Exciting News!

You are now working with Silver Shield, the most advanced fall detection and prevention technology in care.

This cheat sheet summarises what happens when a fall is detected and how you should respond.

1

SILVER SHIELD DETECTS A FALL

Whether it's a fast fall, slow slide, or a slip from a chair, Silver Shield automatically detects the event and triggers an alert.

2

CARE TEAM NOTIFIED IMMEDIATELY

Alerts are sent directly to your:

- ✔ PontoSense Care App
- ✔ Live Dashboard
- ✔ Text Alert

3

MAKE YOUR WAY TO THE ROOM

Head to the resident's room immediately, using the app's real-time location view and room map if needed. You can also check if multiple people are present in the room.

4

CLOSE THE ESCALATION

Once the resident is safe and supported, close the alert in the PontoSense Care App and Dashboard.

5

RECORD WHAT HAPPENED

Log key details like:

Was it a true fall or a false positive?

Was the resident on the floor?

Was assistance required?

Silver Shield uses this info to keep improving and to support your compliance documentation.