



Dear FreshAir Client,

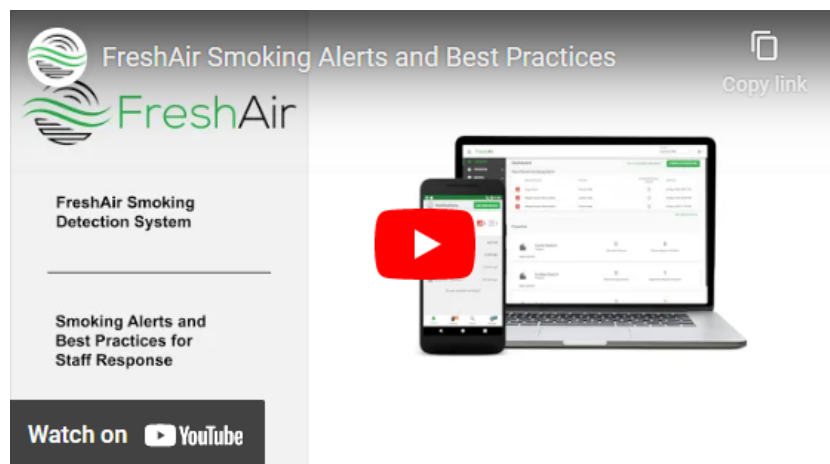
Greetings and Happy Holidays from the FreshAir Client Experience Team.

As we approach the New Year, we wanted to reach out with best practices and tips for optimized FreshAir alert response.

While alert response varies based on property type, staff structure or availability, and smoking detection goals, an effective response requires:

1. developing consistent Smoking and/or Suspicious Alert response protocols that align with your company's smoking detection goals;
2. designating clear staff responsibilities for acknowledging and responding to alerts; and
3. familiarizing all involved staff with FreshAir alerts and system.

We recommend sharing this [Smoking Alerts and Best Practices video](#) with all staff involved in FreshAir alert receipt, alert response, and/or guest or resident interaction:



The FreshAir Client Experience Team is available to guide you in developing specific alert response protocols that fit your property's needs and goals.

Don't hesitate to reach out with any questions or for support maximizing your property's use of FreshAir.

Thank you,

The FreshAir Client Experience Team

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