

# Riverside Lodge

## CASE STUDY



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– Melissa Miller, Executive Director, Riverside Lodge

### ABOUT RIVERSIDE LODGE

Riverside Lodge is a locally owned and operated senior living community in Nebraska, offering independent living, assisted living and memory care services.

Focused on quality care and recognized nationally for raising the standards of sustainable, person-centered care and services, Riverside Lodge relies on Securitas Healthcare to provide emergency call and wander management in a single, integrated solution.

### SOLUTIONS IMPLEMENTED

- **Arial® Emergency Call**
- **WanderGuard® BLUE Wander Management**

### MORE TIME TO SPEND WITH RESIDENTS

Spending time with residents is the most important service caregivers at Riverside Lodge provide. “One of the most important things to us is time,” explains Melissa Miller, Executive Director, Riverside Lodge. “Any time we can save by automating routine tasks or streamlining administrative activities gives us more quality time to focus on caring for our residents.”

Riverside Lodge caregivers are finding new ways to save time with the centralized Arial® solution which seamlessly integrates a complete emergency call system with the full offering of the trusted WanderGuard® BLUE wander management capabilities in a single solution. For example, caregivers now have the ability to manage the door controllers of WanderGuard BLUE directly at the Arial station. “This is a great time saver for my maintenance staff who change our Bypass codes monthly,” says Miller. “It was simple before using the tablet, but being able to do that from any Arial station in just a couple minutes is not only simple, but it saves them time as well.”

### A SINGLE, INTEGRATED SOLUTION

Nursing staff at Riverside Lodge appreciate the ability to update visitor and staff user lists from any Arial system. With staff always on the move, the flexibility to update these lists quickly and easily from multiple locations is convenient and saves time. All alerts—whether related to a resident call or a door alarm triggered by a wandering resident—are sent to a single location.

“Having everything in one system is a time-saver for all of our staff,” says Miller. “Nursing staff can respond more efficiently because we receive all alerts in one system without having to do anything differently.”



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– Melissa Miller  
Executive Director  
Riverside Lodge

## VALUABLE INSIGHTS

Reviewing staff and resident activity reports in Arial helps Miller and her team better isolate incidents and identify gaps in response times. Arial Insights reveal at a glance how the community is performing against key benchmarks, including response times and the number of alarms, and detailed reports enable the community to drill-down for details regarding who is responding to alerts, how much time caregivers spend with a resident, and details about the encounter. “Arial is great for keeping me informed with staff response times, and making sure we are keeping well below the state requirements,” says Miller. “We can easily see when our staff is busiest and when we should look at staff assignments. We’re able to run reports seamlessly because all of our information is in one place.”

## A TRUSTED VENDOR

Securitas Healthcare remains Riverside Lodge’s trusted partner for solutions that realize safe, secure and efficient care. With safety and security products provided by a single source, Riverside Lodge has only one call to make if there are ever technology questions or concerns. “We don’t have to worry about making several calls and vendors saying it is not their system, it is the other system that we are running,” explains Miller. “When we have questions about how to do something or technical issues, Securitas has always handled our inquiries quickly and professionally.”

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### About Securitas Healthcare

Securitas Healthcare empowers caregivers to deliver connected, productive and safe care. Its innovative portfolio of healthcare solutions helps over 15,000 hospitals, clinics and senior living organizations worldwide protect people, use assets efficiently and understand their operations for a caring and healing environment. Securitas Healthcare is proud to be part of Securitas, the world’s leading intelligent protective services partner. For more information, visit us at [securitashealthcare.com](https://securitashealthcare.com)

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