for the Broadcast tool, click Take Action. The ADD MESSAGE dialog box appears. In the Free Text field, type in the message. The message should include information about the actions you have taken, are taking, and plan to take about the alert, along with details of any likely problems. Click Send
Call the police	<ol style="list-style-type: none"> In the Event Detail box, click Take Action. The Take Action tab appears displaying the list of available tools to help resolve the alert. On the row for the Police Dept. Call tool, click Take Action. The Police Dept. Call message appears. Call the phone number shown in the message. Click OK.
Take a photo	<ol style="list-style-type: none"> In the Event Detail box, click Take Action. The Take Action tab appears displaying the list of available tools to help resolve the alert. On the row for the Take Photo tool, click Take Action. The Take Photo tab appears, displaying a list of the installed camera detectors configured for the resident. Click the Take Photo button on the row for the location where the alert was triggered. The camera takes five consecutive photos. Click New events available. The first photograph is displayed in the Event Detail tab of the Alert Event box. Click the buttons on the bottom of the photograph, or the arrows on the right and left of the photograph, to scroll through the five photographs. After viewing the photographs, the event status is updated to CLOSED.
View messages	<ol style="list-style-type: none"> In the Event Detail box, click the Messages tab. Messages are color-coded: system generated messages are red, broadcast and close messages are gray.

Action	Procedure
Close the alert	<ol style="list-style-type: none"> In the Event Detail box, click Close Event. The CLOSE EVENT? dialog box appears. Mark the general reason for closing the event: <ul style="list-style-type: none"> ● Event is handled – The event has been resolved. ● Unverified event – The event was investigated, and the situation found to be satisfactory. From the dropdown list, select a reason. In Event details, enter the details about closing the event. Click OK. The open alert is marked as closed. If part of a group, the group is closed.

5.2.1 Enabling Sound Alarms in the Care@Home™ Web Application

You can enable the **Care@Home™** web application to sound an alarm when there is an alert about a new event, and a reminder about events that have not yet been dealt with.

To enable sound alarms in the **Care@Home™** web application:

- Sign in to the **Care@Home™** web application.
- In the title bar:
 - To enable the application to sound an alarm about a new event, click .
 - To enable the application to sound an alarm reminding you about alerts for events that have not yet been dealt with, click .

5.3. Dealing with an Emergency Call

Depending on how **Care@Home™** is configured, an emergency call triggered by the resident may go to a monitoring station or a caregiver. If emergency calls are configured to go to a caregiver, the caregiver can communicate with the resident using the control panel or VPD.

5.3.1 Emergency Call from a VPD

The emergency call is half-duplex: you can speak or listen on the call, but you cannot do both at once.

During the call, you can press a number on your phone keypad to:

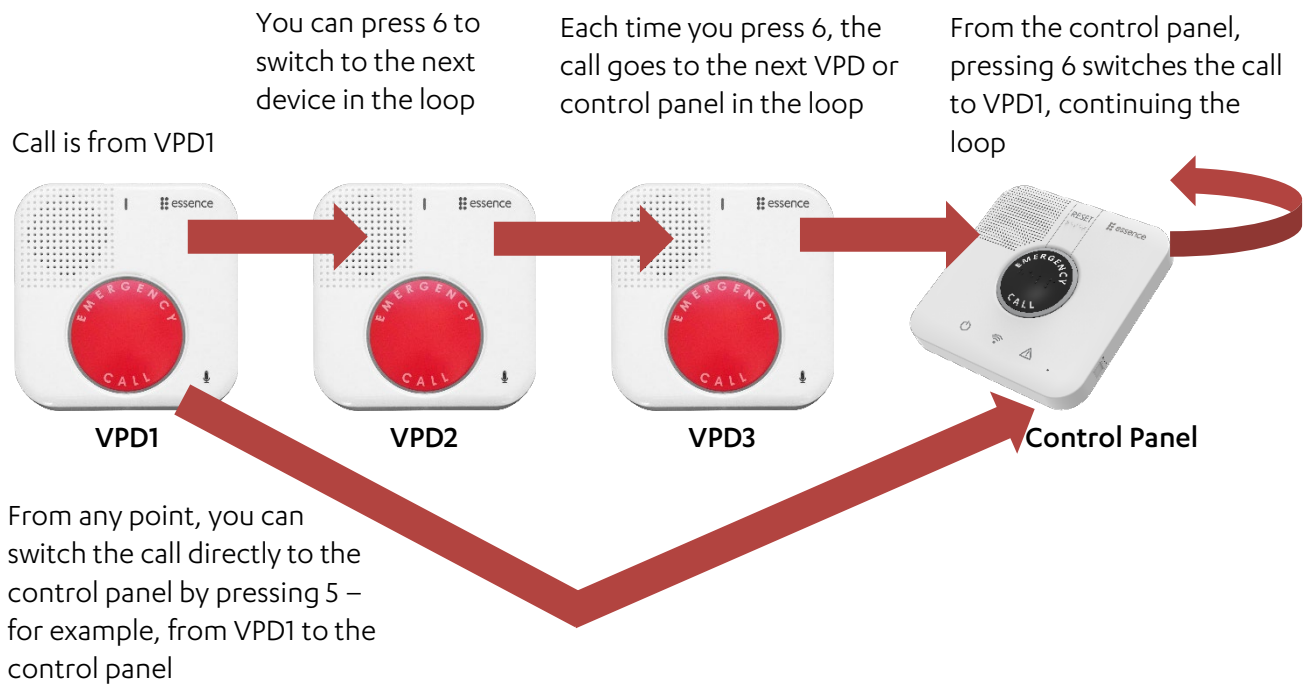
- Switch from listen to talk (press **1**)
- Switch from talk to listen (press **3**)

If unable to contact the resident, or there is a loss of contact, with the voice extender capability, you can:

- Press **6** to transfer the call to the next device in the loop of the VPD and control panel devices in the system.
- Press **5** to transfer the call directly to the control panel

For example, the resident has VPD1, VPD2, VPD3 and control panel installed, and the default DTMF configuration is in place.

If the resident makes an emergency call from VPD1, and then moves away from VPD1, you can press **6** to switch the call to VPD2. Pressing **6** again, switches the call to VPD3, and so on each time you press **6**.



5.3.2 Emergency Call from a Control Panel or Emergency Pendant

An emergency call from a control panel or emergency pendant is full duplex: you can talk and listen at the same time. Other than that, you deal with an emergency call from a control panel or emergency pendant in the same way as you deal with one from a VPD.

6. Managing Family Users in the Care@Home™ App

To help manage **Family** users, there are several actions you can take in the **Care@Home™** app. Refer to:

- 6.1 Assigning a Caregiver on page 25
- 6.2 Editing a Caregiver's Details on page 26
- 6.3 Unassigning a Caregiver on page 26
- 6.4 Editing a Resident's Details on page 27

6.1. Assigning a Caregiver

You can assign additional caregivers to a Care@Home™ **Family** resident.

To assign a caregiver:

1. Log in to the **Care@Home™** app.
2. Tap **INSTALLATION TOOL**.
3. If you care for more than one resident, tap the resident.



4. Tap **CAREGIVERS**. The **Caregivers & Family** screen appears.

5. Tap . The **Add Caregiver** screen appears.

6. Choose the type of caregiver:

- To add a new caregiver, tap **NEW CAREGIVER**. The **New Caregiver** screen appears. Enter the login information and the profile information for the caregiver including the type of caregiver.
- To assign an existing caregiver to the resident, tap **EXISTING CAREGIVER**. The **Caregiver Details** screen appears. Enter the username of the existing caregiver and tap **SEARCH**. The caregiver's profile information is displayed. Select the type of caregiver.

7. Tap **SAVE**.

6.2. Editing a Caregiver's Details

You can change a caregiver's personal details.

To edit a caregiver's details:

1. Log in to the **Care@Home™** app.
2. Tap **INSTALLATION TOOL**.
3. If you care for more than one resident, select the resident.



4. Tap **CAREGIVERS**. The **Caregivers & Family** screen appears.
5. Tap the caregiver whose details you are editing. The **Caregiver Details** screen appears.
6. Enter the changes to the caregiver's details including the type of caregiver, the alerts, and the notification methods.
7. Tap **SAVE**.

6.3. Unassigning a Caregiver

When you unassign a caregiver from a resident, the caregiver remains defined in Care@Home™.

To unassign a caregiver:

1. Log in to the **Care@Home™** app.
2. Tap **INSTALLATION TOOL**.
3. If you care for more than one resident, select the resident.



4. Tap **CAREGIVERS**. The **Caregivers & Family** screen appears.
5. Tap the caregiver you want to unassign. The **Caregiver Details** screen appears.



6. Tap **TRASH**. A confirmation window appears.
7. Tap **ACCEPT**. The caregiver is unassigned from the resident.

6.4. Editing a Resident's Details

You can change a Care@Home™ **Family** resident's personal details.

To edit a resident's details:

1. Log in to the **Care@Home™** app.
2. Tap **INSTALLATION TOOL**.
3. If you care for more than one resident, select the resident.
4. Tap **RESIDENT**. The resident's details screen appears.
5. Enter the changes you want to make to the resident's details.
6. Tap **SAVE**.

7. Managing Caregivers in the Care@Home™ Web Application

To help manage caregivers, there are several actions you can take in the **Care@Home™** web application. Refer to:

- 7.1 Editing Caregiver Information on page 28
- 7.2 Changing a Caregiver Password on page 28
- 7.3 Viewing the Residents Assigned to a Caregiver on page 29
- 7.4 Setting Alert Notification Preferences for a Resident on page 30

7.1. Editing Caregiver Information

To edit caregiver information:

1. In the **Care@Home™** web application, on the title bar, click either:
 - Your username
 - The username for the caregiver whose information you want to edit
2. The **Caregiver Account Information** page appears.
3. Edit the following fields:
 - Gender
 - Language
 - Mobile view on desktop browser
4. Click **Save**.

7.2. Changing a Caregiver Password

To change a caregiver's password:

1. In the **Care@Home™** web application, on the title bar, click either:
 - Your username
 - The username for the caregiver whose password you want to change
2. The **Caregiver Account Information** page appears.
3. Click **Change Password**.
4. Enter a new password of eight characters in the **Password** field.
5. Enter the same new password, as entered in the previous field, in the **Password Confirmation** field.
6. Click **Save**.







7.3. Viewing the Residents Assigned to a Caregiver

You can use the **Resident Assignment Page** to view the residents that you are assigned to as a caregiver, or the residents assigned to another caregiver.

To view the residents assigned to a caregiver:

1. In the **Care@Home™** web application, click the **Residents** tab. The **Resident Assignment** page is displayed.

In addition to the residents assigned to a specified caregiver, the **Resident Assignment** page displays further information about the resident.

Name	Description
Service Type	The product offering assigned to the resident: <ul style="list-style-type: none"> ● Pro  ● Family 
Identification Number	The general identification code of the resident.
Assigned	<ul style="list-style-type: none"> ● Green dot : <ul style="list-style-type: none"> ■ Care@Home™ Pro resident is assigned to a caregiver. ■ Care@Home™ Family resident is assigned to a standard caregiver. ● Purple dot : <ul style="list-style-type: none"> ■ Care@Home™ Family resident is assigned to a master caregiver.
Name	The resident’s first and last name.
Address	The address of the resident’s premises.
Cell Phone	The resident’s mobile phone number.
Home Phone	The landline phone number at the resident’s premises.
Actions	Click  to view the caregiver’s preferences configuration page. Refer to 7.4 Setting Alert Notification Preferences for a Resident on page 30. Click  to edit the resident’s details, preferences, and rules. This is for a Care@Home™ Family master caregiver only

7.4. Setting Alert Notification Preferences for a Resident

Care@Home™ sends alert notifications to the caregiver on behalf of a resident. You can configure the preferences for each of the residents for whom you are responsible.

Preferences available for residents depend upon the resident's service level.

To set the alert notification preferences:

1. In the **Care@Home™** web application, on the title bar, click either:
 - Your username
 - The username for the caregiver whose preferences you want to change
2. The **Caregiver Account** Information page appears.
3. Click **Alert Preferences**. The **Preferences** page appears.
4. Ensure the preferences you want are marked, and those you do not want are cleared.
5. Click **OK**.

8. Using Rules to Monitor Residents

Care@Home™ provides with a set of default rules to help you monitor your residents and inform you of extreme situations and exceptions to routine behavior. You can create additional rules, edit existing rules, and remove rules.

The key elements to defining rules are:

- Triggers: Events that cause a rule to broadcast an alert or notification
- Rule types: Determine which events trigger the rule



NOTE: You only need to edit, add, or remove rules if the default rules are not suitable for your resident.

8.1. Triggers







Care@Home™ includes several types of trigger.










Trigger	Description
Period	Time frame during which the rule monitors detections.
Location	Activity detections associated with a room or door. Note: You can choose either a room type, such as restrooms, or a specific room in which the activity is to be monitored, such as the library.
Duration	How long a movement is monitored or not detected.
Detection	Minimum or maximum number of detections.
Visits	Minimum or maximum number of times a sensor detects multiple movements in the same room. For example, if the resident is moving around the bedroom, a visit is identified when the bedroom activity sensor detects two or more movements near the bed.
Days	The day(s) of the week that the activity occurs.
Away Time	How long the resident is away from home.



8.2. Rule Types

Care@Home™ includes several rule types. The rule types available for a resident depends on the resident’s service.

The triggers for each rule type are shown **in bold** in the following table.

Type	Icon	Service	Scenarios
Not at home		Family	<p>The resident does not appear to be at home for longer than the chosen Away Time after the main door is used.</p> <p>Note: For Pro, the Away Time has a default value that can be changed using CMS. For Family, the recommended Away Time should be at least 12 hours.</p> <p>Important: Only one rule based on this rule type is allowed per resident.</p>
Wake & well		Pro, Family	<p>During the chosen Period, the resident is detected in all of the chosen Locations, indicating that the resident is awake and moving about.</p> <p>For example, the resident is detected in the restroom and kitchen after waking up in the morning.</p>
Inactivity		Family	<p>While the resident is at home, during the chosen Period, the resident has not been detected for the chosen Duration.</p> <p>For example, in the afternoon, the resident is in the living room and is not detected moving about for at least three hours.</p> <p>Important: Only one rule based on this rule type is allowed per resident.</p> <p>Inactivity rules can be configured to have low activity alerts be sent directly to the Alarm Receiving Center (ARC) and not sent to the Care@Home server. When configured, the resident can press the control panel RESET button to end the alert.</p>
Wandering		Family	<p>While the resident is expected to be at home, during a chosen Period, on one or more chosen Days, the resident is not detected for longer than the Away Time after the main door is used.</p> <p>For example, the resident routinely sleeps from 9:30 PM to 6 AM. On Tuesday night, at 2 AM, using the main door, the resident leaves home, not to return within an hour.</p> <p>Note: The recommended Away Time should be at most an hour.</p> <p>Important: Only one rule based on this rule type is allowed per resident.</p>
Absent		Family	<p>No Visits are identified in a chosen Location, during a chosen Period.</p> <p>For example, the resident is expected to have breakfast in the kitchen in the morning and the kitchen sensor does not identify a visit in the morning.</p>
No activity detected		Family	<p>While the resident is at home, no detections are made in the any of the chosen Locations, during the chosen Period.</p> <p>For example, the resident is expected to use the restroom, kitchen, or dining room in the morning but is not detected in any of them.</p>

Type	Icon	Service	Scenarios
Low number of detections		Family	While the resident is at home, during the chosen Period , the detections in the chosen Location are lower than expected. For example, the resident uses the main door less than the routine usage of four times a day .
Low number of visits		Family	While the resident is at home, during the chosen Period , the number of Visits identified in a chosen Location is lower than expected. For example, the resident uses the restroom less than the routine of four times a day .
Short stay		Family	During the chosen Period , the total duration of the Visits , identified in a chosen Location , is below the expected duration . For example, at noon time, the resident has a 15-minute lunch in the kitchen rather than the expected 45-minute lunch.
Short bedroom stay		Family	While the resident is at home, during the chosen Period , either: <ul style="list-style-type: none"> ● No activity detections are made by the bedroom sensor -or- ● The time between the first and last bedroom sensor detections is shorter than the chosen Duration. For example, the resident fell asleep in the living room and never went to bed. Note: This rule type is only valid if a sensor is installed in the bedroom.
Long stay		Family	During the chosen Period , the total duration of the visits, identified in a chosen Location , is above the expected Duration . For example, the resident goes to the restroom multiple times in the morning for a total duration of 60 minutes, longer than the morning routine of 20 minutes .
High number of detections		Family	During the chosen Period , the number of detections exceeds the chosen maximum number of Detections in the chosen Location . For example, during the night , the main door is opened and closed a number of times .
High number of visits		Family	During the chosen Period , the number of visits to the chosen Location exceeds the chosen maximum number of Visits . For example, during the night , the resident visits the restroom five times , more than the expected twice a night.
Unexpected presence		Family	During the chosen Period , at least one Visit is identified in the chosen Location . For example, the resident appears to have a meal in the kitchen in the middle of the night .
Unexpected Entry/Exit		Pro, Family	During the chosen Period , on a chosen Day(s) , the main door is used. During the entry/exit Duration following an unexpected entry or exit, additional detections will not trigger additional alerts. For example, an unexpected visitor enters the premises during the night on Wednesday . Additional detections is suspended for the first 5 minutes . Important: Only one rule based on this rule type is allowed per resident.

Type	Icon	Service	Scenarios
At Home Too Long		Family	The resident appears to be at home for longer than the Home Time . Important: Only one rule based on this rule type is allowed per resident.
Door open		Pro, Family	The door at home is open for longer than the expected Duration , during the chosen Period . For example, in the morning , the resident leaves the door open for over an hour , when returning from the daily walk to the park.

8.3. Managing Periods

A period is the time frame during which a rule monitors detection. You can set up common periods for use in multiple rules.

For example, you may note that your resident eats at particular times and want to monitor these activities. To do so, you can pre-define the following periods:

- Breakfast time
- Lunch time
- Dinner time
- Snack time

Only an administrator or a master caregiver can manage periods.

You can add, edit, and remove periods, using either the **Care@Home™** app or **Care@Home™** web application.



NOTE: You cannot **remove** a period that is used in at least one rule.

8.3.1 Adding a Period Using the Care@Home™ App

You can add a period if, for example, the existing periods are not sufficient for the resident’s circumstances.

To add a period with the **Care@Home™** app:

1. Log in to the **Care@Home™** app.
2. Tap **INSTALLATION TOOL**.

3. If you care for more than one resident, select the resident.



4. Tap **RULES**. The **Rules & Periods** screen appears.

5. Tap **Periods**. The list of pre-defined periods appears.



6. Tap **+**. The **Period Setting** screen appears.

7. Enter a name for the new period.



8. If your period is other than all day, tap **OFF** to disable the 24-hour default period. **Start Time** and **End Time** fields appear.

9. Tap **Start Time**. The **Set the time** screen appears.

10. Scroll to set the start time you want, and tap **SAVE**.

11. Tap **End Time**. The hours and minutes scrolling dials appear.

12. Scroll to set the end time you want and tap **SAVE**.

13. Tap **SAVE** to save the period.


8.3.2 Adding a Period Using the Care Web Application

You can add a period if, for example, the existing periods are not sufficient for the resident's circumstances.

To add a period using the **Care@Home™** web application:

1. Log in to the **Care@Home™** web application as a master caregiver.

2. Click the **Residents** tab. Your residents are displayed.

3. For the resident for whom you want to add a period, click . The resident's **Account Information** page appears.

4. Click **Rules**. The **Rules** page appears.

5. Click **Manage Period**. The **Periods** page appears.

6. Click **New Period**. The **New Period** form appears.

7. Enter a name for the new period.

8. If the period is:

- For 24 hours, mark All day.
- For other than 24 hours, select a Start Time and an End Time.

9. Click **Apply**. The **Periods** page for the resident appears.

10. Click **Save changes**.

8.3.3 Editing a Period Using the Care@Home™ App

You can edit a period if, for example, you need to change the start or end time to better suit the resident’s circumstances.

To edit a period using the **Care@Home™** app:

1. Log in to the **Care@Home™** app.
2. Tap **INSTALLATION TOOL**.
3. If you care for more than one resident, select the resident.




4. Tap **RULES**. The **Rule & Periods** screen appears.
5. Tap **Periods**. The list of pre-defined periods appears.
6. Tap the period you want to change. The **Period Setting** screen appears.
7. Make your changes.
8. Tap **SAVE**.

8.3.4 Editing a Period Using the Care@Home™ Web Application

You can edit a period if, for example, you need to change the start or end time to better suit the resident’s circumstances.

To edit a period using the **Care@Home™** web application:

1. Log in to the **Care@Home™** web application as a master caregiver.
2. Click the **Residents** tab. Your residents are displayed.
3. For the resident whose periods you want to edit, click the **Edit** icon. The resident’s **Account Information** page appears.
4. Click **Rules**. The **Rules** page appears.
5. Click **Manage Periods**. The **Periods** page appears.
6. For the period you want to edit, click . The **Edit Period** form appears.
7. Enter your changes.
8. Click **Apply**. The **Periods** page for the resident appears.
9. Click **Save changes**.


8.3.5 Removing a Period Using the Care@Home™ App

You can remove a period if it is not being used by any rule.


To remove a period using the **Care@Home™** app:

1. Log in to the **Care@Home™** app.
2. Tap **INSTALLATION TOOL**.
3. If you care for more than one resident, select the resident.



4. Tap . The **Rule & Periods** screen appears.
5. Tap **Periods**. The list of pre-defined periods appears.
6. Tap the period you want to remove. The **Period Setting** screen appears.





7. Tap . A confirmation window appears.
8. Tap **OK**.

8.3.6 Removing a Period Using the Care@Home™ Web Application

You can remove a period if it is not being used by any rule.

To remove a period using the **Care@Home™** web application:

1. Log in to the **Care@Home™** web application as a master caregiver.
2. Click the **Residents** tab. Your residents are displayed.
3. For the resident whose period you want to remove, click . The resident's **Account Information** page appears.
4. Click **Rules**. The **Rules** page appears.
5. Click **Manage Periods**. The **Periods** page appears.
6. For the period you want to remove, click . The period is marked.
7. Click **Save changes**.

8.4. Managing Rules

Only an administrator or a master caregiver can manage rules. Each rule has a specific set of trigger values. When the trigger values are met, the rule broadcasts an alert or notification to your mobile devices and the **Care@Home™** web application.

When you create a rule, you choose:

- On which rule type to base the rule. Each rule type has a different set of triggers depending on the specific scenario and which activity sensors you have installed. Refer to 8.2 Rule Types on page 32.
- The values for the triggers. Refer to 8.1 Triggers on page 31.



NOTE: If the period for the rule you are defining is not defined for your resident, add the period before defining the new rule.

You can add, edit, and remove rules, using either the **Care@Home™** app or the **Care@Home™** web application.



8.4.1 Adding a Rule Using the Care@Home™ App

You may want to add a rule if, for example, you need a new rule which fits the resident's situation and is not covered by the default rules.

To add a rule using the **Care@Home™** app:

1. Log in to the **Care@Home™** app.
2. Tap **INSTALLATION TOOL**.
3. If you care for more than one resident, select the resident.




4. Tap . The **Rule & Periods** screen appears.
5. Tap . The **Rule Types** screen appears.
6. Select a rule type. The **Rule Details** screen appears.
7. Enter a name for the rule.
8. Enter or select the values for the **SETTINGS**.
9. Tap **ACCEPT**. The **Rule & Periods** screen appears.
10. Tap **SAVE**.

8.4.2 Adding a Rule Using the Care@Home™ Web Application

You may want to add a rule if, for example, you need a new rule which fits the resident's situation and is not covered by the default rules.


To add a rule using the **Care@Home™** web application:

1. Log in to the **Care@Home™** web application as a master caregiver.
2. Click the **Residents** tab. Your residents are displayed.
3. Click  for the resident whose rule you want to create. The resident's **Account Information** page appears.
4. Click **Rules**. The **Rules** page appears.
5. Click **New Rule**. The **New Rule** form appears.
6. Enter a name for the rule.
7. Select a rule type. The **New Rule** form displays additional parameters including a read-only description of the rule.
8. If you do not want the rule immediately enabled, clear **Enabled**.
9. Enter the values such as **Period, Duration, Group/ Device**.
10. Click **Apply**. The **Rules** page appears.
11. Click **Save changes**.

8.4.3 Editing a Rule Using the Care@Home™ App

You may want to edit a rule if, for example, you can make it better fit the resident's situation, or prevent it from generating unnecessary alerts.

To edit a rule using the **Care@Home™** app:



1. Log in to the **Care@Home™** app.
2. Tap **INSTALLATION TOOL**.
3. If you care for more than one resident, select the resident.
4. Tap . The **Rule & Periods** screen appears.
5. Tap the rule you want to modify. The **Rule Details** screen appears.
6. Make your changes.
7. Tap **ACCEPT**. The **Rule & Periods** screen appears.

8. Tap **SAVE**.

8.4.4 Editing a Rule Using the Care@Home™ Web Application

You may want to edit a rule if, for example, you can make it better fit the resident's situation, or prevent it from generating unnecessary alerts.



To edit a rule using the **Care@Home™** web application:

1. Log in to the **Care@Home™** web application as a master caregiver.
2. Click the **Residents** tab. Your residents are displayed.
3. Click  for the resident whose rules you want to remove. The resident's **Account Information** page appears.
4. Click **Rules**. The **Rules** page appears.
5. For the rule you want to edit, click . The **Edit** window appears.
6. Make your changes.
7. Click **Apply**. The **Rules** page for the resident appears.
8. Click **Save changes**.

8.4.5 Removing a Rule Using the Care@Home™ App

You may want to remove a rule if, for example, you have added a new rule which better fits the resident's situation, or there is a rule which generates too many unnecessary alerts.

To remove a rule using the **Care@Home™** app:



1. Log in to the **Care@Home™** app.
2. Tap **INSTALLATION TOOL**.
3. If you care for more than one resident, select the resident.
4. Tap . The **Rule & Periods** screen appears.
5. Tap the rule you want to remove. The **Rule Details** screen appears.
6. Tap . A confirmation window appears.
7. Tap **OK**. The rule is removed.

8. Tap **SAVE**.



















8.4.6 Removing a Rule Using the Care@Home™ Web Application






















You may want to remove a rule if, for example, you have added a new rule which better fits the resident's situation, or there is a rule which generates too many unnecessary alerts.

To remove a rule using the **Care@Home™** web application:

1. Log in to the **Care@Home™** web application as a master caregiver.
2. Click the **Residents** tab. Your residents are displayed.
3. Click  for the resident whose rules you want to remove. The resident's **Account Information** page appears.
4. Click **Rules**. The **Rules** page appears.
5. Click  for the rule you want to remove. The rule is marked.
6. Click **Save changes**.

Appendix A Alert Messages

Type	Subject	Message Text	SMS/Email
	Fall	Resident's possible fall detected in room <room name>.	SMS
		Resident's possible fall, status update: back to routine.	SMS
		Possible fall alert on <date> at <resident name> was detected by a sensor located in <room name> for longer than usual, which may indicate that the resident fell down and needs assistance.	Email
		Possible fall alert restored. <resident name> got out from the <room name> at <date>. It is recommended to review the reported alert with <resident name> and to verify that the resident is feeling well.	Email
	Panic Button	Panic button was pressed!	SMS, Email
		Panic button press was cancelled.	SMS, Email
	Smoke	Smoke alarm detected in room <room name>.	SMS, Email
		Smoke alarm, status update: back to routine.	SMS, Email
	Water Leakage	Water leakage alarm detected in room <room name>.	SMS, Email
		Water leakage, status update: back to routine.	SMS, Email
	Activity	Excessive activity alert.	Email
		Inactivity attention.	Email
		Inactivity attention restored.	Email
		Excessive use of <description> detected on premises.	Email
		An unusual activity level for the resident was detected.	SMS
		System detected a change in <resident name>'s routine, which may indicate a temporary degradation in the resident's wellness condition.	Email
	Door	Door left open longer than expected in room <room name>.	SMS, Email
		The resident is away from home longer than usual.	SMS, Email

Type	Subject	Message Text	SMS/Email
	Resident not at Home	Abnormal duration not at home.	Email
		Someone was detected at home again. Please verify that this is the resident who we are monitoring.	SMS, Email
	Camera Device	Alarm photo in server.	Email
	Battery	Battery is running low for device <device name>.	SMS, Email
		Battery is now in good condition for device <device name>.	SMS, Email
		Empty Battery.	Email
	Communications	Due to a communication failure, a few messages from the panel were discarded!	SMS, Email
		We lost communication with the panel.	Email
		Panel communication lost.	SMS, Email
		Panel communication restored.	SMS, Email
		Communication with device in room <room name> was lost.	SMS, Email
		Communication with device in room <room name> was restored.	SMS, Email
	Device	A device was tampered with in room <room name>.	SMS, Email
		Device tamper issue was restored in room <room name>.	SMS, Email
	System	New configuration was updated.	SMS
	Firmware	System firmware was updated.	SMS, Email
		New firmware upgraded.	SMS
		New firmware updated.	Email
	Control Panel	Panel configuration update failed. The system will retry later.	SMS
		Power to the panel is now restored.	SMS, Email
		The panel was disconnected from the power supply. Please reconnect.	SMS, Email

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