

## ALERT OVERVIEW

### Alerts:

**Personal Emergency:** “[Name of Client]: The Panic button was pressed at [time] on [date].”

*This alert will be triggered if the client presses a panic button.*

**Up and About:** “[Name of Client]: The panel reported an Up and About notification with no sensor activity at [time] on [date].”

*This alert will be triggered if there has been a long period of no activity at home during the day.*

**Away From Bed:** “[Name of Client]: The bed was left vacant at [time] on [date].” *This alert will be triggered if the client leaves their bed during the night and does not return.*

**Still in Bed:** “[Name of Client]: The bed was left occupied at [time] on [date].” *This alert will be triggered if the client’s bed sensor is still occupied at an unusual time.*

**Safe Inside:** “[Name of Client]: The door was opened at [time] on [date].”

*This alert will be triggered if the client opens the door at an unusual time during the night.*

**Missed Medication:** “[Name of Client]: The medicine box was not opened at [time] on [date].”

*This alert will be triggered if the client does not take their medication at the scheduled time.*



## Process:

When any of the alert parameters have been met, we will send a message through your selected notification method (automated phone call, text message or email) describing the alert and client name. When you answer the phone, the message will first tell you the client's name associated with the alert. You can use the legend under "Alerts" to determine which alert has been sent. If any part of the message is missed, you can use the text message as a backup. All of the information from the automated phone message will be repeated in the text message.

## Restoral Messages:

Alarm.com sends a restoral message after the "Away From Bed", "Still in Bed" and "Up and About" alert ends. For an "Away From Bed" alert, a restoral message will be sent when the client has returned to their bed. For a "Still in Bed" alert, a restoral message will be sent after the client has left their bed. For an "Up and About" alert, a restoral message will be sent after activity resumes in the home. The restoral notice allows you to close the loop on an event and have proper documentation that the issue is resolved.