



# Welcome to Cognosos Guardian and your Cognosos Guardian Staff Badge

## Introduction

Your facility now offers the Cognosos Guardian Staff Badge to you and your team. This personal alerting device is designed to help you quickly get assistance if you feel unsafe, are worried about a colleague's safety, or find yourself in an active assault situation.

The Guardian Staff Badge is a wireless battery-powered mobile device that allows users to send a discreet alert when assistance is needed. The alert will be sent to your designated responder team members and will include information about your current location. Your location will be updated if your location changes and your badge is still signaling an alert to the staff.

Please review this document to ensure you know the proper procedures and protocols for using your badge.

**Note: This badge is designed to send your location ONLY when you press the button. When the safety and test buttons are both pressed to stop the badge from alerting, the badge enters *privacy mode* and will not continue locating your badge until you press the safety button to start another event.**

Users who do not use a phone specific for their daily use may not receive all the benefits of the system such as reminders and notifications. Best practices are to use a phone you will have on your person at all times to get the maximum benefit.

## Cognosos Guardian Overview

The Cognosos Guardian Staff badge sends a priority #1 alert message when you press the big round button with the firefly logo on the back (YELLOW side) of the badge. Press and hold the firefly logo button for a count of three (3) seconds. The button will provide a brief vibration telling you the button press was successful, and alerts are being sent.

The alert travels through the Cognosos platform and is delivered to everyone in your facility who has been designated to receive alerts. The alerts may also be sent to additional teams or security systems at your facility. Inquire with your management team about other methods your facility will use to communicate about safety and if other facilities on your campus offer Cognosos Guardian.

In most cases, safety alerts can be sent if you are indoors or outdoors at your facility. For example, if your facility has installed the platform indoors and in pathways to parking lots/garages, you should have complete coverage at your campus.

**Note:**



***Ask your security team or badge administrator for a coverage map outlining the covered territory for your workplace.***

### **How the Cognosos Guardian platform works:**

Cognosos Guardian is designed to locate the Cognosos Guardian Staff Badge as rapidly as possible when a button is pressed.

In some instances, the person who pressed the badge may be moving as the event occurs.

*For example:*

A user presses the button in a room where the alerting event began, then leaves the room and rapidly proceeds down the hallway. At the first button press, the person will be located as described above with the first message, the Cognosos platform will continue updating the location as the user moves throughout the facility.

In the example where the user is running across multiple zones in a short period of time the platform may experience some delay in reporting the current location as it continuously recalculates the location.

In this example, responders know the user's starting point and can locate the user visually.

### **How to get started in 3 easy steps:**

The Cognosos Guardian Staff Badge requires minimal time and effort to set up and use daily:

1. Register your badge when you initially receive it (sign the Staff Badge Terms + Conditions and enter your information).
2. Add your badge to your clip. We recommend you become familiar with the configuration of the badge and practice reaching for it to ensure you can use it under duress. The yellow side is designed to be worn closest to your body and is brightly colored to catch your eye easily in regular and low-light conditions.
3. Run a badge test at the start of every shift (minimally to check the battery status to ensure the badge has sufficient battery life).

### **Staff Badge Registration:**

Your badge will come inside a sleeve with instructions for use. When first issued your staff badge, or any time a new badge is issued, you will need to register your badge through either the Cognosos portal or the Cognosos Healthcare Mobile App depending on how your admin has decided you should register.

***Your staff badge must be registered and tested before you can use it to send safety signals.***



Once you have registered your badge, you will receive a text message:

*Congratulations! You have successfully registered and activated your Cognosos Guardian Staff Safety Badge.*

*Please save the phone number in your contacts as "Cognosos Guardian" to ensure you always recognize a test message about your staff badge.*

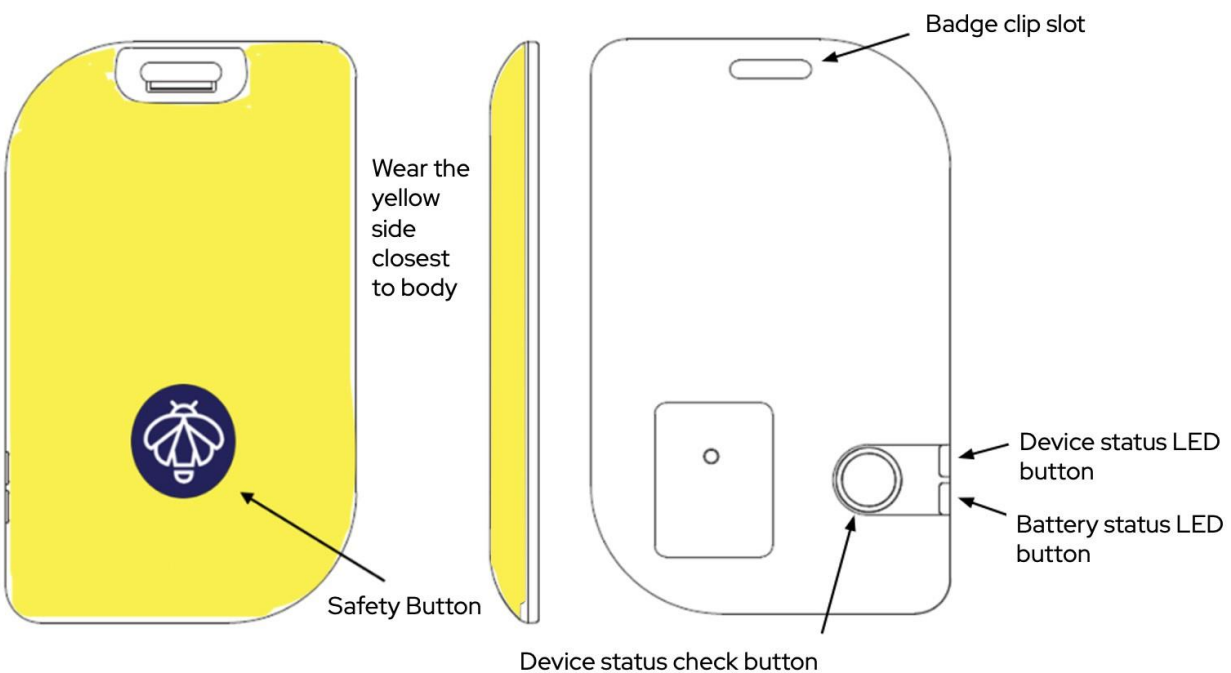
If you don't get the registration successful message, please check to make sure your registration information is correct and try again. If you still don't get the message, please see your onsite administrator for assistance.

If you are not using a cell phone that you have used to register your badge, the messages may come through your email. If you are not able to see those messages, please reach out to your admin to confirm your successful registration.

### **Wearing your badge and best practices for placement:**

The orientation of your staff badge is shown below. Always wear the YELLOW side of the badge closest to your body and behind any other badges that you wear on a clip with multiple badge types, such as your ID badge. You can wear the badge on an individual badge clip as well if you prefer.

Wearing the badge behind all existing badges ensures that you can easily locate and press the safety button in the event of an emergency.





When pressing the device status check button, the results are displayed on the Device Status LED.

### **Battery Status indicator:**

The staff badge is equipped with a battery status LED indicator:

- Green: Battery is operating properly
- Solid Red: Battery is at low level and needs to be replaced within 5 days.
- Flashing Red: Battery is critically low, replace immediately.

### **Daily Badge Testing:**

We recommend users press the status button for a self-test at the beginning of every shift to ensure the badge is operational and communicating. You can also use this test any time you want to be assured that the badge and platform are communicating. Reminder: If you are not using a cell phone registered to your badge, you will not see these messages.

### **Badge test steps:**

Press the Device Status Check button on the white side of the badge near the indicator lights (small white button on the WHITE side of the badge). You will feel a haptic buzz when the status check button is pressed. If you have your phone registered to your badge, you will receive a confirmation message:

*Your badge test is confirmed, and you are protected by Cognosos Guardian at [facility name] [location] on the 4th floor tower west hallway.*

If you receive the confirmation message, the platform is performing as expected. If you don't get a response after 30 seconds you might be out of the coverage area (in a basement for example) or the platform might be down. Please try again when you are in an area that has coverage and contact your administrator if the response is not received. *Note: Users who have a role based phone that is not registered to a specific badge will not get status messages.*

When the battery reports a low level, you will receive the message:

*Your battery is low. Please replace the badge within the next 5 days.*

If a registered badge user fails to send a test message for 5 days, you and your badge administrator will receive reminders to test the badge until a current test message is received by the platform.

If you are not using a self registered phone as noted above, please check your LED when pressing the status check button.



### **Pressing the safety button for Help:**

In the event you or a team member need assistance, press and hold the firefly safety button on the YELLOW side of the badge for a count of three (3) seconds. You will feel a haptic vibration to confirm Cognosos Guardian has received a message and help is on the way.

The Cognosos Guardian staff badge will send a priority #1 alert message and message recipients will be notified of your location.

60 minutes after a safety button press, the platform will send the following text notification:

*Cognosos Guardian has detected a safety event button press.*

Note: The platform notification is sent 60 minutes after the safety button is pressed to remind you a safety event has been sent on your behalf. The delay is designed to avoid escalating the event in progress.

Your badge is designed to continue sending alerts to the Cognosos Platform for 2 hours after a safety button is pressed and until the battery runs out. If your button has been pressed and you believe more than 60 minutes have elapsed or your battery indicator turns red, you should reach out to your admin for a replacement.

When you are safe, you can press the safety button and the status button simultaneously for 3 seconds to reset your badge to a non-alerting state which resets your badge back to privacy mode. When the reset is complete you will feel a short haptic buzz and see the green LED light up to let you know the cancellation was successfully completed and your badge is back to privacy mode.

Note: Please do not press the safety badge when you are not at your covered facility. Pressing the badge button in an uncovered area or facility will not send an alert and may cause the battery to drain if you do not stop the badge from sending alert messages.

### **Platform health:**

On very rare occasions, the Cognosos platform may be down due to the following issues:

- Amazon Web Services, through which our system communicates, may be having problems. AWS system failure rate is low.
- On some occasions, your hospital's internet may experience failure which will affect the platform's ability to communicate to the Amazon Web Services.
- On some occasions, your hospital may experience power failure, if the Cognosos platform is not connected to emergency power, the platform will experience an outage until power is restored.



We continuously monitor the health of our platform and will alert users when any of these events occur.

Cognosos will make every reasonable effort to communicate with your badge administrator team using alerts and notifications when an outage is detected with our monitoring system. The badge administration team at your facility is responsible for communicating the status of the platform's connectivity to the staff as it relates to the functionality and communication status of your badge.

### **Product updates:**

Occasionally the badge may require an update to add new features or improve the product. This update may occur automatically, or you may need to log into your application to complete the update. Your admin will communicate with you to provide more information regarding the update. We recommend you complete the update when you arrive at work and are in a safe area. Updates in progress will not allow users to press the safety button. If you don't have a personal phone registered, you can use your email to check for updates. In this case your admin may need to assist you to make sure the update is completed.

### **Program updates:**

Periodically we will send you notifications with new functionality or information you will need to use this product. For example, when there is an update to the Terms & Conditions, you will receive a message on your phone or email similar to this one:

*There is new information for you to review about the features and functionality of Cognosos Guardian. Please click here to go to the instructions and add your e-signature to ensure you continue enjoying the benefits of this program. Some changes we are making are crucial for your protection and the product's functionality. Users who do not sign may be disconnected from the platform.*

### **Staff Badge Care:**

The staff badge may be wiped clean with standard cleaning materials such as:

A Sani-Cloth® Bleach Germicidal Disposable Wipe or Super Sani-Cloth® Sanitizing Wipe and a soft cloth or damp paper product with small amounts of water.

Cleaning Cognosos Guardian badges is important to maintain hygiene and prevent the spread of germs.

Here are general steps to follow to clean your badges:



1. Remove the Badge: Take off the badge from the lanyard or clip before cleaning.
2. Use Disinfectant Wipes or Solutions:
3. Dampen a clean, soft cloth with soapy water and a disinfectant wipe with an appropriate cleaning solution (see approved list above)
4. Wipe the Badge Surface:
  - a. Gently wipe the surface of the badge, paying attention to any areas that are frequently touched.
  - b. Allow the badge to air to dry or gently wipe dry.

**Badge cleaning warning:**

Do not open the badge housing and attempt to clean the exposed battery and electronics. If you are concerned about the inside of the badge being exposed to fluids, please bring the badge to your admin for replacement.

Avoid submerging or soaking your badge while cleaning. We don't recommend extended water immersion cleaning, scrubbing with abrasives, or non-approved materials. Do not clean this badge using ultrasonic cleaning or steam sterilization in autoclaves.

These materials must not be used for cleaning the staff badge:

- Abrasive cleaners or solvents of any kind
- Acetone
- Ketone
- Betadine
- Sodium salts

Improper cleaning will void the warranty and replacements will be provided at the full product price.

**Note:**

It's important to note that individuals in healthcare settings should adhere to the hygiene and infection control policies and procedures established by their respective institutions. If there are specific guidelines provided by the healthcare facility, those should be followed to ensure compliance.

**Cleaning frequency:**

We recommend cleaning your badge at the end of any shift or more often if you feel it's necessary. You can use a soft brush to remove any particles and re-wipe as mentioned above. Establishing a regular and consistent schedule for cleaning badges to ensure they stay free of contaminants is recommended.



Improper cleaning will void the warranty and replacements will be provided at the full product price.

### **Critical Batteries and Damaged Badges:**

If the battery has reached a critical low, the badge will not have a signal strong enough to notify the platform. *Always check your battery at the beginning of your shift to ensure the badge is functioning properly.*

If your badge has been damaged in any way, the button may not function properly. For example, if the badge has been dropped, run over by equipment like a wheelchair, or the badge has been immersed in water, please ensure the status button is working and you receive the test notification. If you do not see a green light (or you see a red light), see your facility admin to help you replace the badge.

When replacing a Cognosos Guardian staff badge, you must activate the new badge before it can be used.

### **Environmental Considerations:**

*Warning!* Extreme temperatures can impact battery life! Please do not leave your Cognosos staff badge in your car during any extreme temperatures or in the sun. Cognosos badges should not be stored in warmers or refrigerators. If you suspect your badge has been damaged in any way, please return the badge for a new one and return to the screen where you accept the terms and conditions to register the new badge. When you register the new badge, the prior badge will be deactivated. Please give the badge you will no longer be using to your administrator.

Badges that have warped or failed due to extreme temperatures will void the warranty of the badge and require a full price replacement.

### **Other Considerations when using a Cognosos Safety badge:**

Your badge will only work in the facility or facilities or organizations that have contracted with Cognosos. If you are moving to a new location within your existing organization, please contact your administrator to ensure any location where you will work has the Cognosos Guardian installed. If the Cognosos Guardian is not installed at your new location, your badge will not send an alert.

The functionality of the badge requires connectivity to the Cognosos platform, therefore any facilities with an expired or terminated Cognosos contract will no longer have access to the Cognosos guardian platform.





You cannot take a badge from one employer to another as the badge is registered to work with your prior employer's platform and is not registered to work without connectivity to the new facility. Please speak to the Cognosos Platform administrator at your new employer to obtain a badge for that location.

**Note:**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by Cognosos could void the authority to operate the equipment.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil contient des émetteurs/récepteurs exempts de licence qui sont conformes aux CNR exempts de licence d'Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes:

1. Cet appareil ne doit pas provoquer d'interférences.
2. Cet appareil doit accepter toute interférence, y compris les interférences susceptibles d'entraîner un fonctionnement indésirable de l'appareil.

**Warning:**

- **Do not use this badge with direct skin contact when using electrocautery devices.**
- **This badge must not be used in a room when an MRI is operating. Users must remove the badge and place it in a safe area outside of the room while the MRI is in use.**
- **Do not use a badge that has visible damage or one emitting a red battery warning light.**
- **If you replace your badge, please give the old badge to your badge administrator.**  
***A deactivated badge will not send a safety message!***