



# Resident Safety News

Information on RoamAlert®, WatchMate® and more

Issue 2 2011

**STANLEY**®

Healthcare Solutions

## Campus-wide security with the MyCall® system

**The Philadelphia Protestant Home integrates RoamAlert and MyCall to meet multiple needs**

**Y**ou may remember reading about The Philadelphia Protestant Home (PPH) last year, when we profiled its innovative use of the RoamAlert system.

PPH is using the many flexible features of RoamAlert to protect residents in its Dementia Unit and other areas.

We're happy to report that PPH has turned once again to Stanley Healthcare Solutions and dealer Northeast Protection Partners to further improve safety and security services for residents.

PPH recently implemented the MyCall system, an emergency call solution that enables residents to call for assistance by pressing a button on the front of a small portable pendant.

PPH has offered MyCall pendants to residents of its three Independent Living buildings. But coverage is not just limited to Independent Living. Residents are able to get help almost everywhere in the 13-½ acre PPH campus in northeast Philadelphia.

This is made possible by the mostly wireless infrastructure used with the MyCall system. "Installation was not a problem, since the wireless devices are very small," says **Ted Cannon**, Director of Safety & Security. "They were also able to install devices outside to cover our parking lots and back alleyways."



**Philadelphia Protestant Home**

Another key reason that PPH opted for MyCall was that it integrates smoothly with the RoamAlert system: "Since we already had RoamAlert in place, it was an easy transition to use MyCall," says Mr. Cannon.

The MyCall system fully integrates alarms from the RoamAlert system and other security systems to create a single user interface.

Alarms from MyCall pendants are automatically sent to security officers via pagers. Mr. Cannon notes that this results in much quicker response to alarms, compared to other solutions that go through the phone system.

"Residents like that somebody will respond right away," says Mr. Cannon. "They have someone there almost immediately."

PPH is now considering installing fixed call stations for MyCall in its Independent Living community to take advantage of the Daily Check-in feature, which enables residents to signal that everything is fine each morning by pressing a button on the call station. A quick report through the MyCall software identifies anyone who hasn't checked in, so that staff can follow up.

This will be a big improvement over the current system of manual flags outside each apartment, which necessitates a sweep of all three buildings every day by a security officer. MyCall will not only make this process much easier for residents, but it will also help PPH improve staff efficiency. ■

# MyCall + RoamAlert: the “everything” system!

**A unified and easy-to-use solution for multiple safety & security applications**

The MyCall system paired with the RoamAlert system offers senior care facilities an unrivalled set of solutions to meet the full range of resident safety needs.

One system with one user interface to take care of the full range of safety and security needs for your community. That’s what the combined power of MyCall and RoamAlert delivers.



## Emergency call

Enable your residents to call for help from anywhere within your community.

- ✓ Low cost of installation
- ✓ Fixed call stations
- ✓ Daily Check-in feature
- ✓ Personal pendants
- ✓ Map locate feature
- ✓ Full component supervision



*Wireless pendant*

## Wander management

The most flexible wander management solution, with multiple tag and feature options.

- ✓ Removal resistant Securaband™ tag & strap
- ✓ Resident ID information
- ✓ Hidden infrastructure
- ✓ Self resetting elevator units
- ✓ Personalized access
- ✓ Multiple bypass options



*Securaband tag*

## Fall management

Rugged, reliable fall monitors with a range of advanced features.

- ✓ Unique voice alarm option
- ✓ Silent alarm option
- ✓ Software alarms
- ✓ Event database



*TABS fall monitor*

## Equipment protection and location

Easy and intuitive location of key equipment, and loss prevention.

- ✓ Quickly locate key equipment
- ✓ Increase equipment utilization
- ✓ Protect valuable equipment



*Asset tag*

## Building security

Effective and economical control of exits, and central management of security equipment.

- ✓ Monitor external doors, windows and other exits
- ✓ Time of day lock down of doors
- ✓ Monitor smoke detectors, temperature alarms, water alarms, etc.
- ✓ Control of cameras and other devices. ■



*Programmable keypad*

## How it works

The MyCall software is able to integrate alarms from the RoamAlert software, and can directly monitor a range of other devices. Alarms are displayed in a single user interface, and can be distributed directly to caregivers via pagers, with automatic escalation if the alarm is not responded to promptly.

## Getting started

To learn more about the MyCall system, please call 1-866-559-6275 or visit [stanleyhealthcare.com](http://stanleyhealthcare.com). ■

## A “winter tune-up” for your RoamAlert system

### Steps to make sure your residents are fully protected for the dangerous winter season

Now is an excellent time to double-check that your RoamAlert system is functioning optimally, that you’ve got the right banding option, and that your staff are fully trained.

#### Testing

All components of your system should be checked regularly, but it’s especially important to make sure that everything is in tiptop shape just before winter. Here’s a brief review:

- **Tags:** Test every tag using the Pocket Tag Reader. This small hand-held device enables you to accurately test battery level. Alternatively, test every tag at a monitored exit.
- **Door Controllers:** Check that tags are detected at the desired distance from each protected exit, and that Loiter and Elopement alarms are generated both locally and at any PCs in your system.
- **Receivers:** If you use Receivers, you can test coverage throughout the protected area with the RF Test Tag. Just press the button to send a test; any Receivers within range will beep in acknowledgement.



#### Securaband tag

The Securaband tag and strap combination provide a robust physical barrier to unauthorized removal. Now is the time to review whether some of your residents are prone to removing the RoamAlert tag, and may be in need of the Securaband solution.

#### Staff training

The RoamAlert system is only a tool to help you protect residents – it is important that all staff members understand how it works, how to identify an alarm, and especially what to do in response.

We offer a free training DVD that can help you with basic staff orientation and training. It covers attaching the tag, alarms and basic system testing. ■



**WatchMate®**  
Wander Prevention

**WatchMate  
Corner**

#### Replacement boards no longer available

**W**e wanted to let you know that we have exhausted our supply of replacement circuit boards for Door Controllers and Monitors.

In most cases, we won’t be able to repair existing equipment, and naturally we can’t supply any new equipment to expand your system either.

Watchlet™ resident bracelets and straps will be available until January 2014, but please be aware that if anything

should happen to one of your Door Controllers, you will have to take alternative steps to protect that exit.

We urge you to plan for a replacement system *before* that happens. You don’t want to have to make a rushed decision under stressful circumstances!

#### Special upgrade pricing available

As a loyal customer, you are eligible for special offers on upgrading to RoamAlert that can save you hundreds of dollars on *each* door.

To learn more about upgrading, contact your authorized dealer, or call Stanley Healthcare Solutions at 1-866-559-6275. ■



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A roundup of news and views on resident safety



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## Your one-stop-shop for resident safety

**Stanley Healthcare Solutions has all your needs covered**

Your Authorized Dealer is equipped to give you a total package of resident safety solutions.

Resident safety is a core business for Stanley Healthcare Solutions, and we have invested a lot in developing integrated solutions that meet the full range of security and safety needs for the senior care industry.

We are industry leaders in wander management, fall management, and wireless emergency call, with over 10,000 customers across the nation — that's almost a quarter of all skilled nursing and assisted living communities!

We've done this not by offering the cheapest products, but rather solutions that deliver long term value — we're always adding new features to our products, with an economical (sometimes free!) upgrade path for existing customers.

And no one can rival the close, local support provided by your Authorized Dealer, backed by the technical, product and financial resources of a global corporation. You get the best of both!

Now we're turning our attention to integrating our solutions to give you even more options to customize security for your residents.

We hope you'll keep reading this newsletter through 2012 as we introduce many new features and new products — products that help you improve care, raise efficiency and reduce costs. ■



### SHS products & services

- Wander management
- Emergency call
- Fall management
- Access control
- Real-time locating
- Staff duress
- Systems integration

### Toll-free number for U.S. tag & strap orders

All consumable items, including tags and straps, should be ordered directly from Stanley Healthcare Solutions by customers in the United States. Just call **1.866.559.6275**. ■