

The EmFinders EmSeeQ Emergency Location Device

How It Operates

The purpose of the EmFinders device is to enable emergency responders to locate persons with mental or other disabilities who may become disoriented and/or wander off from their caregivers, and are otherwise unaware of their situation or unable to help themselves.

The key points with respect to the operation of the device are:

1. The device cannot be accidentally or mischievously activated, and can only be activated upon human confirmation of an actual emergency.
2. The device uses the existing E911 UTDOA location system, and therefore it is highly effective (both indoors and outdoors) and does not require any incremental investment by emergency responders.
3. EmFinders sells the device only for use by cognitively impaired individuals who reside in an area with Phase II, UTDOA coverage.
4. By providing a precise location, the device greatly reduces the resource expenditure generally required to search for and rescue a missing person.
5. Formal PSAP training is not required, but establishing familiarity with the service is recommended. A training DVD and Standard Operating Procedures developed in conjunction with a joint NENA-APCO focus group is available and will be distributed to PSAPs and 9-1-1 administrators. However, the device has been “blind tested” and in all cases PSAP personnel took appropriate actions.

The potential wanderer wears a device, the same size as a wrist watch, on their wrist (or ankle, in the case of a child). It is designed to be worn 24 hours a day. The device has no buttons or controls, it makes no sound, and it **cannot be activated by the wearer**. If the potential wanderer becomes lost, the caregiver (who must be preregistered with EmFinders) must first call local law enforcement to file a missing person’s report, followed by a call to the EmFinders Emergency Operations Center (EOC) to request remote device activation. A “call for service” or “case number” issued by local law enforcement must be provided to EmFinders before the device will be activated.

Once the device is activated, it dials 911, provides a message on behalf of the impaired individual, and is responded to by the PSAP in the same manner as any other 911 call involving a person in need of emergency assistance. Because it relies on the UTDOA location system and not GPS, the device is designed to work indoors as well as outside.

The Activation Process

Upon realization that the person has wandered, the caregiver must first call 911 to report the device holder lost and request that the police file a missing person's report. The device can ONLY be used to locate a person who has been officially reported lost. It does NOT track the device holder unless it is activated, which EmFinders may do only following receipt of a missing person's case number. Once activated, the device provides detailed location information only to the PSAP. Neither the caregiver nor the EOC will have direct access to this location information.

Specifically, the typical activation/rescue process is as follows:

1. Caregiver calls 911 to file a missing persons report.
2. 911 operator takes relevant information, creates missing person file and provides a **call for service** or **case number** to the caregiver.
3. A registered caregiver calls the EOC to request device activation by providing a police **call for service** or **case number**.
4. EmFinders:
 - a. verifies caregiver identity,
 - b. notifies the PSAP associated with the address of the missing person of the impending call (i.e., the PSAP most likely to receive the 911 call) and
 - c. remotely activates the device.

NOTE: In order to manage battery-life, the device will check for an activation command on a forty minute cycle, so the average wait time is 20 minutes.

5. Once activated, the device:
 - a. reports its location to the nearest 911 dispatch center,
 - b. transmits an audio message to the 911 operator explaining the nature of the emergency, and
 - c. provides the phone number of the EOC.
6. EmFinders analyzes the Cell ID associated with the 911 call from the device to confirm that the PSAP contacted by the device is the one that received advance notice. If not, EmFinders will initiate contact with the



appropriate PSAP to ensure a two-way communication line is established with the EOC.

7. PSAP dispatches a police officer (or other emergency responder) to the location reported by the device and if not already in contact with the EOC, may contact the EmFinders Operations Center for additional information regarding the missing person. This information will include:
 - a. the jurisdiction in which the missing person was reported (if different than that receiving the 911 call from the device),
 - b. the identity and physical description of the missing person,
 - c. known medical conditions, and
 - d. caregiver contact information.
8. 911 operators can rebid and provide an updated location to police as required.
9. Police assist in reuniting the missing person with the caregiver (or, if necessary, securing emergency medical treatment).
10. PSAP, police or caregiver instructs EmFinders Operations Center to cancel alert (deactivate device).

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