Home as a Caregiver

How AI-Enabled Apartments and Homes Can Change Senior Living

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For senior housing, 2020 has been a year of challenges. Some were known entering the year, namely the staffing shortage. The one that has defined the year — the COVID-19 pandemic — was a surprise.

Owners and operators of senior housing are challenged like never before. They must:

- Manage communities efficiently and safely during a staffing shortage
- Continue to support resident service levels in apartments and common areas
- Achieve financial and business goals

Caregivers and staff members are working heroically to address these needs, yet even their health and wellbeing is affected by COVID.

This leaves vulnerable seniors without the support they need, despite senior housing staff's best efforts. To solve this, one technology innovator is taking the next step in senior housing of delivering artificial intelligence to homes: AI homes. These easy-to-install AI-enabled spaces address several of today's senior living problems, creating a new living experience suited for 2021, with a return on investment crucial for bottom line health.
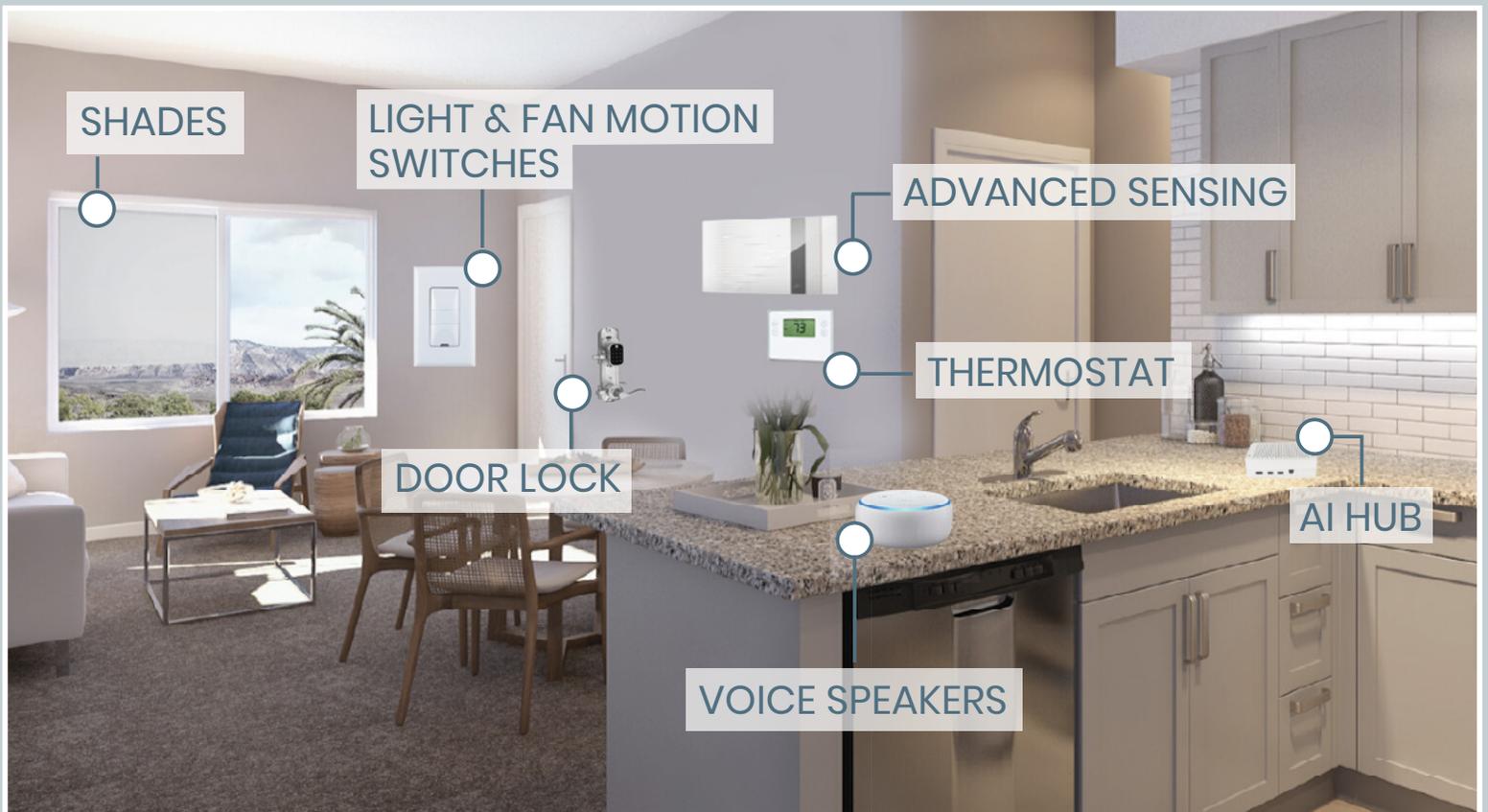
Senior housing residents today face more isolation, yet still have the same wants and needs as before.

This white paper shows how Caspar.AI is delivering safety, wellness and increased work efficiency, while evolving community living from high-touch to touch-free — all in a package overwhelmingly popular with residents. In short, helping turn the home into another caregiver.

A Look at Caspar.AI's Apartments & Homes

The Caspar.AI system encompasses both the apartment and common spaces, creating a cohesive living experience for residents and staff.

From a single home or apartment to an entire senior community campus, Caspar.AI adds key benefits for residents, and operating efficiencies for staff and management, through a range of smart enhancements.

Residents can choose to add more devices if they want, including a smart coffee machine, a cleaning robot and a pet feeder.
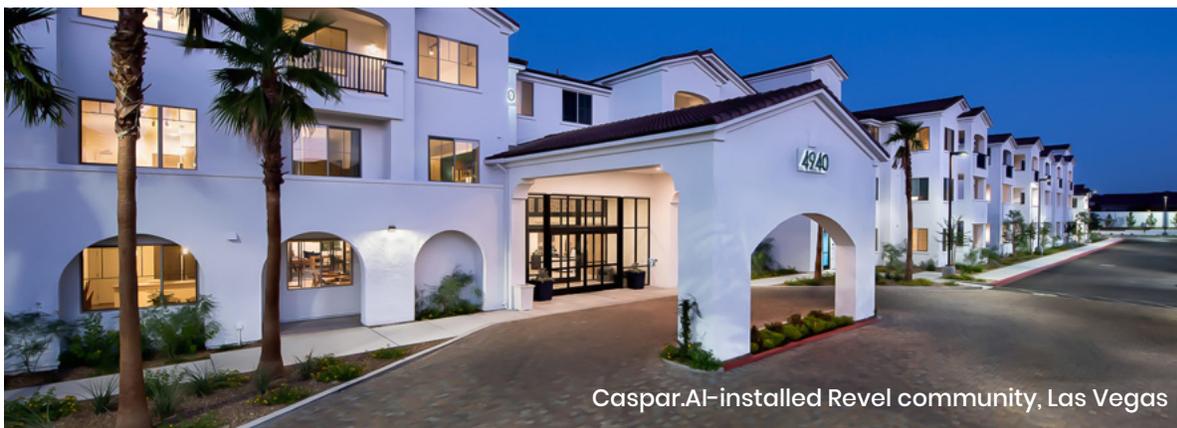
AI-Enabled Apartments & Homes
What they are and why seniors want them

Smart technology in senior housing is on the rise, with obvious benefits to operators, residents and families. And while one of the largest challenges to smart technology in senior housing is resident participation, Caspar.AI has found solutions to two critical challenges:

1. **No wearables.** Too many senior living smart tech implementations fail with wearables, whether because residents are resistant to wearing them, or don't remember to wear them or the wearables run out of batteries.

2. **Privacy-centric.** In Caspar.AI, sensitive data stays local and does not leave the building. This discreet design eliminates many of the discomforting privacy concerns that exist with other systems.

"The technology is naturally embedded in the unit, creating a minimalist quality, meaning residents don't even think about it," says Dr. David Cheriton, founder and chief scientist of Caspar.AI. "They simply feel, 'This is my home.'"

Caspar.AI-installed Revel community, Las Vegas

As a result of that comfort, Caspar.AI has been deployed in thousands of apartments, with an 85% acceptance rate among residents. This is significantly higher than senior tech adoption in other areas, such as the mere 42% of seniors who said in a 2017 Pew Research Center survey that they owned a smartphone.

Business value of Caspar.AI

Increased Revenue	• Increased rent • Attract prospective residents
Savings	• Increased staff efficiency and energy savings
Cost	• Hardware, license fee
Value	• $2,300 – $3,600 per unit yearly

Enhancing Safety

How AI Homes enhance 24/7 safety for residents & staff

The preventive qualities of the Caspar.AI system should be a key part of a community's risk prevention program. Features that track and report discreetly on resident safety address liability issues that have become more critical with social distancing.

Yet because smart technology can be installed without resident action, Caspar.AI's system delivers a 24/7 incident detection system that does not require wearables. Benefits of the Caspar.AI system include:

- Detecting resident inactivity, which can be part of fall prevention efforts
- Advanced alerts for assisted living and memory care residents, including illness detection, cough and fever logging and wander management.

> " It was a godsend to have Caspar.AI when I needed it most. It managed the home while I was sick."
>
> 82-year old Revel community resident, Las Vegas

Inactivity detection alerts

The pandemic brings direct health risks to residents, but also indirect ones such as falls, which can go undetected because of limited staff contact due to social distancing guidelines. After all, inactivity is a major driver of senior falls, because as physical activity and movement decreases, the chance of accidents rises. That danger increases with the pandemic, when residents are spending more time in their homes and are more isolated from staff and friends.

The Caspar.AI system, therefore, offers the benefit of being able to quickly identify inactive residents and provide immediate alerts to both staff members and family members. With Caspar.AI's Alexa Care Hub, family members can easily call their loved ones when they receive an alert.

Assisted living and memory care alerts

The pandemic increases the complexity around monitoring changes in a resident's health, and can alert staff if a resident's day-to-day condition changes. While preserving privacy, the Caspar.AI system supports staff by:

- Tracking daily movement levels, and detect pattern change
- Monitoring sleep quality, time spent in bed
- Tracking coughing fits, heart rate and body temperature

> "
> I can sleep knowing well that my mother is safe and well cared for."
>
> Adult daughter of a Reno, NV resident using Caspar.AI

Caspar.AI's system also benefits staff members during times of community illness by including automated check-ins. This eliminates the need for staff members to visit resident apartments more frequently, up to every 24 hours, which reduces unnecessary staff-resident touch points.

Wellness and Comfort
How AI homes help create a healthy lifestyle

While there are proactive elements to the system's safety and health measures, the true proactiveness in health is the enhancement of resident wellness, and the delivery of their daily comfort. Real-time responsiveness to health conditions is important, but so is facilitating healthier resident lifestyles.

Enter Caspar.AI's wellness features. The system offers residents a range of tools they can use to live their healthiest lives, from wellness programs and metrics to automated life coaching.

"What caregivers do is help them structure their days for healthy living — when they need to eat, exercise, and so on," says Caspar.AI CEO and co-founder Ashutosh Saxena. "Caspar.AI assists caregivers to help seniors in a more efficient way."

A wellness-centric apartment drives resident health in two ways. The first is by informing residents about how active they are. Through a partnership with Apple Health, Caspar.AI has created a living environment for seniors that functions similarly to a Fitbit — albeit one the senior does not have to wear, which motivates them to stay active.

> "
> Caspar.AI assists caregivers to help seniors in a more efficient way."
>
> Ashutosh Saxena
> Caspar.AI CEO and co-founder

The second piece is that the unit itself becomes a digital, AI-enabled personal trainer.

"The home takes on certain encouraging actions, like opening the shades in the morning or turning on the lights at night to motivate them to get up and move," says Maja Rudinac, vice president of business development at Caspar.AI.

Wellness and Comfort (continued)

Residents can also subscribe to the system's wellness program — think of it as a caregiver who enters the apartment and says, "Good morning! Time to wake up!" while opening the blinds or adjusting the lights. Meanwhile, the real go-getters among the residents can use automated gym time scheduling via Caspar.AI's Alexa skills.

As a result of the alerts, as well as the delivery to residents of their key wellness metrics, communities using Caspar.AI are seeing more physical activity. Residents at Las Vegas community Revel achieved a 40% increase in activity levels during three months of the pandemic (). Caspar.AI motivated the residents daily with wellness metrics and with activity advice from an automated lifestyle coach.

> **"**
>
> The team and residents at Revel have embraced the benefits of using Caspar.AI. Their technology functions have proven to be very valuable for us."
>
> Gini Ryan, senior VP of operations, Revel Communities

"The team and residents at Revel have embraced the benefits of using Caspar.AI," says Gini Ryan, senior VP of operations, Revel Communities. "Their technology functions have proven to be very valuable for us."
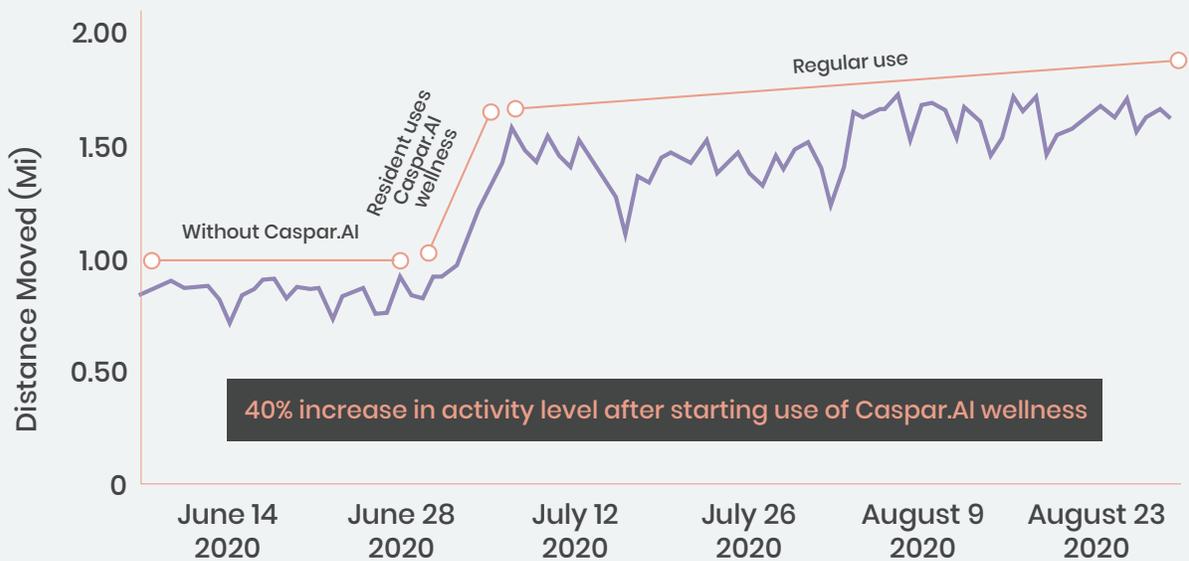
Delivering resident-tailored comfort
Along with the safety, health and wellness features, Caspar.AI is designed to enhance resident comfort. Through a partnership with Alexa, Caspar.AI provides voice assistants that empower residents to use voice commands to control lighting, climate and automated shades.

Residents also get access to add-ons such as circadian lighting systems, music or screens broadcasting specific movie scenes or romantic scenes. All of this is geared toward entertainment, while the smart thermostat control creates energy savings.

HealthKit

amazon alexa

Caspar.AI's key wellness metrics

- Sleep quality
- Activity levels like distance walked in the home
- Change in the patterns of the resident
- Water consumption
- Bathroom visits
- Number of kitchen visits

40% increase in activity level after starting use of Caspar.AI wellness

Onsite Staff Efficiency

Today's senior housing staff member is dedicated, multi-talented — and, in the wake of the pandemic, stretched thin. So, while the automation of certain basic living functions gives residents increased autonomy as well as an increased wellness lifestyle, this also improves staff satisfaction and efficiency, allowing staff members to work at their highest and best use. The time savings is crucial, too, as daily automated wellness check-ins free staff from that work.

Wellness & daily check-in
Caspar.AI sends wellness reports about daily activities without requiring wearables

- Staff gets insights into residents' health
- Family receives updates on their loved ones

Alert check-in

- Caspar.AI detects resident incident
- Alert is sent to the staff
- Staff comes to assist resident in need

ROI on Caspar.AI
Upon installation, a retirement community can expect to measure the following:

DECREASED COST
- Reduced staff costs related to resident wellness checks
- Reduced staff costs related to notifications to resident families
- Reduced utility and staff management costs in vacant apartments

INCREASED VALUE
- Increased staff efficiency in resident services and maintenance
- Increased move-in velocity with Caspar.AI apartments
- Best practices in risk prevention related to falls and other incidents

Increased revenue and savings will vary depending on the number of apartments, physical layout of the building and level of services offered to residents.

Onsite Staff Effciency (continued)

Operators can use these efficiencies to reduce staff if needed, and to improve the experience of the staff who remain. The health benefits are clear too, because as more staff members get sick during COVID-19, the increased efficiencies through A.I. homes become doubly important.

"You can buy consumer devices and put them on the tabletop, and that has big problems because residents move them around," says Corey Gates, VP of engineering at Caspar.AI. "So upgrading the home itself is a very smart solution."

Caspar.AI supports community marketing and sales

A new community that offers Caspar.AI, while its competitors do not, has a clear advantage in motivating prospects and accelerating move-ins.

"One unintended consequence of Caspar.AI is its positive effect on marketing a community," says Joe Anderson, advisor to the CEO of Caspar.AI. "Particularly in highly-competitive markets, owners are seeking key points of difference."

Ease of installation

One of the driving benefits of the AI homes is the ease of installation, which takes about an hour, and can be handled by an electrician already on the maintenance team. Simply swap out the existing devices for the smart devices, and the AI hub manages them automatically, while also providing proactive alerts of various maintenance issues in the home.

"

We partnered with Caspar.AI to build automated buildings ensuring safety, comfort and convenience for our senior residents, and the results for staff, family and of course residents couldn't be better."

Fritz Wolff, executive chairman of The Wolff Company

The Home as a Caregiver

Caspar.AI's value lies in creating a better life for residents and staff.
To learn more about how Caspar.AI can help your community, please visit:

www.caspar.ai
sales@caspar.ai
650.670.8883