LifeguardConnect™

Digital Harm Reduction Solution

Presented to the Province of Ontario, Canada

Full Implementation in Ontario — Services Proposal

LIFEGUARD
DIGITAL HEALTH
Powered by **evan**

Digital Harm Reduction Solutions

Lifeguard Digital Health Inc. Canada has developed a mobile application to resolve the ongoing public health crisis associated with opioid overdose deaths. LifeguardConnect™ was developed in 2018, in partnership with British Columbia Emergency Health Services (BCEHS), the emergency services arm (9-1-1) of the Provincial Health Services Authority (PHSA), BC, Canada. The solution was trialed and tested for technological robustness, endorsed by BCEHS, and subsequently deployed in May 2020, within BC. Lifeguard Digital Health Inc. currently holds a patent for connecting directly from any smart device to emergency services (9-1-1).

LifeguardConnect™ is a digital technology enabled solution (mobile app) that connects emergency first responders to a person at risk of an illicit drug overdose, and functions as a 'digital harm reduction' tool that allows safe consumption of drugs. Its primary objective is to save lives from opioid overdose deaths. With permission by the person who is taking drugs, the solution sends GPS coordinates and key information such as the type of drug ingested, the time of consumption, emergency contact information through telephone and text-to-voice messaging system to 9-1-1 services to facilitate direct and rapid emergency response.

The solution is predominately intended for people who are recreational or functional drug users at the risk of dying alone within their residences. Typically, users tend to be male between the ages of 15 – 59 years of age, technology savvy, studying or in employment, and actively wish to protect their health and well-being, while safeguarding their privacy.

How It Works

LifeguardConnect™ is a mobile app that is available on Android and Apple iOS. The users must download the app and register (one time). If it is the first time of using the mobile app, the user will be prompted to complete their name and contact number, and then enter a verification code that is sent to the phone. The user is then prompted to click the "I accept" button after reading the warning message. At the one-time registration on the app, the user will be requested to add (1) Name, (2) phone number, (3) age, (4) sex, (5) gender, (6) emergency contact information and accept a pre-loaded privacy policy.

With this pre-entered information on the mobile app, the user will select "Start Lifeguard Timer" prior to each substance use incident from the home screen at the time of ingesting a drug. On the timer screen, the user will choose their drug from a drop-down menu. The chosen drug does not change the function of the timer, but it is important information for first responders attending in the event of crisis.

The user will select "Start Timer" button and is then prompted to confirm their location. LifeguardConnect™ will use geolocation technology to automatically populate the user location. The user can confirm their location and add further details such as the floor/level number, apartment/suite number, and area description. The user then selects "Confirm" and the one-minute

timer begins. Once the timer has begun, the user has the options to extend, pause, and reset the timer. And when the user feels comfortable, they can stop the timer and end the session.

If the user becomes unresponsive while the timer is active, an alarm will start to sound with ten seconds remaining on the timer. The purpose of this alarm is to rouse the user if they start nodding off; even the ability to stay awake can reduce the risk of an overdose. The alarm is programmed to start gradually until it is fully activated at maximum volume and will override the phone's settings if it is set to silent or vibrate. At the end of the timer, with the alarm on maximum volume, the screen will change to an emergency screen, which displays the drug of choice and the user's name. The phone will remain fixed on this screen and the alarm will continue to sound until the user, or a first responder, cancels the alarm.

Emergency Activation

As described above, once the one-minute timer expires, the alarm is triggered. A text-to-voice phone call is placed to the Emergency Health Services dispatch center with the person's name, phone number, drug type, time of ingestion, and GPS coordinates. Currently in BC, the phone call is received at a dedicated Lifeguard phone number in the BCEHS dispatch center and is automatically placed to the top of the queue, bypassing lower acuity calls. In the meantime, on the user's phone, the alarm gets louder.

Emergency Response

A 9-1-1 call taker receives the call and enters the information into the dispatch system, as they do for all emergency events. Entering this information also triggers an alert to other first responder partners (i.e., firefighters) who can quickly respond and administer naloxone if needed.

Currently, at BCEHS, a 9-1-1 dispatcher recognizes the Lifeguard phone as a classified emergency that is at the top of the Emergency Health Services queue. The dispatcher coordinates a response to the provided location immediately by dispatching paramedics. At the same time, the call taker will attempt to call the phone number provided in the initial message. If the phone call is answered, the call taker can provide guidance to anyone already on the scene (such as a friend or family member), or to assess if the phone call is a false alarm.

If the alert is a false alarm, the call taker will coordinate the cancellation of paramedics already dispatched. If the alarm is an emergency, the paramedics will reach the location and attend to the patient. From the information received in the alert and any added information provided by the user, such as apartment number, or area, paramedics will accurately locate the patient and provide care in a situation where every minute counts!

Data Privacy & Security

Lifeguard Digital Health Inc is adopting best practices in privacy preservation, security of transmission and data management.

The data collected by Lifeguard Digital Health Inc. is only used for enabling the emergency calls, for location tracking and routing them through to Emergency Services. When the call is received by Emergency Services, all personal information relating to the user is automatically deleted from Lifeguard Digital Health Inc.'s servers. Emergency Health Services (9-1-1) will remain the custodians of this data.

Specifically, the app is configured so that no personal data is collected or retained. Any information collected is anonymized for tracking location, with no personal identifiable information being collected. The anonymized data is not available or sold to any other person, entity, government, or services.

Currently, in BC, if an emergency response is triggered, the app will send user information directly to BCEHS for a response. Only emergency services will have access to this data, which is anonymized and used only for informing regional public health prevention responses.

Lifeguard Digital Health Inc. uses Amazon Web Services for cloud support and assures enterprise level reliability of servers and security. Lifeguard will ensure that all server infrastructure is managed and maintained in Canada by the Lifeguard team, on AWS Cloud Infrastructure. Each server will have a secondary back-up server, which is also located in Canada, in case of fail over. No End User data will be accessed, used, disclosed, stored or processed outside of Canada.

Regulatory Positioning

LifeguardConnect™ is an action-oriented, rapid response solution to the opioid crisis. The solution aligns directly with priorities of communities. It can be configured to Provincial and/or federal implementation plans that ensure a comprehensive response to the opioid crisis. It enables active monitoring of community overdose indicators and provides support to community actions.

The digital harm reduction solution directly addresses six of the eight World Health Organization priority interventions, as follows:

1. **Overdose Prevention**: By virtue of being free of cost to the user and community-validated, the solution is a low-barrier service tailored to population needs.

2. **Acute Overdose Risk Case Management**: The solution will enable the generation of novel surveillance data, analytics, and a referral system to identify individuals at risk and facilitate follow- up to care.

3. **Treatment & Recovery**: The solution offers users direct access to both emergency treatment and recovery services.

4. **Peer Empowerment & Employment**: Lifeguard Digital Health Inc. will build or link to community platforms that enable individual skills and capacity-building including paid peer programs, peer-led initiatives, and training.

5. **Cultural Safety & Humility**: Systemic racism and discrimination issues continue to provide barriers to access to appropriate treatment. Lifeguard Digital Health Inc. is already partnering

with culturally diverse groups to address these barriers.

6. **Stigma, Discrimination & Human Rights**: The solution will link to community platforms, which promote harm reduction education, campaigns, and community-level actions.

As part of the "Collaborative Development Program" in BC, Lifeguard Digital Health Inc. has worked closely with key government and business stakeholders in supporting the roll out of the solution in British Columbia, as follows:

- **BC Emergency Health Services (BCEHS):** Provides pre-hospital emergency services and inter facility patient transfers throughout the province and oversees the BC Ambulance Service and the BC Patient Transfer Network. LifeguardConnect™ was co-developed in partnership, was alpha and beta-tested, and deployed in May 2020 across the province of BC, Canada.

- **Provincial Health Services Authority of British Columbia (PHSA):** Plans, manages and evaluates selected specialty and province-wide health care services across the province of BC, working with the five geographic health authorities to deliver province-wide solutions that improve the health of British Columbians. Lifeguard Digital Health Inc. had collaborated with PHSA to design and implement a province-wide monitoring and evaluation strategy.

- **BC Centre for Disease Control (BC CDC):** An agency of the Provincial Health Services Authority,provides public health leadership through surveillance, detection, treatment, prevention, and consultation services. The Centre provides diagnostic and treatment services for people with diseases of public health importance, and analytical and policy support to all levels of government and health authorities. Lifeguard collaborates with BC CDC to identify opportunities for linkage toeducational and harm reduction resources.

- **Cloud Service partnerships:** Lifeguard's solution is currently hosted on Amazon Web Services (AWS) for providing cloud support and APIs. These trusted cloud computing web services provide distributed computing processing capacity and software tools via AWS global server farms.

About Lifeguard

Lifeguard Digital Health Inc. was founded by Jeff Hardy, a successful serial entrepreneur for over 30 years. The untimely death of a friend in 2017 due to opioid / fentanyl poisoning, the concurrent opioid addiction crisis across North America, and the critical need for solutions prompted him to create Lifeguard Digital Health Inc, an innovative smart technology firm, that combines the power of front-line technologies such as Artificial Intelligence (AI), IoT and Blockchain to create agile solutions that enable digital public health and emergency support in crises (Opioid, Senior Care). Lifeguard Digital Health has been forefront in reducing harm, preventing deaths, and saving lives in collaboration with emergency services. The firm has successfully launched LifeguardConnect™ in BC and Northwestern Ontario, in Canada, during 2020-21, and has reached a milestone of **saving 65 lives** as of March 2023.

The company has a strong technical development team including full stack developers specializing in mobile app development and certified in native Java and native Swift for Apple/iOS and Android. The Lifeguard dev team can manage all aspects of a project and can provide end-to-end design, development, programming, and deployment of solutions.

Lifeguard has also assembled a team of professionals on the team with experience in finance, administration, sales, and business with two members of the team being country level representatives in the United Nations (UNSTSC and UNODC).

The firm has invested in continuous research and development by launching **LifeguardLabs™**, its research arm comprising of a team of software and hardware scientists, biotechnologists, and data scientists led by Dr. Chandana Unnithan, an expert scientist in digital health with specialization in AI, IoT, geo-spatial/remote sensing applications, having over 15 years' experience in implementing digital public health-oriented solutions. She is a continuing expert member of United Nations Scientific Technical Sub Committee of COPUOS, WHO Digital Health Technical Advisory Group and has won the innovator of the year award in 2022 for cybersecurity innovations enabled by emerging blockchain standards that underpin all the solutions that are offered by Lifeguard Digital Health Inc.

Lifeguard Digital Health Inc. focuses on digital solutions in public health emergencies including the Opioid crisis and Senior care integrating novel technologies and solutions.

Lifeguard Accomplishments

In the four years since Lifeguard's inception, we have enjoyed growth in more ways than one! We are proud to share our accomplishments as follows:

Milestones

- March 2023 – **Saved 65** Lives so far! We are REALLY proud of this one . . .

Customizations

- Metis Nation British Columbia (MNBC) – customization of the App to discover personalized resources relevant to MNBC was developed with indigenous imagery and custom contact and resource information relevant to this indigenous community. (See Appendix 1) **With the roll out of LifeguardConnectTM in Ontario, the Metis theme on the App will be available to Metis populations in Ontario.**

- Construction Industry Rehabilitation Program (CIRP) – custom build of the BuildStrong CIRP App aimed at construction industry workers union with peer support and mental health and wellness for this sector.

Grants

- 2020 - awarded a National Research Grant from Canada, via the IRAP-Pacific program for building functionalities and features for LifeguardConnectTM in version 1, its flagship product.

- 2021 - MiTacs grants to bring in applied research masters students to begin the development of privacy preserving blockchain enabled protocol into the solutions.

- 2022 - National Research Grant from Canada, via the IRAP-Pacific to augment the app with AI and P2P functionalities.

- 2022 - Health Canada via the Substance Use and Abuse Program (SUAP), with a collaborative partner in social housing – PHS Community Services Society, to build LifeguardLiteTM, a new smart device installed in social housing to combat overdose deaths which has set a global standard in 2022.

- 2022 - CanExport grant to scale its products and services primarily to the USA.

- 2023 - Health Canada via the Substance Use and Abuse Program (SUAP), with our collaborative partner Simon Fraser University, Engineering Faculty, for building wearables capable of predicting overdoses in future.

- 2023 - Health Canada via the Substance Use and Abuse Program (SUAP), with our client and collaborative partner Connective Care Society, for expansion of the LifeguardConnect™ mobile app by customizing and deploying a unique version to support vulnerable individuals that have been released from correctional facilities or

have otherwise been in contact with the justice system.

Global Reach

- 2020 - The Lifeguard App was presented at the United Nations COPUOS Scientific and Technical Sub Committee to 120 member countries with a positive endorsement.

- 2021 - The App was presented with its advanced features in the UN COPUOS STSC which received high accolades of the expert committee.

- 2022 - The App was presented and endorsed by Geo-Health (run by NASA/NOAA) and to Johns Hopkins University - Bloomberg School of Public Health, USA.

In The News

- May 2020 - The Lifeguard App appeared widely in the media including CBC and Global News.

- June 2020 - Lifeguard App is mentioned by Dr Theresa Tam, Chief Public Health Officer of Canada, and Dr. Bonnie Henry in BC. The media featured a spotlight on British Columbia where Lifeguard App was featured as "Saving lives from the 'other crisis' during the covid-19 pandemic"

- 2021 - The Lifeguard App was featured in CBC and Global News as 'saving lives' and supporting health workers in emergency services.

- 2021 - Peace Arch News reported the Lifeguard App saving a person's life twice.

- 2021 - BCEHS reported surge in demand for monitoring overdoses using the Lifeguard App.

- January 2023 – LifeguardConnect™ featured on CTV News at its company event to celebrate its employees and **57 lives saved**!

THE PROJECT

Project Management Support

The Lifeguard team of developers will be working full-time with EMS across the Province of Ontario to ensure the application is configured and working properly before the official launch. Specialized teams will be deployed and responsible for the following duties:

- **Android and IOS Developers**

To ensure that all operations are in accordance with the required geo-fencing and regional specifications, a dedicated development team will be assigned and available for full-time assistance. This team will begin by configuring the LifeguardConnect™ app to the specified geographical area, before proceeding with the integration and testing of all 911 system functions. The development team will be available 24/7 should any unforeseen, time-sensitive system issues arise to ensure maximum up-time is achieved.

Project Management Support
Working full-time during roll out to work with EMS and developers to ensure the application is configured and working properly in your area before go-live.

Android and IOS Developers

Initially working full-time to configure the App to your area. This will ensure everything is populating and connecting according to the required geo-fencing. This will also include the integration and testing within the 911 system. They will also be available 24/7 should any fixes be required to ensure maximum up-time is achieved.

Data Analytics

Will be working full-time on developing customized reports specific to your area.

Marketing Design Team

Enhanced support to develop marketing materials, customized for roll out strategy and also the creation of a web portal for your teams to access. Also, the creation of training materials for EMS and community workers on the functionality and process of the App.

Media Relations

Available full-time for increased media attention after roll-out.

Deployment Roadmap

The following roadmap is a high level, deployment plan:

Plan and Design

- Host project kick-off with stakeholders
- Requirements gathering with selected stakeholders
- Approve approach and overall timeline
- Project plan with selected collaborators and commitments
- Prepare and finalize marketing/awareness campaign for public release

Month 1

Build and Test

- Integrate the app with existing crises lines
- Integrate emergency medical services
- Configure geo-fencing
- Conduct QA testing
- Perform Pen-test and security tests with EHS teams & public (selected)
- Begin marketing campaign, live demos, social media videos

Months 2 - 3

Initial Release

- Complete all testing cycles
- Go / No Go decision
- Go-Live: Release app in provinces in agreed upon order
- Continue public marketing and social media

Month 4

Evaluation and Full Release

- Evaluate usage data and user feedback
- Expand release to all provinces
- Continue marketing campaigns

Month 5

Stabilization

- Stabilize operations
- Continue monitoring usage data and user feedback
- Draft data and evaluation report (s) [E.g. usage, which regions, etc.]

Month 6

Transition to Services & Support
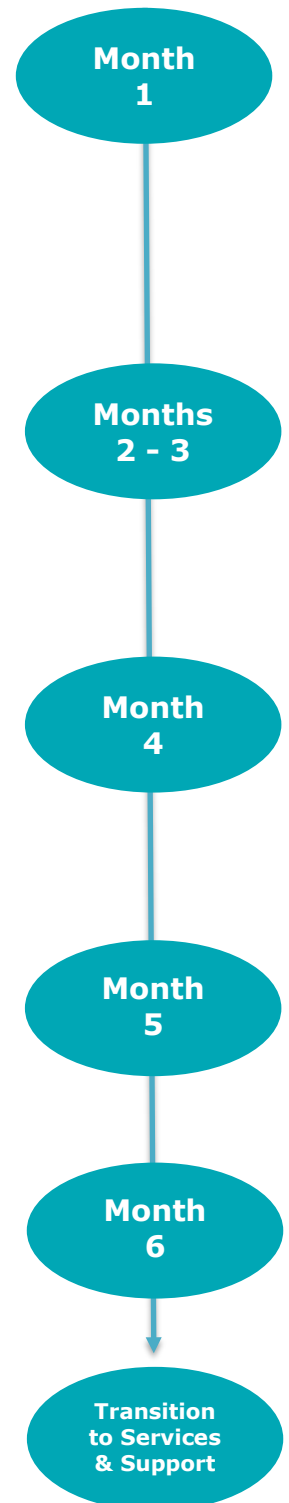
- **Media Relations**

A media and public relations team will be available for increased media attention and promotion upon launch. With the purpose of cordially addressing all media and user inquiries with expert knowledge regarding the LifeguardConnect™ app, the team will further work to effectively strategize and promote marketing material to grow and sustain the user base.

- **Public Health Social Marketing**

Lifeguard believes a two-pronged marketing strategy is essential to ensure user uptake of the platform:

Client/Government-Led Marketing: The collaborative efforts of our clients and partners assume all responsibility for the public health social marketing of LifeguardConnect™. This includes developing and implementing a marketing strategy to target community health clinics, GPO offices, hospitals and allied public health services. They will lead all marketing strategies such as transit signs and billboards as well as search engine optimization, paid online advertising, social media and radio and TV advertising; TV and radio for their public service (PSA); and public awareness campaigns.

Lifeguard-Led Marketing: Lifeguard Digital Health will complement the marketing campaigns, help increase rates of LifeguardConnect™ adoption/uptake, emphasize the number of lives saved to date, and publicly celebrate milestones. Lifeguard will promote the platform to the general population through its website and social media accounts including FB, Twitter, LinkedIn, Instagram. Lifeguard Digital Health Inc. will additionally leverage the use of testimonials from front-line emergency responders and opioid users.

LifeguardConnect™ Services & Support:

- ## Use Alone Timer:

The Use Alone Timer has been developed by Lifeguard to help bring emergency services to people using substances. The timer is set to the desired time and started, and the person can use their drugs in their preferred method. When they are done, they will stop the timer. If the timer expires before they are able to stop it, an alarm will sound. After 10 seconds of the alarm sounding emergency services will be alerted with the person's information.

The Use Alone Timer is regularly tested and maintained by the Lifeguard team. It is tested on various devices and operating systems to ensure it is accessible to as many people as possible, and updates are made to address any problems.

- ## Emergency Connection:

Lifeguard sets up, tests, and maintains direct connections with emergency services. Unlike typical EMS calls, Lifeguard Alerts are sent directly to regional ambulance dispatch centres with the necessary information for emergency services to respond to overdose alerts. Each of these regional connections receive regular testing, are tested for high volumes of alerts, and regularly maintained to ensure a stable link.

- ## Crisis/Suicide and Resource Phone Numbers:

Additional phone numbers and resources can be customized for each region in the Connect app, accessible on the home page. These can include crisis lines, nurses' lines, suicide prevention lines, info lines and more. These numbers can be updated as a person moves across regions and will show them the ones most relevant to their location for up-to-date information. The database of phone numbers is maintained by the Lifeguard team and regularly audited to ensure accuracy.

- ## Drug Alerts:

LifeguardConnect™ can send out Drug Alerts to all users in a geographic location (e.g. city, county, state). These alerts can include the type of drug, description of the substance, contamination, photos, links, and location of the reports. These provide people with information they can use to reduce their chances of overdose to reduce deaths due to contaminated supplies.

Lifeguard provides and maintains an admin portal for each region to create, edit, and post Drug Alerts for their geographic area. In addition, Lifeguard provides templates for alerts, support for posting, and tests the drug alert system frequently to ensure fast response to contaminated substances.

- ## Services Near Me:

Lifeguard also offers people a place to find services that are close to their location. These services can be harm reduction services (supervised consumption sites, needle exchanges, drug testing), treatment and recovery services (detox centers, recovery centers, addiction specialists), health services (health clinics, hospitals, vaccination clinics), mental health services (counselling, support groups), and housing

supports (shelters, single room accommodations, social housing). People can filter by service they are looking for, or services nearest to them.

Lifeguard maintains these databases for each region with support from the local authorities. This includes adding new services, auditing current services for accuracy, updating existing services, and adding new categories by request.

• Notifications:

Alongside Drug Alerts, Lifeguard supports Notifications being sent out through the same admin panel to geographic locations. These Notifications can include updates on drug testing, services, events, and any other information that needs to be communicated from regional authorities to people within the Province. The creation, editing, and posting are handled by the admin panel like the Drug Alerts, and Lifeguard provides the same testing and support.

• Education Resources:

LifeguardConnect™ maintains educational resources that can be customized by the client for users to learn more about addiction, substance use, harm reduction, and mental health. These resources are accessible through the app and may be updated by request for each region. The accuracy, accessibility, and relevance are all verified by the Lifeguard team on a regular basis to ensure access to the best educational resources.

• Partner Portal:

Lifeguard provides access to a partner portal with resources to assist our clients in promoting use of the LifeguardConnect™ App, regional/state metrics to track the performance and impact of the app across the state, and resources for training. Reports can also be customized for our client to include photos that represent the diversity of Ontario along with state metrics that are most important to track performance.

• Data Analytics:

One of the items found in the partner portal, the data analytics, are provided on a region by region level with customized metrics reports. These metrics can include number of monthly users, all-time users, downloads, sessions, timer uses, emergency notifications, lives saved, drug alerts sent, notifications sent, user engagement, resources accessed, and pages viewed. All these metrics are provided in a high-level state-wide report to show where the largest impacts are.

• Marketing Materials:

Another item found in the partner portal, the marketing materials will be customized at the preference of our client and highlighting images that represent Ontario. These marketing materials include posters, brochures, wallet-cards and more. Marketing materials are updated monthly and support various themes being recognized at a state level throughout the calendar year.

- ## Customization:

The LifeguardConnect™ App can be customized to the preference of our client to include client colours, logos/images.
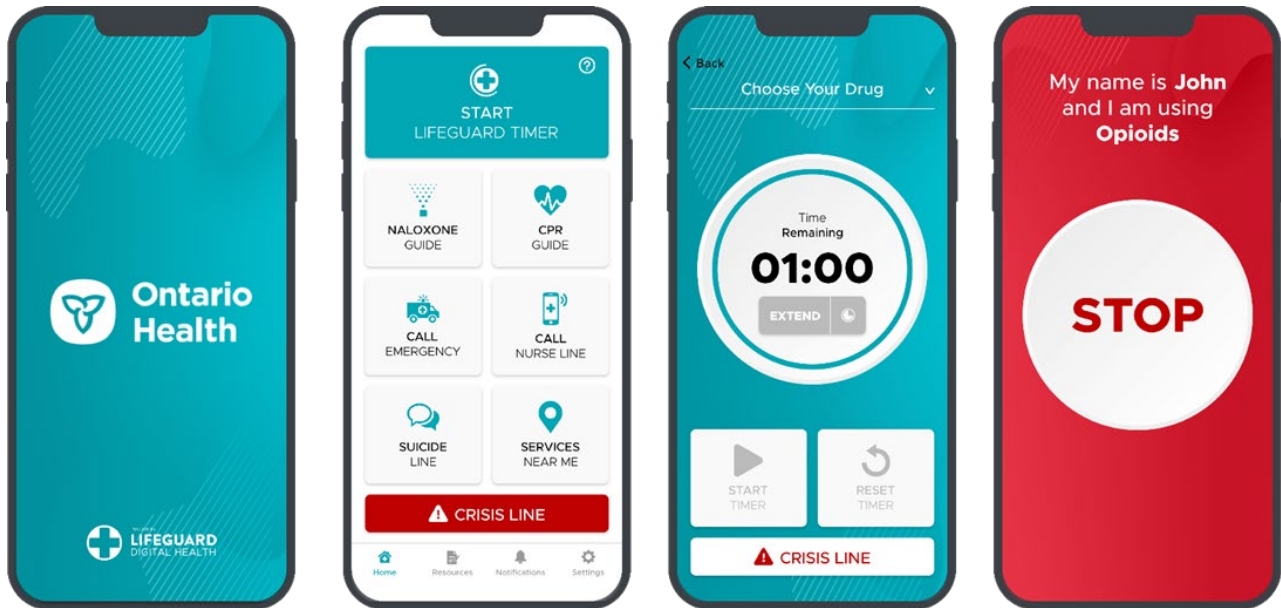
Sample of customization for Province of Ontario

- ## Project Management Support:

The Lifeguard team will be working full time with each region and local EMS to implement this app across the state. This includes setting up steering committees, providing training, receiving feedback, and implementing changes based on that feedback. After implementation, the team continues to work with each region to provide monthly updates, respond to questions and inquiries and work with stakeholders to increase usage.

- ## Android and iOS Developers:

A dedicated development team will be assigned and available to support each region through implementation to maintenance. This begins with configuring the system for the region's specific needs and customizations, before proceeding with the integration and testing of all EMS systems. The team is available 24/7 to address any issues, and will work to maintain the app, provide updates, and fix bugs for each region.

- ## Help Desk:

A dedicated Help Desk and support team is provided for each region to assist with any administrative issues, troubleshooting, training, questions, user feedback, and address any issues 24/7. The Help Desk and support team include responding to user questions on the Lifeguard Info line, replying to user comments and feedback on iOS App Store and Google Play store, and relaying potential issues to the development team responsible for each region.

- ## Research and Ongoing Development:

The Lifeguard team is continuously working to improve the app, increase usage, and translating user feedback into actionable upgrades. For more info on future developments please refer to the features roadmap section. All planned new features are included for each region, and special requests for features can be worked into our roadmap for clients and/or regions on a case-by-case basis.

Features Roadmap

The Lifeguard Platform will undergo ongoing development and iteration. As LifeguardConnect™ expands across Canada and North America, British Columbia will remain the R&D hub and home for *LifeguardLabs™* for all future upgrades. Some examples of R&D that Lifeguard intends to pursue include:

Phase 1 (Delivery June 2023)

- **Simplified user experience**
To increase ease of use as well as highlight the most important features of the app, the user experience is being updated. This will make finding resources, using the timer, or connecting to services easier.

- **App usage Data**
Include additional data points to be tracked anonymously to provide insights into how the app is being used.

Phase 2 (Delivery Q1 2024)

- **Additional UI/UX Simplification**
Increase ease of use and highlights of key features through UI/UX improvements to make finding resources, using the timer, or connecting to services easier.

- **Expansion of 'Services Near Me' Feature**
Allow users to report services that need to be updated directly through the app. These can be reviewed and approved to ensure the most up-to-date services are available through the 'Services Near Me' portion of the app. Also update the 'Services Near Me' from government databases more frequently.

- **Naloxone Tracking**
Add a feature for users to add the date of expiry of their Naloxone kit. This will allow for sending reminders to order replacements as the expiry date approaches, to ensure Naloxone is always available when needed.

- **Additional Overdose Incident Information**
In the event of an overdose the app will provide additional relevant information about the user.

These will not only be the type of drug used, but also if the person is carrying Naloxone and where it is stored.

- **Augmented security**

The integration of *LifeSecure*™ blockchain solution from Lifeguard Digital Health Inc. will provide protection of data in transit.

Potential Future Development (not scheduled)

- **Naloxone Ordering**

The ability to order naloxone through the app and be alerted when it is ready for pickup at the pharmacy or distribution center.

- **Integrating Drug Alerts with Existing Infrastructure**

Combining existing drug alert systems such as BCCDC's RADAR system and Lifeguard's own drug alert system so that users can receive alerts about bad drugs with ease. This would include geofenced drugs notifications that can be sent out by city, health authority, or province wide and can be sent out through the app, text messages or other methods.

- **Expansion of Bad Drug Reporting**

We are currently collaborating with both the BC Provincial Services Health Authority (PHSA) and the BC CDC to develop an automated direct 'push notification' system from their central hub of drug alerts to be pushed directly to LifeguardConnect™ and will be available across Canada.

Create/modify a feature for users to report bad drugs directly from the app. These reports could be based on experience, word of mouth, or at home test kit results. These bad drug reports can be verified and posted as drug alerts, potentially using the combination of existing infrastructure and the LifeguardConnect™ App or posted in the feed section by users.

- **Robust Peer-to-Peer Chat Features**

Expand the chat functionality with support from national partners to connect more people with others who are likeminded and can provide support. In addition, potentially add Artificial Intelligence to provide people with resources based on their needs.

- **Added Resources and Self-Directed Wellness Tracking**

Increase the number of resources available for users, as well as introducing self-directed wellness tracking for users such as self-screeners, mental health worksheets and customized plans for improving wellness and mental health.

- **Treatment Center Vacancy Notifications**

Add a feature to allow treatment centres to update their vacancies in real time. This will allow for people to receive treatment more easily when they need it and make it easier for treatment centres to advertise openings.

Appendix 1

FINANCIAL CONSIDERATION

- Full implementation of LifeguardConnect™ across the Province of Ontario (Including Northern Ontario)
- Access to customized **Métis Theme** providing access to the **Métis Nation of Ontario (MNO)**

$85,000 CAD Implementation Fee	**$50,000 CAD** Monthly Access and Support (billed monthly)

INITIAL PAYMENT		
Upon Signing	a) Implementation Fee	$ 85,000 CAD
	b) First Month Services & Support	$ 50,000 CAD
	Total	$ 135,000 CAD
Monthly Invoice	Access to Services & Support	$ 50,000 CAD per month

The Annual Services & Support fee is based on an estimated population of 14 million (2023), for the Province of Ontario.

The monthly maintenance fees include all services and support as described in LifeguardConnect™ Services and Support as well as future Research and Development described in Features Roadmap.

Possible Solutions:

1) LifeguardConnect™ deployed across all of Ontario –
   - Lifeguard can open up the geofence for access to LifeguardConnect™ across Ontario within ten business days.
   - If necessary, invoicing can be issued for Implementation and 12 months advance Services & Support in the amount of $685,000.00 to comply with fiscal year end purchasing policies.

Current Investment:

NWO CHC $120,000 Annually $10,000 Monthly

Proposed Solution (to replace the above):

Ontario $600,000 Annually $50,000 Monthly

To roll out LifeguardConnect™ Ontario-wide would be an additional $480,000 or + $40,000 per month.

Appendix 2

LIFEGUARD
DIGITAL HEALTH
Powered by *evan*

LifeguardLite™ Solution
Province of Ontario, Canada

SERVICES

Implementation

A) Pre Deployment:

- Site visits for scoping of network

- Specification design

- Delivery of Hardware

- Testing of Hardware

- Configuration of software

- LTE set up for devices

- Testing of LTE functions

- Testing of system through front desk/emergency

B) Deployment:

- Packaging for deployment

- Onsite configuration

- Installation of hardware in apts

- Configuration of responder panel

- Onsite testing functionality

- Training of staff

- Training of residents

Implementation Services Detail (Included)

+LifeguardLite™ Hardware for each apartment, LTE Enabled

+1 x LifeguardLite™ Unit per apartment

+LifeguardLite™ Front desk touch screen responder panels, LTE Enabled

+Cellular Network Configuration

+Security mounts where required

+Training and reference materials

+Follow-up training

+Removal and recycling of all packaging

+Installation report

Monthly Maintenance & Support

- 24/7 Technical Support

- 24/7 Servers Support

- Hosting on AWS

- iOS & Android Development Team

- Marketing Materials

- Data Analytics

- Secure Data Management

- Project Management Support

- Emergency Repair or Replacement

- 24/7 Help Desk

- Alerts pushed to Help Desk for Offline issues

- LTE / Data Rates included

LifeguardLite™ Solution
Province of Ontario, Canada

FINANCIAL CONSIDERATION

Year End Structure Pricing (example):

Hardware and Implementation Costs:

300 Tenant Rooms @ $395.00 per Unit

$118,500.00

$118,500.00	
PLUS APPLICABLE TAXES	

Monthly Maintenance & Support:

300 @ $1.95 per Month $585.00

Monthly Support Fee	**$585.00**
	PLUS APPLICABLE TAXES

Additional Services:

		Per Month
Monthly Maintenance & Support	**300 Tenant Rooms @ $8.00* per Unit**	**$2,400.00** PLUS APPLICABLE TAXES
	*Covered by Lifeguard in FIRST Year	