



Evaluating Your Resident Safety System: 4 Questions to Ask

**Securitas
Healthcare**





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Once upon a time, we carried a cell phone for calls, a digital camera for photos and kept a GPS unit in our cars. Those items still work individually but we've collectively acknowledged the advantage of doing all of those jobs with our smartphone.

Senior living safety is also best handled in combination. Just as individual health conditions have greater harm when they're comorbidities, a combination of factors keep residents safe, from staff members to safety policies to physical spaces to technology. And technology means multiple technologies working together, namely emergency and nurse call, fall management, wander management with resident location and other safety and security systems for your community.

Now, resident safety is not an either-or affair. This white paper shows the real-world experience of one operator's resident-safety journey and the four questions to ask when evaluating your safety system.

How one operator chose its cutting-edge resident safety system

The residents of Bruceville Point in Elk Grove, California, are there to address their complex health needs in a luxury setting. The community offers 117 assisted living apartments and 20 units of memory care, creating as much independence as possible for residents within the confines of their care needs.

To deliver that, Executive Director Eric Hostetter came to Securitas Healthcare. Bruceville Point was under construction when Hostetter and his team went looking for a resident safety system for IL/AL residents. They found Securitas Healthcare, which offers Arial® E-Call, WanderGuard® BLUE Wander Management and Foresite Fall Management with a single user interface and experience. They saw it in action at a nearby community and spoke to that operator about her experience.



What the Securitas Healthcare system also delivers

- Smoke detection
- Fire panel integration
- Door and window contacts
- Motion detection
- Leak detectors
- Glass-break sensors
- Environmental monitoring

“She couldn’t have spoken more highly of the system and what it did for her as far as managing resident care specific with very high-acuity residents,” Hostetter says. “Just being able to see it in operation and talk to somebody who was using it sold us on the process.”

The Securitas Healthcare system is three parts:

- ① **Arial** — emergency/nurse call and integrations with core alarm systems such as fire panels, smoke alarms and environmental sensors
- ② **Foresite** — fall management
- ③ **WanderGuard BLUE** — wander management

As powerful as they are individually, they are greater together, whether two in tandem or all three. A one-system approach to resident safety delivers all of the individual benefits of these tools with compounded benefits as well.

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Tenfold Senior Living / Bruceville Point

The interconnected safety systems of Securitas Healthcare

From giving residents peace of mind with Arial emergency and nurse call to harnessing the power of artificial intelligence with Foresite fall management and WanderGuard BLUE wander management, senior living operators can expect an integrated user experience through the Securitas Healthcare suite.



Arial is a centralized safety and security solution with a wide range of reliable emergency and nurse call systems. Arial solutions empower caregivers by providing better visibility into residents' needs through a wide array of integrations and extensive alerting, notification and reporting capabilities.



Foresite Fall Management uses AI to standardize fall risk and identify patient needs. As such, operators can gain valuable insights that inform care decisions for a community's most vulnerable residents.



WanderGuard BLUE represents the next generation of wander management technology, offering expanded features and affordability. With it, memory care residents can enjoy their entire community, not just a separate wing of the property.



What 'integrated' really means

When shopping, operators and communities should ask their vendors about a system's scalability and interchangeability. Some companies say a system is "integrated" but might only push an alarm as other vendors cobble systems together. The Securitas Healthcare system is truly designed, tested and supported by Securitas.

"What we've created is truly a one-system approach," says Michael Abcunas, Director of Product Strategy at Securitas Healthcare. "We're more than just eCall. We are that cohesive resident and community safety nucleus."

Evaluating your resident safety system:

Inside the most important questions to ask

Operators might not be looking to replace or upgrade their resident safety technology immediately. That's fine. But continuous improvement is essential in all areas of senior living, especially those that directly impact residents. Operators must be in the habit of asking a series of questions to best assess their resident safety systems. **These include:**

QUESTION 1: “How easy is my system to implement?”

An e-call system should be easy to set up, fitting wherever is most convenient for the resident and their unit. That's what makes Bruceville Point's story so instructive. They were already under construction and did not plan their community specifically with Securitas Healthcare systems in mind.

That did not matter. They opened in 2021 and were able to easily install the Arial Emergency Call Station, as it is a wireless pull cord system that mounts anywhere.

“I liked how it functions, its flexibility as far as being able to move pieces of equipment around, and being able to add equipment after the fact,” Hostetter says.



**Don't Forget to Ask This Question:
“Is it expandable?”**

This is a less common question, but a crucial one. Expandability means adding more elements after the system is operational. Bruceville Point needed that. Securitas Healthcare delivered it.

“What I found out after we got our doors open was that the smoke detectors in the apartments were not connected to the main fire system,” Hostetter says. “The way this fire system was constructed and approved by the fire department, the smoke detectors in the apartments were just standalone units. I did not care for that because I want staff to be alerted.”

They were able to address that after the fact, adding a smoke detector tied into the call system in all 117 AL units.

“It was not designed into the system at construction, but we were able to add that in,” he says. “In the event that somebody does set off their smoke alarm, there's a redundancy built in that tells the staff what apartment it's happening in.”

QUESTION 2:

“How easy is my system to train on?”

Just as implementation should adapt to a building, training should adapt to a staff. Hostetter’s team was able to train staff on Ariel before opening the community, which gave them a head start training on the rest.

“It was easy from the outset because we had staff here doing initial training before we had a single resident, so we could do some training on the system, how it worked,” Hostetter says. Ongoing virtual training is available from Securitas Healthcare, directly integrated with your learning management system (LMS).

QUESTION 3:

“Are all systems integrated?”

Arial, Foresite and WanderGuard BLUE can be three separate systems or completely integrated, easing the jobs of frontline staff. All alarms come into one centralized location on one application platform, eliminating the need for other equipment. Staff can use the Ariel Mobile App, which supports caregiver communication and collaboration with built-in call, text, group chat and staff assistance request functionality.

“We want to position our system so that it doesn’t matter where you start in the Securitas Healthcare journey, whether it be Foresite, WanderGuard BLUE, or Ariel,” Abcunas says. “Although they can work separately as needed, you get one experience where you’re getting all the alerts.”

“Folks feel secure about Mom, Dad, Grandma being in a community when they know they can get help.”

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What to look for in the modern...

Emergency and Nurse Call. Today’s e-call systems are more than just a wearable device pendant or a button on a wall. They can be integrated within other areas of a community’s life and safety protocols.

Fall Management. Operators are thinking about fall management and detection systems beyond just the immediate need of helping residents. They’re thinking a few steps ahead, looking at how to prevent resident turnover intervening early to prevent a fall, not just react to one.

Wander Prevention. Proactive work is at play in wander prevention, as avoiding resident elopements is critical to resident safety on campus.



How a resident safety system helps prevent falls

Today's senior living operation is a juggling act. If there's one bowling pin you can never ever drop, it's resident safety. The right system can help operators prevent falls in 3 steps:

- 1 Boosting family confidence before move-in
- 2 Knowing the exact details of a resident's fall
- 3 Preventing falls through root-cause analysis

Average total paid resident fall-related closed claims *by bed type*

AL \$224,300

SNF \$187,774

IL \$112,118

OVERALL AVG. TOTAL PAID \$193,236

Source: Senior Housing News

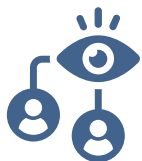


PROBLEM #1:
Family concerns about falls

Explanation: If family members are concerned about their loved ones' safety at a community, they will look elsewhere. Falls and low-quality care drive move-outs, making occupancy goals elusive.

Solution: Explain safety to families in their terms.

"Families don't necessarily understand the variables or the differences from one call system to another, but explaining how specifically the Foresite system works and how it's different from anything else that is out there helps a lot," Hostetter says. "Folks feel secure about Mom, Dad, Grandma being in a community when they know they can get help."



PROBLEM #2:
Staff cannot possibly constantly monitor residents

Solution: Instant fall alerts for staff and residents.

Using actionable data to improve operations can help a senior living provider improve care, resident satisfaction and health outcomes. In short, they can deploy a watchful eye to gain peace of mind.



PROBLEM #3:
Root-cause analysis is hard to investigate, document and report

Solution: Knowing exactly when a resident fell is vital. Knowing how to predict when they might fall again is a game-changer.

By measuring data within the Foresite system, staff can help identify if a resident's stride length is becoming shorter, allowing a proactive identification of the underlying health issues that lead to falls.

In the end, prevention can improve resident health and increase length of stay.

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Addressing staffing shortages

By freeing up staff to focus on care and resident needs, Securitas Healthcare helps communities deliver an exceptional resident experience. Insights and management dashboards provide at-a-glance Aial call system data to identify resident health decline, ensure care plans align and analyze staffing levels.

This allows community leaders to make timely, informed decisions on resident care levels and improve workflow and staff productivity. The system also helps with streamlined staff communication, bringing information directly to staff members. Even with high turnover and unseasoned staff, operators can easily facilitate staff communication and get resident information on demand, such as through its passive “Resident Check-In” capability.

“When I do my orientation with new staff, it’s very easy to explain what it is, how it works, and why it does what it does,” Hostetter says.





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