

Audio Recording Consent Policy

Client / Patient Acknowledgment & Consent Policy

PURPOSE

This Agency utilizes Sensi, an audio-based monitoring system developed by Clanz Ltd. d/b/a Sensi, to support the care of clients in their private residences. The system analyzes audio signals to identify potential health, safety, and behavioral events. This policy is designed to inform you of that practice and to obtain your consent as required by applicable law, including California Penal Code § 632 and other applicable state laws.

NOTICE OF AUDIO MONITORING

A Sensi monitoring device has been or will be placed in your home as part of your care services. The device uses passive audio data collection, activated by specific keywords, sounds, and phrases, to detect potential health or safety concerns. Your voice, and the voices of individuals present in the home, may be captured during monitoring.

PURPOSE OF RECORDING

Audio data collected through the Sensi system is used solely for the following purposes:

- Quality care sampling and service improvement
- Detection of potential health changes (e.g., signs of a suspected UTI, increased coughing, or fall risk scenarios)
- Review of significant events that may occur in the home, such as falls, calls for help, or safety concerns
- Proactive and preventative care support to help reduce the risk of hospitalization

LIMITATIONS OF THE SYSTEM

The Sensi system is a supplemental care tool and does not replace caregiver services or emergency response. The Agency is not an emergency response service. Please note the following:

- The system does not guarantee detection of all incidents or conditions. Performance may vary based on environmental and technical factors.
- The system may not identify silent or non-audible events.
- The time it takes to receive and act on alerts may vary based on the context, audio quality, and types of sounds detected.
- Clients should not rely on Sensi as a sole means of monitoring or emergency response.

The Agency is not liable for actions taken or not taken in response to high-level alerts during or after business hours. The Client assumes full responsibility for decisions made based on these alerts.

EMERGENCY AUTHORIZATION

By signing below, you authorize the Agency to contact your designated emergency contacts, Emergency Medical Services (EMS), and/or Adult Protective Services in cases where the severity of an alert warrants such action.

CONFIDENTIALITY & DATA USE

The Sensi system operates in accordance with applicable privacy and HIPAA requirements. Audio is processed to identify care-related events and is not continuously recorded or stored unless necessary for alert generation. All information is kept strictly confidential and accessed only by authorized Agency personnel. Data is not shared with unauthorized third parties. For additional information on Sensi's data collection practices, visit: <https://www.sensi.ai/privacy/>