

## Vigil Memory Care Room Calls

Your manager will set up “room rules” in the Vigil software based on the resident in the room. When a “rule” is broken a CALL will be created and sent to your pager/ phone or Vigil Mobile app. Some residents will have more rules set up than others depending on their needs. Below is a list of calls and what they mean.

### Out of Bed

Pressure has been lifted from the bed sensor (resident out of bed). *Bed Exit Sensor must be plugged into the Bed Sensor Outlet.*



### Bed Sensor Outlet

The green LED will be on when there is pressure on the bed exit sensor. The red LED will be on when the incontinence sensor

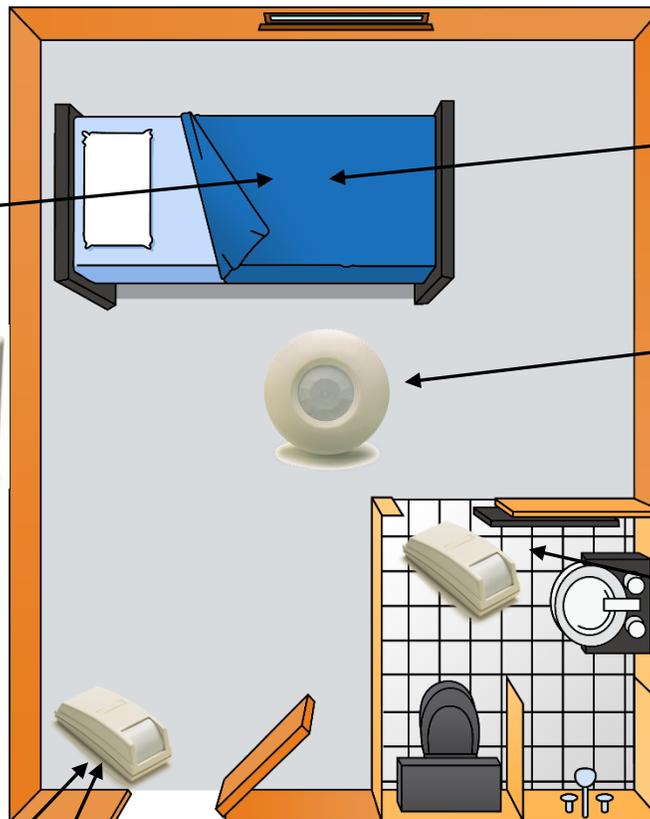


### Room Entered

Someone has entered the room

### Room Departed

Someone has exited the room



### Incontinence Bed

The incontinence sensor has detected moisture. *Incontinence sensor must be plugged into the Bed Sensor Outlet.*



### Restless In Room

Someone is moving around in the room more than usual (rummaging, pacing, agitated etc.)

### In Bathroom

Someone has gone into the bathroom or has not come out within the set amount of time.

### Staff Switch Off

Reminds you that the staff cancel switch has been left in the OFF position



*\*Remember, turn the switch OFF before entering the room and ON when leaving – every time!*

### Responding to a Memory Care Room Call

Turn the staff cancel switch **OFF** before entering the room. Leave it off for at least 5 seconds. Turning the staff switch off does two things:

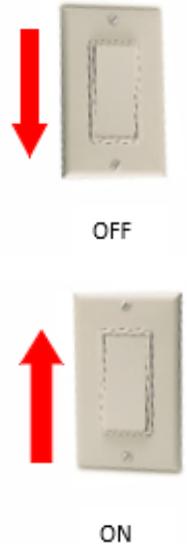
- Tells the system that the call has been cancelled, which stops the system from sending repeat messages
- Stops the monitoring of the room, so that your movements don't set off any calls while you are in the room.

Turn the staff cancel switch back **ON** when you leave the room. Turning the switch on will enable the monitoring of the room again.

If you forget to turn the staff switch back on, you will receive a message that reads "Staff Switch Off". You must return to that room and turn the switch back on.

***\*The Staff Switch should be on at all times unless a staff member is in the resident room\****

**REMEMBER...**turn **OFF** the staff cancel switch before you enter a resident's room and turn it back **ON** when you leave.



### Staff Switch Off Reminder

When you respond to a call and turn the Staff Switch off before entering, a timer starts. If you are still in the room with the switch OFF when the timer runs out, a "Staff Switch Off" message will be generated.

You can then do 2 things:

- Leave the room and turn the staff switch on and then off again. This will restart the timer.
- If you can't leave the resident, don't! Someone else will get the message and potentially come help.

## Frequently Asked Questions

**I have a message on my pager from room 112 but the resident who lives in that room (Sally) is with me and safe. Do I still need to go to room 112?**

YES. Any call generated from any room needs to be attended to (canceled) in a timely manner. The call could have been caused by another resident in that room or may be a repeat page from when Sally was in the room earlier.

**I got a message on my pager from room 101, but I have to stay with the residents during their activity. Can I just leave it until later?**

NO. If you are not able to cover your rooms/halls let another caregiver or your supervisor know so someone else can cover your rooms/halls. Calls need to be canceled in a timely manner.

**I'm getting an Out of Bed call when the resident is still in bed. How does this happen?**

Check that the bed sensor is in the correct location on the bed. It should be across the beds width so that if the resident rolls over, they don't roll off the sensor.

**If the resident got out of bed, then back in again, it will still send out the call?**

When the resident is in bed check to see if the green light appears on the bed sensor outlet on the wall. If there is no green light, the sensor pad is not working properly. Swap it out for a new one.

**When family is visiting in the resident's room, or the resident is out of the room – should we leave the switch off?**

NO. The staff switch should always be in the ON position unless a staff member is in the room.